THE UNIVERSITY *of* EDINBURGH

is

BITS
MAGAZINE

Sharing news and stories across Information Services Group and the University

Get connected

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SUBMISSION DETAILS

If you would like to submit an article, or tell us about some news, please email:
BITS@ed.ac.uk

The deadline for submissions for the next issue of **BITS** is **20 September 2019**.

To keep up to date with IS news:
www.ed.ac.uk/is/news

FSC LOGO

Editorial

The start of term is always a busy time for Information Services Group (ISG) teams. We update and change our services over the summer so that we can provide the best possible experience to our new students and to those who are returning to their studies.

We have been fitting new audio-visual equipment in teaching rooms and improving the look of MyEd. We have delivered an improved online registration process and made our data centres more sustainable.

Every summer we welcome a number of student interns to work with us in ISG, and this year is no exception. They have been out and about around the University completing projects, learning new skills and gaining valuable work experience.

We know that working in ISG can be rewarding and useful, and our interns tell us that it is interesting to see our services from a new perspective. We always aim to ensure that the work experience we provide in ISG includes authentic tasks and work which makes a real impact.

This issue of BITS magazine has been co-designed by our Graphic Design Intern, Laura, and features stories about our start of term preparations, our resources lists, subtitling, media production and computational notebooks projects, as well as updates on how you can plan and develop your digital skills.

We welcome new colleagues to ISG, and we have a number of national awards to celebrate. In this issue we feature our new Head of Web Strategy, Jonathan; our new Digital Librarian, Lauren; and our 60 second interview is with our new Head of Facilities, Kevin.

As ever, you can keep in touch and up to date with all the news and projects in ISG by following our newsletters, social media and IS news online.

Melissa Highton
Director of Learning, Teaching & Web

ISG news

New people

Jonathan Trout

Jonathan Trout has joined ISG as Head of Web Strategy. Jonathan was most recently at Unicef UK, where he led the award-winning redevelopment of their website and donation funnel and set up an experimentation programme. Previously, he worked on digital education at the BBC, and gallery interactives at the Natural History Museum.

> To start with, I'm chasing down answers to some key questions. How can we better understand our audiences, and make their experiences consistent and of quality? What changes can we make to our ways of working – our governance, our policies, our methods, our culture – to best enable our colleagues' digital aspirations across the University? It's a big job, but I'm encountering great enthusiasm for change, and I'm thrilled to be part of it.

Lauren Smith

Lauren Smith has joined as Digital Support Librarian, a newly created role to support Digital Learning at Scale (DLAS). Lauren brings a decade of research and practice in the library and information profession, including a doctorate focusing on information literacy. Lauren will be working in Library & University Collections to ensure library support meets the needs of online learners, and within DLAS to embed information skills development.

> I'm looking forward to learning from colleagues across ISG and more widely to explore how we can support online student learning and the development of learners' and students' information practices.

Awards

Best Apprenticeship / Graduate Award

The University's Modern Apprenticeship scheme won at the s1jobs Recruitment Awards. The Centre for Research Collections has employed 2 Modern Apprentices under the Customer Service Framework. The University was praised for the thought and planning that had been put into the scheme.

Innovative Use of Technology Award

Our work to embed Wikipedia skills in the curriculum has been recognised by the Herald Higher Education Awards for Innovative Use of Technology. The nomination focused on the unique offer the University of Edinburgh makes in helping develop digital literacy skills through our partnership with Wikimedia UK.

Ewan McAndrew, Wikimedian in Residence at the University, was also shortlisted for LILAC's Information Literacy Award 2019, which recognises an outstanding UK-based researcher, practitioner or academic working in the field of information literacy.

Blackboard Catalyst Award

The VLE migration project was awarded the prestigious Blackboard Catalyst Award, which saw thousands of pages and over 30 courses from the Law School migrated into the institutional VLE, Blackboard Learn. This was a 3-year long piece of work and highlights what can be achieved when central services work together with schools to support and implement technical and pedagogical innovation.

Learning Technology Team of the Year Award finalists

The programme team delivering the institution-wide lecture recording service, Media Hopper Replay, have been selected as Finalists for the Association for Learning Technology (ALT) Learning Technology Team of the Year Award. Winners will be announced at the ALT Conference in September, which the University is hosting: **altc.alt.ac.uk/2019**

Getting our students connected to the University of Edinburgh

Gosia Such

The University hosts start of term events for new students joining in September and January. In September, we welcome more than 12,000 new students from the UK and around the world. We also welcome 1,000 new students to our online courses each year.

