I am Lesley Castens and I joined the library on 1st September as the Head of Library & Digital Support, following Jane Gosling’s retirement.

I am delighted to be part of the library team and the wider university community. I have worked in three other universities since 1990 and am committed to providing high quality, sustainable library services to enhance the student experience and the institutional reputation. Libraries have changed beyond all recognition since 1990 and I feel privileged to have been part of that transformation. The library here compares very well with the rest of the HE sector and I look forward to being part of that continuing journey.

Cross-institutional collaboration is a cornerstone of my approach and I welcome all feedback and ideas. Over the forthcoming weeks and months I plan to talk to many academic staff and students so if you see me out and about, please do say hello.

Was Induction Pointless Again?

The Information Specialists have been introducing the Library and IT Services to the new undergraduates all this week. As in recent years, aiming for something memorable and fun, we ran a quiz based on the popular BBC show “Pointless”.

We also showed a new film, produced in collaboration with the multimedia team. The whole induction has been overhauled this year with contributions from the whole of LDS. The film is available to watch here and you can see the re-structured “Library and IT Essentials” course on Moodle by following the link from the library webpages or here.

The Moodle course gives greater detail about using the Library and students can be directed to it throughout the year.

Please do promote it to your students.

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Special points of interest:
- Staffing changes
- Building improvements
- Electronic resources
- Disability support
NSS RESULTS

We are proud to observe that the library performed very well in the 2016 National Student Survey (NSS). As you may know, the library-related survey questions are numbers 16 and 17 and you can see the relevant details below.

Clearly, these are very impressive results. Question 16 is 3% above the sector average of 87% which demonstrates our students think very highly of the library service we provide for them and, as you can see, is an increase on previous years.

Question 17 is also a superb score (and increase) which is a reflection on the collaborative approach with our IT colleagues in TIS.

There are many explanations for our success but one key factor must surely be our response to feedback from our students [e.g. improvements to pc login times]. It should be noted how important academic staff are in helping us maintain channels of communication with our students.

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NEW LIBGUIDES

Our subject libguides have undergone an overhaul this summer and some new ones have been introduced that we hope you will find useful.

All of the libguides can be found on the new look libguide homepage but why not check out these links.

The Copyright & Licensing and E-textbooks Support Libguides are brand new and the Research guide has been recently revised.

During the year the Endnote support guide was revised and spawned a separate Endnote Online Guide.

We would also like to remind you about the Teaching Support Guide outlining library support for academic staff.

U-DRIVE EST MORT, VIVE LE ONEDRIVE

Please be aware that this year’s intake of students will not be able to access the U-drive and will need to save their work to their OneDrive.

Second and third year students still have access to their U-drive [although we would recommend using OneDrive] but it will be phased out year on year.

You can find out more about OneDrive on the IT Services webpage and, of course, there is help for students accessing the OneDrive on the Library and IT Essentials course on Moodle.

It would also be timely to remind students not to save their work to Open Access pcs or they will almost certainly lose it. They should always save to their OneDrive or back-up to a USB stick.
ETEXTBOOK SUPPORT

More programmes than ever are now joining the eTextbook Project and are providing interactive textbooks to their students via the VitalSource platform. This year we are also running a trial with Kor-Text in Chemistry and Biomedical Sciences.

Refresher sessions

The Academic Engagement team put on a series of introductory/refresher sessions for academic staff during September. These 30 minute sessions explained about the project and licence differences between core eTextbooks and library e-books; how to find your books and set up a VitalSource Bookshelf; how to get the best out of your books and good practice; and about the support available to you and your students.

Perhaps you were one of those who came along? If not, why not get in touch with your Information Specialist for more information.

Freshers’ Fair

The project team also had a stand at the Freshers’ Fair to promote eTextbooks and answer student questions. They reported that first year undergraduate students were positive about eTextbooks and thought they were a ‘brilliant idea’. They also spoke to second and third year students and their feed-

back was also really positive. A couple of second year students emphatically claimed that eTextbooks ‘saved their lives’ in the first year.

We have also produced an eTextbooks Support libguide to help staff and students with finding, downloading and using the free core eTextbooks.

Don’t forget to impress upon your students—Download by May or you will lose your book.

CHANGES TO THE DISABLED STUDENT ALLOWANCE

Many of you will have been following developments in the wake of the recent changes to the Disabled Student’s Allowance (DSA) that comes in to force with this year’s cohort of new students. You may have seen (or are about to see) the presentation by Teaching & Learning Support & DAS that highlights how much we as a university are expected to take on the responsibility for funding reasonable adjustments which might previously have been absorbed by the DSA provision.

One area that might not be so ob-

vious to those outside the library is the provision of alternative formats for students with print impairment. This includes visually impaired students but also less obvious conditions (e.g. inability to hold a physical book or turn pages). Although we can legally produce alternative (often electronic) formats the pro-

cess can frequently take time because they involve outside agencies. Time that a student with deadlines may not have.

This is only one area in which we support students with disabilities and many require time and planning to get into place. Please could all staff—especially personal tutors—encourage their students to engage with the library staff if they are encountering problems using the library. Your information specialist would be able to arrange a one-to-one meeting with your student to discuss their specific needs.

THE TOILET SAGA CONTINUES

Work has started on the Library Toilet Project – Morgan Sindall are on site and have constructed hoardings on 3 floors.

For the duration of the project the South West stairway (by the lifts) and Lift 1 are reserved for the contractors only. They will be using the fire exit at the base of these stairs as their site entrance.

In the event that Lift 2 fails users with mobility issues may use Lift 1. During fire alarm or similar evacuation/emergencies we can direct people through the hoardings to the fire exit if required.
The new BoB went live on 1 August, with a fresh look, enhanced video quality and more powerful searching capabilities. Then from September, BoB started to deliver a whole host of improvements:

- A platform working across desktop, iOS and Android devices.
- Media records based on TRILT metadata, supporting more powerful searching capabilities.
- Better thumbnail previews on search results.
- Preview clips before saving.
- Label your own clips.
- Personalised email alerts when programmes are ready to view.
- More detailed citation data.

**Importing old playlists and clips**

When signed in, you should see an orange banner prompting you to import playlists and clips saved under the email address registered previously (please ensure you’re using the same email address as in the old system if you want to import your old clips and playlists). If you select ‘yes’, clips and playlists will be imported straight away, if you choose ‘no’, you won’t see the prompt again.

You’ll then be presented with a green banner reporting on the import of your playlists. Expand the link to see if any programmes were not imported successfully. This is for your information but can’t be recalled. If there are any errors it’s probably because of a problem with the original file. If so, please take a screenshot or save for offline viewing if you need an item in the list.

If users don’t get the first banner as expected, please ensure they have entered and verified the correct email address, exactly as it was in the old system. If the correct email address is confirmed, clear your cache and cookies or use an alternative browser.

You can access BoB via the **Library webpage**, the **Primo Database A-Z** or the **Subject libguides**.

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**GUDBUY T’JANE**

After 36 years at the University, Jane Gosling has now officially left the building...

A fond farewell from colleagues within the Library, TIS and the rest of the University.

Her huge contribution was recognised with a splendid barbecue and drinks at the Reservoir Café. It was amazing to see how many people from all sorts of different departments have worked with her over the years.

We wish her all the best in her new adventures.