



**IALS**

**INSTITUTE OF  
ADVANCED  
LEGAL STUDIES**

**SCHOOL OF  
ADVANCED STUDY  
UNIVERSITY  
OF LONDON**

## IALS Library News

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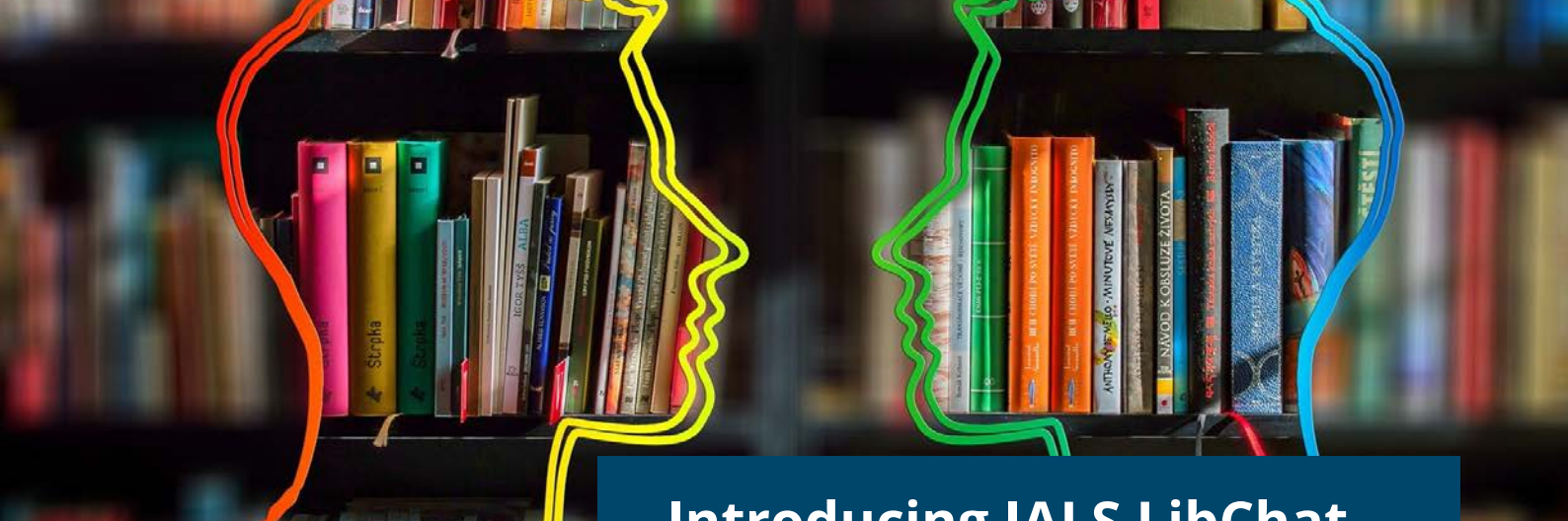
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### **Welcome to the IALS Library summer newsletter.**

Although our building has been closed since the 19th of March due to the COVID-19 pandemic, the summer term was still a busy time for the IALS librarians. We have been hard at work finding new ways to run our services and facilitate ongoing legal research in the postgraduate community.

In this issue of the newsletter we share updates from the IALS Library section heads, details of the excellent results of the 2020 IALS Library Reader Satisfaction Survey and news on our recently launched live chat service.



## Introducing IALS LibChat

"A new way to chat with a the IALS librarians"

We are very pleased to introduce a new way for our members to get help from the IALS Librarians; LibChat our live online chat interface.

Click on the blue 'Chat with a librarian' banner on the library webpages to be connected with a member of library staff.

The service is initially available between 10:00-12:00 and 14:00-16:00 Monday to Friday.

Outside of these hours you can email us at [ials@sas.ac.uk](mailto:ials@sas.ac.uk).

The screenshot shows the IALS website header with navigation links: ABOUT US, RESEARCH, STUDY & TRAINING, IALS LIBRARY, IALS DIGITAL, and EVENTS. A search bar is visible on the right. Below the header is a banner for the IALS Library, which includes the text: "The national research library for law – with over 31 million books and an extensive collection of online resources for legal research." Below this banner is a chat interface overlay titled "Welcome to IALS LibChat" with fields for Name, Contact info, and Are you a? (with a dropdown menu). A vertical banner on the right side of the chat interface says "Chat with a Librarian".

## Update from our section heads

IALS Library section heads Liz, Laura and Narayana share updates on the work their teams have been doing to continue supporting our members whilst the library building is closed.



**Liz Murray,  
Information  
Resources  
Manager**

The Information Resources Team have continued to support our members during the physical library closure.

We have continued to manage our print serial collections of legislation, law reports and journals remotely and have taken the opportunity to check for any missing parts, to ensure our collections remain comprehensive and intact.

