

[MUSIC PLAYING]

KAREN FOLEY: I'm now joined by Katherine Moore from the library. Welcome.

**KATHERINE
MOORE:**

KAREN FOLEY: So library. Brilliant. We love the library. And we've be doing a lot of sessions with the library. We're going to talk a little bit about what the library can offer to students.

Now you're a teaching and learning librarian and have been with us for quite a few years. And you wanted to talk about the help that's available for students.

**KATHERINE
MOORE:** Yes, so I wanted to talk about all the help available on the library website. Because there is a lot of it and it can be hard to see the context of it and where to find what. And especially around assignment time, when you've probably left it a bit too late and you're a bit stressed and you just want to know where things are. So I thought it'd be a good thing to go through those now.

KAREN FOLEY: Brilliant. Now a lot of our students are very, very organised. And lots of them have already found their assignments and they're very super organised.

But it's worth pointing out that you do get a week to do the assignment. And so we do expect mild panic during that week, where everything is being sorted. So if you do think, oh, it's assignment week and it's due in - I mean I used to do mine right up until the last minute - so you are expected to be doing them fairly close to that deadline, as well. So they're in their panic, they're going through, where do they go for help?

**KATHERINE
MOORE:** OK. So the library website is really visible from Student Home. From the library website, the Help and Supports tab is where we have pretty much all the help that we give you, which includes help on referencing, which is something students get really concerned about before their TMAs. And the OU-Harvard Guide, which most students use for referencing, is made really nice and obvious on that Help and Support page.

We also have help for finding information.

KAREN FOLEY: We need to turn the screen around, because listen, only you can see it, and that's not very helpful, is it? OK. And I think we might need to -

**KATHERINE
MOORE:** Take two.

KAREN FOLEY: There we go.

**KATHERINE
MOORE:** OK. So mainly I'm going to be pointing to the Help and Support page, which I know really quite well.

KAREN FOLEY: And if we can just move it a little bit.

**KATHERINE
MOORE:** There we go. OK. So the main help features that we know students use all the time are in the centre of the page, for nice and ease of use, which includes things like referencing, as I was babbling on about previously.

And then things like finding information, and especially for level 1, Finding Information for Your Assignment is on the left hand side. And that contains things like where you want to search for things and a little bit about how you search for things, and then also evaluating what you find. That's all on finding information for your assignment, which if you're studying at level 1 or level 2, you'll find that really helpful.

And then students who are level 3 or maybe taught masters, the Finding Information for Your Research topic area, which is also on this side, will give you things like how to do more complicated things, so how to do literature searching and how to do citation searching. And those two main areas are really, really, really helpful resources. But I would say to have a look at really everything within that Help and Support tab.

We also have a tab across the top of the page called Training and Events, which I think should be there-ish. And that tells you all the training that we have at the library that's online that you can attend either live, say have a chat to a librarian, and they'll talk you, through a group of students, on a particular subject, or you can view recorded versions of those sessions.

There's also the library Help Desk for anything that we haven't managed to get put in a training session or on the website. And that's available 24 hours a day, seven days a week. And every single page of the library website has the contact details for the live Help Desk on it.

KAREN FOLEY: Brilliant. Thank you. There's so much help and support. And so people can chat to librarians and go to these online sessions. What happens in those? What's really to it? Do they just phone you and ask about referencing? What do they ask you about?

KATHERINE MOORE: So the online sessions are about particular things. But we also do get lots of questions, various things from finding information to referencing. And I have prepped with me questions that students normally ask.

And I wanted your help with this. So if you could read out some of our standard questions, whilst dressing up.

KAREN FOLEY: OK that's good. I like that. Shall we bend that laptop? Out of the way.

KATHERINE MOORE: It's a little old.

KAREN FOLEY: We love hats at the Student Hub Live. Can I choose any one?

KATHERINE MOORE: You can choose any one to be any student you like. I won't insist on the US accent. But you can do one, if whilst reading the card.

KAREN FOLEY: No, I'm not going to go them. I'm not going to do my accents.

[LAUGHTER]

Dear Librarian, I spent ages looking for things relevant, but I just can't find anything. I am studying level 2 module. My topic is teaching English as a second language in Africa.

