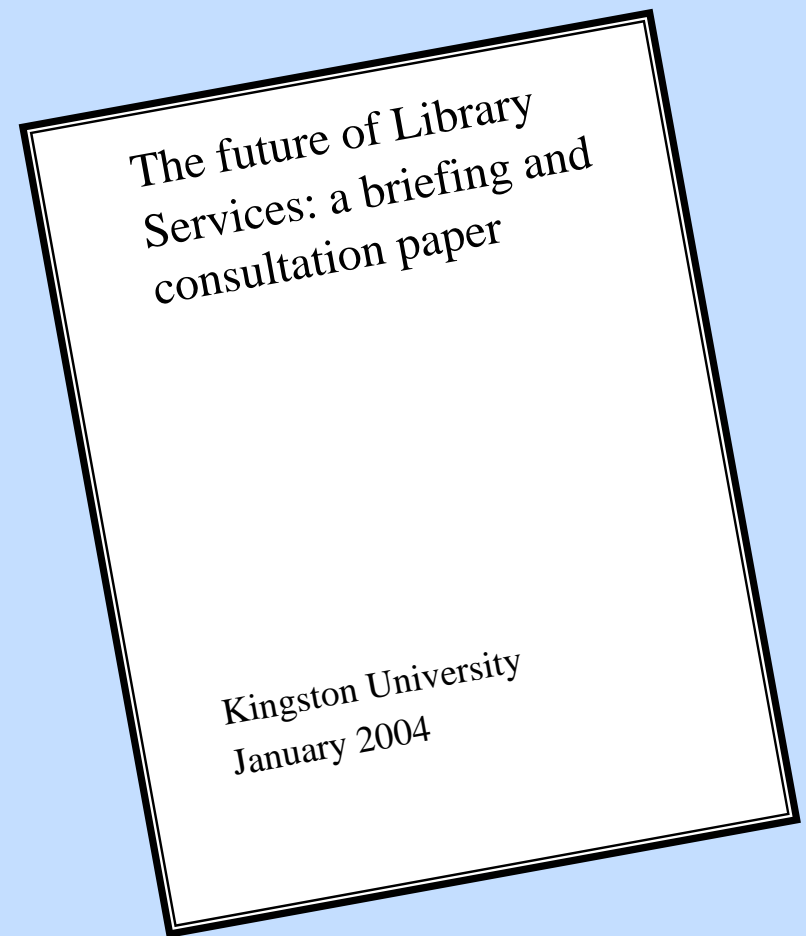


**Collaboration is the secret of success**  
**strategies for integrating information services with**  
**learning, teaching and research**

Graham Bulpitt  
Director of Information Services

***“The level of integration between a library and the work of the University distinguishes a good service from a poor one. Collaboration is the secret of success.”***



# Summary

- Challenges for universities
- Strategies
- Learning, teaching and research
- Service integration
- Reflections