When new students join the University, we are responsible for making sure that our services are easily found, inclusive and accessible to all.
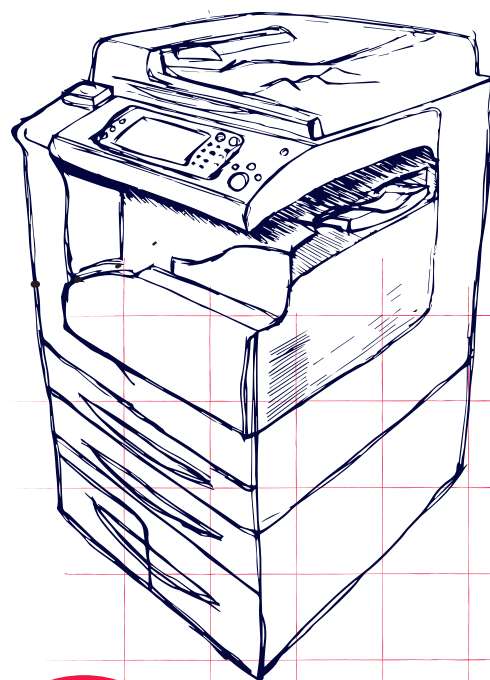
Before they arrive, students are able to connect to their email, log in to the MyEd student portal and register for eduroam WiFi.

Once they are here, students:

- **collect their cards:** This card serves as the official student ID, granting access to borrow books from the library, enter buildings and take advantage of student discounts.

- **access their timetable:** Setting up Office 365 on mobile devices gives easy access to course timetables.

- **explore the Library:** The Library offers access to books, journals, e-journals and printing facilities. Students can find, renew and request books with DiscoverEd.

- **find learning materials:** Learn is the primary Virtual Learning Environment at the University, granting access to materials, assignments, grades and feedback for more than 5,000 courses.

- **find out how to stay safe online:** Our Information Security team help make sure students' work and files are protected from viruses, phishing and malware.

Teams of student helpers will be available in the Main Library to help students get connected to University systems, answer any IT-related queries and provide support and guidance in finding their way around the Library.

All the information about how we support students at the start of term can be found on our website, and the top 6 tasks new students need to do are highlighted there: **edin.ac/top-6**

Improving the student registration process

Andrew Mackenzie

Students and staff across the University are collaborating to deliver an improved online registration process for new entrants and introduce a new online registration process for all returning students.

At a focus group held earlier this year, we tested the existing process with students, and they provided additional comments as to how they would like to see the process improved. We are using this feedback to influence the new design of the process.

In addition, working with EUSA VP Georgie Harris and the Lothian Joint Electoral Board, we are looking to introduce electoral voter registration to support students' involvement in local and national elections.

Further project information can be found on the Annual Registration SharePoint site: **edin.ac/annual-registration**

Get involved and help shape the future of MyEd

Mary Elder

We're planning more changes for the University portal, MyEd, and we'd like students' help.

Students can get involved by joining our MyEd student user group. No special skills or knowledge needed, only that participants use MyEd regularly and are interested in helping out.

This follows on from the past year's work where over 1,500 students participated in our surveys, online studies and usability testing sessions to create a new and improved MyEd.

Join our user group: **edin.ac/myed-group**

There's more to Office 365 than just email

Andy Todd

Students and staff at the University benefit from free access to Microsoft Office 365, but did you know that there's much more to it than just Outlook for email? Users benefit from 1TB cloud storage, online versions of Word, PowerPoint and Excel, the option to download Microsoft Office onto 5 devices and much more.

Whether you're new to using Office 365 or an existing user looking to get the most out of it, Digital Skills and Training's 'An Introduction to Office 365' course might be for you.

Further information and booking: **edin.ac/office-365-intro**

uCreate Studio

Kirsty Lingstadt

Interested in making? Want to get something 3D printed or find out how to go about doing this? Then come along to the uCreate Studio, or join us at one of our pop-up workshops where our staff and student helpers can get you started. Have a more ambitious idea or some skills already? Then book a project planning session.