We continue to manage the subscription eresource collections for the Library. This has included adding individual ebook and ejournal links to the library catalogue for our collections, to improve discoverability; checking our short loan titles and looseleaves to improve online access; investigating new ad-hoc ebook suppliers to ensure we have the widest possible access to requested ebook titles. We have also trialled a number of new eresources, which has allowed members to try out these eresources, including:

- Bloomsbury Collections: Law / until 31 May 2020.
- Cambridge Textbooks / until 29 June 2020
- Elgaronline / until 30th June 2020.
- Kluwer Arbitration / until 30 June 2020.
- Kluwer Competition Law / until 30 June 2020.
- Kluwer Digital Book Platform/ until 30 June 2020.
- Kluwer Law e-journals (9 titles)/ until 30 June 2020:
- Oxford Competition Law / until 23 June 2020
- Oxford Investment Claims / until 23 June 2020
- Oxford Law Trove / until 30 June 2020 [currently on-site only]
- Oxford Legal Research Library / until 23 June 2020
- Oxford Politics Trove / until 30 June 2020 [currently on-site only]
- Oxford Research Encyclopedia of International Studies / until 23 June 2020

The past two months have been the strangest time of my working life, and I am sure I am not alone in feeling this! The speed with which the Covid19 pandemic took hold of the country surprised us all, but at least we had a couple of weeks to start making some plans on how we could continue to operate an entirely virtual service in the event of a lock down. One of the main strengths of the IALS Library has always been its world class legal research collection based physically in the Library at Russell Square – now was the time to demonstrate the depth of our resources and expertise in the online world.

The most obvious priority was to ensure that everyone on the team was set up with the right IT kit and software to access all of our work systems, and we will be forever grateful to our Information Systems team for sorting everything out in just a few days. This ensured we were able to keep monitoring our enquiry emails inbox and providing a remote reference service for our readers, which has remained busy throughout lock down. It also provided us with the ability to continue meeting with students for reference appointments, albeit by Zoom conferencing rather than face to face! The next priority was to start actively communicating with our readers, to advise them of the myriad resources and research options still available to them remotely. Over the past decade we have vastly enhanced both our suite of subscription electronic resources and our freely available online legal research tools, so there is no shortage of fantastic resources to promote! Our Access Librarian Alice Tyson has been sending out weekly information bulletins and updating the IALS Library blog to keep in touch with everyone and keep them posted of any new developments and services. Anxious to be of service to the entire research community we also spent time researching and putting together a guide to quality [Open Access and free internet resources](#) for legal research to assist those who did not have an academic membership of the library which permitted access to our subscription databases.

When we had navigated all of the above, it was time to start thinking about additional services we could provide to help readers during lockdown, and also time to start planning and preparing for a future of 'blended learning' in the University Sector.

To this end, the whole Academic Services team have been channelling their inner IT geek as we get to grips with all sorts of new software!



## **Laura Griffiths, Academic Services Manager**

These exciting new projects include the production of legal research podcasts, online tutorials on how to use our resources, the development of a live webchat service, the updating of existing research guides to point to electronic resources, a drive to find electronic versions of required teaching materials and working out how to hold a library induction entirely online.

All in all, it has been exhausting but very rewarding, as our readers have been letting us know how much they appreciate everything we are doing to keep them researching. Plus, everyone on the team has had the chance to develop new skills and expertise which we can deploy long after we are all (hopefully soon!!) back to normal.

**"..it has been  
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but very  
rewarding .."**



**Narayana Harave,  
IALS Digital  
Manager**

"All in all, IALS  
Digital has  
never been so  
busy!"

Not that it was ever in doubt but, the last three months have highlighted the key role IALS Digital team play in supporting staff and students and enabling them to continue to work and study seamlessly in these strange times.

IALS Digital is a small team of two which, when lockdown was announced, had to very quickly put in place systems so that all IALS staff could continue to work from home. It was a very busy first couple of weeks for us and then as things started to settle down and people found their own working-from-home-rhythm, we had thought things would calm down for us too and we could catch up on all those things we kept putting on the back burner. No such luck! The IALS Digital team has never been so busy.

After the initial sourcing of hardware and distributing to all staff, we had to train everyone and make sure they were able to connect to their work computers from their homes. Luckily we had very few problems and everything just worked.

One of the first things we had to do (and have continued to do regularly) was to keep our readers informed of what was going on. So we constantly update our website, put messages out on social media, send out regular email newsletters etc.

Although colleagues in Academic Services team continue to monitor our general and reference enquiries emails, we wanted to give our readers a way of engaging with us instantly. So we tested and implemented a live chat system on our website which is available between 10am and 12pm and again from 2pm to 4pm daily. As we are not on-site this summer we are running the popular 'Formatting your Law Dissertation using Microsoft Word' training sessions online via Zoom and Microsoft Teams.

