

# ISstuff

News from  
Information Services

Issue 5

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'Shooting a tiger' from *Geographical reader for standard 6*, ed. A.Park, ca.1890

## Library support for e-learning

The IOE E-learning Implementation Group has allocated additional funds to support the development of e-learning across the Institute. A range of projects have received funding and funds were also allocated to the LTU and to IS to support developments. Rebecca Wilson and I are working with Tim Neumann (LTU) and Tom Preskett (FCP) to deliver a programme of workshops as well as support to individual programme teams.

The key objectives for the Library are:

1. To raise awareness of the variety of resources available electronically through the library and on the web
2. To provide opportunities for discussion on ways to develop information literacy in an online environment.

*"Information literacy is knowing when and why you need information, where to find it, and how to evaluate, use and communicate it in an ethical manner"* (CILIP)

Academic and professional staff involved in the funded projects have been invited to workshop sessions to explore these two areas and the level of interest is high.

The workshops will look at the major library resources: e-journals, e-books and audio-visual materials as well as

"free" material which can be found through the library website, catalogue and journal databases. There is also an opportunity to remind potential users of the requirements of digitising under our CLA licence. The second part of the session focuses on the range of support available to students and staff, including tutorials and guides in Blackboard and on the library website. The group is challenged to consider how they can develop information literacy through course design, rather than thinking of libraries in a traditional way as an "add-on" or separate space.

The library welcomes suggestions on new ways in which we can embed our specialist resources and expertise. If you would like to suggest ways to improve our web pages or our presence in Blackboard, or if you would like to arrange a workshop for staff in your team, please contact Gwyneth Price [g.price@ioe.ac.uk](mailto:g.price@ioe.ac.uk)

## In this issue

- The CIS team
- Top ICT tips
- New student email
- Collections corner
- School histories project
- TQEF project 2009
- New staff interview
- Worth a thousand words
- Institute Telephones and Unified Messaging

## Stop Press



Access: via UK Federation using ATHENS account at: <http://www.bfi.org.uk/inview/>

## Top ICT Tips

### The Repeat Command in Office Applications

The Repeat command (Function key F4) repeats the LAST action or formatting you carried out in any of the Office applications. Examples of when it may be used include:

- When you are applying a simple or more advanced formatting attribute to different blocks of text, e.g. font size, font colour, heading style, borders, indentations, drop caps.
- When you are applying the same formatting attribute to a series of objects, such as shapes, pictures or smart art
- When you have inserted one row in an Excel worksheet and you wish to insert some more.

Repeating the same formatting manually can be time consuming, especially when the command is well hidden on the ribbon or on a dialogue box. To use the Repeat command:

1. Select the text or object and apply the formatting/carry out the action in the normal way.
2. Select another block of text and then use the Repeat command (either Function key F4 or use shortcut keys CTRL+Y)
3. Keep repeating step 2 until you have formatted/actioned all the necessary text or objects.

#### NOTE:

The repeat command only remembers the last action or command you carried out. But you can get around this by going to the Font or Paragraph dialogue box and selecting various formatting attributes to apply to your first block of selected text. They all get treated as one action. So if you now select another block of text and use Repeat all the formatting will be applied.

## Corporate Information Systems

The Corporate Information Systems team (CIS) is responsible for advising, developing, supporting and implementing corporate applications within the IOE. The main ones include HR, Registry, Finance and Customer Relations Management.

The Corporate Systems Program Board governs much of the development work done by CIS. All new applications must be approved and monitored by CSPB. Juliette Milton is the head of CIS and advises CSPB project managers on their projects. Simon Bailey supports these projects by helping with the requirements analysis and search for solutions to business problems.

Brian Kneller and Phuong Tran are responsible for the day to day running of CIS, making sure support calls are dealt with efficiently. Along with the rest of the team:- Khiem Ung, Dina Ahmed and Emma O'Mahony, they undertake the development and support of the systems. This could involve investigating and fixing problems, setting up reports to extract data from the application, supporting a user in a particular area of functionality, creating web forms to feed data into systems, or writing interfaces to allow separate corporate applications to talk to each other. In some situations CIS develop in-house applications to meet the needs of the IOE. An example of this is the online staff development feedback



form which was created by CIS from a project specification developed by staff development and approved and monitored by CSPB.

CIS are responsible for the technical side of the student access lifecycle. Following changes in student status in the registry database, CIS programmes ensure that these changes are carried through to computer usernames, library/access control cards, Athens accounts and Blackboard - disabling or enabling access as required. They will be undertaking work on the staff access lifecycle which in the long term will lead to a more efficient and controlled management of staff accounts across these systems.

