Knowledge & Information
Annual Report 2025

"Come and meet us, Future Makers!"

ROTTERDAM UNIVERSITY OF APPLIED SCIENCES

Future Makers

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Allow us to introduce ourselves

Who are we?

The Knowledge & Information (K&I) team assists students and staff in searching for, finding, assessing, processing and publishing the information that you need to learn and conduct research. We're a team of 25 people and we support the whole institution. We're split into four teams and together we cover all our tasks:

- Embedded Librarians
- Collection Specialists
- Support Staff
- Experts and Advisors.

What kind of support do we provide?

Our services in brief:

1. Information literacy: Curriculum advice, online and physical training, individual guidance on literature research, elective course: Smart! Searching and finding information.
2. Information sources: selection, procurement, access to, and management of digital and physical collections.
3. Information Points: a physical library with study areas and books, among other things, at the Academieplein, Kralingse Zoom, Museumpark and Wijnhaven locations, and partly at Pieter de Hoochweg.
4. Copyright: providing advice on the reuse of information and monitoring regulations.
5. Datamanagement: (Dutch Only): advising and supporting research centres and lecturers in research on data storage and publication.
6. Teaching and learning materials: providing advice and support to study programmes on the creation, storage and publication of (open) learning materials.
7. Product development: contributing to the internal and external development of products and services in the field of knowledge and information sharing.

What do we do, and what is our role?

We know how we are doing thanks to the feedback we get from students and teaching teams. Our 'Virtual Tree of Awesome' is a great way to share compliments and motivational messages, as well as all the things we can be proud of and celebrate together. Here are some examples of these successes:

- K&I in the Basic Didactic Competence Qualification: where open learning materials and other services are incorporated into the BDCQ workshop.
- The institutes greatly appreciated our new approach to copyright.
- Help with formulating a main research question is also available online in English.
- APA consultation hours were fully booked, and we have helped many graduates.
- There was a large turnout of new first-year students at Game On in September!
- The Student Wellbeing Week offered fun activities and the workshops were well received.
- We have created a online course about AI & literature research.

Read more about what we do (Dutch Only).

Information literacy statistics 2025

Total content-related questions	**225**
questions by lecturers/researchers	25
questions by students	200
Total information literacy training courses (including electives)	**89**
Total number trained	**3467**
Number of students trained	2219
Number of lecturers trained	73
Online course with Edubadge	1175
Total webinars	**9**
Number of students and lecturers trained	**945**
Total number of individuals who became more information literate in 2025	**4412**

Dutch name change

The library's Dutch name was changed in 2025. It is, however, still the familiar place where people can study, conduct research and meet each other.

In 2025, Mediatheek became Bibliotheek. The English name 'Library' has remained unchanged. Both the Dutch and English name align well with the expectations of students, lecturers, staff and researchers. We once housed multimedia such as CD-ROMs, floppy disks and other obsolete digital media. But times do change!

The Library at the Rotterdam University of Applied Sciences provides access to essential and reliable sources of information, including books, e-books, e-journals and databases. At the same time, the library remains a familiar place where students and staff can borrow books, collaborate on projects and study in peace and quiet. Seeing and doing is learning! Everyone can visit Rotterdam University of Applied Sciences' libraries, both online and on location, to receive information and support when searching for reliable information.

Our mission remains the same:
"To support education and research with high-quality information provision and expert guidance."

In summary, you can visit the Library for:
• Advice and support in finding reliable information
• Access to physical and digital resources
• Guidance with literature research
• Advice on copyright, use and reuse of sources
• Study areas for collaboration, and for quiet study.

To realise the 2025/2026 name change, we made some other changes too! The website has been redesigned and the physical signage was updated on locations. Information materials, training courses, presentations and documentation have also been revamped.

This means that our new Dutch name was officially launched in September 2025!