The uCreate Studio has been expanding the range of kit and equipment it has on offer, so not only do we have lots of 3D printers, we also have 3D scanning, laser cutting, a range of AR/VR equipment and loan kits. The uCreate Studio is on the 1st Floor of the Main Library, accessible 8am - 1am daily.

www.ucreatestudio.is.ed.ac.uk

Wireless collaboration
for learning and teaching

Following a successful pilot project, a wireless collaboration platform has now been installed in 150 teaching spaces across 4 sites at the University. The platform enables staff and students to connect wirelessly for learning and teaching, regardless of which device or operating system they choose to use.

Wireless content sharing in lecture theatres, teaching spaces and meeting rooms has been available for several years, but users often experienced connectivity issues.

Following extensive evaluation of new suppliers of wireless collaboration solutions, Mersive Solstice was installed on a pilot basis in a few teaching and meeting spaces. Feedback was extremely positive with users reporting it was easy to use and intuitive for Android, Apple, Windows and Linux users alike.

> **Mersive Solstice is a very flexible technology that allows teachers and students to interact much more easily and democratically. We are already making extensive use of new Solstice features as they are added. Solstice Ink, allowing users to highlight areas on the display using their mobile device, is a powerful and effective innovation, for example. Using the digital signage feature associated with the Office 365 calendar facility, we can display room booking information in each room when the display isn't being used for teaching.**

Stephen Dishon, Project Lead, Learning, Teaching & Web Services

Data centre
power resilience and energy reduction

Graeme Wood

To help meet the University's sustainability goals, the IT Infrastructure team recently completed a project to cut power consumption. Working with the University Estates group, the team delivered improved power resilience at the University's data centre in King's Buildings. New dual power supply circuits were installed to ensure that electrical supply to the data centre will be maintained in the event of a component failure in one of the supply circuits. To reduce temperatures and increase power efficiency, cold aisle partitioning and entry doors were installed around the rows of server racks in both data centres. Overall, the approach reduces temperatures in the data centres and reduces energy usage.
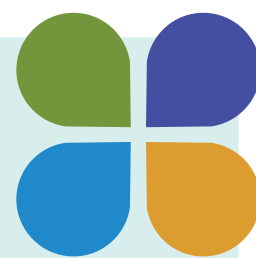
New Notifications Service

Mary Elder

The new Notifications Service will make it easier for you to keep track of important information and tasks by giving you a single location to check for such notifications.

We have been trialling the service during the last few months, and you may already have received notifications in MyEd for course enhancement questionnaires. Over the coming months we're extending the service to include more notifications, such as key tasks for new students, exam times and alerts for outstanding fees and accommodation payments.

PebblePad access beyond graduation

Robert Chmielewski

PebblePad, the University's digital portfolio platform, is available to students even after graduating. Students can choose to retain full access to their marked assignments, reflective blogs, portfolios, workbooks and continue to use PebblePad to support their personal learning and professional development as they move on to the next stage of their career. Signing up for the free alumni account is very simple and only requires a personal email address. The offer is also available to staff members who are PebblePad users but are about to leave the University.

edin.ac/portfolios

Evidencing value at the Learning and Teaching Conference

ISG teams contributed a range of sessions to the University Learning and Teaching Conference in June. The theme was 'Evidencing the value of teaching', and our teams presented research and evidence on how lecture recording, Jupyter notebooks, teaching bots and personalised automated feedback are being used, and how Wikimedia, data skills and self-assessment are embedded in the curriculum.

Browse our blogs

Karen Howie

Since the launch of our new blogging platform in October of last year, we've seen the creation of over 500 new blogs. Many of these blogs are written by students or specifically written for students. There are some great examples of blogs by PhD and MSc students, some lovely community-building sites (such as the Nursing Blog, Stories from the Vet School and the School of Physics and Astronomy blog) and our very own ISG Student Employee Blog.

Browse the list of publicly available blogs: **blogs.ed.ac.uk/public-blogs**

Learn how to create your own blog: **edin.ac/academic-blogging**

Media Hopper Create

Anne-Marie Scott

Did you know that you can listen to a film podcast made by students at Edinburgh, watch some classic French cinema or see lectures by leading experts in their field from across the University and beyond?

Media Hopper Create is collection of audio and video that's available to all students and staff at the University of Edinburgh.

You can use it to explore in and around your topic of study, or even try something completely new!

