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Sunderland**

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In real-time or in your own time?

Delivering tailored skills
support to distance learners

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Distance Services Librarian

University of Sunderland
Library & Study Skills

LILAC 2018





University of Sunderland

NE coast of England
(London and Hong Kong)

7000 off campus
(approx. 19,000 students)

11% Distance Learning

89% TNE



Timeline of Skills Support

for distance learners

2010 - 2013

Skype with groups upon request
Captive Tutorials
PDF Guides on library website



2013 - 2015

Webinars open to all
Experimenting with software
(Anymeeting/ Vyew)

2015 - 2017

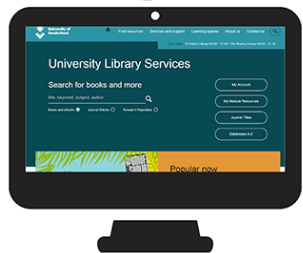
Embedded VLE guides
Webinars within the VLE
Partnership materials to re-use
YouTube video playlists



2017-PRESENT

Tailored skills support
Skype meetings
VLE quizzes & discussions
Engagement with students

University of Sunderland University Library & Study Skills



Independent Learners Library Support Model

This document describes library and skills support for distance learning. It aims to support staff in encouraging use of the resources and support available.

The Distance Learning Library Service includes:

- Dedicated support from the Distance Services Librarian
- Full access to e-resources including ebooks, journal articles & subject databases
- Free document delivery service for when resources are not available online
- Study Skills support through online guides, Canvas and synchronous skills sessions
- 24/7 support via Library Talk including email and livechat

We are happy to discuss ways we can support you and your students.

Get in touch with the Distance Services Librarian if you're developing an independent learning programme.

Clearly defined & articulated Skills Offer

Circulated to academic programme teams

Initiate planning conversations with programme leaders

Online Skills (Guides & Videos)

A range of online skills resources are available at the UL&SS web pages.

This online provision enables students to easily access support at times best suited to their needs. Content is provided in different formats to suit individual study preferences:

- PDF guides
- Step-by-step videos
- Links to library blog posts
- Direct links to partner providers

Online provision is continually reviewed and developed.

Intended audience:

Students preferring a self-directed approach

How to access:

Self directed at
library.sunderland.ac.uk/services-and-support/skills/

Embedded Skills

Librarians will work with you to embed study skills into IDL programmes. Examples include:

- building activities into induction
- synchronous skills support through webinars and live chats
- asynchronous discussions on study skills topics

The Distance Learning Librarian and Study Skills Support Team will work with you to design session content and delivery.

Intended audience:

Contextualised skills delivery to a whole cohort or group

How to access:

Programme Leader to discuss with Distance Services Librarian

One-to-one support

One-to-one support is available to distance learners using Skype or Canvas.

Intended audience:

Students with specific study skills queries that require in-depth support

How to access:

Students book online at:
library.sunderland.ac.uk/services-and-support/skills/

Your subject Liaison Librarian will help with collection development and My Module Resources queries; the Distance Services Librarian will work with them, coordinating and providing skills support for distance learners.

Distance Services Librarian

Leanne Young,
tel: 0191 515 3391 (4050 internal)
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University Library & Study Skills



TNE Library Support Model

This document describes library and skills support for TNE. It aims to support academic and partner staff in encouraging use of the resources and support available.

The Distance Learning Library Service includes:

- Dedicated support from the Distance Services Librarian
- Full access to e-resources including ebooks, journal articles & subject databases
- Free document delivery service for when resources are not available online
- Study Skills support through online guides, Canvas and synchronous skills sessions
- 24/7 support via Library Talk including email and livechat

We are happy to discuss ways we can support you and your students.
Get in touch with the Distance Services Librarian if you're developing TNE programmes or working with new partners.

Clearly defined & articulated Skills Offer

Circulated to academic programme teams

Initiate planning conversations with programme leaders

Online Skills (Guides & Videos)

A range of online skills resources are available at the UL&SS web pages.

