

# Knowledge & Information Annual Report 2022



## Content

1. Introduction
2. Introducing the team
3. Our services in short
4. On-site library
5. Digital library
6. Reviews of education
7. Information Skills in numbers
8. Looking to 2023

## 1. Introduction



**Marie-José Lampe,**  
Manager K&I

"Over the past year, the Knowledge & Information team of the E&D service department has focused on being a gateway to knowledge and information. This development has been ongoing. Practice-based research has become increasingly important in undergraduate and masters' programmes. Societal changes demand that programmes equip our students with knowledge, skills and behaviours that enable them to act in a research-oriented, flexible, adaptive, and creative way.

Learning to search, find and (re)use knowledge and information is the core activity of K&I. In addition to collecting and providing access to a physical and digital collection of information resources, it is important to teach basic skills that ultimately ensure both student success and sound research practices. It is therefore with some pride that I can say that K&I staff show creativity and enthusiasm in building the collection and teaching the skills to students and teachers. It takes perseverance to develop purposeful products with minimal time and resources, in collaboration with teachers who are usually very busy.

The result can be seen in the video [report of 'Resilience Café'](#) organised in the library of the Academieplein building. The video shows students from different study programmes working together in different environments. This encourages them to be curious and use their existing knowledge and information in a flexible and inquisitive way to gain new knowledge.

This annual report shows what we mean by 'the gateway to knowledge and information'. And what we have done to achieve this for both the physical and digital library, and the K&I collection."

## 2. Introducing the team

All students and staff of Rotterdam University of Applied Sciences are welcome to [search and find information](#) that is necessary for learning, research or (re)use.

We are a team of 28 colleagues. Our work for the organisation can be further divided into four areas of expertise:

1. Embedded Librarians
2. Collection Specialists
3. Support staff
4. Experts/Advisors



### Tip: Our services in short

In less than three minutes, colleague Evalien Langhorst shares her clear explanation of our services. [Read all about it in Profielen](#).

## 3. Our services in short

1. **Information skills:** advice curriculum, online and in person training, , individual guidance for literature research, the Elective (Slim! Zoeken en vinden van informatie).



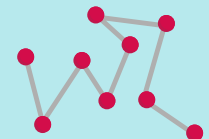
2. **Information sources:** selection, purchasing, access and management of digital and physical collection.

3. **Information points:** at the following locations: Academieplein, Kralingse Zoom, Museumpark, Wijnhaven and a partly physical library at Pieter de Hoochweg (with study spots and a small book collection).



4. **Copyright:** advice about reusing information, controlling regulations.

5. **Data management:** advice for and support of the research centres and research lecturers about storing and publishing data.



6. **Educational materials:** advice and support of study programmes for creating, storing, and publishing (open) learning materials.

7. **Product development:** contributing internally and externally to the development of products and services in the area of sharing knowledge and information.



## 4. Physical library

You can visit a library at the following locations: Academieplein, Kralingse Zoom and Museumpark. Here students and staff can borrow books and get help searching for information. At locations Wijnhaven and Pieter de Hoochweg we offer some services but not all. All locations have desks for (quiet) study.

### 4.1 Looking back and forward

A library space as a place for self-development keeps proving itself anew. Students frequently indicate in interviews and surveys that they appreciate the physical library spaces because they can use them freely. They do not think of the space as an extension of the study programme, but as a place that inspires independent study and allows them to meet and collaborate with students from other study programmes as well. As a gateway to knowledge and information, the physical library provides the visitor with the opportunity to meet others and get inspired, and the digital library provides in-depth content and skills acquisition. Visitors can use either the physical or the digital libraries, but the libraries are inextricably linked.

### 4.2 The three physical library locations

#### 1. Location Academieplein

The library location at Academieplein focuses on the study programmes for health care, technical and architectural programmes.

In 2022 we actively participated in the Maker Lab project. This is a collaboration between the KB National Library, Rotterdam University of Applied Sciences' Stadslab', a number of public libraries and our own libraries. In the process, we experimented with so-called 'maker activities' at Academieplein library. We have set up an interactive 'Table of the City' and are in the middle of a process to design such a table for and about our own library. We hosted the 'Resilience Café' in the library where students 'Creating Resilient Cities' made plans for a liveable, safe, and just city. Our student assistants also came up with an idea to develop a game

on information literacy. This project has now been started in a multidisciplinary team of students, from different study programmes, teachers, and library staff.