Log in at **media.ed.ac.uk** and search the full collection.

What is the value of recording lectures?

Our new report on delivering and evaluating lecture recording was launched when University of Edinburgh hosted the Echo 360 European Conference in June.

The event focused on lecture recording and brought together practitioners from universities across Europe to share best practice.

The report is available online: **edin.ac/2MOUYYO**

MEDIA HOPPER REPLAY
YOUR LECTURE RECORDING SERVICE
REVISE REVIEW REPLAY

Digital Skills Framework

Laura Arnautovic

Did you know Edinburgh has a Digital Skills Framework that students can use to develop their digital skills? You can get started yourself, or come to a workshop where you can assess your current levels of digital capability and start to produce a skills development plan. Workshops are interactive and based on the framework which categorises skills into 6 areas and points to a range of courses and resources for skills development. The next workshop is on 25 September, so book on Event Booking at **edin.ac/2Zabl3T** or check out the Digital Skills Framework yourself.

Go to the Digital Skills Framework: **www.digitalskills.ed.ac.uk**

Publishing student-led journals

Roza Dimitrellou

Being part of a student-led journal offers a unique learning experience – from exploring the processes of academic writing and publishing, to developing a broad range of transferable skills. The Library supports student-led journals by providing online hosting, training and ongoing support, all free of charge.

We currently host a number of journals run by doctoral students, as well as the PTAS-funded undergraduate journal *re:think* and *Res Medica*, one of the longest-running student journals in the UK. We are also delighted to announce that *Leviathan*, the journal of the Edinburgh Political Union, will be joining the hosting service later this year.

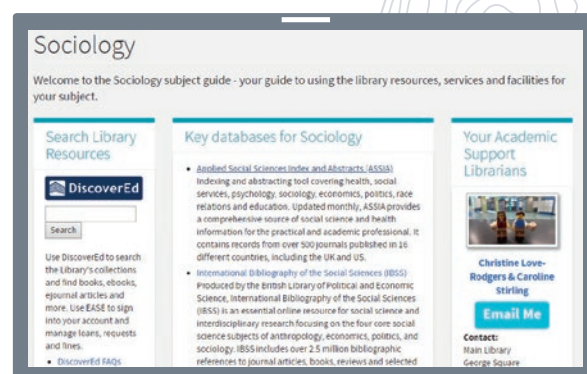Explore our journal hosting service at:
edin.ac/journal-hosting

Shaped for your subject: Library Subject Guides for students

Christine Love-Rodgers

When you want to read deeper than the course resource list and go beyond a Google search, Library Subject Guides can help out. A Library Subject Guide is a digital 'room' for subject-specific library materials. Content is curated by an Academic Support Librarian who understands that subject. There are currently over 65 Subject Guides, which include learning materials on literature searching and referencing, as well as guides to Library print and digital content.

Find Library Subject Guides on the library website and on MyEd in the Search and access library resources area of the Teaching and Research menu.

www.ed.ac.uk/is/subject-guides

Working together to improve our Virtual Learning Environment

As a student at Edinburgh, you can find course specific materials on the Learn Virtual Learning Environment (VLE). As part of our ongoing commitment to improving students' digital experiences, Learn is undergoing a makeover to ensure it is easier for both students and staff to use, courses are more accessible and inclusive and the terminology used is more consistent.

The University's award-winning Learn project team are driving these improvements through a project called Learn Foundations, which aims to take advantage of new technologies and embed good practices to improve the student experience.

To help us to implement these improvements, a team of students have been working with us to support the first schools adopting the new framework for the start of teaching in Semester 1. The aim is for all courses in Learn to adopt this over the next three years.

Students and staff have been involved in a co-design process to help us understand what is important when using Learn and what support we can provide to improve the experience. The experiences of users are at the heart of our improvement work, and these insights have been invaluable in helping us to validate that the new structure is reflective of our users' needs.

In addition, Learn is moving to a cloud hosting service, giving us access to new functionality and improving overall service availability.

Find out more about the Learn service:
edin.ac/vle
Read more about our usability work:
edin.ac/learn-user-research

The Learn Foundations student interns
Back Row: Sabrina, Olavo, Simon, Magda, Felicia, Triin
Front Row: Jakub, Anushka, Mellisa, Hannah

Usability testing helping us understand student experiences in Learn

The User Experience Service has carried out a comprehensive programme of user research in support of the Learn Foundations project. As part of this, we have conducted regular usability testing sessions and playbacks to help uncover what's working well, and not so well, for our students using different Learn course environments.

