



# VIRTUAL SERVICES IN ACADEMIC LIBRARIES

*SERVICES FOR THE NOWHERE (WO)MAN  
DURING COVID-19*

# NOWHERE PLANS FOR NOBODY

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CRISIS MANAGEMENT AND PLANNING



# KNOWS NOT WHERE (S)HE'S GOING TO

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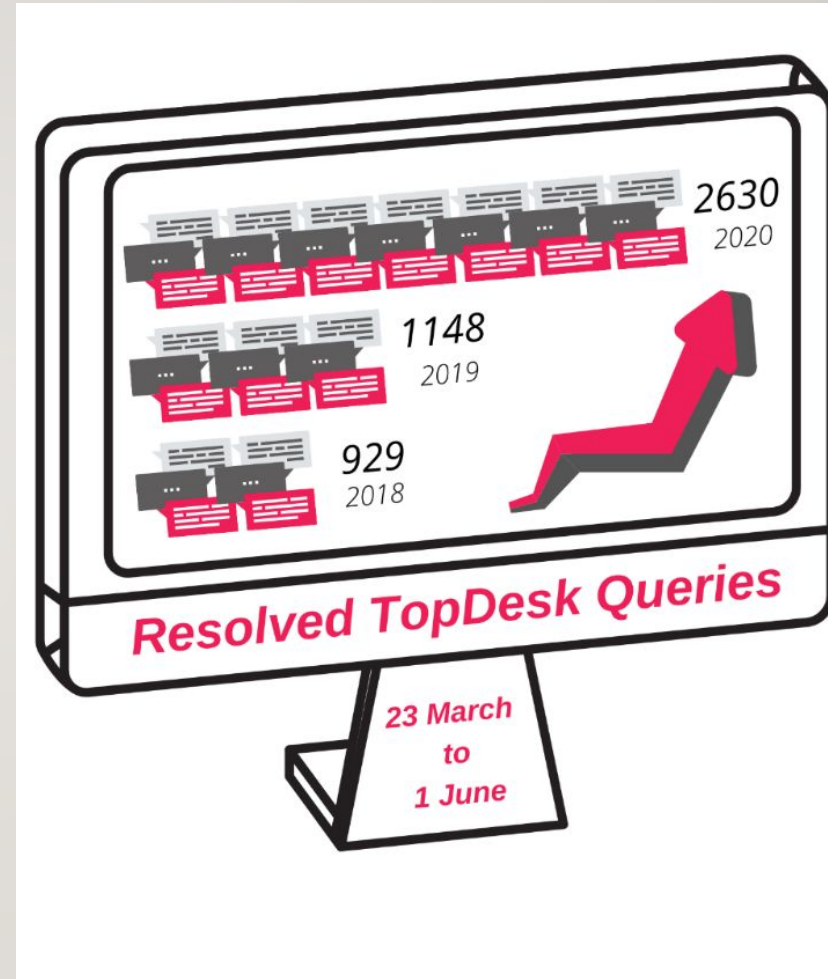
THE CHALLENGE OF UNCERTAINTY



# ISN'T (S)HE A BIT LIKE YOU AND ME?

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REDESIGNING USERS' SERVICES



# CAN YOU SEE ME AT ALL?

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VISIBILITY



Here for you,  
on and off campus

**THE LIBRARY**  
2021

**Black History Month**  
Black literature & culture reading list 2020  
[go.bath.ac.uk/black-history-month-books](http://go.bath.ac.uk/black-history-month-books)

While You Were Away Winter 2021

# DON'T WORRY

LIBRARY 2021

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## HAPPY NEW YEAR: THE LIBRARY IN 2021

Whether you're on campus or are studying remotely, the Library is here to support you.

Online support wherever you are:

- The Library's extensive electronic resources are available from: <https://library.bath.ac.uk/>
- You can use our [Bath Copies Service](#) to request scans of print journal articles and book chapters
- Contact us via our [Ask a Librarian online enquiry service](#) from the Library homepage with any questions or feedback on finding, accessing and using our resources
- Your [Subject Librarian](#) is here to help you! They specialise in Library support for your subject area, provide online training and look after dedicated web pages for your Department.

