

Library and learning resources welcome session.

Good morning, happy Friday and welcome to this morning's library and learning resources welcome session.

Before we start with what we're going to tell you we'll introduce ourselves because that seems polite.

My name is David Bedford, I am one of the learning and research librarians from the department and I am based at the Medway campus and also occasionally work at our third campus the Salomon's campus and here with me today we have another librarian.

My name is Kate and I'm based at the Augustine House Library in Canterbury and today we're going to do a double act David and myself to introduce you to all things Library. Also here but invisible we have two of our colleagues our library advisor colleagues from Augustine House who when we open our Q&A chat will jump in and help answer all of your questions which is brilliant so thank you to them. So what are we going to cover this morning? These three things why what and who and why use the library and learning resources at all and as you know it's a valid question what are the spaces resources and services available from your libraries in person and online and then who who are the people who will be supporting you and throughout your time at university.

So let's dive straight into the first of those things why so why use our services and there's a few reasons as you'd expect. And the first thing is the thing that probably doesn't surprise most people that we have resources available for you to use and to support your assignments so that might be other sorts of resources but I will try not to spoil what Kate's going to say later about that. We provide spaces to work that suit your study style and I won't say any more about that because otherwise I'll spoil what I'm going to say later. You can relax with our Stressless activities that run throughout the year in all sorts of different guises and we have online support available through our site called the Learning Skills Hub which provides loads of fantastic support even when all of us are asleep.

We have material online and in person and for reading for pleasure because we think that reading things that aren't connected to your course is great sometimes as well.

We provide guidance and that's the probably the biggest chunk of my job and Kate's job is providing guidance to help you to find, to manage, evaluate, reference all of the information that you're going to use in your time here. I was going to say in your three years here that some of you might be doing courses that last different amounts of time so however long it needs to be.

There's an independent bookshop and again we'll tell you a bit more about that later. You can access the whole network of our libraries and potentially beyond Christ Church as well which is really useful because you might not happen to live right next to the campus where you're studying and most importantly and the thing that we most want you to remember really is friendly staff as a reason to use our resources and services and facilities and so that includes me and Kate and Angela and Gaelle who are all here today and I think Kate said yesterday it's about 70 of us in total across the department so we're all here to help and

support and we love doing it.

In a moment I'm going to hand over to Kate so you get a change of voice which is always nice but before I do that these are the two things that you most need in order to use the library.

One your smart card in theory you should have that whenever you're on campus anyway but your smart card is important because it's what you use to borrow books with and it's also what you use to get into the library at Medway to get into the building in Tunbridge Wells and in Canterbury to get into the building in the evening or the early morning and sort of during office hours you can get in without your swipe card but outside of those hours you need your smart card to swipe into the building. You also need your Christchurch computing account in order to access all our digital resources like ebooks and so on and really important to have that.

If you need help getting hold of either of those things the best people to contact are the iZone who are part of our wider department and we'll talk a little bit about the iZone later but if you're still waiting for your smart card or your computing account get those sorted as soon as you can.

Right I'm going to hand over to Kate now to talk a bit about the libraries themselves.

Okay so the focus for our session today is the two libraries at Canterbury and Medway so on the slide here on the left big glass building is the Augustine House Library based at the Canterbury campus so our building is very near Canterbury East Station train station and also near the bus station as well so we're not situated right where lots of a huge space or a little bit further down the road and that's the Canterbury campus library so if you're studying at Canterbury that's where you should be able to find your books and resources. The other building that you can see is a brick building that's the drill hall library at Medway and as well as Augustine House is tall the drill hall library is very long so that's the Medway library.

Now we are open for a long number of hours each day I won't bore you with the details of exact times but we open at different times throughout the year so things like vacations will have some slightly quieter hours exam times busy times like that will sometimes will be open 24 sevens so if you think oh I'm just going to pop to the library you might want to double check the web pages for the most accurate opening hours but we do open into the night so if there's any night owls out there and you want to study at 11 or 12 you're usually able to.

