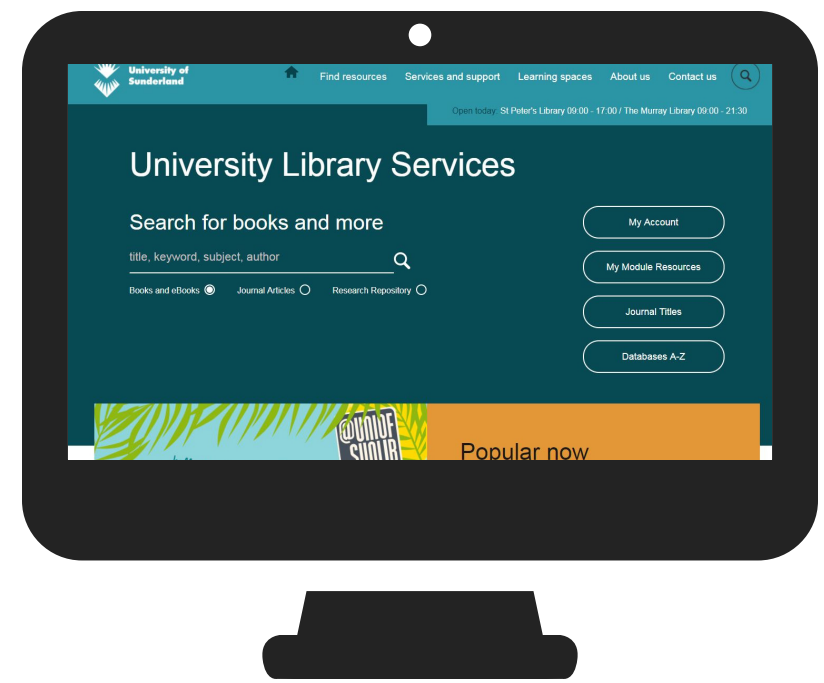


University of Sunderland University Library & Study Skills



TNE Library Support Model

This document describes library and skills support for TNE. It aims to support academic and partner staff in encouraging use of the resources and support available.

The Distance Learning Library Service includes:

- Dedicated support from the Distance Services Librarian
- Full access to e-resources including ebooks, journal articles & subject databases
- Free document delivery service for when resources are not available online
- Study Skills support through online guides, Canvas and synchronous skills sessions
- 24/7 support via Library Talk including email and livechat

We are happy to discuss ways we can support you and your students.

Get in touch with the Distance Services Librarian if you're developing TNE programmes or working with new partners.

Online Skills (Guides & Videos)

A range of online skills resources are available at the UL&SS web pages.

This online provision enables students to easily access support at times best suited to their needs. Content is provided in different formats to suit individual study preferences:

- PDF guides
- Step-by-step videos
- Links to library blog posts
- Direct links to partner providers

Online provision is continually reviewed and developed.

Intended audience:

Students preferring a self-directed approach

How to access:

Self directed at


 library.sunderland.ac.uk/services-and-support/skills/

Induction material for partners

Partner staff are encouraged to use our welcome and support videos. There is a Powerpoint for TNE support which can be adapted.

How to access:

Available to download at the Partner Staff library web pages

 library.sunderland.ac.uk/services-and-support/off-campus-support/partner-staff/

Skills & induction via Skype


University librarians can assist with induction or provide information skills in real time using Skype.

Intended audience:

Contextualised skills delivery to a whole cohort or group

How to access:

Partnerstaff or programme leader book online at:

 library.sunderland.ac.uk/services-and-support/services-for-staff/study-skills/study-skills-request-form/

One-to-one support

One-to-one support is available to distance learners using Skype or Google Hangouts.

Intended audience:

Students with specific study skills queries that require in-depth support

How to access:

Students book online at:

 library.sunderland.ac.uk/services-and-support/skills/

Your subject Liaison Librarian will manage collection development and My Module Resources; the Distance Services Librarian will work with your Liaison Librarian, coordinating and providing skills support for distance learners.

Distance Services Librarian

Leanne Young,
tel: 0191 515 3391 (4050 internal)
leanne.young@sunderland.ac.uk

Support for partner staff

Teaching staff and librarians at partner colleges may access library e-resources where licenses allow to help prepare teaching or to support students in use of e-resources.

Library introduction or refresher sessions can be provided to partner staff via Skype or Google Hangouts:

- Group development sessions
- One-to-one support

Let us know how we can work with you to encourage use of the Sunderland Distance Learning Library Service.

Programme/Centre Leaders

Let the Distance Services Librarian know if:

- You are visiting a partner - we are happy to give you a refresher or arrange to link up via Skype while you're there
- You become aware of any library issues affecting student use of library resources
- You are introducing a new programme or working with a new partner - we can discuss with you how best we can provide support



LibraryTalk

Students and staff can contact University of Sunderland Library & Study Skills 24/7 via Library Talk.

 librarytalk.sunderland.ac.uk/