The big move and the Library

The 'Big Move,' the relocation of the institutes in the summer of 2025, had a significant impact on our libraries. The basic principle was to keep the collections close to the relevant study programmes. This meant that some of our collections also had to be relocated.
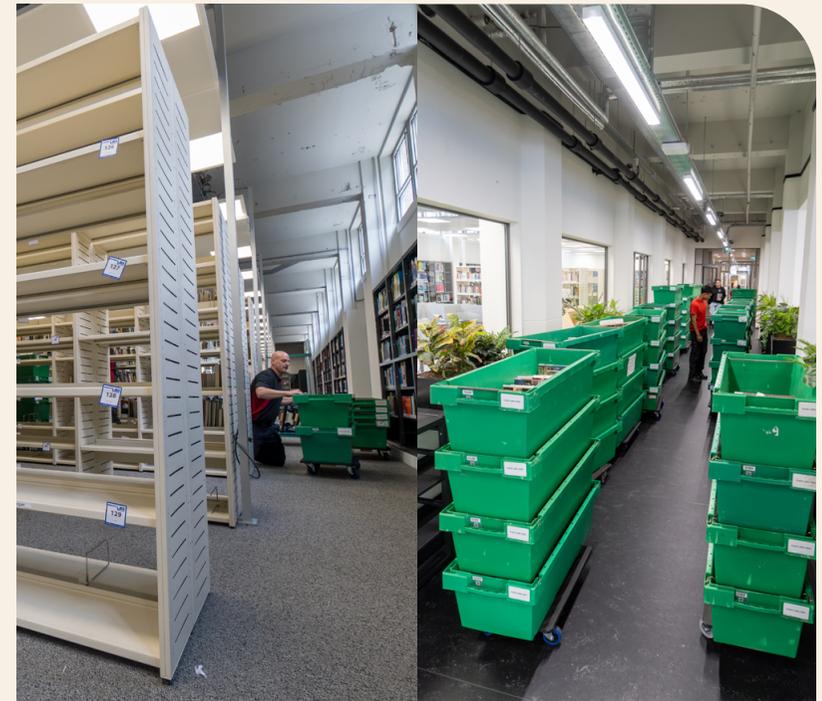
Teacher Training for Elementary Education (PABO) moved from Museumpark to Pieter de Hoochweg
(175 metres of physical collection)

The PABO collection is housed on the mezzanine level of the central open space at the Pieter de Hoochweg location. The cabinets and collection were moved at the same time. To create a uniform look, a wooden frame was built around the cabinets and new half-height wooden cabinets were made. To provide a good service at this location, some personnel changes were necessary as well. Due to changes in schedules and delivery issues, the PABO collection became available a few weeks late after the summer holidays.

Rotterdam Academy of Architecture and Urban Design (RAVB) (110 metres of physical collection)

Ultimately, it was decided that the RAVB collection would be placed in the library space on Academieplein. The collection is displayed in its own arrangement of white cabinets. This did mean sacrificing a number of quiet study areas. As part of the relocation, the Academieplein library had to give up an office and a student project space. The library desk is now shared with the Information Provision and Digital Transformation team.

The School of Teacher Training moved from Museumpark to Kralingse Zoom (320 metres of physical collection)

The cabinets in the Museumpark did not match those of the library at Kralingse Zoom, which had an impact on our collection. There was also insufficient shelf space at the KZ location to accommodate Teacher Training's 320 metres of collection. We therefore lobbied, successfully, for extra shelves to replace the existing displays and for additional cabinets to be added. To ensure that everything would fit, the Teacher Training collection was also significantly streamlined. Due to delivery issues with the cabinets, the collection could not be properly displayed by autumn 2025, and parts had to be placed temporarily in the quiet study area.
In the first week of January 2026, this temporary arrangement was removed and all the books were displaced correctly.

Library office moved from Museumpark high-rise to low-rise

The office, which was previously located on the tenth floor, is now divided into two spaces: one on the ground floor, near the library, and one on the second floor of the pavilion. Separating the three collections physically and digitally was a major undertaking, as was devising and implementing the layouts. This required a great deal of flexibility from our team. We are proud to have achieved this in addition to our regular work.

Generative AI (GenAI) and information Literacy

Online course GenAI: Skilled in Information Use

Students and staff are increasingly dealing with generative AI in their studies and work. To support them, K&I has developed an online course guide for responsible use of GenAI.

This was prompted by an increasing number of questions from lecturers and students directed at the library, coupled with the limited availability of general information for students and staff at the time. The online training provides an accessible introduction to generative AI, explaining what it is and how it works. It highlights the opportunities and risks associated with information research.

The learning material covers the five steps of information literacy, examining them in the context of generative AI. It discusses how GenAI can help with exploring a topic, formulating search terms and generating ideas. At the same time, students are encouraged to main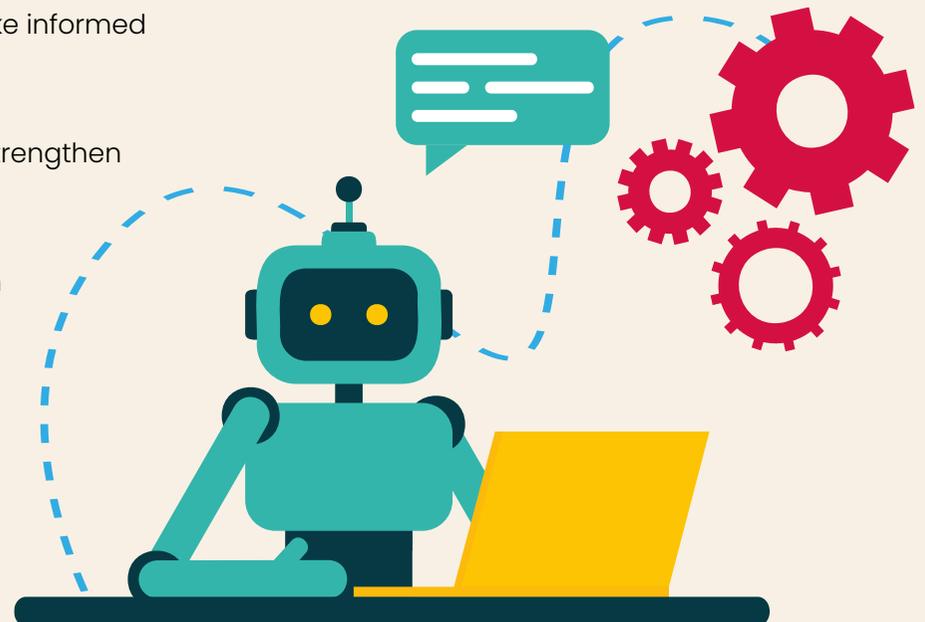tain a critical perspective. AI tools may refer to non-existent sources, present information selectively or be biased. The course therefore promotes an investigative approach, in which students verify all AI-generated content and check sources.