Okay so they're two big buildings you may not have been in a library that's as large as Augustine House or the drill hall library some students report they could feel a little bit daunted when they first enter those buildings but we just want to reassure you there's so many people around to come and help and show you around the place and help you find materials and things like that so if you do walk in thank goodness this is I've never done anything like this before it's a bit overwhelming please just come and see us we'll be happy to help you navigate around our buildings now as well as giving a little view there of what the buildings look like we also need to find out what's inside them because that's one of the most important things what lives in those buildings and we

have lots of different resources available as David mentioned earlier we have books so books that you might want to read in order to produce your assignments to find out more things about the area you're studying so lots of textbooks but we also have those reading for pleasure collections we've got some fiction collections so you can you're very welcome to borrow those as well we always say you know reading for pleasure is a nice accompaniment when you're reading lots of things for studying as well so lots of books available and that's the very traditional thing that people associate with libraries but we also have some media items we have a video games collection available in august in house we have there are still some streaming service yet so there are those hanging around in the library as well but the other very important thing that you might use for your studies is something called journals lots of people think of journals as maybe like a diary writing down what's happened every day or maybe writing lists and things like that in them the journals in academic libraries are academic magazines so things like the british medical journal or something like creative review which some of our art students might be familiar with those are the kinds of materials that we have in the library and their journals and they'll be very very useful as you move through your studies we also have some specialist collections so for our trainee teachers we have a collection called curriculum resources in there you will find all sorts of equipment that's used in school classrooms so they could be counting blocks they could be musical instruments they could be masks or puppets for story time lots and lots of storybooks they're there to inspire your lesson planning when you go out to a classroom or for you to borrow to take out when you're away on placements so specialist collection there our curriculum resources collection for our education students there but we also have special collections and archives we have a collection of victorian women writers information and we have lots of archive material about the history of the university that's there to be explored as well for those of you maybe doing humanities subjects so lots of different things available we've got a sustainability collection of books so again whether you're studying something in that area or whether you that's one of your passions at the moment looking at the environment and climate change we have a collection that you can come and read as well and borrow and read as well so not just books in the library other material as well but when you come into the library building what you see on the shelf is really just the tip of the iceberg because the library is about the buildings and what lives in the buildings but it's also about the digital library that we have so we have a website called library search which is what you can use to look up which books live on the library shelf where are they and are they there to be borrowed but you can also look in library search to see whether any ebook is available whether there's an online journal article to access some of our streaming services to access our ebook collection that's sort of reading for pleasure the digital library is the gateway to all the resources that we have whether they live on the shelf in a library or whether they live online on this particular slide and you can see a qr code so if you can you're very welcome to scan that and that will take you to our subject guides we have subject guides for the different subjects that are taught at Canterbury Christ Church and we put together a little collection of which are the best resources for your subject area and where you're going to find them now if you can't scan the qr code don't worry we will put all the links into the Q&A chat when we open that little bit later on so we'll give you the link to the subject guides as well so the digital library you'll become quite familiar with the library search web page you'll be using it a lot to find things in the building and all the online materials however we've slightly digressed from the building itself so let's go back into the library buildings

and David's going to talk to you about the different study zones that we have available to support you yes so our libraries at both Canterbury and Medway have got a range of different zones so that you can work in silence if that's how you prefer to study and you can collaborate with your peers maybe make a lot of noise if you need to well maybe not a lot of noise a reasonable amount of noise if you need to so that you can work in the way that suits you because everyone's different different ways of working will suit different people and we've put some pictures up there of some of the areas where you can work we could have used an awful lot of pictures but we restrained ourselves and so that top picture is one of the bookable group spaces in Augustin house and bottom right is part of the quiet study zone in the drill hall library and so we recommend just having a look really at the spaces and seeing what will work for you and but one thing that we do ask is that you respect your fellow students and that if you do wander and wander into a silent zone that you're silent and just it's people will have chosen to work in there because that that's how they are comfortable working and yeah just be mindful of things like are your headphones leaking music out into the wider world and things like that and probably the stereotype of libraries is people wandering around saying shush a lot and we try to avoid doing that but if you do find that there's a lot of noise going on where you're working and it's difficult to concentrate then we do have a noisy neighbour icon on the desktop so that you can let us know we can deal with it but we won't we won't grass you up and say it was you that told us yes so find different study zones in the library and there are also a whole bunch of oh I've gone too far no I haven't um oh dear um a whole bunch of different facilities in the building that um you can use um unsurprisingly we have a lot of PCs available um and laptops that you can grab to use in the building um all our libraries are connected to the campus um wi-fi network edgy roam we really recommend that you get on that because not only will it work at our campus but any other university campus pretty much in the uk and some over overseas so you can be walking through another city and suddenly find that you've got wi-fi on your phone um because you've walked past a university building um obviously you can print photocopy and scan um materials and we have height adjustable desks and other accessibility assist um in the um different libraries um and each of the libraries has a cafe and chocolate and sandwiches um other things are available um in Augustin house um there is a dedicated stress less area um there's a lovely picture on that slide of um our colleague Jackie um leading some sort of craft activity possibly biscuit decorating i'm not sure um in the space there um but um even if we're not running anything there it's a space where you can just relax and chill and there's a faith space um in Augustin house as well um there are spaces dedicated for breastfeeding and baby changing and in the drill hall um we have slightly different facilities because the campuses are different the student populations are different and there are different needs um so in the drill hall we have a family room uh which also has baby changing facilities um but in the family room you can um bring your children and work in a safe space um in the library where we've provided some children's fiction and colouring equipment and things like that and just slightly away from the main library floor um and we also have poster printers um at the drill hall because it seems that every course that runs at Medway requires you to do a poster at some point um yes so that is the buildings covered um if you've been thinking of any questions store them up because we will open a Q&A shortly um but i'm going to hand back over to Kate now um to talk a little bit initially at least about the people that um will support you thank you David so um a little bit earlier David mentioned that we've got two colleagues with us today two of our library advisors and they're going to help

