Changing requirements
of students and researchers

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LONDON

Kingston
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0   100 kms

0   100 miles

Aim

To set out the strategic context for develoments in libraries

in order to

Inform the review, planning and utilisation of space

Scope

Activities

- learning and teaching
- research and consultancy

Projects

- new build
- extensions, refurbishment
- reorganisation

Key issues

Challenges for universities

- more students and more diversity

- competition in higher education 'market'

- financial pressure

- employers' expectations

- quality and accountability

Top concerns of Library Directors

From SCONUL survey 2004

- compliance issues
- developments in electronic environment
- financial management, pressure on spending
- reconfiguration of sector
- institutional management issues
- staffing
- capacity and configuration of space

Demand for higher education

- *Individuals*

  personal aspirations

  financial benefit

- *Employers*

  demand for skilled employees

  global competition

- *Government*

  skills underpin knowledge economy

  50% participation target in UK

Lisbon target

Agreement made in March 2000 among the EU Heads of States and Governments to make the European Union

'the most competitive and dynamic knowledge-driven economy by 2010'.

The higher education funding gap

Funding
+2%

GAP

*Costs
+ 4%*

Global competition

- Provision in new economies
- International recruitment patterns
- Universitas 21
- Overseas campuses
- Distance learning

Additional funding from student fees

University priorities for expenditure

- Bursaries and grants
- Staff salaries
- Investment in facilities

Student priorities for expenditure

- Libraries
- Campus security
- ….. Staff salaries

Quality and accountability

Welcome to the National Student Survey

The National Student Survey (NSS) is an opportunity for final year undergraduates to feedback on their academic experience. The results will be used to help future students to choose courses that best suit their needs and interests. This is the second year of the NSS, the first being conducted last year in 2005. The 2005 results have been published on the **Teaching Quality Information (TQI) website**.

The survey is being conducted by **Ipsos MORI**, an independent market research agency, and has the full support of the **National Union of Students (NUS)**.

Final year students will receive an e-mail from Ipsos MORI during January or February 2006 inviting them to complete the survey online. However, if you are in your final year of an undergraduate course you can complete the survey now by clicking on the link **Start Survey**. You will be asked for some personal data in order to verify that you are eligible to take part. The survey is straightforward and should take no more than five minutes to complete.

This website has been designed to be compatible with assistive technologies and provides responses to **Frequently Asked Questions** on the survey. If you have a query which is not answered under this section please **Contact Us** at at Ipsos MORI.

The Sunday Times University Guide 2005

Widening access without diluting quality

Teaching excellence and a vote of confidence by its own students combine to make Durham our university of the year

Make an informed choice

Follow the money to ease the pain of tuition fees

Universities plan to give £350m in grants and bursaries to help cushion student debt, reports Judith O'Reilly

First study the choices to select the best campuses and courses

Online Extra: The head teachers' verdicts

Click for The Sunday Times university league table — 1-30

Click for The Sunday Times university league table — 31-60

Click for The Sunday Times university league table — 61-90

Click for The Sunday Times university league table — 91-119

TABLES AND DATA

- **Excellence over past years**
- **Admissions**
- **Student satisfaction**
- **Graduates / jobs**
- **Degrees / Research / Sport**

