



LIBRARY INSIGHTS

ISSUE 3
JUNE 2020

DIGITAL SERVICE DESK.



I can hear you.
Say 'Hello' for service.

I can't see you.
Open the webcam,
if you want me to see you.



Identified as essential services by the Vice Chancellor, our eight campus libraries have remained open, with limited hours, throughout the pandemic crisis. Being at the 'coal-face' throughout this time has afforded the Library a unique perspective and responsibility to our student community.

As with all departments of the university, the Library has taken the opportunity to innovate and iterate new ways of working. Our Digital Service Desk has been very popular with on-campus students. Our staff have been continuously improving the way services such as the Online Librarian, Library Study Smart and access to library resources are delivered remotely from our homes. Many of the changes we have made will continue to remain in place as we return to campus over the coming weeks.

As always, we remain committed to supporting our Academic colleagues' research and teaching with high quality online education resources, contemporary learning modules and information literacy expertise.

I encourage all academic staff to contact your School Librarian and take the opportunity to discover how the Library can both support and enrich your teaching and research through Spring session.

During these challenging conditions, I congratulate Library staff on their ability to bring collaboration, blue sky thinking and a proactive approach to the fore. I observed this both at the onset of the crisis, in our response to the rapidly changing government regulations, and as the situation has unfolded over many months. New and creative solutions to changing operational conditions were discussed and agreed within a matter of hours sometimes, only to go back to the drawing board as government restrictions were changed. I thank all Library staff for their engagement throughout the past months and their proven flexibility.

As more students gradually begin to return to campus, the Library will continue to be proactive and adaptable in providing our services and expertise to students on their learning journeys.

Pete Maggs
Director Library Services

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CONTACT YOUR LIBRARY.

Information Central is the service for all Library enquiries.



Phone support
02 9852 5353



Online Librarian
Online chat and email:
westernsydney.edu.au/heretohelp

Library opening hours are changing.

With government restrictions easing, physical opening hours of the library have been extended on identified campuses. This will be a welcome relief to our students who have requested consistently over the past months that the Library remain open for longer hours.

Physical access to libraries is granted to current Western Sydney University students and staff only. Your current Western ID card is required for swipe/tap access into each library.

If your ID card has expired, you can visit Campus Safety and Security to re-activate your card.

Library hours of operation will continue to be reviewed and amended dependent upon demand, the time of year and the university return to campus planning. Please check the [opening hours for your campus](#) before coming to the library. Online support via [phone, email and chat](#) remains available Monday - Friday 8am - 6pm.



Get your academic reading lists organised for upcoming sessions.

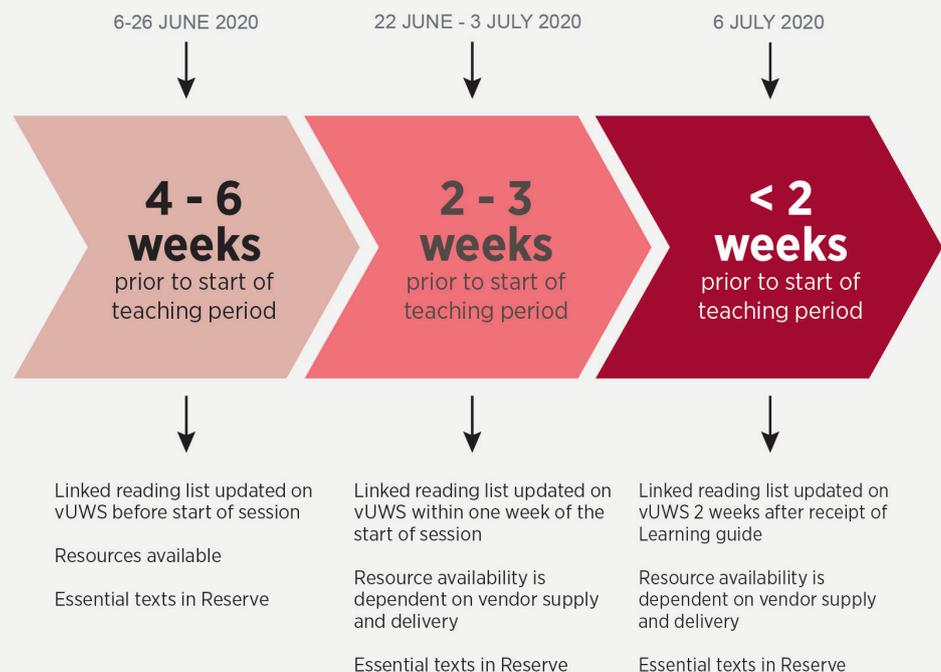
ReadingsDirect is the Library team that creates the Readings & Resources lists available to students within the vUWS platform. The lists provide quick access to reading materials for students, while also managing copyright compliance.