On campus?

- The Library remains open 24/7 for students and staff
- You can continue to book socially distanced study spaces and PCs in the Library and elsewhere on and off campus online, and use our self-service book borrowing, copying and printing services
- Books borrowed will continue to automatically renew unless another user has reserved them. If you have any questions about your book loans or returning a requested item, just email [library@bath.ac.uk](mailto:library@bath.ac.uk)



LIBRARY 2021

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## NEW AND IMPROVED SERVICES!

Library staff have been working hard throughout 2020 and into 2021 to make sure that you have access to the Library resources and services you need to support your studies. We've introduced [online booking for Study Spaces](#) in the Library and in other locations on campus and in the city, and ensured that these spaces are socially distanced and COVID-safe.



Booking Study Spaces Online

We've made improvements to the booking system in response to your feedback – removing the 8 hour limit and streamlining the booking process.

You now just need your University login details to confirm your booking, with no need to confirm by email.

Until in person teaching restarts, we've also made the teaching areas at the front of the Library available for study, increasing the amount of space available. To further improve study space availability, we have also removed the requirement to take a one hour break between bookings.

As well as the Library, Norwood House, East Building and Chancellors' Building on campus (and 10W/SW for postgrads), you can also study in the city centre in Virgil Building or Lewis House. Plus, new Study Spaces have now been opened up in Dartmouth Avenue in Oldfield Park, and in 6 West South, giving you an even wider range of study locations to choose from.

LIBRARY 2021

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## READING FOR PLEASURE

**Wellbeing support:** With the many stresses of the current situation, it's particularly important to look after your wellbeing. We've updated our [Read Well](#) and [study skills and exam stress](#) online reading lists to support you. We've also added new titles to our [Black Literature and Culture](#) and [LGBT+ History Month](#) reading lists.

Be well with the library



You can find links to all of our 'Reading for Pleasure' Library resources on our [new online guide](#). Check out fiction, non-fiction and biographies and find out more about local public libraries.

**Keeping you informed:** We regularly update the [Library website](#) and blog with our latest updates and news. You can also [follow us on Instagram](#), we now have over 1000 followers!

@unibathlib



LIBRARY 2021

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## SUPPORT FOR RESEARCHERS



**Support for researchers:** our Research Services team continue to support and advise our researchers on open access publishing, research data and research analytics, as well as managing the University Archives. Check out the online ['research data adventure'](#) co-created by our Research Data Librarians in collaboration with Stellenbosch University.



## ENHANCED E-BOOKS AND RESOURCES

Problems accessing an ebook, need help referencing your sources or conducting a literature or data search?

Our librarians are here to help with all of these questions and much more!

Enhanced e-books and resources:

We've been doing all we can to enhance the Library's e-resources to support your learning. You can access thousands of e-books and e-journals as well as over 100 research databases.

LIBRARY 2021

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## OUR LIBRARY STAFF ARE HERE FOR YOU

Our Library staff are here for you! A core team of Library staff have been back in the building since last Summer to provide essential services.

We're facilitating book borrowing, producing and distributing Library cards, managing book returns, shelving and a new system for self-service reservations; keeping copy and print services running smoothly; processing new books and scanning content for individuals and for Moodle.



Library staff have also been busy answering your enquiries online - from the simple to the complex. In 2020, we resolved over 17,000 online enquiries!



Online enquiries resolved in Topdesk Jan - Dec 2020

## ONLINE LIBRARY TRAINING

**Online Library training:** Our Library team have developed a wide range of online training sessions for students and staff via Teams and Zoom, as well as offering a wealth of e-learning courses in Moodle, and online guidance on our webpages.

Explore the 'resources for your subject' webpages linked from the [Library homepage](#), and [contact your Subject Librarian](#) for more advice.

# TAKE YOUR TIME, DON'T HURRY

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A YEAR OF REVIEW



# SOMEBODY ELSE LENDS YOU A HAND

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COLLABORATIVE WORKING





# SITTING IN (THEIR) NOWHERE LAND

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Songwriters: John Lennon / Paul McCartney  
Nowhere Man lyrics © Sony/ATV Music Publishing LLC