This online provision enables students to easily access support at times best suited to their needs. Content is provided in different formats to suit individual study preferences:

- PDF guides
- Step-by-step videos
- Links to library blog posts
- Direct links to partner providers

Online provision is continually reviewed and developed.

Intended audience:

Students preferring a self-directed approach

How to access:

Self directed at

library.sunderland.ac.uk/services-and-support/skills/

Induction material for partners

Partner staff are encouraged to use our welcome and support videos. There is a Powerpoint for TNE support which can be adapted.

How to access:

Available to download at the Partner Staff library web pages

library.sunderland.ac.uk/services-and-support/off-campus-support/partner-staff/

Skills & induction via Skype

University librarians can assist with induction or provide information skills in real time using Skype.

Intended audience:

Contextualised skills delivery to a whole cohort or group

How to access:

Partnerstaff or programme leader book online at:

library.sunderland.ac.uk/services-and-support/services-for-staff/study-skills/study-skills-request-form/

One-to-one support

One-to-one support is available to distance learners using Skype or Google Hangouts.

Intended audience:

Students with specific study skills queries that require in-depth support

How to access:

Students book online at:

library.sunderland.ac.uk/services-and-support/skills/

Your subject Liaison Librarian will manage collection development and My Module Resources; the Distance Services Librarian will work with your Liaison Librarian, coordinating and providing skills support for distance learners.

Distance Services Librarian

Leanne Young,
tel: 0191 515 3391 (4050 internal)
leanne.young@sunderland.ac.uk

Support for partner staff

Teaching staff and librarians at partner colleges may access library e-resources where licenses allow to help prepare teaching or to support students in use of e-resources.

Library introduction or refresher sessions can be provided to partner staff via Skype or Google Hangouts:

- Group development sessions
- One-to-one support

Let us know how we can work with you to encourage use of the Sunderland Distance Learning Library Service.

Programme/Centre Leaders

Let the Distance Services Librarian know if:

- You are visiting a partner - we are happy to give you a refresher or arrange to link up via Skype while you're there
- You become aware of any library issues affecting student use of library resources
- You are introducing a new programme or working with a new partner - we can discuss with you how best we can provide support



LibraryTalk

Students and staff can contact University of Sunderland Library & Study Skills 24/7 via Library Talk.

librarytalk.sunderland.ac.uk/

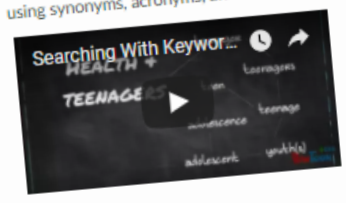
- Welcome to the Library
- Distance learning library blog
- Navigating the Library Web Page
- Searching for Information & search strategies
- Finding ebooks
- Finding journal articles
- Tips for logging into e-resources
- Access information that is not online
- Library Discussion
- Referencing and Plagiarism
- Webinars & Library Support

Searching for Information & search strategies

When you're searching for information for your studies it is best to devise a search strategy. Follow these 5 steps to beginning your search:

1. Breakdown your topic and identify your key concepts and key words

The key concepts of your topic will provide some initial keywords. You can then think of some alternative keywords using synonyms, acronyms, and alternate spellings. This video gives a very short demonstration of this:



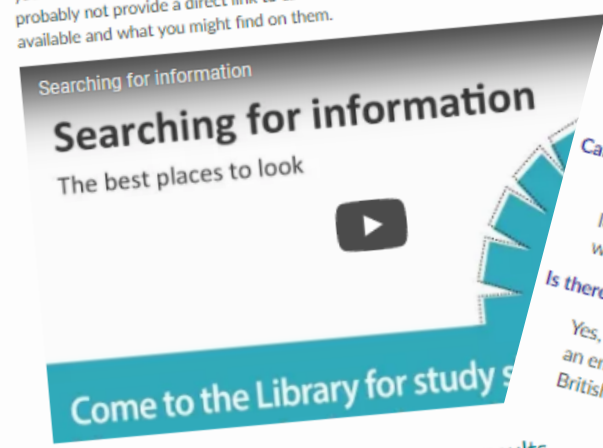
2. Consider using limits and ways to combine your search terms

