

LSBU Library in the time of Covid



**London
South Bank
University**

EST 1892

In this session:

The Training Team

- In the Beginning
- 1:1 support
- Training sessions
- Drop-ins
- Moving forward

The Customer Services Team

- Library closures
- Back on site
- Moving student feedback online

In the beginning:

- MS Teams rolled out to all staff and students
- Quick training on how to work from home
- Webinars and livechats from other institutions on best practice
- Trial and error!



Enhanced Lockdown Guide:

Enhanced Content Lockdown Libguide: Home

- Home
- Online Support
- Software for Home Working
- Help for Learning Online & Tips for Working Remotely
- Entertainment and Culture
- Mental Health and Exercise
- Coronavirus in the News
- Latest Research (COVID-19)
- LSBU Coronavirus Diaries

Many people are creating online resources, or making resources freely available online to help us stay connected, educated, and entertained during the many of those resources together in one place as possible.

This is a work in progress, and we will be continuously adding materials to this site as we find them.

You can help too! If you find anything that you would like to add, please email it to askalibrarian@lsbu.ac.uk and we will upload it.

LSBU staff and students can access all LSBU online resources via their subject guides here <https://libguides.lsbu.ac.uk/subjects/home>



Enhanced Content Lockdown Libguide: E-resources

- Home
- Online Support
- E-resources
- Software for Home Working
- Help for Learning Online & Tips for Working Remotely
- Entertainment and Culture
- Resources for children
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What's on this page

- Many academic publishers have opened up their digital content to help with your studies during these difficult times
- These resources are in addition to the resources already available to you via the library catalogue and your subject guide here
- Some resources will require your LSBU login, and some are free for everyone to use.

Bloomberg

[Box of Broadcasts](#)

[Access here](#)

Type of source: Television and Radio

Content: All freeview British television and radio, as well as Al Jazeera and European news. Can watch and record programmes and make clips

Everything available to LSBU students in the UK or EU

Access: Click on Resource and login with your LSBU credentials

Availability: until the end of July

The British Library - Digital Collections

The British Library - Online Resources

EDP Sciences

Emerald - Kindness Matters

1:1 Support:

- Increased 1:1 provision
- Booking system on LibCal
- All appointments carried out on MS Teams or via phone

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
	11:00am - 11:30am Nora C Librarians (Online - All Sites)	9:00am - 9:30am Bayram S Librarians (Online - All Sites)	9:00am - 9:30am Alison S Librarians (Online - All Sites)	9:00am - 9:30am Alison S Librarians (Online - All Sites)	10:00am - 10:30am Emma P Librarians (Online - All Sites)	
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Training sessions:

- Online booking form for academics
- 2 Information Skills Librarians per live session
- No live inductions
- Pre-recorded sessions

Teaching Request Proforma

Hello,

Please use this form to request either digital skills training sessions, library inductions and/or information skills session all of which are delivered by our expert library and digital skills trainers.

Download the relevant teaching menu to learn more about the sessions we offer, all of which are currently available as online sessions only.

- [Library and Information Skills Training Menu](#)
- [Digital Skills Centre Training Menu](#)

Please note that Library inductions are available as pre-recorded videos tailored to your School which you can then share with your students.

Drop in sessions:

Biggest challenge
Could these be replicated online?

Working onsite:

Research Helpdesk
Assignment Surgeries
Knocking on the office door!

Working remotely:

Structured Assignment Surgeries for specific cohorts
“Emergency” appointments



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Moving Forward:

We will not be teaching on site for the rest of the academic year.

More online training materials

Think of a way to offer drop in services

Is working from home the new normal ...?