To provide a consistent message to students, lists are created from the Learning Guide which are published through the Learning Guide management system (LGMS).

To ensure course reading lists are updated in vUWS and available for teaching in week 1 of session, the Library must receive Learning Guides via the LGMS, at least 2 -3 weeks prior to the start of session.

For more information see the Library website [Submit Learning Resources](#) page.

Timeline to create a Reading List for Spring session 2020.



Timeframes are based on receiving requests for a Reading List/Learning Guide by the dates displayed above.

LIBRARY DIGITAL SERVICE DESK

In response to the pandemic the Library rapidly transitioned our on site face to face service points into Digital Service Desks across all eight campuses. During physical [open hours](#), clients can approach the Digital Service Desk to live video chat with Library staff and receive localised assistance.

Library [Information Central](#) is also available for phone, chat and email queries.

The Digital Service Desk has been well received and will continue across the vacation and into Spring session teaching.

“ In my experience, I have noticed students are very thankful for the extra service while on campus and assistance. Some find the DSD amusing and seeing our faces on the screen makes them smile and laugh. ”

Library staff member, Liverpool Campus



Research Engagement Webinars.

At the beginning of 2020, the Research Engagement team created a catalogue of researcher development topics which lead to a series of discipline specific presentations and workshops. Recently, the team has been connecting online with their Western colleagues through webinars, which have been well received and attended.

A new dialogue has begun with Schools and Institutes, to increase awareness of how the Library can support researcher development, with many Schools and Institutes scheduling sessions and meetings.

Top 3 Webinar Topics:

- Researcher profiles and online identity management
- Open Access and Open Science
- Evaluating journals

Upcoming Webinars:

- Research Data Management
- Research Impact
- Developing a publishing strategy.

For further details email Ria Hamblett, Research Engagement Coordinator, Outreach via lib-research@westernsydney.edu.au.

RESEARCH HOUR ONLINE.

A joint initiative offered by ITDS, Research Services and the Library.

Research Hour is an opportunity for Researchers to connect with experts from each area, ask questions, share advice and ideas.

For details on future Research Hour events keep your eye on the [Yammer group](#), [Research Calendar](#) or email lib-research@westernsydney.edu.au.

Visualise Your Thesis competition.

The Library is collaborating with the Graduate Research School to organise Western's participation in the 'Visualise Your Thesis' competition. This is the first year that Western has entered the competition, which is hosted by University of Melbourne. Entrants are challenged to develop a 60 second audiovisual presentation of their research project.

The internal qualifying round will take place in July, with the winning entry being nominated for the international competition. This is a wonderful opportunity for HDR students to showcase their research, develop digital communication skills, and connect with other HDR candidates.

Interested parties are encouraged to contact grs.hdr@westernsydney.edu.au.

CONTACT YOUR SCHOOL LIBRARIAN

westernsydney.edu.au/school-librarians

Students advance with Library Study Smart.

Study Smart remains a valuable way students can improve their assignment writing, study skills and elevate their grades to the next level.

