

Positives from remote & blended working

"Everyone feels healthier and more in charge of their time – feel like work is supporting us to have a healthier lifestyle"

- Better work/life balance
- Presented opportunities to improve services
- More interaction with other parts of DTS (through online social events, watercooler sessions)
- Improved collaborative working in general through having access to Teams
- Improved perception/acceptance of remote working in the Library and wider University

"Meetings are more efficient & inclusive, and it’s easier to attend external events – with less travel time"

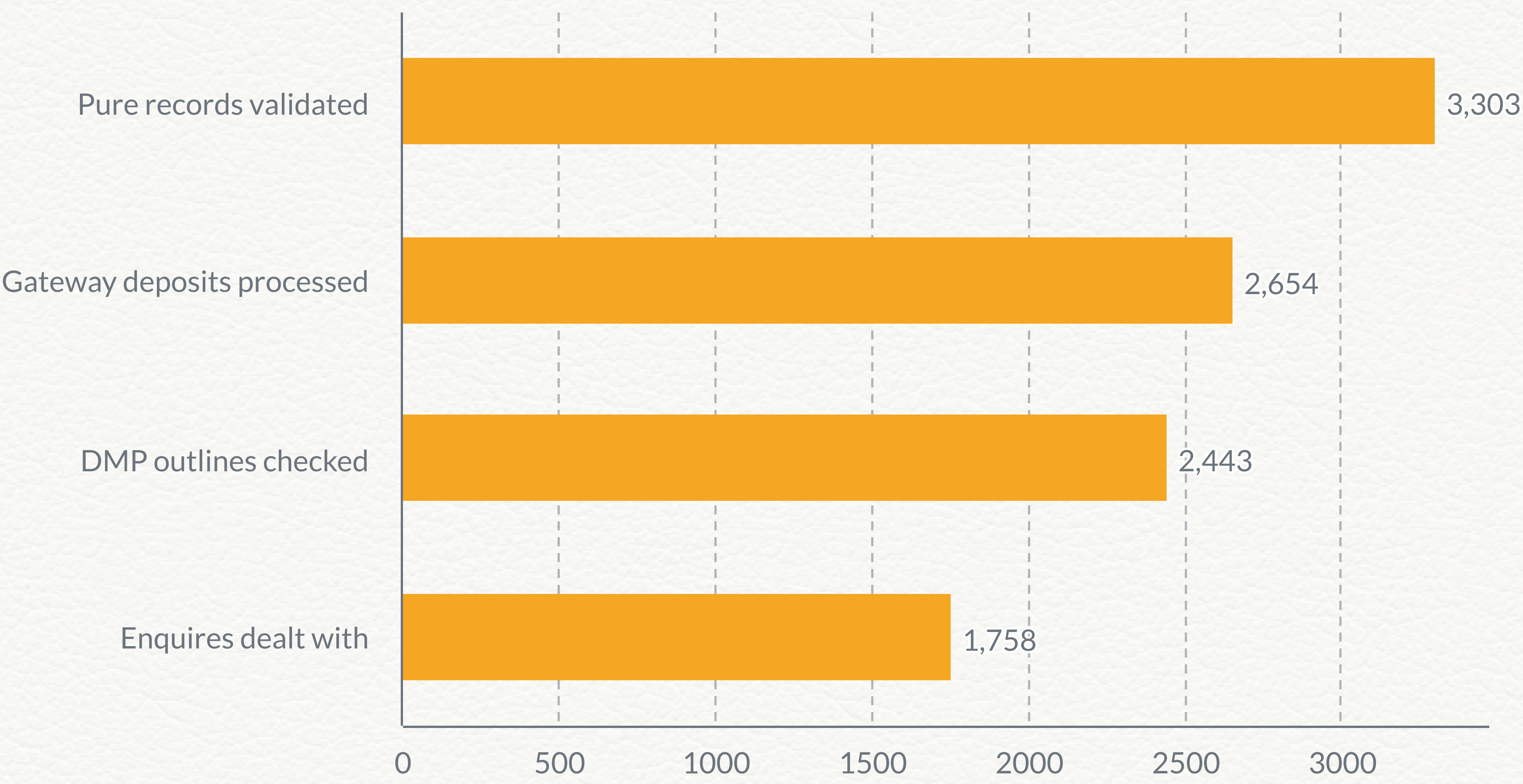
What are we doing differently?

