

THE FUTURE OF LIBRARY SERVICES

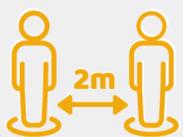
How Covid-19 has affected current and future services within the UWL library



Current UWL Library Services:



The UWL library has updated its spaces in line with government guidelines so that students can still access print books and facilities safely.



One-way system, hand sanitisers and cleaning stations have been installed throughout the library floors, and furniture rearranged to create 2m distance.



Various online workshops and drop-in sessions organised to support students in their studies as well as one-to-one appointments with the Academic Support Librarians via Microsoft Teams.



New services such as "Click and collect", "Click and Send" and "Scan it 4 me" have been introduced at the beginning of the academic year.



A Home Entertainment guide was created over the summer containing top tips to reduce stress and to relax for both students and staff during lockdown.



Online and on-site support is available to those students who struggle to access the library databases or use the facilities.



Meeting rooms reconfigured in line with the current government restrictions and Assistive Technology software is available for our students with disabilities.

Future UWL Library Changes:



Seating should be flexible and students should be able to move them around easily based on their preferences and needs.



Promoting multi-space and adaptable zones



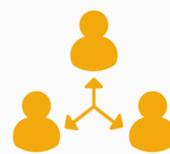
Post-Covid-19 world may have a permanent impact on people's perceptions about safety and limited contact. Therefore, the libraries should focus on promoting their self-service kiosks and touchless interactions.



One-way pathway and protective screens at service points may continue to feel safer for staff/students.



The usage of large tables in the library during the pandemic has decreased and rearranging two-person table sections on the floors may be more convenient.



Have LCD screens installed in designated places allowing students from the same course to be able to work on group projects or attend their online lectures safely and without disturbing the library users around them.



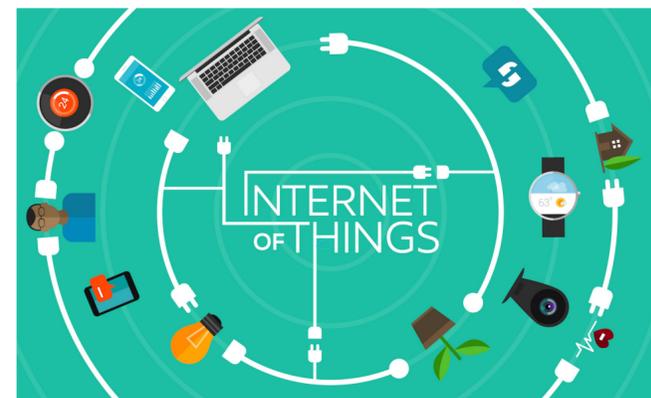
Chatbot

The implementation of a chatbot could help address some of the daily challenges without affecting the connection between library staff and students.



User-focused interfaces

Libraries can implement digital interfaces that could contain an interactive game or an exhibition which can be used to offer information and inspire students to find books.



IoT

IoT represents an opportunity for the library to track room usage and course attendance or to monitor humidity levels for special collections.