Think about what limits should apply to your search for example do you want the most recent research looking at a specific period of time or are you focusing on a particular demographic? Such limits can keywords for example if you were researching Different perspectives in environmental manager to focus on one gender and search for woman, women, female etc

Once you have some keywords and limits you can decide how to combine your search terms. M (including DISCOVER) enable you to use Boolean operators AND, OR, NOT. This means you ca your search. For more information on how to do this download our guide '[Tips & Tricks for A](#)

3. Decide what sources of information you may need and ident to search

There are lots of different types of information. Librarians have identified some of the [Education](#) to give you some ideas. The tool that you use to search for the informatio you are looking for, for example searching on Discover would bring lots of academic probably not provide a direct link to case law or legislation. The video below explai available and what you might find on them.



4. Search and then review/evaluate your results

Finding journal articles

University of Sunderland subscribe to many journals across a number of databases. The m academic journal articles is to search DISCOVER because it searches across most the datab of time.

Searching DISCOVER

Before you start - do you know exactly what book you are looking for or are you going to do what is available on your topic? The page about [Searching for Information](#) may help you.



Watch the video below for a short demonstration of searching for journal articles:

- You may also find the following guides useful
- [Searching for journal articles \(pdf\)](#)
- [Find journal titles \(pdf\)](#)
- [Tips for logging into e-resources \(blog\)](#)
- [Tips and tricks for advanced searches \(pdf\)](#)

Google Scholar

We recommend that you start your search for journal articles on DISCOVER because it searches Sunderland subscriptions recommended by your lecturers. If you cannot find a title you need on DISCOVER because it is no included within our subscriptions, it is worth checking Google Scholar. Google Scholar may search databases tha DISCOVER does not including institutional repositories. As such it may find open access versions of articles - whi means they are free to read.

Journal FAQs

Is there a limit to how many journals articles I can download, or on how long I can keep them?
No. You can download as many journal articles as you need to. Once you've downloaded them you can keep them but remember the intellectual property still belongs to the author so you should comply with intellectual property and copyright law. Visit the [Copyright Licensing Agency](#) for more information.

Can I save my results if I don't have time to check them?
Yes. Create an account with My EBSCOhost and you will be able to save any articles for later. Please ensure you are logged in to the 'My EBSCOhost' area though, because if you're not, it will save articles to a temporary folder which will be deleted when you close your browser. [Read our blog post about using My Discover.](#)

Is there a way I can find out about new research on my topic without repeating the search over and over?
Yes, you can either save a search on Discover and obtain a permalink, create an email when there are updates or you can use Zetoc to set up a British Libraries table of contents. [Read the library blog.](#)

Asynchronous Skills

Quiz instructions

The following questions and activities are designed to help you navigate the library resources.

Before you complete this section of the induction test explore the Library Unit where you will find some guidance on searching for; using, and referencing information. If you have any questions about the library or searching e-resources, comment on the '[Interactions with the Library](#)' discussion thread.

Don't forget to submit this :

INDUCTION TESTS

Description

Induction Test 1
Multiple due dates | 10 pts

Induction Test 2a (Library)
5 pts

Induction Test 2b (library): Searching and Refer
0 pts

Induction Test 2c (library): Referencing
Multiple due dates | 100 pts

Induction Test 3: Plagiarism
Multiple due dates | 100 pts

Induction Test 4: Academic Writing
Multiple due dates | 100 pts

Induction Test 5: Marks and feedback
Multiple due dates | 0 pts

Question 5

1 pts

What would be the best tool(s) to use to find ...
An **ebook** about climate change?