# Challenges for universities

# The changing higher education landscape

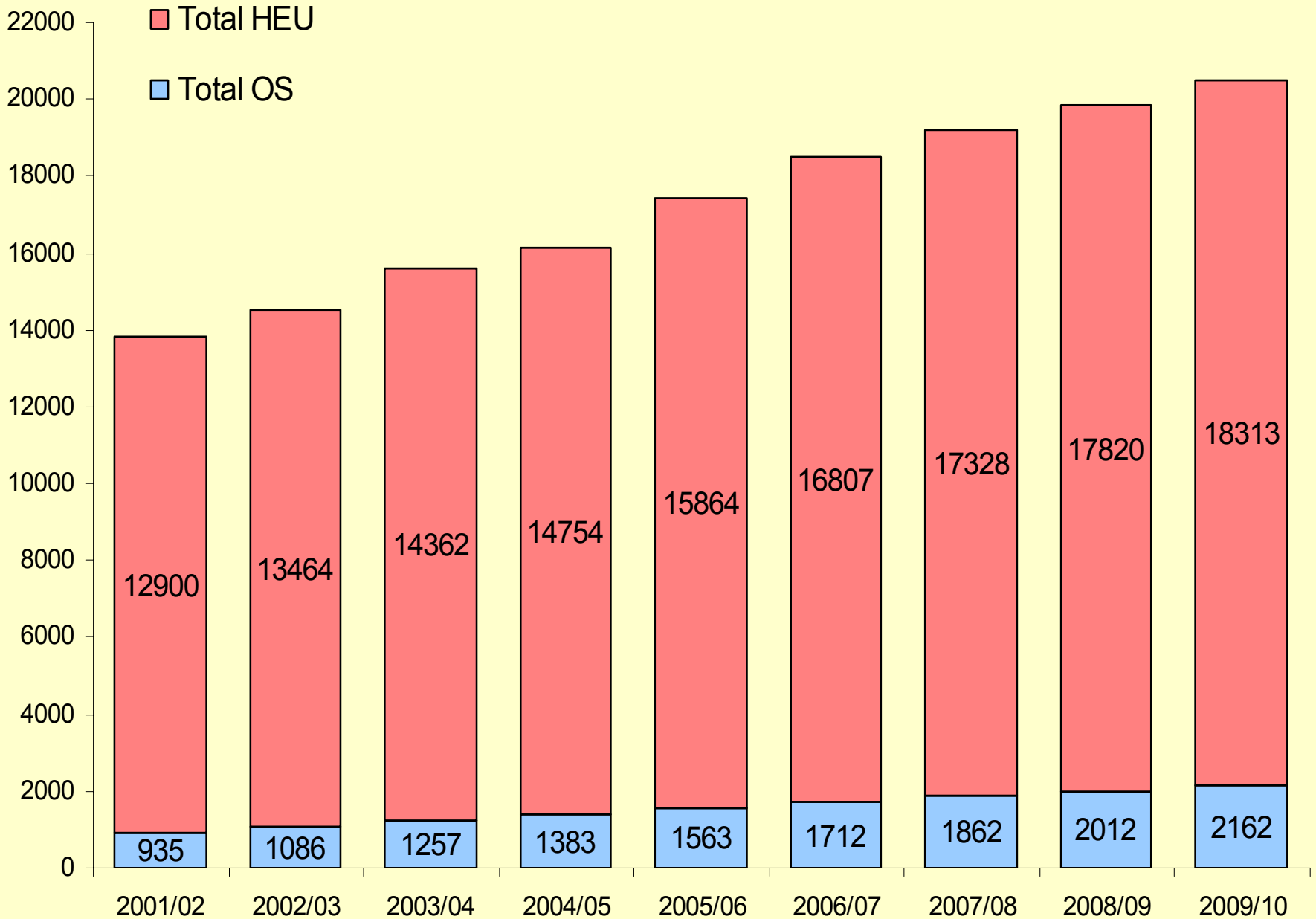
- more students and more diversity
- competition in higher education 'market'
- financial pressure
- employers' expectations
- quality and accountability



# 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

# KU Student Number FTE - 2001/02 to 2009/10



# 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 European higher education market

- Common qualification framework
- Free movement of students and staff
- English language
- Collaboration
- Competition
- Multi-national employers



# The higher education funding gap



# Strategies

# A university perspective

*What stance to adopt?*

- reactive or pro-active?
- department or institutional?