Mediatheek  
Academieplein

Due to these activities, we find that the library can increasingly develop into a space where students, teachers, study programmes and institutes meet to exchange and/or develop knowledge. This makes the library space clearly more than a place with study places and books. In 2023, we intend to further explore this role, not only at Academieplein but also at the other library locations.



Resilience Café

## 2. Location Kralingse Zoom

The library location Kralingse Zoom is specialised in supporting the business school and these past few years has been reduced to a temporary physical location due to construction work. As a result, the space has been limited to a book distribution point in a small office and the book collection is stored in heated containers. Twice a day, our staff walk to the containers to pick up books that have been reserved or clear away books that have returned. It's a fun adventure but not a desirable situation. The new building, to be completed in 2023, will have a beautiful, centrally located library, with many study places and will offer support for students and staff.



Artist impressions  
Mediatheek  
Kralingse Zoom

## 3. Location Museumpark

The Museumpark library location focuses on our teacher training programmes and the study programmes of the social domain. This location is well visited and especially after the summer holidays we noticed that the physical library was much busier than during the pandemic. Not only the study room but also the physical collection is getting more use. Although the number of loans is still far from its pre-Corona level, an increase is already noticeable again.

We are in the process of making the library space more attractive. For instance, the collection has been sorted out and organised, a reading corner has been created near the children's books and we now have plants. However, students have many more aspirations for the space, such as making the reading corner even cosier, creating a quiet study area, facilitating more sockets for laptops and new art on the walls. As at the other library locations, in 2023 we will organise more activities in cooperation with study programmes through which the physical library will actively contribute to knowledge sharing.



Mediatheek  
Museumpark

### 4.3 Student Assistant interviews



**Esther Schoneveld**, Coordinator, shares her experiences with student assistants:

"Last year, we worked with student assistants in our libraries. They help students and teachers with their initial requests. They also carry out some light administrative tasks. For the student assistants, working in the library is a great side job where they learn more about the world of information services. For K&I staff, it is a great opportunity to see how students experience their learning environment and our library services, especially since they are now directly involved. A nice cross-pollination, in other words. The student assistants guarantee evening opening hours and by also helping out earlier in the day, more can be done behind the scenes to make both the physical and digital library even more professional."

**A few student assistants about their practical experiences.**



**Rana:** "Since childhood, I have been a social yet independent person. I love making new contacts and getting to know people. Yet I find it very difficult to ask for help when I need it. I am always afraid I will be a burden to people. Thanks to the student assistant job, I have overcome this fear. My colleagues have welcomed me warmly and I feel at home here in the library. I have learnt from my colleagues that every moment is a learning moment and that I should never be afraid to ask for help when I get stuck. So, thank you colleagues from the library for these wise lessons!"



**Kubra:** "I learned a lot from working in the library. In the library, you deal with many different types of people. I am rather shy, and the most important lesson is that I have become much more confident in my contacts with people. This competence will be very valuable for the rest of my life, and I will always be able to use it as a basic skill. I am very grateful for that."

## 4.4 The collections in numbers

The aim of the collection is to inspire and encourage students and staff to learn, research and (re)use information in order to create new knowledge. This goal is achieved by providing user-friendly access to qualitative, relevant, and format-independent information.

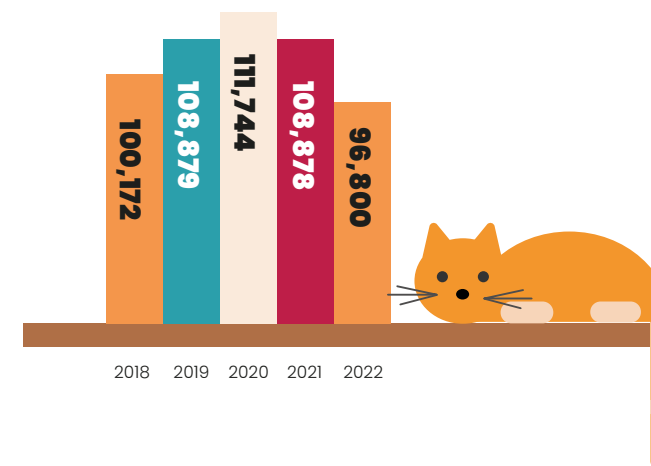
This year, the focus of the annual report is on the physical collection. What stands out in the multi-year comparison is the big drop in the number of books borrowed from 2020 onwards. This was due to the pandemic when the libraries were closed for a long time and students and staff could not borrow books. These past two years there has also been a large increase of our digital collection and in our digital services. After the first pandemic year (2020), we saw a slight recovery in the number of books borrowed. The collection consists of general and subject-specific information, which corresponds to the current demands and needs of education. Developments and relevant topics of a subject area and/or study programme serve as a starting point. The choice of topics is made in close consultation with teachers. Last year a target group research project was carried out by means of a survey and interviews. Check the results [here](#).