KATHERINE MOORE: OK. Interesting topic. But it kind of doesn't matter what the topic is in terms of where you look for help. As you're a level 2 student, I would send you to the Help and Support pages in the library website and Finding Information for Your Assignment. That will tell you A, how to search and where you want to Look

KAREN FOLEY: So you're not going to tell me the answer.

[LAUGHTER]

KATHERINE MOORE: I'm gonna tell you where to find the answer. Blimey.

KAREN FOLEY: I know. Right. OK. Next.

KATHERINE MOORE: The Australian Education Index would be a good database to start. But I'm gonna ignore that.

KAREN FOLEY: So if you ask again, they might just give you a bit more information. It's all about how you interview these people, isn't it?

Dear Librarian, my tutor recommended that I use Google Scholar to help me find information for my TMA. Did they now? But I keep being asked to pay for the articles, some of which cost just over 30 pounds for one article. Yours in irritation.

KATHERINE MOORE: OK. So Google Scholar can be a really good tool to use if you've set it up to be able to find what the library has, which you can do really, really, really easily. And there are instructions available on the library website, under Help and support, saying Accessing New Resources using Google Scholar to tell you how to use Google Scholar so it sees you as an OU student to then be able to take you through to the stuff we subscribe to. So it can be a really helpful tool.

KAREN FOLEY: But why would you use Google Scholar then? I appreciate this isn't scripted. I guess, because of the citations, isn't it, so you'd know who was the most published.

KATHERINE MOORE: You can use it for the citations. Some of our students just prefer it. And if you want to do a really, really quick search rather than in-depth search, then having set up Google Scholar once, it's really easy to use. So yeah, I use both Google Scholar and library research.

KAREN FOLEY: So do I, I cut and paste it and chuck it in the library search, then you get it for free. That's what I do.

KATHERINE MOORE: If you put the effort into it already setting up, you wouldn't even have to do that Karen.

KAREN FOLEY: No, I know. I need to get more organised. I know. Whenever the Library come on, I always feel so unorganised. Right.

Dear Librarian, my module has asked me to read this article but I can't find it online. The article is *Law*, and it's by Neil Duxbury, and it's published in the American Journal of Jurisprudence. I really need to find it. Please help me. In capital letters.

KATHERINE So if you've been asked to read it for your module, we will have it. So firstly, don't panic. It's

MOORE: likely that this student has been using library search and just looking for the title of the article. But in this case, that's *Law*, so that's going to give him loads of stuff that he doesn't want to read.

So in that case, he'd look for the title of the journal. So the American Journal of Jurisprudence. And then from the journal, he'd navigate to the article. Now all of that is on the library website, under Help and Support, E-journals and Articles, and then Accessing Particular Articles.

KAREN FOLEY: But it sounds like some of these students - I mean, you keep saying you can find it on the library Search tab. But there's panic going on here. So how do you support people then through this chat? Is a lot of it reassurance and just plain, calm down, we can get this?

KATHERINE MOORE: Yes, absolutely. An awful lot of it is sometimes just providing a nice, calm voice on the end of the phone, or the same by web chat. And actually, sometimes just the reassurance that the web chat is there 24 hours a day, seven days a week.

KAREN FOLEY: Sometimes it is just someone - it's always like when I call the computing help desk and then I've got to turn it on and off, and then it works. And it's just absolutely brilliant.

I'm not sure what sort of person this would be. But this is someone with problems.

Dear Librarian, I'm having problems - see? - studying at home at the moment, and we're having a new roof.

KATHERINE MOORE: Hence, the hard hat.

KAREN FOLEY: That was a fluke.

[LAUGHTER]

Can I come to the library in Milton Keynes to study? I live in London, so it's a bit of a trek. But to be able to study without the constant sound of hammering would be worth it. P.S. I have tried ear plugs, but these don't help. Sad face. This is from Lee.

[LAUGHTER]

KATHERINE MOORE: It happens fairly regularly, to be honest. And you can always come to the library in Milton Keynes. However, as Lee is in London, there's going to be loads more libraries nearer him

that are going to be so much more convenient. So what I would suggest is to join the SCONUL Access Scheme, because that will allow you to join university libraries that you can travel to. And you can have a quiet study space to study in. So that's from the Help and Support tab and then Accessing Other Libraries will tell you all about how to join the SCONUL Access Scheme and how wonderful it is.

