

LSBU Library in the time of Covid

In this session:

The Training Team

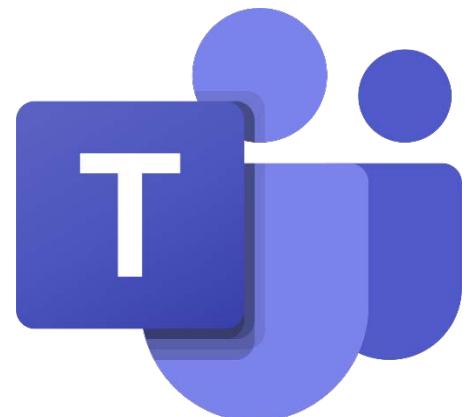
- In the Beginning
- 1:1 support
- Training sessions
- Drop-ins
- Moving forward

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



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



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

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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

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 ...?

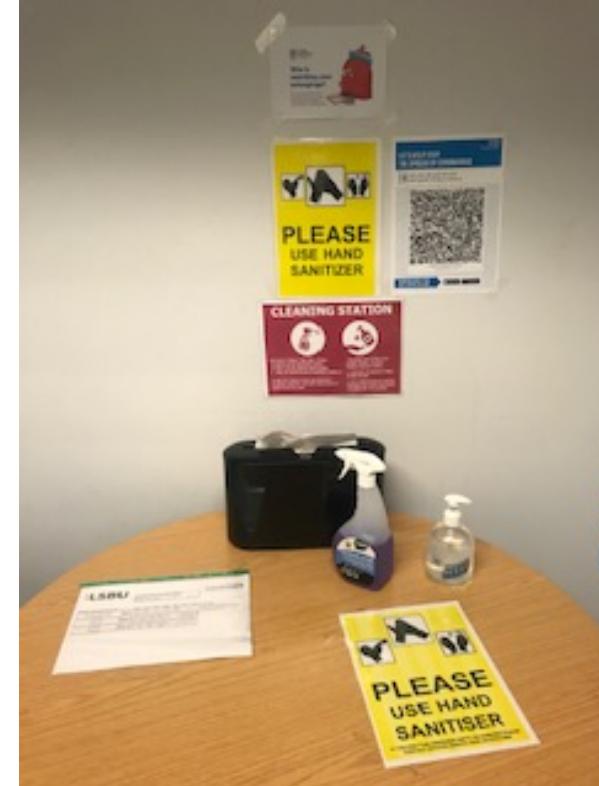


From lockdown to laser pointers: A customer service journey

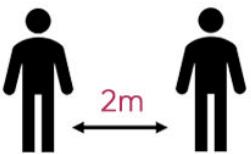
Lockdown library closure



Back on Site



Your actions help keep the library open



Maintain 2 metre
social distancing



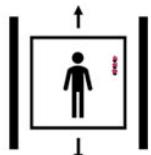
Face coverings
to be worn unless
exempt



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

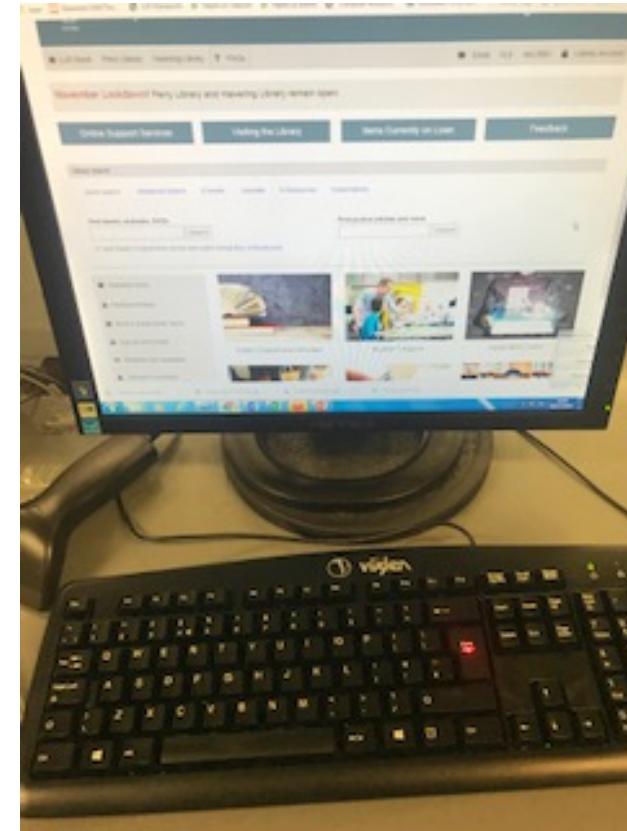
Moving student feedback online

The screenshot shows the 'Your Voice Matters' section of the LSBU website. It features a banner with icons for Surveys, Online Discussions, Feedback, and Focus Groups. Below the banner, a call to action encourages users to tell what they like, what they could do better, and what library services are important. The digital feedback wall displays several comments from users, including:

- Fantastic IT help guys online support
- 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

On the right, a sidebar for the 'LLR Monthly Poll' asks 'How prepared do you feel for online exams?' with two options:

- 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?