

# Introduction to Library Services

## Session Transcript

---

MANDA: As you can see, my name's Manda, and I'm a learning and teaching librarian. And I'm based at the library in Milton Keynes. This session is all about introducing you to library services. The slides are available, as is the handout, and there'll be plenty of opportunity for questions during and at the end of the session.

Please, could you keep your microphones muted when you're not speaking, if you're using one. But don't worry if you don't have a microphone or don't want to talk, pop your questions in the chat and I'll try and keep an eye on that. I heard someone make a slight noise there. Was someone trying to ask a question? Pop it in the chat if you want to.

Welcome if you're just joining us. We're just getting going. So in today's session the aim is that you'll be able to confidently navigate the library website, be able to access resources relevant to your study, and be able to access the help and support provided by the library. Hi if you're just joining us.

OK, so the library provides access to a huge range of online books, journal articles, newspaper articles, databases, images, and more. You can access most of this content through library search, which you find on the library website. And I will be showing a lot of these things to you, so don't worry. Or you can go directly into different databases to find subject-specific information.

A database? Well, that's just a collection of resources, so it might be a collection of e-books or journal articles. Often, but not always, specialising in a range of subjects. If you want to know more about databases and getting the most out of them, check out our training session on Smarter searching with library databases. But this session is more of an introduction to the library website and services that we offer you.

So let's have a look at the library website and library search now. What I'm going to do is, the screen is going to change and then I'm going to show you the library website. So give me one second. Sorry about that. It's just making my screen a little bit-- my browser a little bit bigger so that you could see properly. So this is the library website.

And if you are on student home. So I'm going to start from student home. So if you come into something like this-- you might come into your subject, so it depends. But if you see student home, on the left hand side there is a link under services to library services. So that's how I got there. Now library search is the tool that searches all of our resources, and it's just simply the search box here.

And you can see I've had to search all sorts of bits and pieces. I'm going to do a quick search for a book to show you that you can put in just the title of something, because many times you're given something like that from a module. So one of the ones that we've found recently-- chocolate is very, very popular in the library. Excuse my loud typing.



Further Information | [www.open.ac.uk/library/help-and-support](http://www.open.ac.uk/library/help-and-support)

It was either chocolate or dinosaurs. So what I've done-- I've been given a title of a book and I've popped that straight into the search box. And it's come up with a list of things. Now if you get this message with this sort of pale, yellowy, creamy sign-in for easier access, and your name isn't up at the top right, click Sign in. This makes it easier to get through things and means you won't miss anything.

So if I want to have a look at that book, which is the first one on my list, I would click where it says full text available. And it should take me straight through.

I don't want to buy the hardback. But I can get into the pages here. I can either download it, or I can read it online. OK, if I go back to Library Search. So what I did then was very quickly search for a title of a book I'd been given. And it came up very easily.

Here's looking for something slightly different. So to clear this out, I'm going to press this little cross or x symbol. Or I can just simply delete it out. And I'm going to choose a different thing now.

So here's an article from a journal that I'm interested in. So it's "Exploring User Interactions with Amazon Alexa." I don't have an Alexa. So we found an article. And it is the top one.

And if I wanted to have a look at it, I could just click on Full Text Available again. And I could download the PDF if I want to. So all I really wanted to show you there is the first thing that you can do is search for something by the title of it. So if it's a book or journal article, just try popping it into Library Search and see if it comes up.

Now say if I was really interested in everything, so maybe I'm interested in this top article. And I wanted to come back to it again. As long as you're signed in and your name is up here in the top right, as you can see mine is, I can collect it, basically-- add it to My Favourites. So there is an area within Library Search that allows you to save these things.

So to do that, if you see this pin icon-- I'm sort of circling around over here-- it says Add to My Favourites. And if I click on it, the icon went whizzing up to the top. But you now see there's a line through that pin. And it says I can remove it from My Favourites. But perhaps, you know, I want to come back later.

If I want to see My Favourites, I go up to the top where my name is just to the left. And it says-- with this little pin icon, Go to My Favourites. So if I click on there, you can see that I've got a bunch of things in here, probably from different training sessions, and including that article that we just had a look at. So the other thing that you can do is you can tag things, which is effectively a way of organising them.

So for example, over here, I've got TMA1 and I can organise things. So if I want to add a tag-- let me put a new tag. Let's say this is for TMA02. So this is something I'm interested in for TMA02.