- Google
- Google Scholar
- Subject Database
- Library Search

Question 2

1 pts

What would be the best tool(s) to use to find ...

Case law related to the Health and Safety at Work Act 1974 such as Burgess v Plymouth County Council, CA (CIV DIV) 30/11/2005

- Google
- Library Search (Discover/The Library Catalogue)
- Google Scholar

Asked about the best way to find

- a peer reviewed journal article – 84%
- A specific newspaper article – 21%
- Case law – 53%

Asynchronous Skills

INDUCTION TESTS

Description

Induction Test 1
Multiple due dates | 10 pts

Induction Test 2a (Library)
5 pts

Induction Test 2b (library): Searching and Referencing Discussion
0 pts

Induction Test 2c (library): Referencing
Multiple due dates | 100 pts

Induction Test 3: Plagiarism
Multiple due dates | 100 pts

Induction Test 4: Academic Writing
Multiple due dates | 100 pts

Induction Test 5: Marks and feedback
Multiple due dates | 0 pts

Induction Test 2b (library): Searching and Referencing Discussion

Think about your search on DISCOVER and the article you selected for the Task 2. Reply to this thread with answers to the following questions:

1. You will have received many results when searching Discover. Why did you choose the article that you submitted in Task 2? What factors affected your choice?
2. Do you have any questions about searching Discover or any other library resources?



17 Sep 2017

I choose health and safety culture in the workplace because poor risk perception and work practices (knowledge based errors and deliberate violations) are in my opinion the most common human factors implicated in accidents and ill-health in the workplace. Health and safety management systems and training must be behavioural based to help employees understand why health safety is important and how they contribute to a positive safety culture. Writing a risk assessment is not going prevent an accident unless those in control of the task follow a safe system of work or ignore a hazard.

My initial search listed 1,494,412 results. I changed my search parameters by selecting peer-reviewed journals published between 2008 to 2017, and subject to work environment. This reduced the list down to 236 entries. I chose the research paper below:

"Safety climate and safety behaviors in the construction industry: The importance of co-workers commitment to safety"

Reply



Leanne Young
20 Sep 2017

Great! Using the built in refining options on Discover is a great way of narrowing down a search. It sounds like you knew exactly what you're looking for so when you're looking for information for your assignments an additional method may be doing an advanced search where you can use a variety of your own keywords.

Leanne (Librarian)

Reply



18 Sep 2017

Q1

I have chosen the title ' Effects of climate change on human health.

1. I entered the Library website (library.sunderland.ac.uk) to search for relevant informations regarding my topic.
2. I decided to breakdown my topic title and I searched for 'climate change and health' and selected the journal articles which brings me to the Single sign on services where I entered my username and password.
3. This brings me to 1,735,261 articles, I decided to refine my search by selecting the date of publications 2012-2018 and this brings me to 210 335 articles.
4. I again refine my search by selecting the academic journals which left me with 154,214 articles.
5. I then selected the climate change which was found in the subject and obtained 5772 article;
6. Finally i choose health in the subject and obtained 332 results from which I choose "Warning: climate change is dangerous to your health (in case you were not sure)."
7. I have chosen this article as it takes into consideration various issues concerning the impact of climate change on the health of human beings, which includes mainly its impacts on health and also recent statistics.

Q2

I found the Library resources very useful and it will be of great help searching for academic materials throughout the course. At this stage I don't have any questions about Discover.

Edited by on 18 Sep 2017 at 13:24

Reply

Webinars & Recordings

3 Webinars

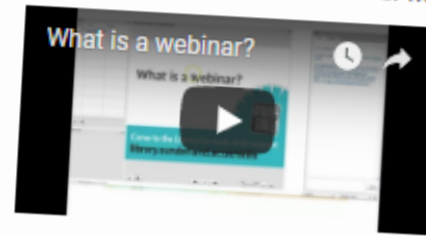
- Welcome/induction
- Advanced Searching
- Academic writing & critical thinking

188 attendees Sept/Oct

- 173 PGCE or Education

Webinars & Library Support

The library will be holding a number of webinars and all students are welcome to attend.



