**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**

|  |  |
| --- | --- |
| Pure records validated | 3,303 |
| Gateway deposits processed | 2,654 |
| DMP outlines checked | 2,443 |
| Enquires dealt with  | 1,758 |

**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**

Total room bookings - March - May 2021

Graph showing bookings from March

Mar - 81,619

Apr - 87,307

May - 108,472

**Peak room booking**

10 May 2021 at 10am at 2,821 per minute

Reflecting an extremely high level of demand this breaks down to 47 attempts a second

**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: Google map - [Link](https://www.google.com/maps/d/viewer?mid=1Z0ptWvUfQvhaeVb6GrvwCrblwoDGpshQ&ll=-3.81666561775622e-14%2C13.417349999999999&z=1)

**Digital Support Services**

·Demand for BYOD support increased by 29%

·Demand for Library hardware and software support increased by 36%