Three ways students can use Library Study Smart:

1. Study Smart Online, powered by Studiosity

Students can log in from their vUWS dashboard to:

- upload their assignment draft 24/7 to get writing feedback;
- chat online with a Studiosity Online Tutor for subject specific advice in science, commerce, English, maths, statistics, economics and accounting.

2. Study Smart Zoom

Students can have a one-to-one Zoom session and receive:

- assignment writing feedback from a Study Smart Officer;
- academic skills development guidance from a Study Smart Advisor;
- searching and evaluating information tips, referencing and citation advice from a Study Smart Librarian;
- maths and stats help from a MESH Advisor.

3. Study Smart Website

Students can access a range of self-help assignment resources and study guides from the Study Smart website, including learning modules on digital literacy and academic integrity.

WEBINAR FOR TEACHING STAFF.

How does Library Study Smart complement my teaching?

SAVE THE DATE.

Week 2: Friday, 31 July at 11am

Week 4: Tuesday, 11 August at 12.30pm

Join Linda Parker, Academic Literacies Manager, Library and Scott Harrison, Studiosity Partnership Director to discover how to leverage the Study Smart service in your teaching and learning. This will be an interactive webinar where time is allocated for extensive Q&A.

Look out for details in an upcoming E-update, or contact Linda Parker, Academic Literacies Manager, Library.

VISIT THE STUDY SMART WEBSITE

westernsydney.edu.au/studysmart

HSC True Reward Partnership. Supporting Student Success.

HSC students are one group who have faced a degree of uncertainty this year about their pathway to university. However, Western's early offer program HSC True Reward, provides hope and the opportunity of a guaranteed pathway to Higher Education.

Recently, the Library partnered with the Office of Employability and Graduate Success to deliver literacy learning experiences to Year 11 and 12 program participants through the Alpha platform.

Originally beginning with a suite of experiences to support career and life goals, Alpha is now expanding its scope and incorporating information and academic literacy skills development.

The Alpha platform is a leading-edge, online experience that uses Artificial Intelligence to enable each student develop a comprehensive Capacities Profile. The platform can then customise relevant development experiences to support students' educational, personal and professional goals.

The resources provided in the Alpha platform will complement the Library academic skills development services and resources already available on campus and online, as well as the targeted support integrated into specific units across all schools, enabling HSC students to commence their first year of university with renewed confidence.

We thank our colleagues for this valuable collaboration and are very excited to reach out and connect with future and current students in this way.

Find out more about the [Alpha](#) platform and the [HSC True Reward Program](#).

Open Educational Resources: Sustainable Learning Resources in a Post-COVID World.

In response to the rapid shift to online learning, the Library has been working with Unit Coordinators to replace print textbooks with e-textbooks, thus improving remote access to resources.

Moving forward, continued provision of sustainable, fiscally responsible and equitable access to learning resources is essential. We will be working closely with our School colleagues to ensure that future, using a combination of existing library e-collections, the digitisation of printed chapters (within copyright provisions), the selective purchase of new e-textbooks, and the use of freely available or instructor-created open educational resources (OERs).

The advantages of creating OERs include the opportunity to curate a bespoke set of learning resources to support specific learning outcomes, particularly when there is no textbook available. Opportunities exist for our academic staff to publish OERs and share them with the world, while retaining full attribution rights through a Creative Commons license.

The library is currently working on an OER Toolkit for staff interested in curating or creating OERs for their unit. If you would like to find out more, please contact your [School Librarian](#).