Most webinars are now completed. The introductory webinar will be repeated on 16th and 17th October for anyone who missed to ask their library questions. We ask that you book a place as, spots at each webinar are limited. Book a place by clicking on the date/time that is best for you (all times listed are UK time).

Webinar 1: Using the Library as a Distance Learner

An introduction to using the library off campus - how you can find relevant information for your assignments including e-books, newspaper articles, and more. You'll have an opportunity to ask questions too.

- [Monday 16th October, 9am-10am](#)
- [Tuesday 17th October, 9am-10am](#)

Download Webinar materials:

- Watch a recording of this webinar: [\[Using the Library as a Distance Learner\]](#)

Webinar 2: Finding Journal Articles - tips for advanced searching on Discover

In this webinar we looked at developing a search strategy and building advanced searches to help you find relevant resources. University sources on Discover.

Download webinar materials:

- Watch a recording of this webinar: [\[Finding Journal Articles - tips for advanced searching\]](#)
- [Powerpoint presentation](#) (pdf)

Webinar 3: Academic Writing and Being Critical

Thinking critically is a skill that you will need in many aspects of your studies. You will need to think and write critically in your assignments. In this webinar we looked at how to avoid being descriptive in your writing and how to ensure you write academically.

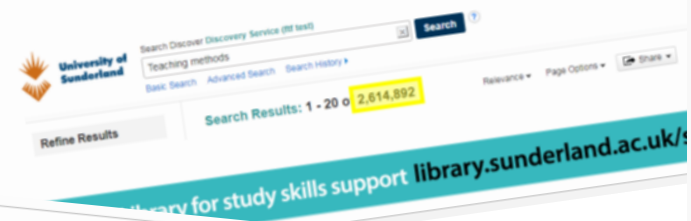
Download webinar materials:

- Watch a recording of this webinar: [\[Academic writing and Being Critical\]](#)
- [Download the Powerpoint presentation](#) (pdf)

Interactivity & Engagement

Activity

Imagine you have conducted a search for journal articles. What would you normally do to refine your initial results? Go to https://padlet.com/leanne_uos/6m5h9xr11g66



Quick Question

Have you heard of or used **Google Scholar*** to find journal articles?

*We're not talking about regular Google which works a bit differently to Google Scholar

- (A) I have used it
- (B) I have heard of it but not used it
- (C) I have not heard of but have used regular Google
- (D) I have not heard of it and don't use regular Google

to the Library for study skills support library.sunderland.ac.uk/skills

padlet

Leanne Young +2 • 1m

Webinar - Advanced Searching

What are your methods for refining your search?

Double click anywhere to add your response in a note

Example - using different keywords

Use the 'and' term and then refine the search to include the age group I want to concentrate on

Subject specific

Add more specific keywords e.g. secondary school, or 'trainee'

age group, subject matter

publication time frame

Webinar feedback

“Extremely useful webinar. Especially the bit about additional characters to allow for quick searching of multiple variations of a term.”

“Thanks to everyone for this webinar. It has really improved my understanding of what is required of me ”

“Great to know you can link to google scholar very useful tips! thanks!”

Transnational Education

Material on library web pages

- Online induction video playlist
- Study Skills Guides
- Skype (one-to-many)
- Materials for partners

2016/17 4 Skype sessions – 100 students

2017/18 6 Skype sessions – 155 students

Study Skills Guides

Use the guides and resources on this page whenever you need them. You'll find support on a range of topics including academic writing, critical thinking, finding and evaluating information, referencing and more.

Choose your topic...



Conclusion

“ Instructors must examine course content, learner motivation and needs, and learning outcomes before deciding on the types of interaction to be woven into the course work ”

Watts, L. (2016) Synchronous and asynchronous communication in distance learning: a review of the literature, *Quarterly Review of Distance Education*, 17 (1) pp.23-32