The practical applications of GenAI are also highlighted, such as using it as a language or ideas buddy. Students learn how to use AI to enhance texts, generate research ideas, and organise information. The advantages and disadvantages of each application are clearly stated, enabling students to make informed choices.

In this way, the course helps to strengthen digital literacy and awareness of information. The team offers practical support at a time when AI tools are becoming more accessible and sophisticated. This support will form part of the GenAI and Education Toolkit.

The training is available (Dutch Only, English version in development).

Colleagues and students can also obtain information about it via their study programme's Hint (Dutch only) pages.
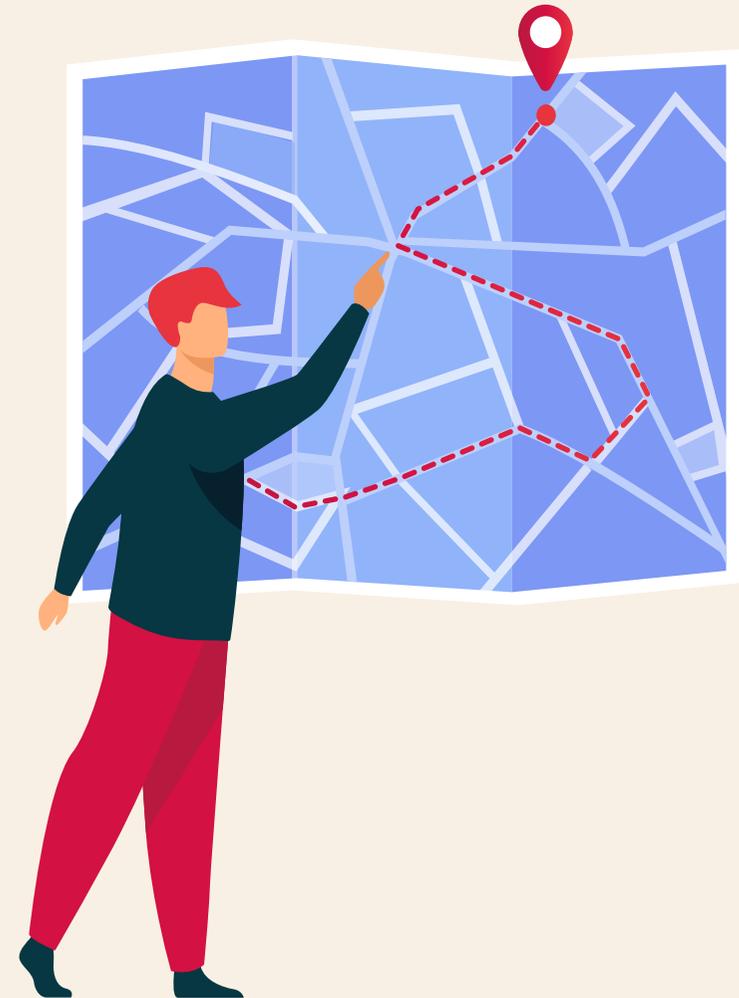
Outlook for 2026

Like the other E&D (OeO) teams, K&I will critically review our services in 2026 and consider how we can best align with the upcoming domain formation. This challenge will give us the opportunity to showcase our capabilities and demonstrate the vital role we play in sourcing and using information.

The proper handling of these sources is becoming increasingly important. With AI now being used by everyone and public debates about it being held all the time, we will focus on the reliability of AI information. K&I staff are experts at assessing AI output and are trained in searching for and interpreting information, with or without AI tools. By 2026, we will be fully committed to combining information literacy with AI literacy.

Our agreement with the current supplier of the library catalogue will continue beyond 2026. New to this agreement is the fact that, through a tender process, we have found a supplier for a new Discovery Service. This service is a search interface for various online information sources, enabling you to perform a single search query across multiple sources simultaneously. This will make searching and finding information even easier than it is now. The Discovery Service will become operational in spring.

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Rotterdam University of Applied Sciences
Education and Development (E&D)

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