KAREN FOLEY: Brilliant. Excellent. OK. Now we're going through as many questions as we've got time for. Because we've got this boxing match soon.

KATHERINE MOORE: Oh, the boxers were limbering up outside.

KAREN FOLEY: Were they? No, I know. They take it really seriously. Mind you so do I.

[LAUGHTER]

It's the only way to settle such matters. And we're going through all these questions that are really typical. But if you have a question you would like to ask the library, put it in the chat. Right.

Next. Oh, this is a good one. Dear Librarian, please help me. My module asks me to do a literature search for my TMA. My tutor said there was help on the library website, but I can't find it. I haven't really used the library before. I have always muddled through. But now I have to be able to use it really quickly.

I know so many students like this.

My assignment is due in two weeks, and I'm looking at a patient handling in children's wards.

KATHERINE MOORE: OK. So in terms of, sorry, is this citation or literature searching? I can't remember.

KAREN FOLEY: Literature searching.

KATHERINE MOORE: Literature searching. So there's an FAQ on literature searching, there is also an online training session. However, as we're on just under two weeks, I would have a look at the FAQ first, and then maybe have a quick look at the recording for the stuff you're struggling with.

KAREN FOLEY: OK, excellent. Thank you. That was pithy. Right. OK.

Next. Dear Librarian - you see, if you go through these quickly, I'll get through more - I found a really relevant tweet - oh, good - for my assignment. This is becoming a lot more popular. I want to quote it to show public opinion, but I cannot work out how to reference it. Does this mean I can't put it in my assignment, as my module tells me I need to use the OU-Harvard style.

**KATHERINE
MOORE:**

OK. So the OU-Harvard Guide, again, on the library website, does have how to reference tweets in there. However if you had found a source of information that wasn't covered by the OU-Harvard guide, that's OK, because there is a section that says, in the OU-Harvard Guide, this type of resource isn't here, help, what do I do. And that will tell you how you can reference anything and everything.

KAREN FOLEY:

Yeah. And it's a good idea to reference other things.

Oh, this is a good one. OK, last one. Last one.

To whom it may concern, previously, I have studied with Oxford Brookes University. There I had a real library. I found it very helpful to attend a library induction, as the library was invaluable to my first degree. I am concerned that not having this facility will become detrimental to my studies.

**KATHERINE
MOORE:**

OK. So libraries are great. And of course, we want to give all our OU students one. So instead of a library induction, we have a Getting Started Guide, which is available from the library home page. In terms of mimicking being able to meet librarians, we have all the training and events that we do on the library website, on that Training and Events tab. And we also have the library help desk for everything else.

KAREN FOLEY:

Brilliant. Excellent.

Don't worry. That's all we've got time for. We're out of time. I'm really sorry, Katherine.

But I can see, there are so many questions. And it is so broad, the scope of the things people are asking. I guess one of the things is that there are a lot of practical things, like how to do things right at the last minute. It's also very clear that there's a lot of self-help on that website. But also, like you say, so many students might want that reassurance and support to actually do something at the last minute. And you like people being in touch with you, don't you?

KATHERINE

I do. I love it. I'm always happy when students talk to me.

MOORE:

KAREN FOLEY: Good. Excellent. Are there any burning questions, HJ and Sophie?

SOPHIE: What is HJ's name?

[LAUGHTER]

HJ: Some people keep suggestion names, which I like best. That's a lot better. So I think someone said Hillary and Hagrid. I like Horton. So I think what we'll have to do.

SOPHIE: Herman.

HJ: Herman, I like that one. So we'll have to have, someone said we'll have to have a wordcloud with some of these suggestions. Then we can all pick, can't we?

KAREN FOLEY: HJ, don't talk to anyone who's being mean to you.

[LAUGHTER]

Just ignore them.

HJ: But a lot of people, Helen from the library's joined us, and she's just giving people lots of great information. So we're just talking about the fact that you can actually visit the OU library, which is a wonderful, lovely building. And I'm always getting told off for sneaking there, instead of being on this desk.

KAREN FOLEY: And about your overdue books that you've took out last week, which are now no longer in your possession. Sorry about that. Anyway, yeah.