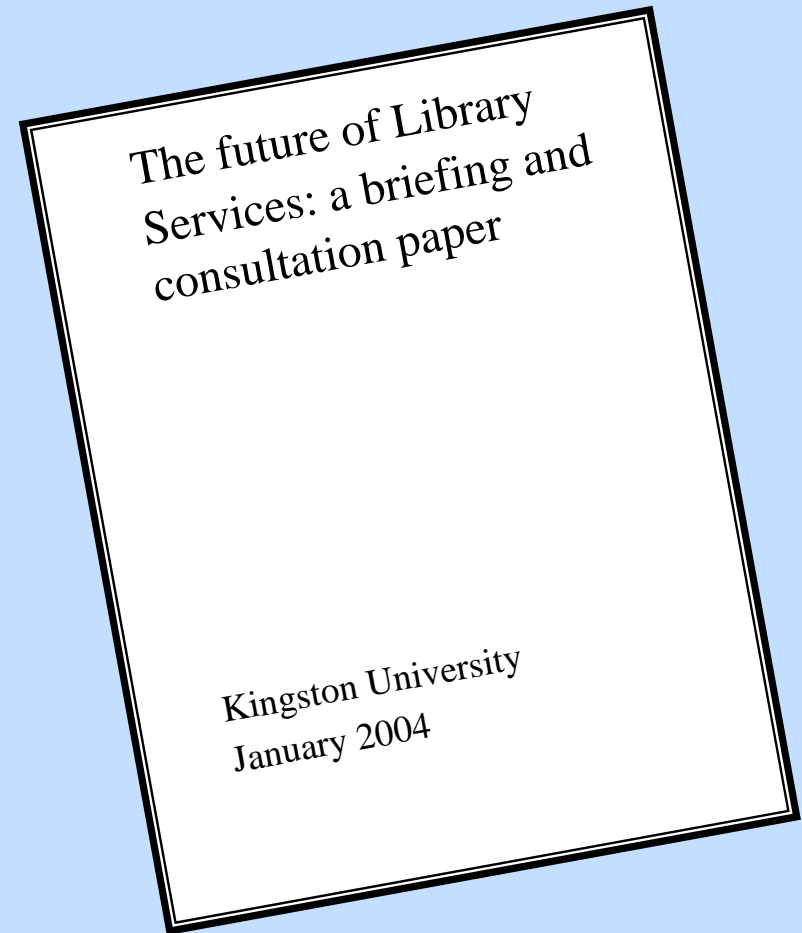
*Information can give:*

- competitive edge
- efficiency
- better experience



# Consultation

- **identify key issues**
- **brief colleagues**
- **generate debate**
- **gain support**
- **foster collaboration**
- **create professional 'space'**



# Vision

*“Information Services provision underpins all University activities...*

*... and the focus for the department’s work will be to ensure that the potential of information and ICT is fully exploited in the University’s learning, teaching, research and business operations.”*

[IS Departmental Plan 2006/07]

# Hospital libraries

*“Local librarians begin to plan the transformation of library spaces from the current collection focus to learning spaces...”*

The National Health Service library policy review. TFPL, 2004.

# A strategic planning framework



- Vision and strategy
- Policies and guidelines
- Service statements
- Organisational framework
- Financial plan
- Monitoring and evaluation



# Evidence-based decision-making

“An evidence-based culture is established and cultivated so that library services in the NHS are founded on knowledge of impact and best practice, not just habit.”

The NHS library policy review. TFPL, 2004.