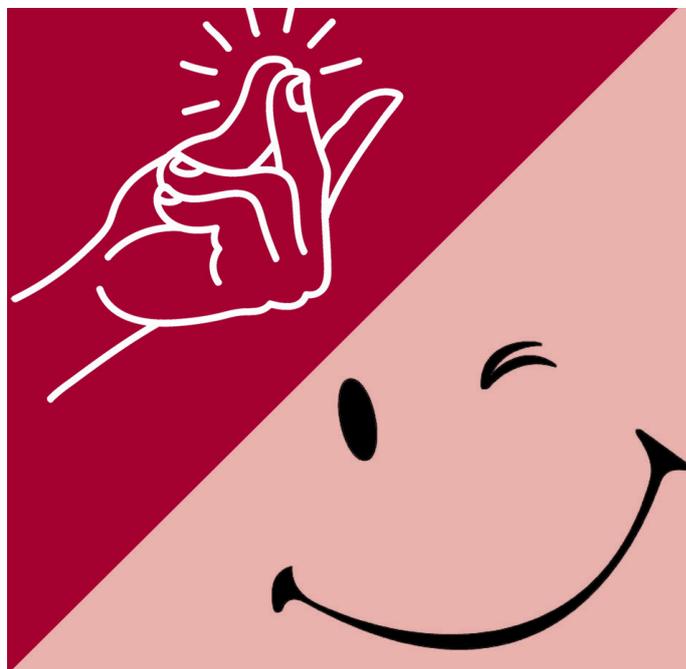
BRAIN BREAKS online

Due to physical distancing restrictions, we were unable to run our in-person Brain Breaks activities in Autumn session, such as the popular Sphero robot racing obstacle course and Library LEGO® challenge.

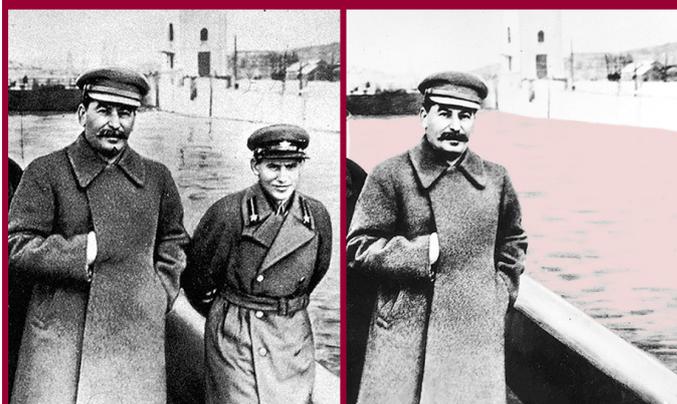
Instead, while students were learning from home, we selected a range of digital 'Brain Breaks' that can help to refresh mental focus, combat procrastination and overcome motivational dips.

Students can use social apps to connect with friends or test their thinking with a brain teaser, cognitive riddle or simply have some fun with the physical co-ordination challenges.

The "Snap-Wink" challenge is a library favourite and known to end in hearty laughter. Perhaps laughter is the best medicinal brain break, after all! Browse the range of [Brain Breaks Online](#).



WHICH IS REAL?



Live, learn and work smarter in a digital society.
Discover the [Digital Literacy micro-learning modules](#)
from Library Study Smart.

National Simultaneous Storytime Watch Party.



The Library hosted a Watch Party on 27 May to mark the 20th anniversary of National Simultaneous Storytime - an annual event that celebrates reading and Australian books.

All Western staff, their families and households, plus children at Western's Early Learning Centres' were invited to pause for a moment

at 11am and join us to share the same story online.

The featured book this year was 'Whitney and Britney Chicken Divas', by Lucinda Gifford and was narrated by Emma Watkins from the Wiggles. Whitney and Britney are two gorgeous chickens, who sleep by day and sing, dance and dazzle the jazz club by night.

The story provided a welcomed opportunity to have some fun with our colleagues while we all shared the working from home experience of juggling work and home life. The event struck a chord with our Western colleagues, with many adults and children dressing up for some lighthearted fun.

On the day the event live-streamed to over 90 adults and children and the story was enjoyed by all.

This year the NSS had over 1,297,825 participants, from over 14,469 locations.

For more information visit: <https://www.alia.org.au/nss>



Feedback, suggestions or requests for Library Insights articles are welcomed via Library Promotions: lib-promo@westernsydney.edu.au