From lockdown to laser pointers: A customer service journey



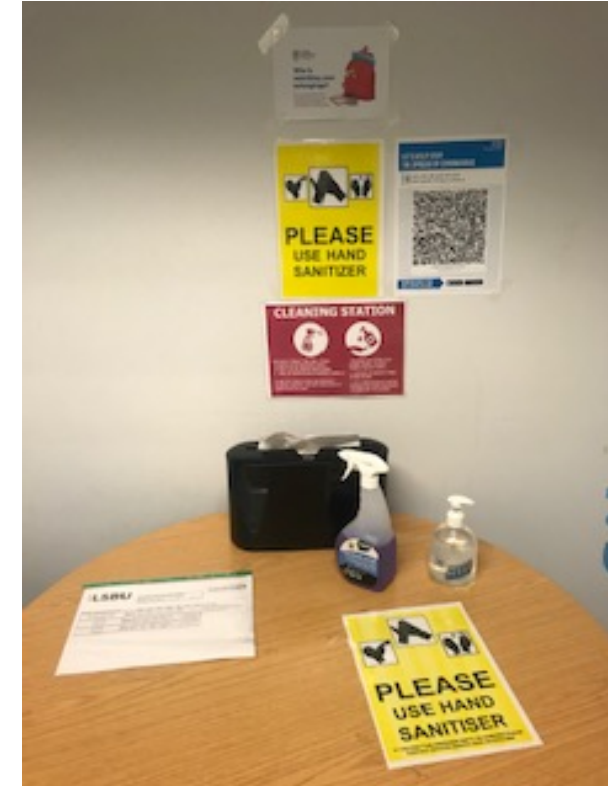
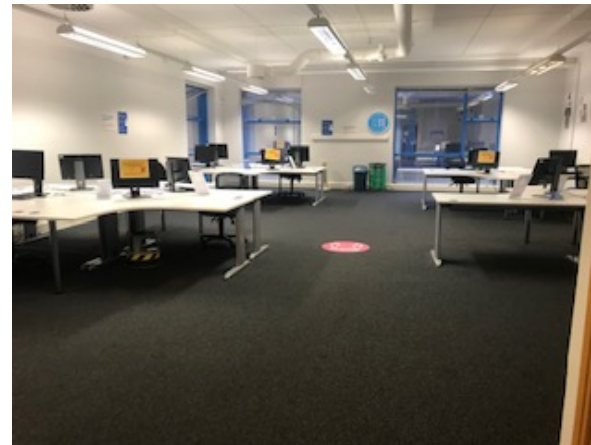
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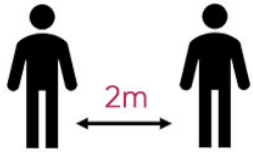
Lockdown library closure



Back on Site



Your actions help keep the library open



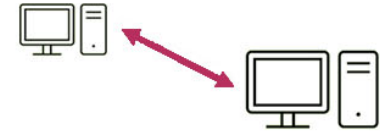
Maintain 2 metre social distancing



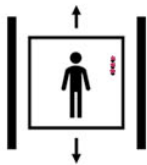
Face coverings to be worn unless exempt



Use hand sanitiser regularly



Use designated distanced workstations



1 person in the lift at a time



Keep workstations clean. Use cleaning supplies provided




Do not move furniture or equipment



Student IT and Library support via go.lsbu.ac.uk/library

Moving student feedback online

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Library and Learning Resources


[LLR Home](#) [Perry Library](#) [Havering Library](#) [? FAQs](#) [Email](#) [VLE](#) [MyLSBU](#) [Library Account](#)

Feedback: Your Voice Matters


[Your Voice Matters](#) [Discussion Board](#) [You Spoke, We Listened](#) [Contact Us](#)


LSBU Library and Learning Resources: Your Voice Matters


Surveys


Online Discussions

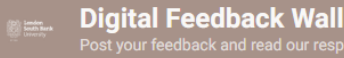
Your Voice Matters


Feedback


Focus Groups

Tell us what we are getting right, what we could do better and what library services are important to you.

London South Bank University + 3 · 22h

**Digital Feedback Wall**
Post your feedback and read our response! All comments are subject to moderation.

Fantastic IT help guys online support
3 0

A long shot, but any chance of getting a hot water point installed in the library? With no Local cafes open

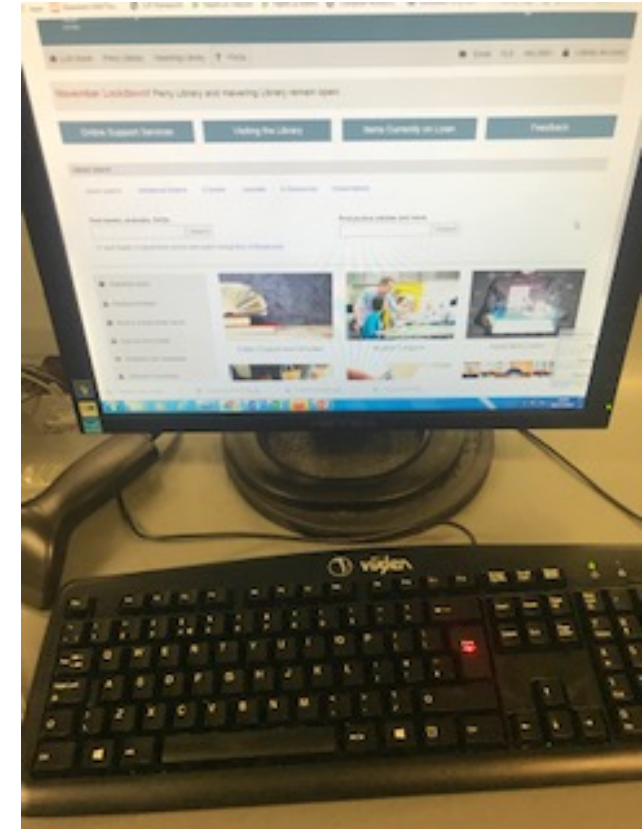
To post a comment click on the pink '+' button, write your feedback and click anywhere on the blue wall. For

LLR Monthly Poll

How prepared do you feel for online exams?

☐ I'm confident my device, software and Wi-Fi won't let me down

☐ I've got my device and reliable Wi-Fi but I wouldn't know what



Any questions?



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