Further Information | [www.open.ac.uk/library/help-and-support](http://www.open.ac.uk/library/help-and-support)

And then if I wanted to just see the things, for example, I was interested in for TMA02 I could click on my tag over here on the right side. And that would give me a list of things that I had labelled for TMA02 So it's just a way of organising.

I'm going to clear my selection now. And so it goes back to everything I've got. So when you're looking for things, it might be that you find something really useful with Library Search-- sorry, I've clicked on something there-- and you want to save it, so make sure you're signed in. And then add it to your Favourites.

Does anyone have any questions about that before I move on? I'll have a quick look at the text chat, see if anyone's saying anything. Hi. Welcome, if you're just joining us. We're just having a quick look at Library Search.

OK, so that's library Search, just a quick look there. Another really useful thing-- so if I go back, you can see there's actually a link to Library Home from Library Search. So I'm going to click on that and let the screen reset.

You can actually use Library Search to do a subject search. So when you're looking for something on a topic-- so I don't know what that might be. It could be the weather. It could be psychology-- all sorts of things that you might be studying. And you can do that.

And there is a training session that really helps you with doing a proper subject search using Library Search. And you might want to come along to that. But I just want to point out that it is possible that you can just check something in there and have a look.

Library Search is really useful. And you will use it a lot. But if you're struggling to get started, you can also make use of some of our collections of library resources available from the Library Resources tab, so here on the library website.

I'm going to do that. So you've got Library Home over here. Second one along is Library Resources. So I'm going to click on that.

What we've got here-- I'm going to scroll down a little bit just so you can see a little bit more of the page. I've got a list here over on my right side of the screen of different sort of collections. We've gathered things together in useful ways-- so things like dictionaries, thesauri, and encyclopaedias.

If you're interested, come down a bit more and there's some law cases, new sources, statistics. So it's sort of collections that have pulled out-- some good stuff in these areas. One of the most useful things, I think, is this Selected Resources for Your Study. And that's this top up option up here. So let me click on it.

Is anybody else having problems hearing me because I can see someone is. Am I breaking up a bit for you? It might be your internet, I'm afraid. Sometimes that can cause a problem. But let me know in the chat box if you're having problems.



Further Information | [www.open.ac.uk/library/help-and-support](http://www.open.ac.uk/library/help-and-support)

Now everybody's OK? Sorry, Bob. You might want to try reconnecting. OK, all right. Audio OK, I appreciate that-- much, much appreciated.

So this is selected resources for your study. And this is a great place to start when you're a bit stuck, you know. You can use Library Search to look something up. But if you're a bit stuck, let's come here and have a look. So just looking at these subject areas, does someone want to pick one for me? Just pop it in the text chat, and I'll grab it.

Law. That was quick. I'm impressed.

[LAUGHTER]

That's two for law. There we go. Let's have a look.

I'm sorry that you're experiencing problems, Bob. You might want to watch the recording if it's a real problem. There is one for each of our sessions. So if you get really stuck and you can't hear me well, that might be an idea.

So when we go into law, obviously, many subjects are broken down into further areas. So I'm just going to pick one. I'm sure you've got your areas that you're interested in. But let's try Family Law, for example.

So what we've done-- we've gone into Selected Resources for Your Study. We've chosen the overall subject heading of Law. And then we got into Family Law. Now, to see what we've got and the sorts of resources that we're recommending, scroll down a little bit. So you've got a list. And they go all the way down.

I'm not going to go all the way through it. I'll come back up now just to point out what's happening here. So this says All. It means we picked out 18 resources. I should point out this is obviously not everything that we have on law. We've got a lot of resources. But there's some key things that might be really useful.

So we've got 17 databases. And if you remember, a database is just a collection of resources. So these are key law resources and one e-journal. Sometimes they'll be ebooks there as well. But let's have a look. So we've got the International Journal of Law, Policy, and the Family, which you could understand why it might be really helpful-- family law-- some different collections that you can have a look in, Family Law Online.

Sometimes we'll recommend dictionaries. It depends on the subject. So I really recommend that you have a look at Selected Resources for Your Study in your study area. I know that we have some psychology folks, some health folks, some science folks, even someone who's in creative writing. So go and explore that. It might be a really good starting place.