with the q&a in a few minutes so you will see lots of people around the library sitting at the odd sort of information desk the library point in augustine house um and they will be there to help answer your questions to help you navigate around the building if anything is confusing they can sort of sort that out for you so we do have people in the building on the floor ready to help and they're all fabulous and they're all just ready and waiting for you to come and use the services we also have a team that goes outside of the library so on the slide here you can see the smiling faces of the learning skills team and you might be able to spot david and i in that photo collage as well um so david and i are both librarians and there are many librarians on this slide here and there are also our colleagues that are learning developers so the librarians will come out to your classroom they will help you navigate the world of academic information helping you to find it to work out which is the most useful bit to use for your assignment and how to reference it and things like that so we'll be coming out into your timetable modules to see you about all that kind of stuff our learning developers who we work with very closely are able to come and do the same thing in your timetable sessions but they will talk to you about things like academic writing about critical thinking about time management skills and they have lots of strategies on how to take notes in lectures so some things that come under the umbrella heading of study skills that's what our learning developers will support you with as you move through your course so we will all be coming out to see you in your actual modules and working with you that way the other thing we do as a team is produce the learning skills hub now the web address is just on this slide here and we will put that in the q&a once it opens we'll put the web address in there and the learning skills hub is a place that has all online support 24 7 lots of tips and guidance about all things study skills and finding information so do go and have a look at that when you have a chance so lots of amazing people in the library and lots of people that can come out of the library into your actual seminars and lectures but one of the things we want to make clear about all the provision that we've talked to you about today is that it's all connected together so although we have different buildings and here you can see again augustine house and the drill hall library you can also see our other campus library on there the salmons institute libraries based at tumbridge wells we haven't spoken particularly about that today because the people coming to these sessions will be based at canterbury or midway but you might find that you maybe you live in west kent or maybe as the years goes by you head on to placement over in west kent and it might then be easier to pop into the tumbridge wells library than always coming to and fro to the others so you can go in any of these libraries with your ccu student card so as long as you've got that with you you can go into these three different libraries so you can visit any of them you can borrow resources from any of them you can place reservations for things that happen to sit at a different library if you really want it to come to your library you can access that study skill support at these different campuses be it in person or online so everything is connected for your benefit so it doesn't matter where you pop in lots of services available to you okay so as well as those three buildings that we can see on that slide there's also another location that i need to mention to you and that's our wonderful independent bookshop it's quite rare these days for a university to have an independent bookshop so we're very proud of ours and the staff that work there are hugely knowledgeable about all things books they are based on the Canterbury campus though if you've been on there this week they're near the duck pond but if you order something from them they will also deliver up to midway as well so you can collect it from the midway campus you don't have to come down to Canterbury you can contact them by email by phone they have their website as