If you have problems with your system contact the system owners who will assist in the first instance, passing on calls to CIS as appropriate. For advice on new systems and help for system owners CIS can be contacted via email: [cis@ioe.ac.uk](mailto:cis@ioe.ac.uk)

## Student Email

During summer 2010 we plan to update the Student Email system. It will move to a free Microsoft service, live@edu. Students accounts will have the format [AGraham@student.ioe.ac.uk](mailto:AGraham@student.ioe.ac.uk).

When students leave the Institute they can keep this account with the name changed to [AGraham@alumni.ioe.ac.uk](mailto:AGraham@alumni.ioe.ac.uk).

There will also be a mechanism to allow staff leaving the Institute to have an Alumni email account if they wish with the format [O.Person@alumni.ioe.ac.uk](mailto:O.Person@alumni.ioe.ac.uk).

The alumni accounts will be subject to advertising.

This system will give 10 GB email storage, calendar, contacts, instant messaging, Outlook Web access from anywhere in the world and mobile access for suitable mobile phones.

This email system links with Institute usernames and passwords, users can also link the new accounts with other existing email accounts so that email is automatically delivered to both accounts without the need for forwarding.

Advantages of this system are a saving in server costs for the Institute and an email address for life for the alumni user.

## Collections Corner

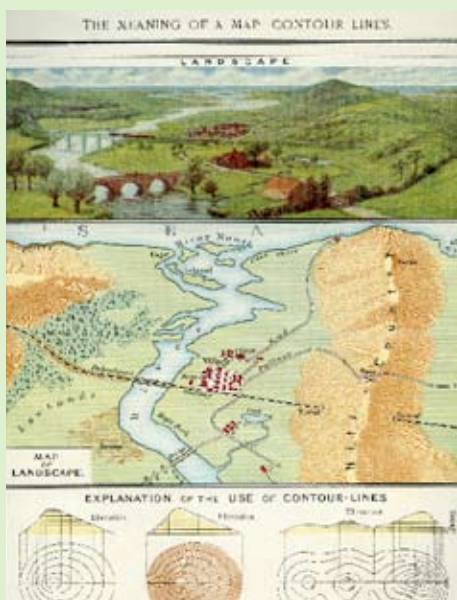
### Textbooks and more textbooks

School textbooks are often discarded as having no intrinsic value or academic interest, but they are a fascinating resource for historians. In addition to showing developments in the school curriculum and teaching methods, they are often revealing social documents, reflecting the accepted attitudes of their time to topics such as race, gender or imperialism, as well as providing snapshots of daily life.

The Library holds huge numbers of old textbooks, some in specific collections such as the Ian Michael Collection of early English textbooks, and many more in the large general Historical Textbooks Collection. Some of these can be traced through the online catalogue, more are recorded on a card catalogue – and many more still await listing of any kind.

### Geography Textbooks, project

An exciting new development is the creation of the Geography Textbooks Collection. Drawing on our own resources, and generous gifts from the Universities of Cambridge and Southampton, and with financial support from the Frederick Soddy Trust, we have been able to create and catalogue an extensive collection of books on all aspects of geography. We are now preparing publicity materials, and looking forward to a launch event in the autumn.



## School Histories Project

The Library has recently succeeded in winning a grant from HLF for its school histories project. In our grant application, we said:

*The project aims to create a single comprehensive collection devoted to the history of individual schools and to make it available to everyone interested, from individual family historians, through teachers and school students to the more traditionally academic researcher.*

*It will involve cataloguing the collection, conserving some items, and making it accessible for the public to use.*

*The project will also involve the development of new audiences for the collection. Working to the national curriculum we want to produce education packs and other resources to encourage children to learn about school history, as well as outreach events, a travelling exhibition and publicity to involve new users in the collection.*

*We want people not only to use the existing collection but also to be inspired to produce histories of their own schools so that it can continue to grow in the future.*

The Library has always included the histories of individual schools in its



holdings, but they have been scattered through the main collections and stores. Recently, the DCSF library has deposited a further large number of similar items with us, which are not yet included in the library catalogue.

The HLF grant will enable us to catalogue and conserve these volumes, and also to develop materials and activities to introduce them to new audiences.

We shall be appointing two part time staff for a period of nine months to carry out this work – a Project Librarian for the cataloguing side, and an Outreach Co-ordinator for the education side. We shall also have an advisory board, and shall be looking to involve interested colleagues and volunteers in the project.

For further information, contact Claire Drinkwater, [c.drinkwater@ioe.ac.uk](mailto:c.drinkwater@ioe.ac.uk)

## TQEF Project 2009

The Library has developed expertise and collected resources in teaching and learning both inside and outside the UK. Now in addition to a rich range of international resources in a number of library collections, the Library website has listings of hundreds of educational websites from around the world.