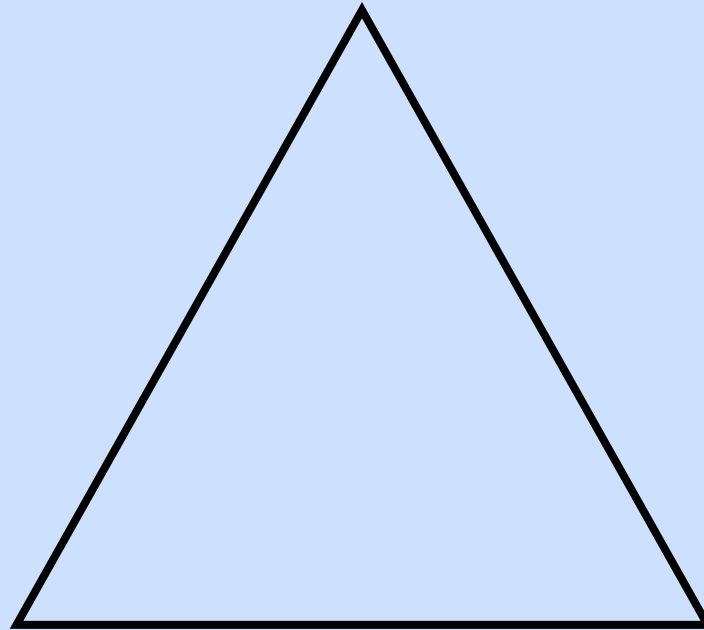
# Learning, teaching and research

# A distinctive style of learning?

*The focus on the learning experience of the student is a key feature of British education. It nurtures 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