Each session has brought together staff from across the University to watch students using Learn. Across 7 showcase sessions, we have played back 23 usability tests and collaboratively identified and prioritised 74 usability issues. This is driving improvements to Learn course environments.

Our vision:

Courses in Learn are accessible, and relevant information is easy to find by students. Staff find Learn easy to use, and are well supported to make and deliver rich courses online.

"

A unified pattern for Learn course pages across the University would allow students to access information more easily and in a less stressful way.

Edinburgh student

Digital skills courses for students

Laura Arnautovic

The Digital Skills and Training team provide free face-to-face and online training opportunities across a range of different topics. Each student has a unique journey at Edinburgh and may wish to access training courses at different points throughout their academic life, which is why we now have many courses open to students at any stage of their degree. We have courses on subjects such as: Adobe Spark, Excel, Microsoft Office 365, mobile film making (DIY Film School), creating Gifs (Gif It Up), Wikipedia, Library Bitesize sessions, Information Security sessions, reference managers, Photoshop CC, LaTeX and Word.

Being proficient in certain software/topics can assist in making academic life a little easier and will build students' digital skills for the future.

www.ed.ac.uk/is/skills

Upskill with a free short online course

Lauren Johnston-Smith and Alex Delipalta

Free short online courses (also known as Massive Open Online Courses, or MOOCs) can be a great way to supplement your learning. Career advancement, improving workplace performance and preparing for interviews are some of the top reasons current students take MOOCs. Ludovico, a Ugandan doctor and online student on the Master of Public Health degree, took specialist MOOCs to help him in his clinical role. Obinna, a final year PhD student in Engineering, used MOOCs to upskill his software knowledge in preparation for future jobs.

New research data management course

The Digital Curation Centre, in collaboration with Research Data Netherlands, have developed a new MOOC on Delivering Research Data Management Services. The course is launching on 2 September and is aimed at audiences that support researchers in managing and sharing their data, including librarians, information specialists, data stewards and research office staff. The course will help develop the confidence of research support managers in designing, developing and reviewing institutional RDM services, and will provide an understanding of the complexities of setting up a new service with use cases from around the world and interactive models.

Follow MOOC course materials in your own time and interact with learners around the globe:
edin.ac/short-online-courses

Prepare for success with Lynda.com (soon to be LinkedIn Learning)

Andy Todd

It's never too early for students to start thinking about developing employability skills. Students benefit from free access to over 250,000 videos and 7,000 courses in digital, creative, business and IT through this online learning service. The service's resources can help students develop vital skills that will help their university studies and boost their future employability skills.

Find out how to access this service and start developing your skills today at: **www.ed.ac.uk/is/lynda**

Special circumstances and coursework extensions

Paul Horrocks

We're currently engaging with students to create a simple, one-stop way of applying for special circumstances and coursework extensions across all courses.

This service will allow students to make a single notification to the University of a situation they are in. They will then be able to apply for the assessment support they need across all their courses. It will replace multiple different processes at each school, save students from having to submit duplicate applications and hopefully produce more consistent and fair decisions.

We're currently prototyping our student-facing screens, and are keen to get more feedback. If you're interested, sign up here: **edin.ac/circumstances-feedback**

Student-led subtitling pilot project

Students are at the heart of moves to improve the accessibility of our online materials. A team of students trialled a student-led transcription service earlier in the year as part of a pilot project to provide a subtitling service for public-facing content.
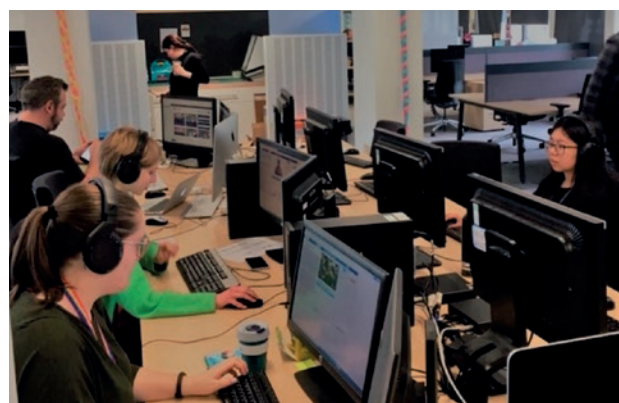
The pilot is now being evaluated and initial feedback from content owners has been overwhelmingly positive. Students who took part in the pilot appreciated the flexibility of the work and ability to plan it around their studies; they also enjoyed shaping a potential new service. The pilot will inform future options.