THE SUNDAY TIMES
UNIVERSITY OF THE YEAR

DURHAM

Shortlisted:
Bath   East Anglia
Hull   Loughborough

BASED ON LEAGUE TABLE POSITION

BEST UNIVERSITY
Cambridge

BEST NEW UNIVERSITY
Oxford Brookes

BEST HIGHER EDUCATION COLLEGE
Queen Margaret University College

BEST IN LONDON
Imperial College

BEST IN SCOTLAND
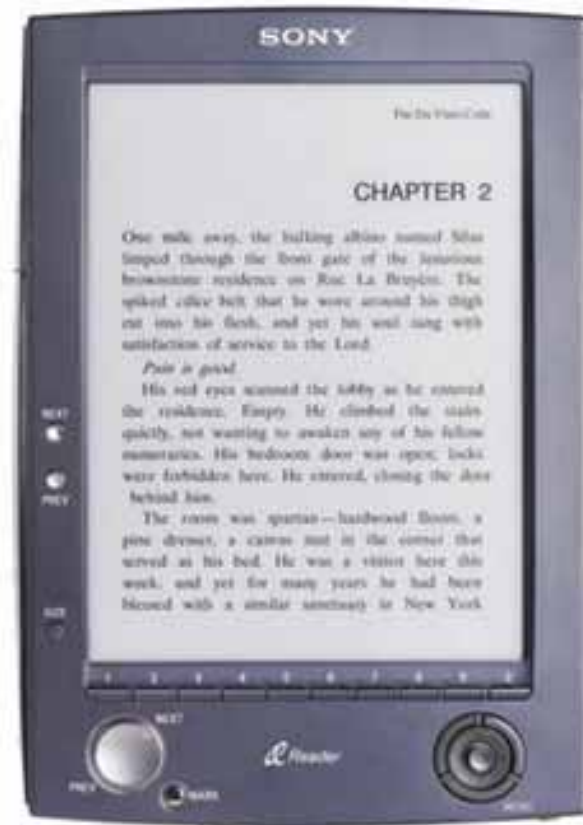Edinburgh

BEST IN WALES
Cardiff

Technological developments

The Sony Reader

"Will Reader do for books what iPod did for music?"

Times, 4 February 2006, p 64.

Courtesy of Goodman Media

International

Google Book Search BETA   All the world's books at your fingertips

In May 1961, JFK said that he was going to put a man on the moon. The idea was unthinkable at the time, but within the decade, the goal was achieved.

Google Book Search (books.google.com) is our **man on the moon** initiative. We see a world where **all books are online and searchable***. How exactly will this be done? How long exactly will it take? We aren't sure, but **we're committed to making it happen**.

Imagine this program's potential impact on education and research. On how our children discover books. On writing and publishing. On how all of us find and use information.

Do we need your help? Yes.

Community tools

- Blogs
- Wikis
- Discussion forums
- Instant messaging
- Newsfeeds

"*Perhaps eventually we will face a world where reading and qriting will be almost obsolete. If all facts are available to everyone, what will be the need to learn?*"

Baroness Greenfield, 2005.

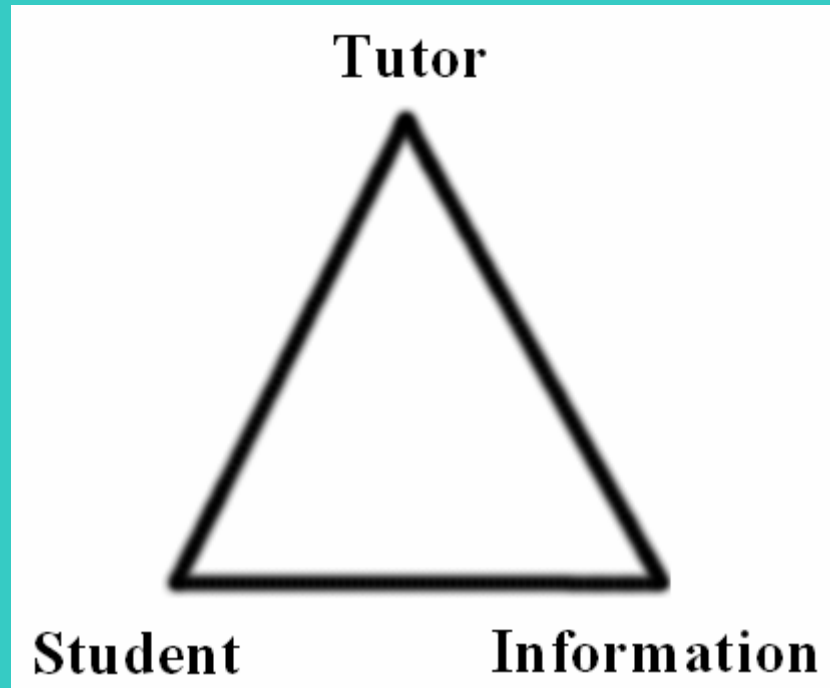# Learning and teaching

Changes in student expectations

- Students behaving as consumers
- The need to actively engage students in learning
- The demand for flexibility in when and where people study
- New generations of students and their use of technology and multimedia
- The learning needs of each individual

A distinctive style of learning?