The collection includes academic literature, professional literature, reports, and data and comprises, among other things: physical books and journals, e-books, e-journals, and various types of databases. In addition, the collection also includes relevant websites, knowledge platforms, free databases, and open access sources. In this respect, access is more important than ownership.

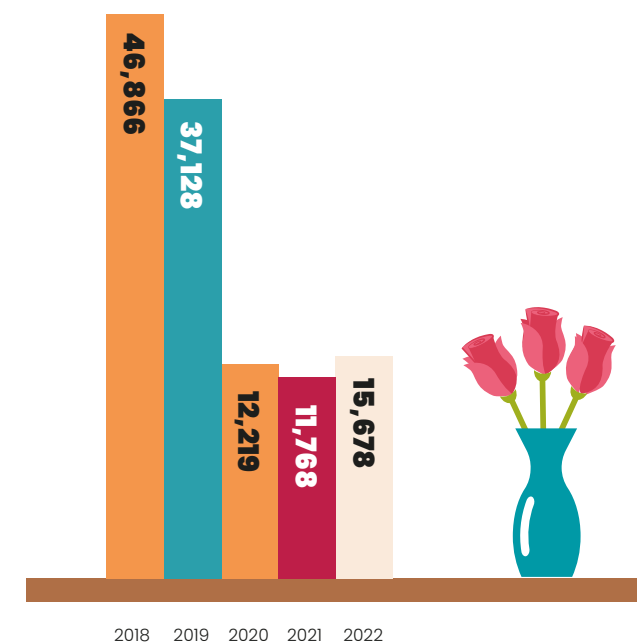
This means that when purchasing, it does not matter what the form of publication is, paper or digital, paid or free, the access is arranged in the way that suits the user's needs.



The (number of) items borrowed:



The (number of) physical books borrowed:







## 5. The digital library

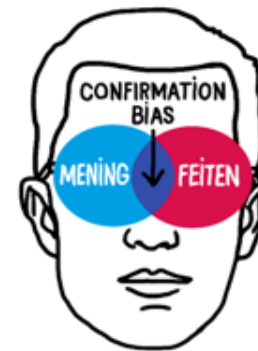
The Digital Media Library can be found on our website. The link [hr.nl/library](https://hr.nl/library) provides information and help on a variety of sub-themes.

### 5.1 The services

1. [Project Assessment questions IL](#)
2. [Sway: What is a peer-reviewed article and how do I get access?](#)
3. [Wikitraining Cochrane](#)
4. [Sway: how to find full text?](#)
5. [Training Evidence-Based Practice \(EBP\)](#)
6. [Knowledge clip Library for new staff in collaboration with EAS and IGO](#)
7. [Wikiwijs EndNote](#)
8. ISO information sources::
  - [Information sources for the social domain.](#)
  - The [inspirational page](#) helps your research orientation. In the second block of 2023 a number of knowledge clips will be added about searching and finding information.
9. [Wikiwijs Fake news](#)  
 In these times of information overload and social media, information is disseminated faster and through different channels. However, not everything you find while scrolling through news and social media is equally reliable. Especially on social media, you can also come across fake news. Being able to critically assess information is therefore increasingly important.

The library developed an [information page](#) and a [wiki-training](#) about Fake News and disinformation. In the training, you will learn how to recognise different types of fake news and the dangers involved. For example, what is the difference between disinformation and misinformation? And why is it that misinformation seems to spread faster than correct information?

With the training's roadmap you will be able to recognise fake news faster; what is important here is that you not only have to research sources and evidence, but also your own filter bubble and 'confirmation bias'.



The training consists of 6 modules. Each module contains explanations and sometimes a short video. There are also links to background information. Quiz questions assess whether you have understood the explanations.

10. [Training: How to go about literature research?](#)  
 The skills you need when searching, finding, assessing, and processing information are called information literacy. In higher education, information literacy is one of the competences you should develop as a student. It is an important part of the research skills competency. This training is aimed at increasing your information literacy. The training is intended for first-year higher education students and no specific prior knowledge is needed to participate. With this training you can earn an Edubadge. A badge is a digital piece of evidence showing that you have mastered certain skills or knowledge.