**Tutor**

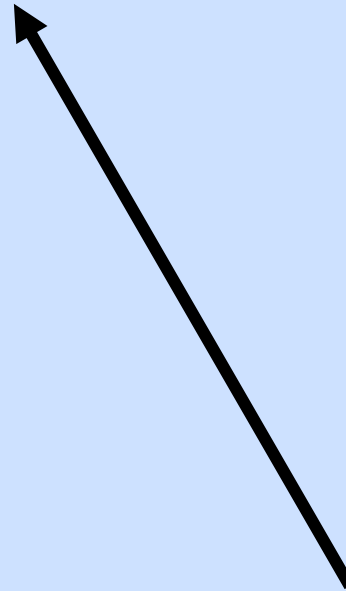


**Student**

**Information**

# Traditional teaching model

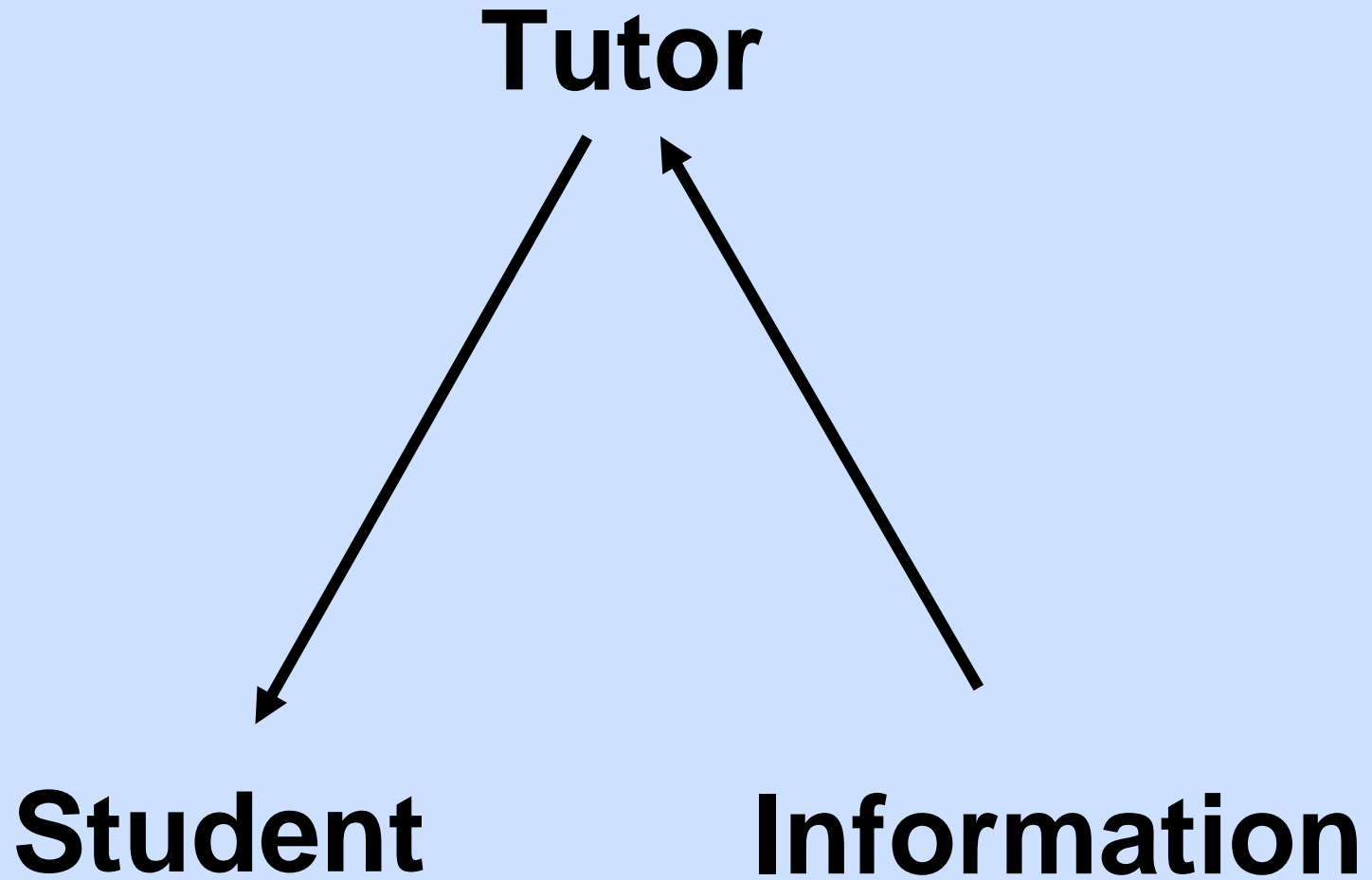
**Tutor**



**Student**

**Information**

# Traditional teaching model

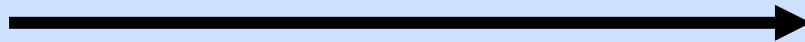


# Independent learning model

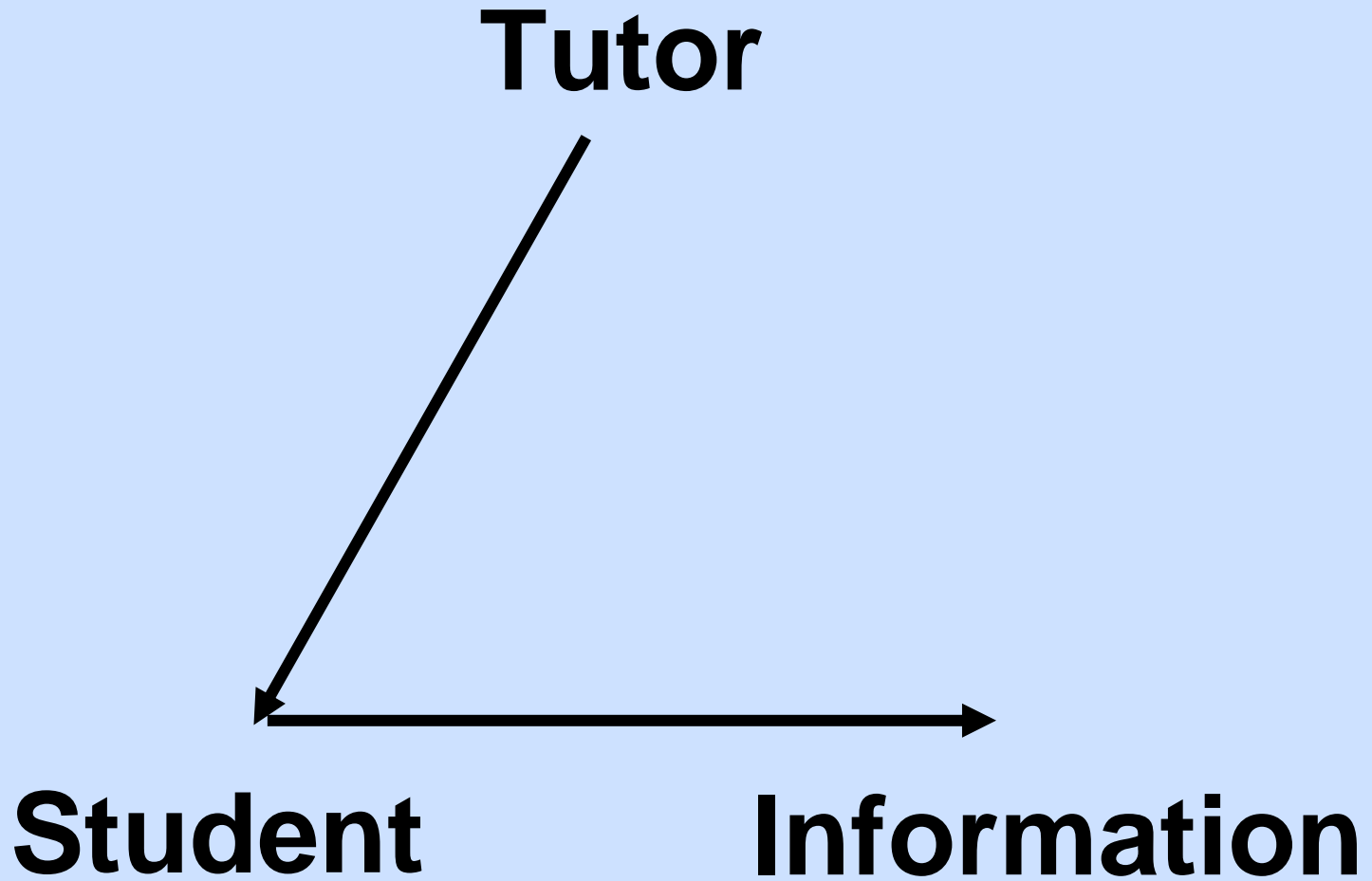
**Tutor**

**Student**

**Information**



# Independent learning model





*“The key challenge for librarians is to collaborate with academic colleagues to exploit the potential of information resources in programmes of study and in research..”*



# Integration with academic programmes

- *programme design*
- *validation*
- *delivery*
- *monitoring and review*



# Course teams

## *Academic staff*

- Subject expertise
- Knowledge of curriculum
- Teaching skills
- Assessment skills

## *Support staff*

- Technical expertise
- Knowledge of information content
- Multimedia design skills
- IPR expertise
- Experience of supporting independent learning

# Bookfund allocations

*Before:*

$$\text{FTE} \times \sum(A+B) \times \sqrt{(C+D)}$$



# Bookfund allocations

*After:*

- Audit current provision
- Faculty aspirations
- define resources required
- agree stock development plan





# 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.”*



# Developing VLEs

- information content v interactive, multimedia learning materials
- 'neutral' space to design new models of course delivery and student support

# SeSL days at Kingston University

## *Sustainable e Supported Learning*



- Focused on specific course modules
- Creates eLearning content in one day
- Workshop for extended course team
- Opportunity to review learning and teaching approach
- Appreciation of variety of skills and expertise





## Table of Contents

- A. Plagiarism
  - 1. How to use the tutorial
- B. What is plagiarism?
- C. Plagiarism is treated seriously
- D. The 'voices' in your work
- E. How to use other sources
- F. Citations and References
- G. THE END?
- H. REFERENCES

## Plagiarism



## Welcome

When you are new to university plagiarism can be a difficult concept to grasp. Your lecturers tell you 'not to plagiarise' or to 'use references in your work'. But what exactly is plagiarism? How do you use references correctly to make sure **you** aren't accused of plagiarism?

