



17 March – 31 August 2020

- 148 updated resources, blogs, videos and podcasts.
- 450+ attendance at virtual sessions/drop-ins.
- 15,000 users reached through online resources and embedded support, e.g. [Open book assessments](#)
- 1,500+ enquiries handled.

17 March – 31 December 2020

- 162 updated resources, blogs, videos and podcasts.
- 1,628 attendance at virtual sessions/drop-ins.
- 87 support requests delivered within courses reaching almost 10,000 students.
- 58 requests delivered for welcome and transition support.
- 38 workshops and drop-ins delivered to welcome students.

Student feedback in 2020

“I just wanted to give some feedback on the resources that you gave us today...it really cleared up some ideas and has given me a clearer idea of how to approach this essay. I had already tried to start my planning and research last week and I was completely overwhelmed and lost. This lesson and these resources have given me a good idea in which direction I should go and the necessary skills to be able to get there. At first, I wasn't looking forward to this essay, but now I am looking forward to the challenge, now that I have a better understanding of how to get through it.”

“Would be my first port of call if I was having any problems prior to contacting Library staff.”

“Step-by-step guidance was amazingly useful and practical exercises were helpful with understanding.”

“The student team's videos were helpful in learning more about what the library offers from people who have been using them for many years.”

Collaboration and innovation

We collaborated with University colleagues in IT Services in summer 2020 to develop the capacity to locally implement and manage robotic process automation. One successful example of this was to create a unique password management system for Refinitiv Eikon which automatically generates random passwords and resets them in all the relevant systems, saving our teaching and learning colleagues hours of repetitive work and also improving accuracy and accountability. In the first nine months of use, this system has seen more than 850 bookings, a saving of almost 5,000 working hours.