well which has all their stock on it and they don't just do books they do those cccu hoodies they do stationery they do their highly coveted Canterbury Christchurch teddy bear so they have all that sort of thing available in the bookshop so you might think do you know what i want something different to read i want to get that latest bestseller the bookshop might be able to help you might think do you know i've had enough of reading textbooks i want to look for something really weird and wonderful i want a bit of manga i want a comic kind of thing go and see the bookshop also you might think this textbook is really really useful i need my own book copy because i want to make notes all over it and i want to carry it around with me all the time the bookshop will be able to help um we i said they are independent but they will price match with some of the larger retailers that are out in the world at the moment so the bookshop hugely important to our campus and very special to have an independent bookshop as well so even more people just support you as you're studying and having said that i need to tell you about the last big group of people who can help you when you're studying are wonderful colleagues on the iZone you may have come into contact with some of them this week whether that's you know virtually or in person in one of the buildings the iZone are a large group of people huge team very well connected and you're able to go with them with your questions and either they will know the answer there and then or they will put you in touch with the people who can resolve your issue your query or answer to your question they can be contacted by email and by phone and their website is full of frequently asked questions they have lots of guidance on there so you can get in contact with them that way they also at the moment have just sort of switched their live chat off because they want to get meet you all in person and get lots of issues resolved now once we get to October they'll switch their live chat on as well when things are quieting down a teensy bit so the iZone really really useful they have locations they have desks you can go up to in August in-house at Canterbury the Varena Homes building at Canterbury and also at Cathedral Court in Midway so that's i think that's the last group of people i'm going to tell you about but as you've heard about 70 of us in the library all here to support you whether we're in the iZone the learning skills team our library advisors or the bookshop we're all ready and waiting to help you so having told you about all the wonderful people we're going to in a second open the Q&A but Dave is just going to talk about some sort of next steps that you might want to take yes thank you Kate so we have three suggested next steps to take first is to take a tour and visit your campus library and explore the spaces and facilities check out where your books are where you might like to study where the toilets are all of those things and some courses have booked a slot in for library tours over the next few weeks but both libraries have got self-guided tours available so you can scan the QR code using your phone and follow that tour around the building and find all the different spaces and services that are there and we really recommend doing that early on and second thing is to find your resources so earlier Kate shared a QR code to our subject guides page and we will share that link through the Q&A as well but that guide will give you ideas about the books and journals and websites and so on which are most useful for your specific subject area and we keep those up to date I know our arts librarian colleague has been updating things like the dance guide this very week which is impressive because I wouldn't have had any time to do that this week so I'm very impressed so third thing is to prepare for study so Kate mentioned earlier we will in the learning skills team be coming out to pretty much every course around the campuses to meet you in some way over the next few weeks keep an eye out for us say hello listen to what we advise get involved in all the activities because they're all designed to get you a solid foundation to do your

studying to set you up for your whole course so take a tour find out about your resources and look out for the learning skills team to help prepare you for study this slide um shows you the key contacts for um augustine house and the drill hall library um to help you get in contact with with the whole team and also for the eyes home I won't read them out because that would feel weird um but you can find all our contact details on the website um which is canterbury.ac.uk forward slash library which is nice and easy and there are pages on there for each campus library and all the different services and facilities available um but the main reason this slide is here is because we want you to know that we're available we're contactable we want to hear from you um that's what we're here for um one of the mottos of the department is just ask with capital j and a capital a just ask if you have a question find someone in person online via the phone and ask find out um yes so the q&a is now open if you have any questions um pop them in there you will find a q&a icon somewhere on your screen and then the queue if you click that the q&a box will open on the right hand side um if we think that your question needs a private response then we'll send it that way um if it's a response that everyone will be able to see them we'll do that um kate will share some links um through there as well um and what we would also really like to already done that um what we would really like to know is what subjects you're doing we're curious we can see there are 43 attendees let us know which subjects you're studying um so we know who's here um if you're in a lecture theater full of people um whoever has access to the the podium if you can type in and let us know that there's a lecture theater full of and now i can't think of any subject at all uh business students um that would be great um so there's a excellent question there and that has already come in and i can see Angela's typing a response um so i don't want to talk over her because that would be rude um but yes um send in your questions um to the q&a um anything that we haven't mentioned about the library that you would be um expecting um us to talk about or anything that wasn't clear um or anything that's just occurred to you we'd love to know yes so there is a question there just in case um anyone can't see the q&a um someone's asked um whether all books in the library are available on the digital library and Angela's answer quite rightly starts with the word alas because i think we would all say alas to this but no not all of them um not all publishers make the books available to us electronically um we do try very hard to make as much available electronically as well as physically as we can and there is a suggest an ebook button on library search where if you think oh we could really do with a digital version of this you can ask us and we will do our best to get hold of it and if we can't we'll get it in print um okay so um just in case anyone's curious we've got people um here from occupational therapy from applied exercise and health science and from mental health and well-being um and then then there are other questions coming in i can see answers going into those um and my brain is melting slightly um by seeing that um so there is um a question about do you have a librarian attached to each course of studies so um each of the librarians um covers um specific um faculties or schools within the university so kate works with the health and social care gosh i couldn't remember what order the words went in actually medicine health and social care i weirdly work with all three faculties but that's because i'm based at the medway campus so i work with all courses that are based at medway and then um for instance we have um lindsay who works with the arts subjects and um kathryn who works with the education subjects and so on so each um each school or department will have a librarian um working with them um if i've missed some key questions and answers please jump in kate because i'm starting to lose track i'm just doing a couple of replies lovely to have so many of you here from different subjects that's really good um