This tutorial aims to help you. When you have completed it you will:

- Understand what plagiarism is.
- Understand why it is a serious issue (and why it benefits you to follow the rules).
- Have practiced skills to avoid committing plagiarism



### WHY JOIN THE DIGITISATION GAME?

- Essential course readings available to students on or off campus
- 24/7 access online rather than limited to 9-9 access in counter loan
- Material available one click away in Blackboard modules
- Extracts from books, journal articles and images can all be digitised

### RULES OF THE GAME:

Extracts from books, journals and magazines with a UK place of publication can be scanned provided that:

- The University owns either an original copy of the work or a British Library Copyright Fee Paid copy of the extract
- The University does not already provide digital access to the extract as an e-journal or e-book
- The extract does not exceed either 5% of the work or one complete chapter (whichever is the greater)
- The work is not on the CLA List of Exclusions: <http://www.cla.co.uk/support/excluded.html>

### REFERENCES:

Copyright Licensing Agency. (2006). *Higher Education Trial Licence - Photocopying and scanning rights user guidelines*. [Internet]. London: Copyright Licensing Agency. [http://www.cla.co.uk/support/theHE\\_TrialLicence\\_UserGuidelines.pdf](http://www.cla.co.uk/support/theHE_TrialLicence_UserGuidelines.pdf). [Accessed 5th January 2007].

Copyright Licensing Agency. (2006). *Photocopying and trial scanning licence*. [Internet]. London: Copyright Licensing Agency. [http://www.cla.co.uk/support/theHE\\_TrialPhotocopyingandScanningLicence.pdf](http://www.cla.co.uk/support/theHE_TrialPhotocopyingandScanningLicence.pdf). [Accessed 5th January 2007].

Kingston University Information Services. (2006). *Copyright website*. [Internet]. Kingston: Kingston University. <http://www.kingston.ac.uk/library/copyright/>. [Accessed 5th January 2007].

# DIGITISATION SERVICE



[Home](#) | [About](#) | [Browse](#) | [Search](#) | [User Area](#) | [Help](#)

## Welcome to Research Repository

Welcome to Kingston University's Research Repository

An open access repository of Kingston University research

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*Find research information*

Quick search:

Browse by: [KU Department and Research Centre](#) | [Year](#)

---

### [Latest Additions](#)

View items added to the repository in the past week.

### [Simple Search](#)

Search the repository using author, title, abstract and date.

### [Advanced Search](#)

Search the repository using a wider range of fields.

# Institutional management

# Managing the University's business

## *Impact of corporate activities on Information Services:*

- governance
- decision-making
- resource allocation
- audit and quality assurance
- policies, guidelines and procedures





# New ways of working

*The contribution of Information Services to corporate activities:*

- information management
- corporate systems
- desktop services
- business analysis
- project management



# Kingston University London

Library Services

## Freedom of Information Publication Scheme

- Categories
- Governance
- Financial Resources
- Human Resources
- Physical Resources
- Student Administration & Support
- Information Services
- Teaching & Learning
- Research & Development
- External Relations

### Kingston University's Publication Scheme

Welcome to Kingston University's Freedom of Information Publication website. The links below will help you find information relating to the Freedom of Information Act 2000 and Kingston University's publication scheme.

Although we feel our scheme and web-site is simple to use, please email our Freedom of Information Officer on [freedomofinformation@kingston.ac.uk](mailto:freedomofinformation@kingston.ac.uk) with any comments or feedback about this site.

- [Freedom of Information Act 2000](#)
- [Legal Requirements](#)
- [What is a Publication Scheme?](#)
- [The 'model' publication scheme for higher education](#)

**SEARCH**



Advanced search

Site A-Z

# The Information Services perspective

*Librarians can bring to university discussions an approach which is:*

- comprehensive
- neutral
- academic and managerial
- user focused
- based on collaboration
- informed by professional networks



# Service integration

# 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)

# Learner support

- course advice
- generic skills tuition
- counselling, motivation and confidence
- help with information problems
- help with computing problems
- academic support
- subject tutoring



# 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.

# Staff skills and expertise

- Systems developer
- Metadata analyst
- Project manager
- Librarian
- Teacher
- Business analyst
- Intellectual property rights adviser
- Graphic designer
- Administrator
- Multimedia developer
- Archivist
- Web designer
- Systems engineer
- Accountant
- Photographer
- Web designer
- Records manager
- Human Resources adviser