The focus on the learning experience of the student is a key feature of British education. It nutures the critical and creative skills which underpin the UK's most successful industries. Books and other information resources play a key role in this educational model, and this places libraries at the heart of the learning process.
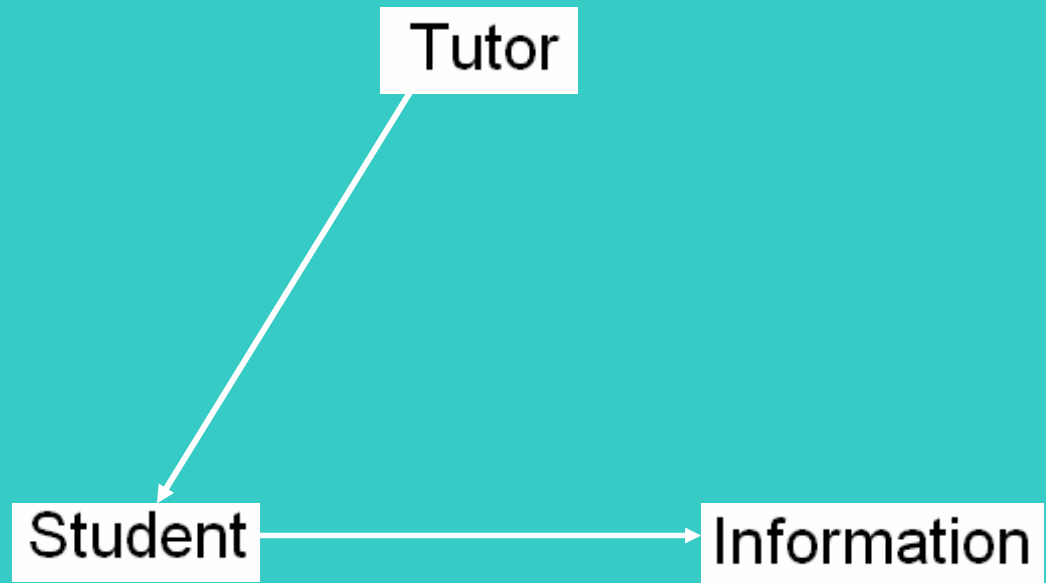
A learning and teaching model

Traditional teaching model
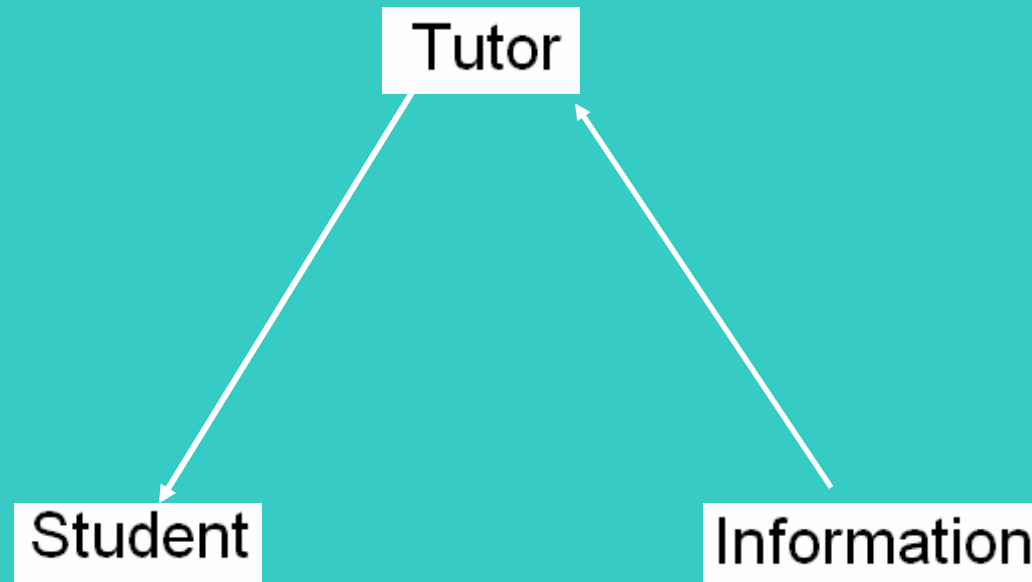
Independent learning model

Learning and teaching developments

Some key questions for universities:

- How do we encourage staff to innovate and adopt best practice?

- How do we ensure that we draw on the expertise of all our staff?

- What support should be organised centrally and what should be provided in faculties?

- How can we meet staff and student requirements effectively and efficiently?