## 6. Reviewing education

### **Memla Fagirzada, lecturer higher education [HBO- V] flexible, part-time:**

*"Because information on research-based practice is often scattered and difficult for students to access, I now use several products from the library during my classes. This academic year, I am offering my students in the Learning Communities a tailor-made set of tools for Evidence Based Practice teaching. It consists of online courses from the library website along with my own educational products and knowledge that I want to impart to students. The library links I share with the students are the online training Evidence Based Practice (looking for academic evidence) and the various database trainings such as Cinahl and PubMed.*

*What the library has developed in terms of online products is a great foundation for me to draw from for teaching my students!"*

### **Chantal van der Winden, lecturer CMI:**

*"In the new study programme Applied Data Science & AI (School of Communication, Media and Information Technology), the library's training courses are included in our curriculum. Firstly, to become familiar with learning in higher education, secondly, for in-depth study. The databases are used for additional data and careful desk research to better understand the context of the data issue, the so-called exploration phase in the data science lifecycle."*

### **Clare den Ouden, Marketing of Social Business lecturer (Business School):**

Series Library Workshops – Market Insights – Year 1 subject Marketing of Social Business

22-23 – taught by Mariska Schouten, embedded librarian:

*"Learning objective: through desk research, a student can map the external environment of a self-selected organisation.*

*Mariska developed three workshops based on the learning objective.*

*The first was an introduction to desk research and the library, the second focused on databases that provide insight into the market at the industry level and the third workshop helped find the right sources at the mega level.*

*The results of the assessment showed a huge difference from last year. The students found sources of much higher quality due to the workshops and incorporated them in their final report. Most importantly, the pace of the workshops and the atmosphere that Mariska created made the library and its quite complex database system accessible to the students. This also means that students gained the skills and confidence that will hopefully benefit them for the rest of their studies.*

*Following this successful series, we are working together to offer library workshops and refresher sessions throughout the curriculum. Examples are already in place during the start of year 2 and in the start of the sixth semester in year 3."*

## 7. Information skills in numbers

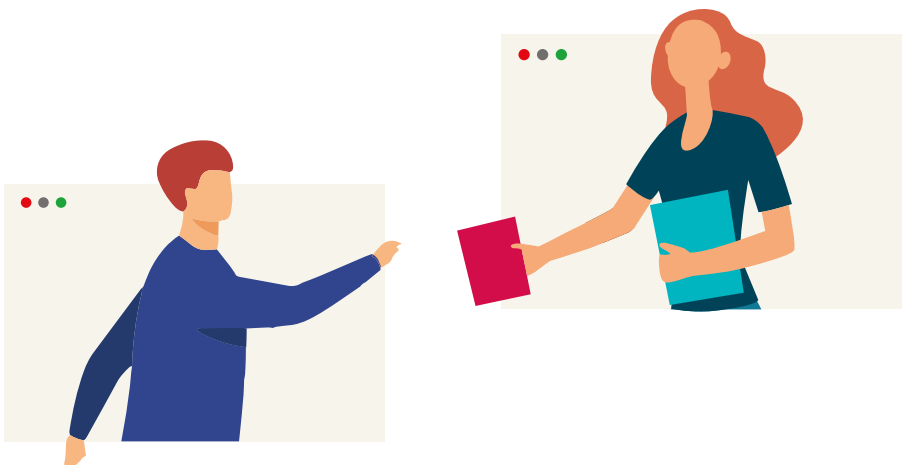
In 2022, the trend of increasingly online training sessions in information literacy continued. The advantage of training via MS Teams is that you can train a larger number of students and teachers in 1 session.

### Number of training sessions in 2022:

Number of training sessions in Information Skills	122
Number of trained students	3108
Number of trained lecturers	42

### Edubadges in 2022

**Edubadges** are digital certificates that show students that they have acquired additional curricular knowledge and skills. By 2022, K&I will have issued 548 Edubadges to students for the Wikiwijs courses they have taken.



## 8. Looking to the future (2023)

The coming year will bring an entirely new library at the Kralingse Zoom location and new challenges arising from the RUAS Strategic Agenda that focuses on a change from educational institution to knowledge institution. The need to support practice-based research will continue to increase. In addition, students are looking for an inspiring educational building.

As part of the E&D service, K&I's services will focus on proactively supporting both research, and the digitisation and flexibilisation of education in 2023.