# Kingston University Information Services



- Library services
- Computing
- Multimedia
- LRCs focus for student support



**The Adsetts Centre  
at Sheffield Hallam University**

**library and information services  
user computing  
multimedia production  
educational innovation  
eLearning development  
educational research**



# The Learning Grid at Warwick University



“actively supports the development of study, transferable and professional skills”



# University of Hertfordshire

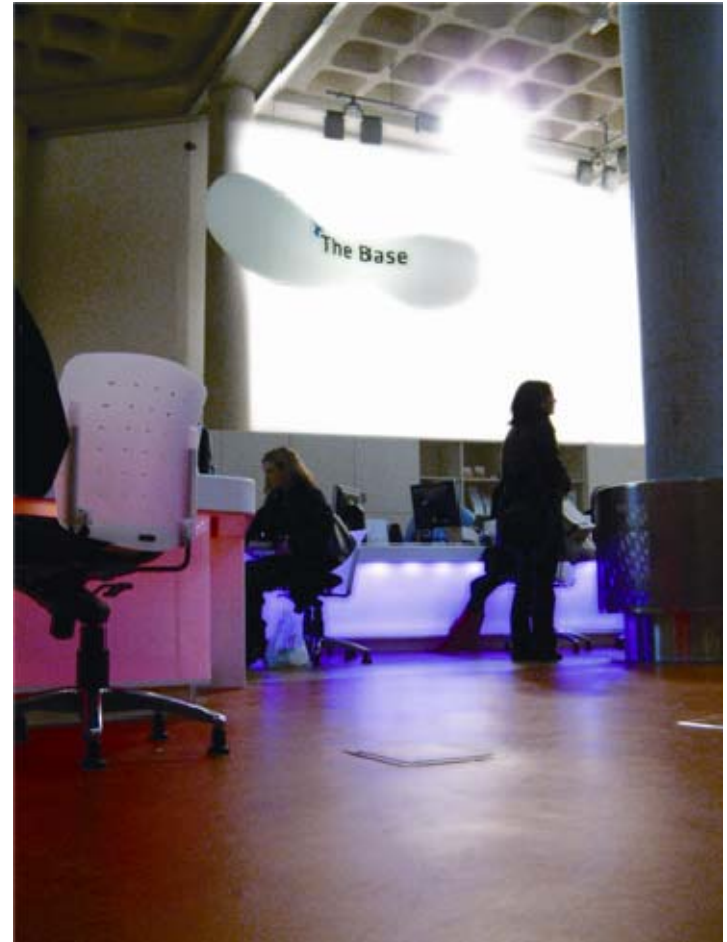
## Learning and Information Services



- Library services
- Computing
- Media production
- Management Information
- eLearning
- Graduate Careers Service

# Saltire Centre, Glasgow Caledonian University

- Student Services Mall
- 600 seat learning café
- Learning Support
- Course support
- Library provision
- Computing



Confronting Inequality : Celebrating  
Diversity



- ▶ Study at Bradford
- ▶ Student Life at Bradford
- ▶ Bradford and the surrounding area
- ▶ Research and Business
- ▶ Alumni and the Media
- ▶ Visitors, including job applicants



[The number 1 University](#)

# Learner support services

- Library
- IT support
- Learner support
- Careers
- Counselling
- Educational development
- Staff development

# Reflections

# Success factors

- collaborative, multi-professional teams
- academics receptive to others
- educational role of information services staff
- supportive institutional frameworks
- share good practice
- multiple approach to institutional developments

# Information Services: ambitions

- place department at centre of university's learning and teaching
- exceed student expectations
- provide a lead for collaborative working
- environment which encourages staff to succeed
- establish professional reputation for department's work



*“I never knew the LRC could do so much for me – and my students.”*





[g.bulpitt@kingston.ac.uk](mailto:g.bulpitt@kingston.ac.uk)