Virtual learning environments

Blackboard Learning System TM (Release 6) - Microsoft Internet Explorer

My Home | Module Catalogue | Community | University Services | Klic | Library | Home Help Logout

Tools

- Announcements
- Calendar
- Tasks
- View Grades
- Personal Information

Links

ETU Website
Staff Overview
LMS Position Paper
Student Guide
Past Exam Papers

Study Support

Welcome, GRAHAM

Contents   Layout

My Organizations

Organizations in which you are participating:

- **Blackboard For Staff**
- **Kingston 10 Years Ahead: First Thoughts**

My Modules

Courses you are teaching:

- **L&MS Intranet (LR030)**

Announcements

- Message of the Day

Staff Information

Improved Blackboard Performance

We have achieved a stable and much improved response-time from our Blackboard system, after applying a whole range of fixes and fine-tuning the back-end database.

One of the fixes involves running a script every half an hour (25 and 55 minutes past the hour) to clear out unused sessions on the system. This script causes a small dip in performance (for a couple of minutes). However, we are

Local intranet

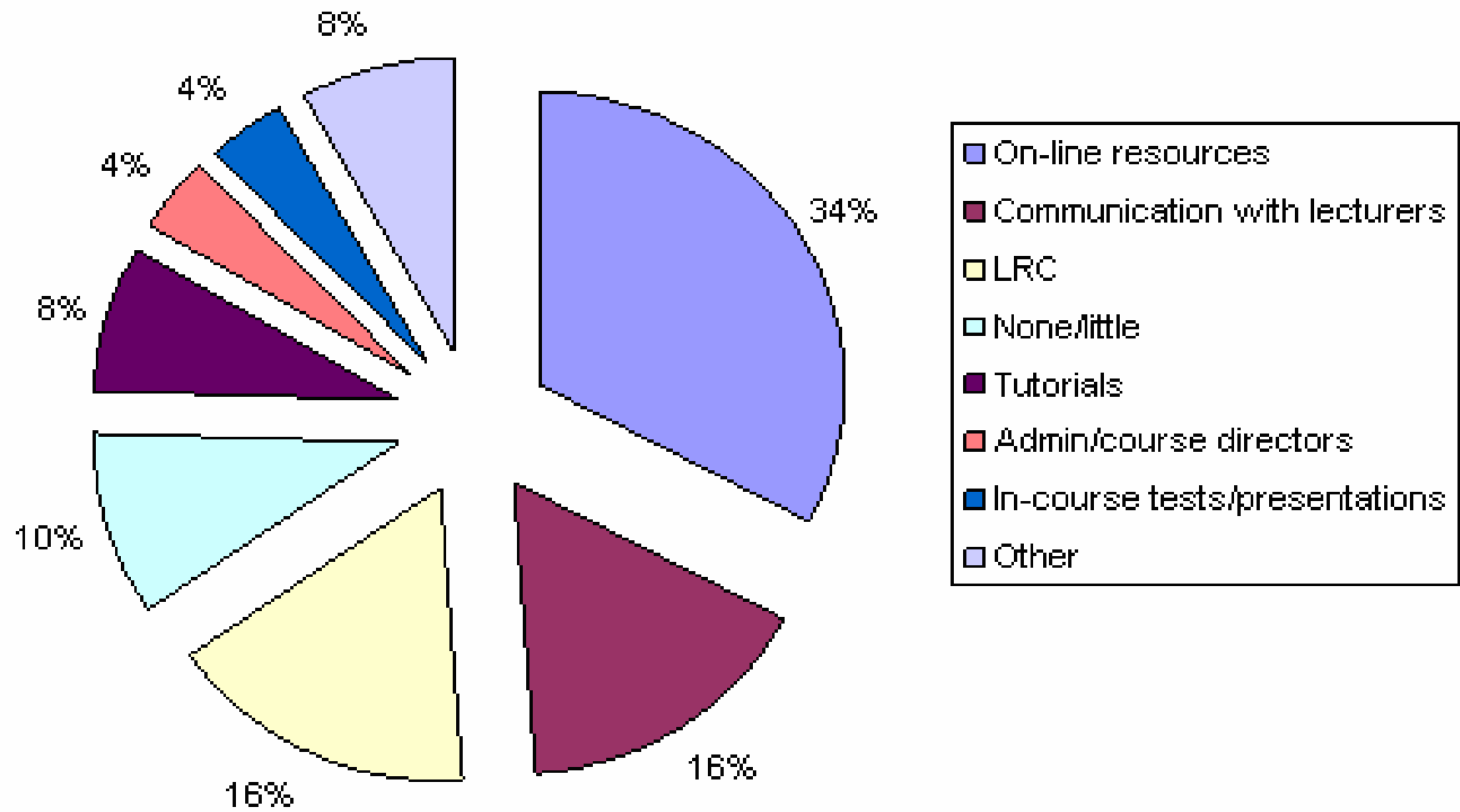# The virtual learning environment

" *The aim is to create an electronic environment which replicates all the facilities of the real environment...*

...allowing students to move seamlessly between the two...in a way which meets their own needs."