Right. Would you like to see a tour of the library? We have a tour of the library. And while we show you that video, which will show you all around the library, we're going to set up for our philosophical metaphorical boxing match, where we plenarise this whole four series of boot camps and figure out exactly what we've learned and whether the philosophy department or HJ knew more about all of the things we've been covering. So we'll see you in about five minutes. But in the meantime, enjoy this video of the library and keep chatting.

[VIDEO PLAYBACK]

[MUSIC PLAYING]

KAREN: Hi, hello.

HELEN: Hello, Karen.

KAREN: Our students want to see what goes on in the library. Can you show us around?

HELEN: Yes, please. Welcome to the library.

KAREN: Thank you.

HELEN: So here we have the ground floor. And on the ground floor, we have the module materials. So people can come in and they can have a look at what modern materials the OU offers.

And then upstairs, we have some meeting rooms. We also have some books and journals, as well. But for the majority of students, they're never going to visit the library here in Milton Keynes, which is why we have this fantastic online library. And I'd like to show you a bit behind the scenes of the online library. So if you'd like to follow me upstairs.

KAREN: Yep. Brilliant.

[MUSIC PLAYING]

Gosh, there's an awful lot that goes on in here, isn't there, Helen?

HELEN: There is. And we only have a short time to show you what we do. So we'd like to talk about three things. We'd like to talk about the help desk, how we support students and staff via the help desk. How we write activities that go into modules. And also how we liaise with academic colleagues who actually write the modules, as well.

So let's go talk to Katherine.

KAREN: Perfect.

Hi, Katherine.

KATHERINE

MOORE:

KAREN: So can you tell us, what are you doing right now?

KATHERINE MOORE: OK, at the moment, I'm working on the help desk. A student has just emailed us saying she wants to access a particular journal article. But unfortunately, we don't have it in our online library. So I'm just e-mailing her, telling her the alternative methods she can use to access it.

KAREN: Fantastic. So apart from e-mail, how can students then contact the library?

KATHERINE MOORE: OK. We're also available through the telephone and web chat. And web chat is 24/7.

KAREN: 24/7. Excellent! So they can e-mail your questions about finding articles, what else?

KATHERINE MOORE: Finding articles, accessing other libraries, finding information in general. If they have a study topic and they're not quite sure where to look, we can help them with that. We can also help them with referencing. Pretty much anything you would ask a librarian we will help with.

KAREN: Fantastic. That is such a wonderful support. Well, thank you very much for telling our students about that.

Helen, I know you wanted to talk about academic liaison? Can you do that now?

HELEN: OK.

KAREN: Hi, Fiona. So we wanted to talk a little bit about academic liaison. What's that all about then?

FIONA: Well, I'm actually involved in supporting module teams when they're writing modules, to integrate library resources and also, of course, very importantly, digital information and literacy skills.

KAREN: Why is that important then for students?

FIONA: Well, the resources are important, because it helps to enrich the module material. And the skills are really important in today's world, because although it's also important to have digital skills in academia, it's particularly important when you're out in the world of employment these days.

KAREN: So your role really in this sort of sense, is it really about embedding some of those activities and skills within the module so that students have that seamless experience and are developing their skills along the way?

FIONA: That's right, yes. And it's very much my work to raise the visibility of the resources and the

skills that the teams can actually integrate into the modules.

KAREN: Fantastic. Well, thank you very much, Fiona. That's brilliant.

So we also then can look at this idea with authoring, and then I guess how these ideas are taken from the academic liaison and written by the library as part of that team? Should we go and find out more?

Nicola.

NICOLA: Hello.

KAREN: I wanted to talk to you a bit about authoring. So what does that involve?

NICOLA: So students might not realise that we actually write some of the activities that sit in their module materials. So what happens is we go along to the module team meetings, which is where we meet all the academics that are writing the course. And then we talk a little bit about what library skills would be really useful to the students at this point in their studies.

And then we go away and we write some activities that will really help with that. And then they appear in the module materials.

So at the moment, I'm actually working on an activity for a level 1 engineering module. And it's all about how to find newspaper articles using some of the really useful newspaper databases that we've got access to.

KAREN: Brilliant. Well, thank you for filling us in on that. That seems really, really interesting.

[END PLAYBACK]