I'm going to go back to the slides now. Give me one second. The screen will just reset. OK, so we've just talked about that. So what I want you to do now is to have a go yourself.



Further Information | [www.open.ac.uk/library/help-and-support](http://www.open.ac.uk/library/help-and-support)

You've got a few minutes. How we doing for time? Not too badly. I'll give you sort of five, six minutes to try the following tasks. So I want you to go to the library website. Remember, you can hit it from Library Home. Or if you really stuck up, yell, and I'll pop a link in.

And navigate to the Selected Resources for Your Study page. And find a page relevant to your degree subjects. And obviously, if you're an open degree, just pick one. And also, you might want to just try and find one of the following in Library Search. So that article that I found about Amazon Alexa or the ebook, The Complete Dinosaur.

OK, have a go at that now. And let me know how you get on. Let me know if you find something. Let me know if you have any problems. And I'll let you know in about four or five minutes to come back to us. I'm just going to mute my microphone for a second while I have a gulp of coffee.

So is anyone having a look for The Complete Dinosaur or the journal article? How are you getting on? Or have you managed to get to the library? I've popped the link in if you're struggling to get into the library.

Oh, that's good. So you see, you found The Complete Dinosaur. You may not be interested in The Complete Dinosaur. But you can see how you can use the you can do the same thing with your own subject area. Has anyone had a look for the Selected Resources for Your Study? Have you found the page?

Brilliant. That's fantastic. I can see that Leanne's found some. I don't know what your subject area is, Leanne. But have a look and see if you can find anything. We've got two or three minutes for you to all have a go.

Remember, you go from the Library Home page into the Library Resources. Criminology-- oh, we got a couple of folks into that today.

How are we getting on? I'm sorry you're having an error message, Lucy. I'm not sure what's happening. We might have to have a chat at the end of the session to see whether we can figure it out. Or it might be one for the Library Help Desk. Yeah, some things will take you into browsing.

OK, well, I'm not sure. You'll have to let me know which ones you've gone into. Maybe there's a problem with something at the moment. I'm sorry that you've had that problem. But do you feel confident finding Selected Resources for Your Study and putting something into Library Search?

Yeah, I think it's something underneath the bottom of it. I can quickly-- I'll tell you what because I'm aware of the time that we've got I'll come back to the tagging thing at the end of the session. And I'll go over that again so that folks who don't need to do that again can disappear. And we'll just hang on. It won't take me very long to do it. But let's have a look.



Further Information | [www.open.ac.uk/library/help-and-support](http://www.open.ac.uk/library/help-and-support)

So you've got an idea of where to go, where to have a look. And spend some time exploring that after the end of the session. Let me show you where you can go for some more help and support when perhaps, say, you've a problem like we've come up with today-- something about Athens and things like that. And you might need to talk.

So let's have a look. I'm going to show you my screen. So give me one second. We'll go back to the website. Let me minimise that. Right, so if you get a bit stuck, one thing you can do is contact us here at the library.

So on almost every page of the library website is currently a picture of this chap here. But you'll have a block like this that says Library Help Desk. And that's the way of getting in touch with us, including using web chat, which is available 24/7. So it's Monday to Friday, 9:00 to 5:00, Open University staff staff this service. But outside of that time and evenings and overnight, weekends, librarians from other universities staff the service. And they're very helpful. And people really appreciate that someone is there.

You can also, if you go into Other Ways to Contact the Library Help Desk, it gives you a phone number and the email form if you need it. So that's one thing to be aware of. We do have some help and support on the website, Sorry, I can see something's popped up. So this is the Library Home page again. And we've got a Help and Support Tab.

So here are a few things to help explain stuff and places to look when you're getting a little bit stuck. So we've got some frequently asked questions, a whole list of things there about the building, using books and theses-- all sorts of things that might come up. It's always worth a quick look there. I'm going to go back to Help and Support.

We've got Guidance on Referencing, which I know worries a lot of people. But there's some help here. And down in this section, we've got Disabled User Support. So those are just two things I really wanted to point out.

One thing you might find really useful is the SCONUL Access Scheme. Now, this is for folks in UK and Ireland only, I'm afraid. So if you're connecting in from overseas, this won't apply. However, if you are in the UK and some parts of Ireland, the SCONUL Access Scheme allows you to become a member of other university libraries near you, so you can either use them for quiet study space or even borrow books.