The eCampus

- Course information
- Enrolment
- Fees payment
- Learning materials
- Information resources
- Interaction with staff
- Contact with students
- Assignments
- Assessment
- Feedback
- Certification

Academic support found most useful

Legend:
- On-line resources
- Communication with lecturers
- LRC
- None/little
- Tutorials
- Admin/course directors
- In-course tests/presentations
- Other

Pie chart values: 34%, 16%, 16%, 10%, 8%, 8%, 4%, 4%

Research

Research trends

- highly competitive
- differences between disciplines
- evidence-based work
- multi and cross disciplinary projects
- eResearch
- shifts in professional boundaries
- links with teaching, innovation

An enhanced role for librarians

Given the increasing importance of evidence – drawn from a range of inter-disciplinary and digital sources which require specialist searching and curation skills – it is time for the information professional to take their place as a full member of the research team.

Libraries and research

Current developments

- Training programmes for researchers
- Research Information Network
- SCONUL Research Extra
- 'Access' funding
- Collaborative storage projects
- Digital legal deposit

"..by the year 2020, 40% of UK research monographs will be available in electronic form only…"

Lynne Brindley, British Library

Address http://kudeveprints.kingston.ac.uk/14/

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kuir   Home | About | Browse | Search | Register | User Area | Help

Design feasibility study, concept design and detail development for a solar powered illuminated bus stop for London now being installed throughout London / commissioned by London Buses Ltd.

Elson, John (2003) *Design feasibility study, concept design and detail development for a solar powered illuminated bus stop for London now being installed throughout London / commissioned by London Buses Ltd.* JEDCo Product Designers Ltd. Product.

Full text available as:

University of Sheffield
Informatics Collaboratory of the Social Sciences
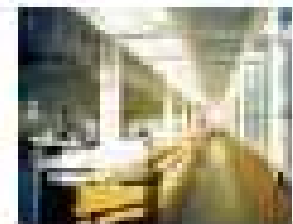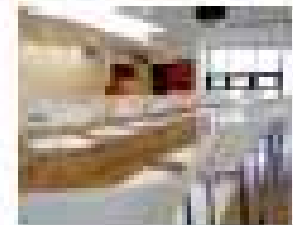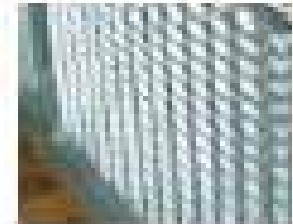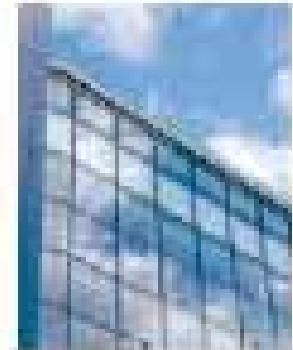
Organisation and staffing

Extended roles for staff

"Since Learning Resource Centres are open for extended periods, library staff are often the first port of call for students who require help. This demand for help often goes beyond traditional library enquiries and it may be appropriate for staff to extend their learning support skills."

Kingston University. The future of Library Services, 1994.

Learner support

- course advice

- generic skills tuition

- counselling, motivation and confidence

- help with information problems

- help with computing problems

- academic support

- subject tutoring

Integration

'*The key requirements will be for… provision that facilitates the provision of seamless services to students and which is hospitable to collaborative working arrangements by staff who have a variety of specialist skills.*'

Extended integration

- Library and information services
- Computing (MIS, telephony)
- Media production
- Educational development
- Student services (counselling, sport, accommodation, health, welfare)

Saltire Centre,
Glasgow Caledonian University

The Learning Grid at Warwick University

**The Learning Café at
Glasgow Caledonian University**

Research agenda

- What are student expectations of their experience at university?
- How do students interact with electronic learning environments?
- What are the changing needs of researchers working in libraries?
- What impact will these changes have on the delivery of information services?
- What are the implications for building design?

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