Find out more: **https://edin.ac/subtitling-media-project**
Read our blogs:
edin.ac/subtitles-many-not-few
edin.ac/could-you-repeat-that

Postgraduate application form accessibility improvements

Edmund Farrow

As part of the University's commitment to ensuring that its websites are accessible to all, we have updated the postgraduate application form to make it easier for everyone to read and use.

The entire form can now be completed without using a mouse, and the red and green progress indicators have been replaced with icons.

Warning messages are now presented more clearly for those using screen-reading technology, and we have increased the contrast and font size on the form.

There are also more shortcuts and improved navigation via the TAB button for keyboard users.
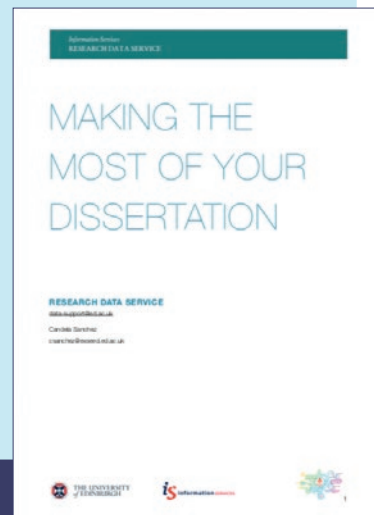
Tools to help write a better thesis or dissertation

Candela Sanchez-Rodilla Espeso and Catherine Koppe

The Research Data Service has created a new 'Making the Most of your Dissertation' handbook. It is specifically tailored for undergraduate students starting to prepare their dissertation projects. The handbook takes you through all the stages of your dissertation journey: from choosing your question, to dealing with literature and data, to writing up, to preserving your data after submission. Unlike existing material for postgraduates and researchers, this handbook has been written by one of our PhD interns from the perspective of a student. It places data management tips within the broader experience of conducting an undergraduate dissertation.

Also, for students using Microsoft Word to write their thesis or dissertation, check out our 'Producing a thesis or dissertation using Word' classroom courses and online self-enrol course. Find out how to use Word's automatic features (styles, tables of contents, headers and footers, captions and more) to save time and create a good-looking document.

Find dates for the classroom courses on the MyEd Event Booking channel: **www.events.ed.ac.uk**
Instructions for accessing the online course: **www.ed.ac.uk/is/skills/thesis-hub**

Framework sets out good practice to provide access to course reading

Angela Laurins

The Library has worked with the various University Library Committees and with the Students' Association to publish the Resource Lists Framework.

The Framework encourages course organisers to use Resource Lists to request library materials for teaching and describes the service students can expect from the Library. We've also worked with the VPs of Education and Activities & Services to set out 7 principles of good practice to make sure students have easy and timely access to course reading in suitable formats.

The Framework also encourages course organisers to make use of digital formats, when possible.

Read the Resource Lists Framework:
edin.ac/resource-lists-framework

Explore Jupyter notebooks with Noteable

James Slack

The Noteable service will transition into a full service after a successful pilot in the past academic year. Noteable provides access to Jupyter notebooks for running code while also containing text, data tables and images. The service has been integrated into many courses across the University and allows you to quickly experiment with live code in a variety of programming languages.

If you would like to find out more about Noteable, go to: **edin.ac/2T3u2qf**

Student employment in ISG

Information Services Group offers an exciting range of student internship opportunities throughout the academic year, from summer placements to regular weekly work. Internships are designed to be flexible, compliment academic life and provide valuable work experience opportunities while directly inputting to the services that you use at university.

edin.ac/isg-interns

Employ.ed
summer internships

Serena Fredrick

Every summer ISG hires a number of Employ.ed interns. The Employ.ed internship scheme offers 2nd and 3rd year students the opportunity to gain valuable paid work experience within the University.