So it might be worth looking at this. And I'll leave you a link. I'll copy that now so that if you are interested in this, and I think a couple of people mentioned that they'd already applied, you can do that. So I should say that not every university is a member. But there are full instructions on here. So I will supply that to you now.

Don't all disappear on me. Yeah, see, Leanne's got a SCONUL card. It's just really helpful, especially if you need a bit of quiet space or you want to borrow some physical books. There we go. So I'll pop the link in there.



Further Information | [www.open.ac.uk/library/help-and-support](http://www.open.ac.uk/library/help-and-support)



We briefly mentioned that there are other training sessions. And I'm sure if you came along to this one, you've seen them. But Training and Events Page, which is a long list-- you've got these lists of tabs along here-- it's on the the far right for me. If you're on a tablet, it might show slightly differently.

But look for Training and Events. And it gives you a list here. And in fact, it talks about when the next ones are down there. But it gives you a list of the different sorts of sessions we do. And each one has a recording that you can watch if you can't make it to a live session.

So like today, I think Bob was having a problem with the sound. So he could always come along and have a look at the Introduction to Library Services. If you scroll down, I think there is a video there. It won't necessarily be this session. You won't see today's video. You might just see one from an earlier session. But it will cover the same things.

And you can see that the next session of this one is at 7 o'clock. But we've got it later in February. So we've got one here about Using Library Search for your assignment. And that can be really useful if you're just getting going. Smarter Searching with Library Databases is probably more useful a little bit later on. If you're just getting started in your OU career, you might want to leave that one till your second or third level. But it can be useful. It depends what you're doing, which subjects you're doing.

We've got one about assessing the quality of information, a bit of help with referencing, one about exploring ebooks. So if you want to know a bit more about how ebooks work and what you can do with them, that's quite useful. The recording for that is quite handy. And we've got a new one called Managing Your Digital Footprint. So there are bits and pieces here that you can explore and might answer some of your questions.

I should say that these recordings are captioned. Or we offer a captioned version of them as well, so that can be really useful for some folks. But as I said, if you get really, really stuck, you need to find this Contact the Help Desk box. And either come and chat to us or send us an email or give us a ring.

I'm going to go back to the presentation because we are coming towards the end of it now. I'm going to go back to our slides. So we've done that. We talked about Help and Support. So I'm going to bring up a poll again.

I'm going to clear your previous answers. I know some of you didn't have a clue. And that's completely normal. Do you feel any better now that you could at least get started?

Let me know. And don't worry if you're still a bit shaky. Lots of folks will be. And there might be some more questions. And I'll give you some time for answering that. But I am quite curious if anyone feels a little bit better.

Definitely feeling a bit better. Good. I'm glad no one's not-- I can understand you're not feeling very sure. I think you need to go in and jump in and have a go. But I hope you feel



Further Information | [www.open.ac.uk/library/help-and-support](http://www.open.ac.uk/library/help-and-support)

more confident that you're not going to break anything. And it's there for you because that's really what it's about.

So we've had a look at the website, so you should be able to get round the library website, at least to Library Search, Library Resources, and the Training, and the Help and Support. So you've actually looked at quite a lot of the website. You had a look at Selected Resources for Your Study, so you know that there's collections-- things to get you started there.

And you know that you can come and talk to us about any of these things. So if you're stuck finding things, if, like, when you went to have a look, something goes wrong. Get in touch with the library. And we'll do our very best to sort it out. Obviously, I know a lot of you would just like to work out how things work, so there's that whole Help and Support session.

But what I'm going to do now is I'm going to stop the recording because we are coming to the end of the session-- allow folks to go if they need to. Otherwise, I'll be here for a few minutes. I would just appreciate if you could take the time to fill out a feedback form about this session. Let me know what you liked, what you didn't like, what else would be useful to include. And we'll put you in a draw for a chance to win a voucher.

So if you need to nip off-- we're right at the end of the time that we've got-- please do. I do understand. Otherwise, I'm just going to have a quick look back at Library Search and look at how to tag something. So I'm going to share my-- let me copy the link for that form. You should just be able to click on it and open it up. I'll pop it in there, so you've got it.

If you have time to fill one out, we'd appreciate it. Otherwise, please have a good day. And I'm sure I'll see some of you again.



Further Information | [www.open.ac.uk/library/help-and-support](http://www.open.ac.uk/library/help-and-support)