Acquiring, integrating and trouble-shooting eresources –
The OU experience

Alison Brock, Fiona Durham 15th June 2021

The Open University

Introduction

- Digital by design

- Acquiring digital content

- Using and embedding digital content

- Supporting the use of digital content
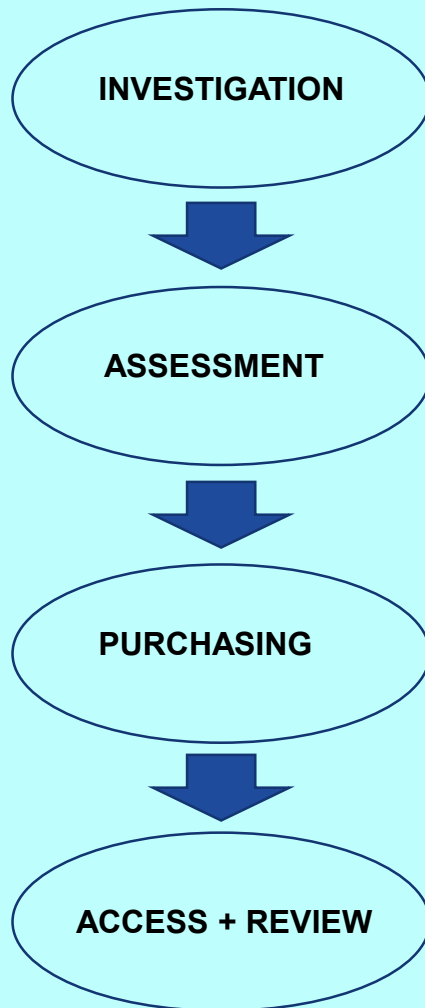
Digital by design
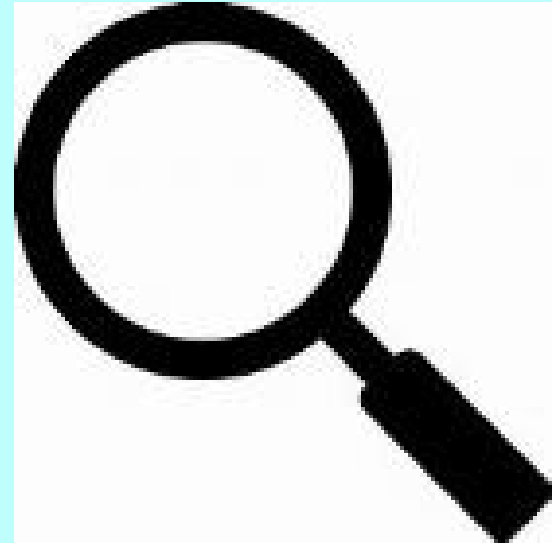
Acquisition

Licensing e-content

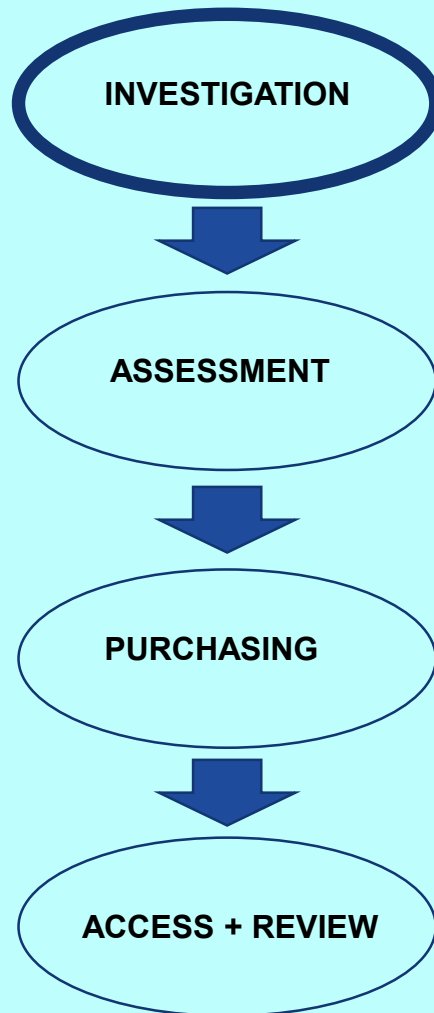Content Licensing and Intellectual Property (CLIP)