Our internships cover a range of disciplines. Some of this year's interns include:

Carmen Hesketh, a 3rd year student studying History working on the personal archive of David Gow, the inventor of the world's first 'bionic arm', within the Lothian Health Services Archive

Cameron Perumal, a 3rd year Astrophysics student, working with our portable X-ray fluorescence device to look at material composition of the University collections

edin.ac/employ-ed-campus

Careerwise scheme

Ewan McAndrew

The Equate Scotland Careerwise scheme offers placement experiences exclusively for women studying STEM subjects at Scottish Universities and Colleges. This is the first time that ISG has participated in the programme.

Through this scheme, we have recruited the world's first Wikidata intern to be our 'Witchfinder General'. Emma Caroll, a 4th year Geology and Physical Geography student, will explore how to surface data from the Survey of Scottish Witchcraft Database (1563-1736) as linked open data in Wikidata and find engaging ways to tell the stories of this little understood period of history through the form of digital maps and timelines.

equatescotland.org.uk/projects/careerwise

Volunteering
programme

Serena Fredrick

Library & University Collections have been running a volunteer programme for the past 6 years; during this time we have had nearly 400 people volunteering with us, 250 of whom have been University of Edinburgh students. Roles cover a number of areas, giving volunteers the opportunity to gain a wide range of skills within the library, museum and archive sectors. Volunteers work across conservation, cataloguing, marketing, community outreach, business development and exhibition installation, to name a few. Each opportunity allows the volunteer to gain professional experience to boost their skills within their chosen career sector.

Hear what our student employees have to say

" Work experience that's a bit different to what you can get in other jobs – it's the only position that has allowed me to put my academic knowledge to use in the workplace, hugely valuable for me!

" Being able to make up and think through solutions to problems was definitely the most fun!

" I admire the way the University strives to help students, and how we are at the very core of projects to help us.

IS Healthy Working Lives

Kathryn Mackay

Make your Move – Pedometer Challenge

ISG colleagues took part in an 8-week pedometer challenge, which saw 18 teams complete a total of 57,345,310 steps, which is the equivalent of 27,152 miles!

Congratulations to the winning team, The Sore Losers, who completed a total of 6,416,965 steps. The top individual stepper not in the winning team was Sandrine Nkulikiyamana. As well as winners for the highest number of steps completed, we also asked colleagues to nominate the most inspiring teammate. The two winners selected were Suzanne Perry and Nuria Ruiz.
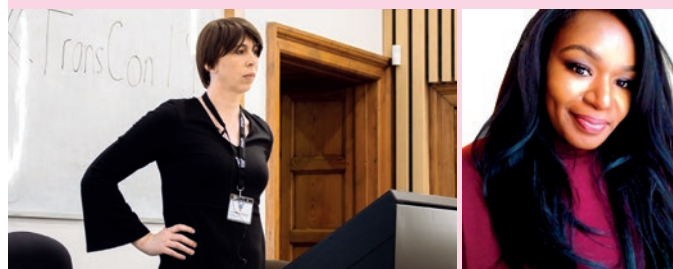
Mental Health Awareness Week

To mark Mental Health Awareness Week, we organised a number of events and activities for colleagues to take part in. This included a coffee and cake morning and drop-in colouring-in sessions.

As well as specific events during the week, we also had a number of ongoing activities for people to join in with. There was a mental health hub, which had various resources from different mental health organisations and charities; ribbons and stickers that colleagues could buy with all proceeds being donated to the Scottish Association for Mental Health (SAMH) and the Samaritans; a decorate your desk competition; and a popular vote for the best one hit wonder. In total we raised £246, which we split evenly between SAMH and the Samaritans.

Transgender:
Intersectional/ International Conference

Gina Maya Roberts and Dominique Green

Two PhD researchers who have worked within ISG, Gina Maya Roberts and Dominique Green, recently hosted an international conference at the University titled Transgender: Intersectional/International. Partnering with academics and activists from across Scotland, the conference was organized as a space to hear transgender narratives, particularly focused on intersections of structural inequalities in Scotland and around the world.

The conference's objectives related to aspects of the students' personal and professional experiences and interests. Gina, who is transgender, recognised in her research the lack of diverse voices and sought to create a space in which minority transgender individuals could voice their own stories. Dominique's research draws on intersectionality to understand how and why structural disadvantages exist and persist. With their diverse backgrounds, the conference aimed to address structural inequalities in terms of speaker representation and resourcing of speakers.