Funded by the Teaching Quality Enhancement Fund (TQEF), a small group of librarians focused on a project with two main goals: to create online links to international education websites and to update the Overseas Statistics collection.

The result of this project is available on the Library website as listings of websites from around the world. These listings include international and

comparative education websites as well as six regional listings covering Africa (East, West, South); Americas & Caribbean; Eastern Europe; East, South Asia & Pacific; Europe; Middle East & North Africa. In addition, two library guides, *Researching international and comparative education topics* and *Overseas statistics*, were created. All nine documents can be downloaded from the library's web pages.

A secondary result of the project was the transfer of hundreds of pre-1995 overseas statistics to store for better preservation. Statistics pre-1995, some dating back to the 19th century, can be requested at the Library Enquiry Desk.

For more information go to <http://www.ioe.ac.uk/services/477.html>



## New Staff Interview

Sean Curran is the new library assistant and joined IS in August 2009

*What are your first impressions of IoE?*  
It's difficult to say as an Institution as I haven't really delved much further than the Student Union but the library facilities are brilliant. The quality of customer service is extremely high and the scope of resources available is world class. It's a great library to be a part of.

*Could you tell us a bit about your role as Library assistant in user services?*  
My position is mostly front line interaction with library users, I have a slot each day on the issue counter and I oversee the reservation shelf and assist with looking after the postal loan service and the membership desk.

*Where did you work before and what was it like?*  
I worked in Leeds University Library for 2 years. I ended up as a team assistant for the arts and social sciences librarians. It was a larger scope of work and a more varied workload but I was very eager to move to London and see what the libraries here have to offer (amongst other things).

*What are your hobbies?*  
I'm big on reading and contemporary art and very passionate about galleries and museums.

*Do you have a career path planned?*  
I'd like to work in Libraries, museums or art galleries in an outreach role, such as an education officer, as I am keen to help make rich collections available to a wider range of people and make the experience for them as accessible, challenging and fun as possible.

## Worth a Thousand Words

When a colleague suggested that I do a session for the Learning & Teaching Conference, I was initially sceptical. It sounded like a good idea to look at finding and using visual material, but could I fit sufficient useful information into a forty-five minute slot, particularly given that JISC Digital Media run a similar day-long workshop?

I felt that we had a good range of visual resources on tap at the Institute and easy access to a selection of 'free' internet options, so I accepted the challenge.

The first part of the session looked at our subscription resources: Education Image Gallery, NewsFilm Online, Film & Sound Online, and SCRAN (see <http://www.ioe.ac.uk/services/23493.html> for information). The second part covered using search engines to discover visual material available for download and re-use on the internet.

The final part looked at appropriate source acknowledgement - I was keen to remind users about copyright issues, and to underline that although we work in education, we are not exempt from respecting the rights of resource creators and owners.

Several of the twenty or so participants made contact after the session to ask further questions, so I need not have worried!

A text version of my presentation should be on the Learning & Teaching Conference web pages shortly, but I can supply a copy or answer any specific questions by email: [a.daws@ioe.ac.uk](mailto:a.daws@ioe.ac.uk)



An example of a downloaded image from: <http://freestockphotos.com>

## Institute Telephones and Unified Messaging

The Institute telephone system has a number of features that can be used to aid your working life.

Instructions for all aspects of telephone use can be found on the Institute Intranet pages with the main page at <http://intranet.ioead/ioe/cms/get.asp?cid=10173>

All the normal features associated with a telephone such as receiving calls, redirecting calls, speakerphone use etc., as well as an on screen directory are available and instructions for use are covered on the pages concerned with the two models in use i2002, and i2004.

Other features such as time limited 'Out of Office', voicemail etc. are controlled by a facility called 'CallPilot' and instructions for these can be found under the CallPilot heading.

Voicemail can be accessed from outside the Institute via a web browser and instructions on how to access this are listed under the heading MyCallPilot Unified Messaging.

Not listed is a facility to have CallPilot linked with your email inbox. Voicemail appears as a message in your email inbox and can be listened to from your desktop PC. If you wish to use this facility call the Helpdesk and ask for the CallPilot Desktop facility. A member of the Desktop team will be scheduled to install it for you.

Also available on the system is the ability to be able to logon to any telephone extension on the system and have calls rerouted there from your own telephone extension. This also requires a call to the Helpdesk to be set up.

### Thank you

to those who responded to our fourth issue. Please send your comments on this issue to the editorial team via Chris Brewer email: [c.brewer@ioe.ac.uk](mailto:c.brewer@ioe.ac.uk)