Acquiring digital content

INVESTIGATION

↓

ASSESSMENT

↓

PURCHASING

↓

ACCESS + REVIEW

Investigation

INVESTIGATION

⬇

ASSESSMENT

⬇

PURCHASING

⬇

ACCESS + REVIEW

Assessment

INVESTIGATION

↓

ASSESSMENT

↓

PURCHASING

↓

ACCESS + REVIEW

Purchasing

INVESTIGATION

↓

ASSESSMENT

↓

PURCHASING

↓

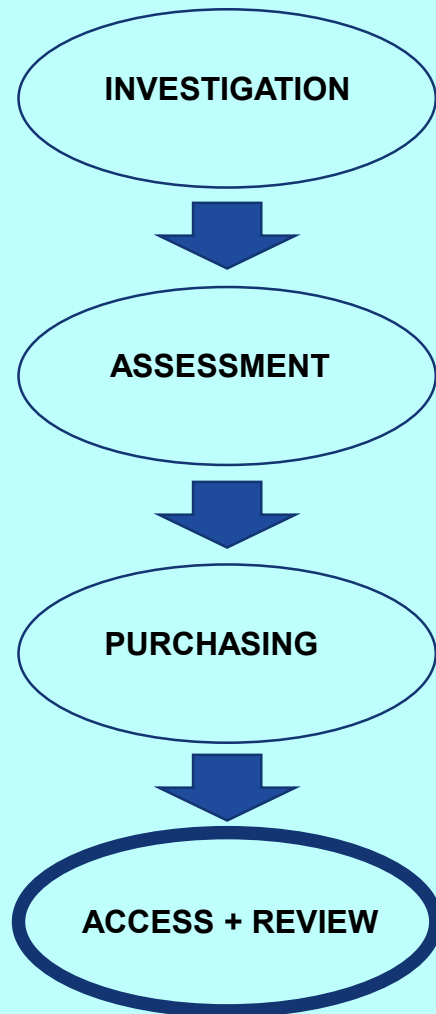ACCESS + REVIEW

Access and review

INVESTIGATION

↓

ASSESSMENT

↓

PURCHASING

↓

ACCESS + REVIEW

Accessibility

Really important for us as we have a significant number of students registered with a disability.

- Work with publishers

- Databases webpage has summary information

- Training and guidance

- Reasonable adjustments and checking

Acquiring digital content: case studies

Using and embedding

Using and embedding digital content

- Academic liaison librarian works with academic authors to identify suitable content

- Librarian checks licence conditions to see how we can use the content

- To support use of content, Librarian can either reuse existing activities or commission Library authoring team for a new one,

- Librarian can also work with academic and editor to create activity using content

Using a British Standard

Activity 1.1e

Having found the British Standard, the next activity asks you to interpret the content of the standard itself.

Returning to the British Standard for the safety of domestic (toy) trampolines that you found in Question 3 of Activity 1.1d, either by looking at the first few pages of the standard or by searching for specific bits of information within it, answer the following questions.

Activity 1.1e: Strength and rigidity – understanding a British Standard

Question 1

How does the standard define 'bouncing'?

Reveal answer

Question 2

What is the maximum user weight for mini trampolines?

Reveal answer

Question 3

What is the magnitude of the force applied to the trampoline to test the stability of the frame?

Reveal answer

Draft search activity

T229 Library/Digital skills/Employability Activity

In this section you have looked at Hyperloop as a future form of transport. As the module was written in early 2020, there may well have been further developments, ~~and~~ so this activity will ask you to find recent news articles about the system in the context of energy saving or carbon footprint.

Part 1: Searching

In your studies and at work, y~~Y~~ou might well be asked to look for background information ~~of this kind, for~~ on a topic in order to contribute to meetings and projects ~~in your studies and at work~~. This activity will introduce you to a commercial news database called **Nexis**. Nexis covers newspapers and business information from all over the world in full text. Use the instructions in Searching online newspapers to see how Nexis works. You can go straight to the section 'Getting started with Nexis' if you prefer.

~~Use~~ Follow the instructions, but search for 'Hyperloop' instead of 'london 2012'. You may wish to limit the language to English. Once you have a set of results, use the publication location filter to find results from a particular geographic area, such as Africa, or Asia.

You are advised to spend no more than half an hour on this part of the activity. ~~(5 minutes + 20 minutes)~~

Supporting the use of digital content

Troubleshooting

Notification of eresources problems

- Library Helpdesk

- Faculty - Library mailboxes

- Direct contact from academics to librarians

Library Helpdesk

- Students contact the HD via email of webchat

- Librarian will attempt to solve problem or escalate to eresources/library systems using EMS - URGENT students waiting

- To alert others to the problem a Wiki is used with details of the problem and workarounds if any

Current problems - Helpdesk Wiki

Module	Resource Involved	Description of issue	Workaround
T1XX	Vaughan, A. (2019) 'The looming electric car battery waste mountain', New Scientist, vol. 244, issue 3256, p. 12	Students required to find article for TMA02 using Library Search . Told to search by article title. This does not find article (due to the current issues with Ebsco not linking at article level). You need to search within the journal.	A news item has been put onto the module website about this: with instructions on how to search via EBSCO

Troubleshooting in future

- Currently all helpdesk and academic liaison librarians receive and triage eresources problems

- Future plans are to have specialist librarians within the matrix to deal with eresource problems

- Looking at using a ticketing system like IT support rather than the Wiki

Any questions?

THANK YOU

The Open University