'We have great stuff' colouring book

ISG has launched a brand new colouring book titled 'We have great stuff'. All the illustrations in this book are inspired by items and images within the University's collections and were created by both students and staff during the Festival of Creative Learning Week 2019.

There are free copies of the book available at the Main Library, Argyle House, St Cecilia's Hall and other University library locations. Alternatively, you can download a PDF version of the 'We have great stuff' colouring book: **www.ed.ac.uk/is/colouring-book**

60 seconds with
Kevin Haddow

IS Facilities Operations Manager

"

The management of diverse spaces within iconic buildings is a formidable challenge.

Tell us about your role.

My role of Facilities Operations Manager within ISG is extremely diverse. My team is responsible for the organisation, management and safe operation of ISG facilities, including health and safety.

Our aim is to ensure the study and working environment is not only suitable and safe for students and employees, but also that the processes are efficient and productive.

What are you finding exciting about your new role?

Working in the world-class institution that is the University of Edinburgh is an exciting opportunity for anyone involved in facilities. The management of diverse spaces within iconic buildings is a formidable challenge.

Getting to know colleagues in the IS Facilities team is extremely important and something I find exciting. This is key in order to help settle into my new role, and I have to say that everyone has been very welcoming.

What also excites me about my role is the chance to engage the staff in the vision and values, which will help make a strong, proactive and effective IS Facilities team. This will help us to provide an excellent service to improve the staff facilities and also the student experience.

How does the work you do improve the experience of students across the campus?

It is vitally important that the team ensures that the library and study spaces are maintained to an excellent standard and that the environment is safe and welcoming.

We will carry out strategic planning to continually improve the student facilities, liaising with ISG colleagues and the Estates team to minimise disruption when upgrade and refurbishment works are carried out.

Tell us about your professional background.

Originally trained in Mechanical Engineering, I started out working in the Ministry of Defence, offshore and aerospace sectors. My career progressed over the next 20 years working on some interesting and varied projects.

I then spent 5 years working as Facilities Operations Manager at Scottish Rugby. From there, I moved to Arthur McKay's Ltd as a Building Services Manager, managing buildings such as the National Galleries of Scotland, the Royal & Ancient Golf Club in St Andrews and Adam Smith College.

In 2014 I moved to the City of Edinburgh Council to take up the role of Operations Manager for Cultural Services. I was responsible for many iconic venues, including the Usher Hall, Assembly Rooms and the Ross Theatre, as well as many of the council-managed museums and galleries in and around the Old Town.

What do you like to do outside work?

Outside work I enjoy walking my dog and spending time with my family and friends. I (try) to play golf and keep myself fit.

I also love playing drums and have played with many Edinburgh bands over the years, playing gigs and festivals throughout Scotland.

Get to know the Library services

Sally McIntosh

The Library's Collections Management team provides a variety of student-facing services, improving the experience of library users on a daily basis.

Digital copies of library resources

The E-Reserve team supports students by producing copyright compliant digital scans of essential articles and chapters that can be provided to students and included in Resource Lists. **edin.ac/resource-lists**

The team also works with the Student Disability Service to provide accessible copies of library resources.

High Use Books

The High Use Books (HUB) team manages access to essential print resources, ensuring that items identified by Course Organisers are made available to students in reserve collections, providing multiple copies, where required, to meet student need. The team ensures library systems are up to date, allowing students to search for essential books on DiscoverEd or through Resource Lists.

Shelving print resources

The Main Library shelving team is vital in ensuring students can locate the print resources they need, both by shelving items quickly and accurately, and by being available on each floor to support and guide students who may need help to locate specific items.

Items on demand

The University Collections Facility team provide an on-demand service for items located at the off-site store, sending physical items out to the Main Library and site libraries and providing scans of chapters or journal articles direct to users. **edin.ac/university-collections-facility**

Interlibrary loans

Where the University does not have a required item, the Interlibrary Loans team contacts other institutions who may be willing to lend a copy or to provide a scan so that the resource can be used by a University of Edinburgh student or staff member. **edin.ac/interlibrary-loans**

Exam papers online

The Collections Management team also manages the Exam Papers Online Service, supporting student exam preparation through online provision of past exam papers. The website for this highly-valued library service was visited around 300,000 times in the last year. **edin.ac/exam-papers**