Here's what we've started doing online:

- All 1:1's, Huddles and Team Weekly/Monthly Meetings
- Virtual Water Cooler
- Directorate Meetings
- Workshops
- Weekly Metrics 360 and KanBan review
- IT Support Drop-ins
- Project meetings with colleagues in other directorates
- DTS Virtual Bingo
- Online Baby Shower



Research Services



E-Resources

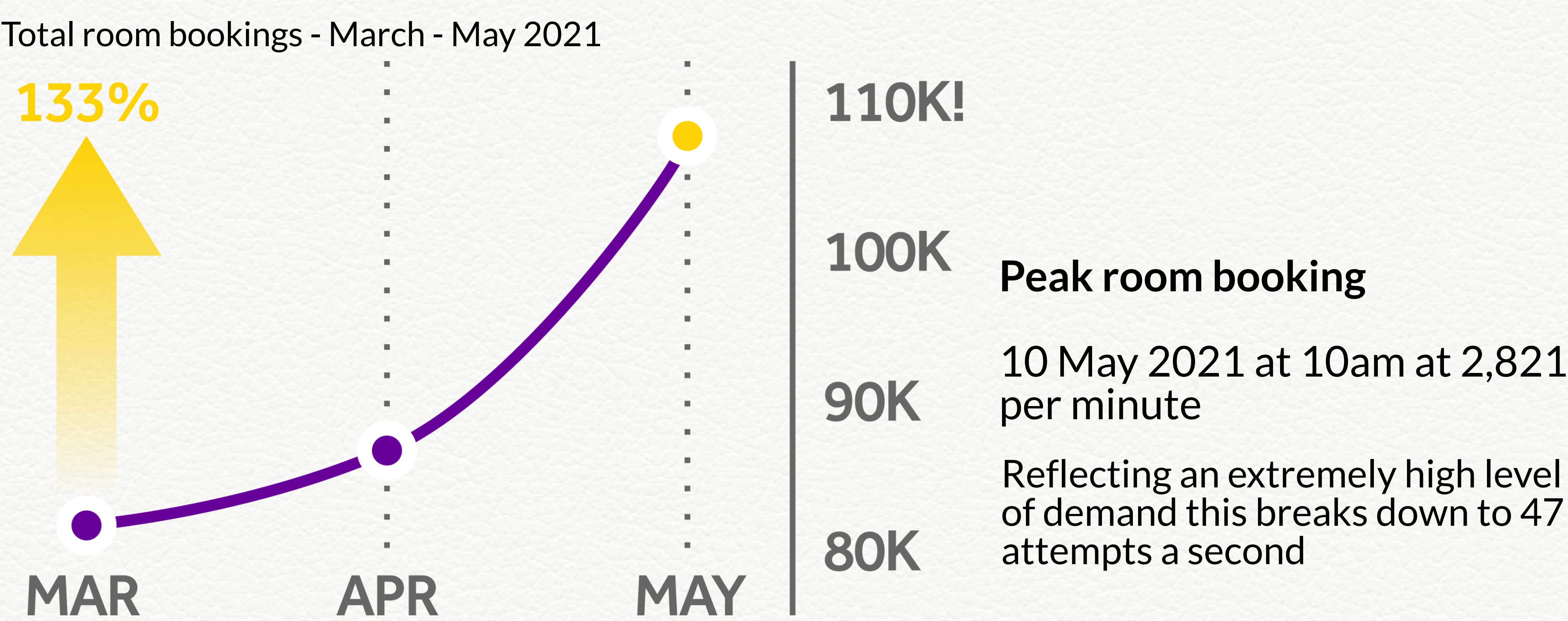
Logins to e-resources via EZproxy March 2020 to March 2021 - **1,461,923**
 March 2019 to March 2020 - 540,754



+170% increase from previous year



Digital Library Development



Library Systems

A snapshot of the some of the figures from Alma and Primo between March 2020 and 2021:

- 27,872 requests placed in Alma
- Over 1.47 million Alma and Primo VE log-ins
- 7.68 million API calls made using Alma APIs

International audience



We've received enquiries from:

The USA	
Canada	
Finland	
The Netherlands	
New Zealand	
Australia	
Germany	
France	
Belgium	
China	
Taiwan	
Singapore	



Since March 2020, Library Search has been accessed from 170 different countries outside the UK, including:

Saudi Arabia	
Russia	
Brazil	
Kenya	
Oman	
Macedonia	
Trinidad & Tobago	

as well as the USA, China and other European countries.



Countries reached by DSS on Library Chat:
[DSS Library Chat Map](#)

Digital Support Services

- Demand for Bring Your Own Device support increased by 29%
- Demand for Library hardware and software support increased by 36%