so someone's asked how long you can borrow a book for and again just for the benefit of anyone that can't see the q&a um gail has said that physical resources are available for either four weeks or seven days or 24 hours or for reference which means they stay in the library um but the four week ones and the seven day ones get renewed automatically unless someone else reserves it and requests it because they need it so if nobody else has said that they need it it will just roll over keep going for well forever i suppose almost um but we'll send you an email if you do need to bring it back um anything that isn't a four week line will be very clearly labeled so that you know how long you can borrow that for um there's another question there's another quick i've just seen in the chat david we've got some of our child nursing students and our occupational therapy students and i say our because um if you're wondering who your librarian is uh the ot's and our child nurses it's david and myself yes yeah so warm welcome from us yes kate if you're based at canterbury and me if you're based at medway um we've had a question about how you access wi-fi as a student and there's a very super brilliantly helpful link that has been posted there by angela um if you can't see the q and a and just go on to the christchurch website and search for the word edgy rome so that's edgy like the first three letters of education and rome as in wandering around not the italian city um edgy rome and that will tell you how to printing posters in canterbury uh so there isn't a poster printer in augustin house you can print up to a3 size but there is a reprographics team in canterbury um who are based somewhere on the main campus i can't remember which building they're in now because they've moved since the last time i spotted their office um but they can help print larger sizes and we've just had a question about how to book rooms um so i'll answer for medway and then someone else can answer for canterbury because and the answers are different so at medway and you can't book them online and this is because the library at medway is shared by three universities and an online booking system wouldn't work shared across three universities so at medway there are a couple of group study rooms that you can book and you just ask at the library reception whether you can book it so physically go and speak to one of the lovely people who work at reception in the drill hall library or phone them up and they'll book that for you um and while i've been speaking Angela um has popped in the link for augustin house um for where to book um the study rooms got another question coming in about how many people can access ebooks any one time girl is just starting to reply to this one um so again we'll just give a chance for the reply to go well i think i think what gale's doing is providing the full um and factual answer um that goes further than it depends on the book um yeah it depends on the book what the publishers allowed us to purchase that kind of thing but um gale's going to give you the fuller answer than it depends um and someone's asked about printing so although there are printers available in the libraries we don't we're not in charge of the printing um um so if it's about just printing in general uh the people to ask are the it team but there is as an experiment this year there is no limit to how much you can print in general um so you don't need to worry about how much it costs obviously if everyone starts printing a thousand pound pages a day they'll probably chapter from an ebook and then it will stop you um because legally if you were photocopying that's how much you would be allowed to photocopy so that's how much you can print as well i suppose we should just say at this point that um if you have got enough from the session if you haven't got any questions to ask if you you know you want to go and uh sort out the rest of your friday if you've got other things to do please you're very welcome to leave the session if you need to if you've still got a question you're still thinking and sort of typing it up please continue we'll hang around until we've answered all the questions



that need to be answered yep um what i'm going to do though is i'm going to turn my camera off because the speed of questions has slowed down and once that happens i feel very awkward just sort of staring at the screen on camera um so don't take it personally um but yes i am uh going to disappear um but we're still here and we will answer any questions that come in so gail's just posted