Digital Capabilities at the Open University Library

Conference or Workshop Item

How to cite:

For guidance on citations see FAQs.

© [not recorded]

Version: Version of Record

Copyright and Moral Rights for the articles on this site are retained by the individual authors and/or other copyright owners. For more information on Open Research Online’s data policy on reuse of materials please consult the policies page.
Digital Literacy at the Open University Library

Jude Bennett, Learning & Teaching Librarian
July 2019
What I’m planning to talk about (and get you to do!)

• Background
• What are digital skills?
• OU Library staff digital skills
• Activity: Mapping your digital practice
• Enabling ongoing digital literacy development
• Activity: A model of digital adoption
Background
A digital learning environment
# The Open University Library

## Library Websites

<table>
<thead>
<tr>
<th>Content</th>
<th>Skills</th>
<th>Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview of library content available to anyone.</td>
<td>Digital Capabilities</td>
<td>24/7 Webchat</td>
</tr>
<tr>
<td>Open Access research available to all.</td>
<td>Information Literacy</td>
<td>Help and Support articles</td>
</tr>
<tr>
<td>Access to licenced content (e.g. eBooks) for Students and Staff.</td>
<td>Live online training</td>
<td>Specialist accessibility</td>
</tr>
<tr>
<td>Digital Archive</td>
<td>Video resources</td>
<td>support</td>
</tr>
<tr>
<td></td>
<td>New student induction</td>
<td>Document conversion</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Research support</td>
</tr>
</tbody>
</table>

Every 6 seconds an OU student or staff member downloads a book chapter or journal article. That’s over 5 million downloads a year!
What are Digital Capabilities?
What are Digital Capabilities?

https://youtu.be/ZK9K_a0fq5o
Jisc definition and model

- Information, data and media literacies
- Digital creation, problem solving and innovation
- Digital learning and development
- Digital communication, collaboration and participation

ICT proficiency
OU Library staff digital skills
From Level 1

Restricted: Not available unless: The activity Find information is available (hidden otherwise)

- Finding images using Britannica Image Quest
- Finding a journal article from a reference using Library Search
- Find a newspaper article from a reference
- Searching online newspapers
- Introduction to searching Google
- Dealing with broken links
- Planning a search

http://www.open.ac.uk/libraryservices/pages/dilframework
Live online teaching
http://www.open.ac.uk/library/training-and-events

Building a search statement

- phrase searching
- truncation
- Boolean operator

“junk food” AND advert* AND (health OR obes*) AND (child* OR “primary school”)

Chat (Everyone)
User 24: marketing
User 19: early years
User 29: kindergarten
User 17: over weight
User 7: Oh thank you Woody
User 7: Does the Boolean phrase have to be in capitals?
User 28: not necessarily. It may vary from database to database, but it might be best to get into the habit of using capitals.
User 6: children
User 22: child
User 3: children
User 3: childless
User 29: child, childhood, children
User 25: children
User 22: childhood
User 2: childhood
User 19: adolescence
User 6: childlike
User 19: ok
Live broadcasting and video editing

http://studenthublive.open.ac.uk/
Online communications

The Open University Library
Published by Orlo [?l] - 2 July at 11:00

OU Archive Assistant Matthew resisted the urge to build a fort from our new delivery of boxes! Check back over the coming weeks to view some of the items we'll be storing in our #BoxesOfDelight 🎁 #OUArchive #ExploreYourArchive

OU Library 🌟 @OU_Library - Oct 12
It's National Album Day socsi.in/LFp4p tomorrow!

Visit the 'Music industry in the UK - statistics and facts' socsi.in/g0M48 collection in Statista to find lots of interesting data - including best selling songs and albums (OU login required).

Completely Shelfless
Digital Skills and Capabilities (DiSC) project

• Aim: ensure that OU staff and students can be appropriately skilled for living, learning and working in an increasingly digital society

• Progress to date:
  • 2 pilots of Jisc digital capability discovery tool
  • Workshops with 200+ staff
  • Audit of existing OU resources, mapped to Jisc model
    • Map of OU resources for staff
    • Map of OU resources for students

• jo.parker@open.ac.uk
Activity: Mapping your digital practice
Mapping your digital practice

What digital practices / places / platforms do you engage with?

https://drive.google.com/file/d/1sTa8P36Qft7183NZNc3eTx6wDVP3hvsO/view
Some ideas and hints…
How do these make you feel?
So what?

- Setting intentions with your maps

- What do you want to change?
- What do you want to do more of?
- What do you want to do less of?
- What do you wish to do differently?
Enabling ongoing digital literacy development
## Free up and allocate time

<table>
<thead>
<tr>
<th>Academic Liaison</th>
<th>Authoring</th>
<th>Enquiry Services</th>
<th>Live Engagement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Librarian 1</td>
<td>X (op lead)</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Librarian 2</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Librarian 3</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Librarian 4</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>…</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Librarian 16</td>
<td>x</td>
<td></td>
<td>x</td>
</tr>
</tbody>
</table>
Give permission to play (and fail)

https://www.facebook.com/OULibrary/videos/10153557942703225/
Digitise your sticky notes!

I think that quite a few people already subscribe to #1minuteCPD but if you don’t I highly recommend it! You get an email a day containing tips and tricks to make the most of software like PowerPoint, Excel, Word (non-specialist stuff basically) as well as showing other apps that people find really handy (I was particularly impressed with the Google PhotoScan app, which I have since downloaded and used loads!).

Today’s post talks about a new feature in the Padlet mobile app that allows you to quickly digitise post its etc. into a new Padlet, which can then be downloaded and shared around.

I know that a lot of time is spent transcribing and capturing post-its and scribbles following workshops – potentially this could be a great time saver! And the Library has a shared login to Padlet so we can save them all in one place and hen download as a PDF, JPG or Excel file to share around or save elsewhere.
<table>
<thead>
<tr>
<th>IT Services</th>
<th>Students</th>
<th>Student Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning technologists</td>
<td>Careers</td>
<td>Researchers</td>
</tr>
</tbody>
</table>

Form partnerships And more!
Teaching others is a great way to learn!

https://youtu.be/FBrn4dnmZ8g?t=328
“In my case it was just being brave the first time…I was terrified…After a bit I realised we were talking about stuff I knew… Once you get over the initial fear and being filmed is no longer an unknown, it becomes much easier.”

“I would say confidence comes from being willing to give things a go, really knowing what it is you want to talk about, doing it regularly and certainly initially being with someone else who can talk if you dry up.”

“Being told by peers and managers how much they had enjoyed the first live videos I had appeared in really helped my confidence. The praise was unexpected and genuine… there was a very clear message that what I was doing was valued by the library.”
Activities and tools to play with...

- Data literacy: 1 minute cpd
- ICT efficiency: productivity tools
- ICT proficiency: Office 365
- Digital creation
- Digital innovation
- Living in a digital world
- Digital teaching: LearnHigher
- Digital communication
Activity:
A model of UX digital adoption
A model of UX digital adoption

UX ADOPTION IN LIBRARIES: institutional character & the opportunity for UX adoption

- Culture of Tradition
- Infrastructure Immobility
- Fear of Failure
- Library Staff Focus

UNSUCCESSFUL

UX ADOPTION

SUCCESSFUL

- Culture of Innovation
- Infrastructure Agility
- Acceptance of Failure
- Library User Focus

https://libreaction.wordpress.com/2017/06/12/a-new-model-of-ux-adoption/
https://www.slideshare.net/AndyPriestner1/in-front-of-our-very-eyes-the-value-of-ux-research-methods-80607322
We’d love your feedback!

/tiny.cc/oulibtrain

Any questions?