We continue to support our colleagues in the Information Resources team by looking after e-Resources and the Library Management System.

All the while we continue to carry out our regular work too and are heavily involved in planning our safe, physical return to the IALS building.

All in all, IALS Digital has never been so busy!



## Listen to our first podcast

Podcasting can be an engaging way to communicate with audiences and share information. Podcasts are convenient for listeners, who can choose when they want to listen and they enable presenters to reach a wider community. As part of our efforts to stay connected to the postgraduate research community during the lockdown period, IALS Library has contributed to the IALS [PhD Masterclass series of podcasts](#). Our podcast episode is called [Online Resources at IALS Library](#) and it is aimed at helping all PhD researchers learn about the resources available at IALS Library and how to access them.

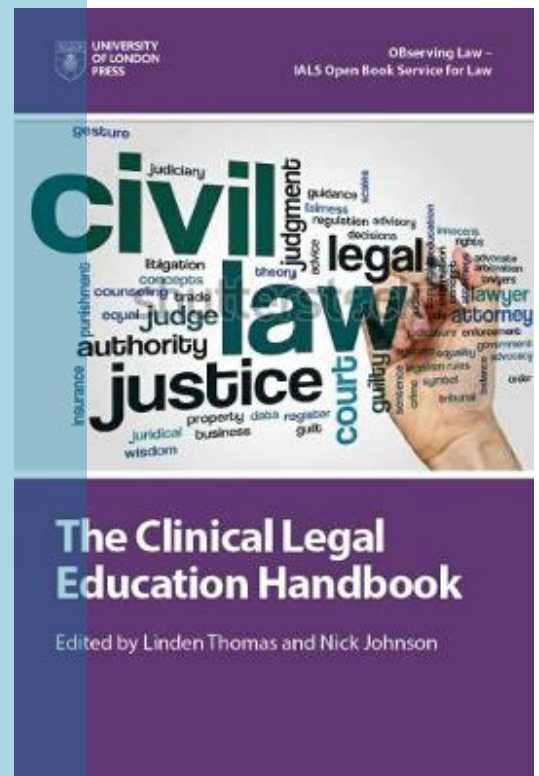
As well as producing our own podcast episode, we have also created a [Guide to Podcasting](#), designed to assist anyone thinking about starting their own podcast. You can read more expert tips from Lindsey Caffin, Principal Library Assistant – IALS Digital, in her recent blog post, [“You talkin’ to me?” All you need to know about podcasting from home](#).

## New Open Access title

### **The Clinical Legal Education Handbook** Edited by Linden Thomas and Nick Johnson

[The Clinical Legal Education Handbook](#) is a new open access book, published by the University of London Press on behalf of the Institute of Advanced Legal Studies.

The Handbook is freely available to read online and download from the School of Advanced Study's Humanities Digital Library. The Handbook is a guide to good practice a practical resource for anyone involved in the design and delivery of clinical legal education programmes at university law schools. We are delighted that, since its publication in May, the book has already been downloaded over 1,200 times.



## Let's get digital – the future of training at IALS Library

For many years IALS Library has run regular and well-attended training sessions for our members. We aim to help users develop the legal information literacy skills required for successful postgraduate research. To date, much of this training has taken place face-to-face in our lecture theatres or library training room. The training team are always very happy with the overwhelmingly positive feedback received from these sessions.

At the beginning of this year we were already considering what more we could do to offer library training and support to our distance learning students and fulfil our national role of supporting PhD researchers and academics across the UK. The Coronavirus pandemic accelerated our plans; with the unprecedented closure of our building and the expectation of ongoing social distancing, we are taking the opportunity to reconfigure our training timetable to incorporate many more online sessions using technology such as Zoom and Microsoft Teams. We have already begun rolling-out successful online sessions, having run several online versions of our popular training session Formatting your law dissertation with Microsoft Word. It is our hope that the shift to online will enable even more of our members to take advantage of our programme of live training events.

In the Autumn term we will be running live online sessions including an Introduction to the Oxford Standard for Citation of Legal Authorities (OSCOLA); Finding legal journal articles for your essay, dissertation or thesis; Sources of public international law; and Introduction to Westlaw UK and Lexis Library.

We are also working on expanding the number and range of short online tutorials and videos available to access 'on demand' from our website.



**Alice Tyson,  
Access Librarian**

Whilst never a replacement for a real life librarian, this collection will help our users to find and use our resources out of hours.

For details of forthcoming training sessions, see our guide to [Training at IALS Library](#).

# IALS Library Reader Satisfaction Survey 2020

Each year we run the IALS Library Reader Satisfaction Survey. The survey helps us to understand how satisfied our members are with our services and whether there are areas for improvement. This year the survey took place between the 2nd - 8th March and we are delighted that almost all of the ratings have improved on last year.

The top survey rating was for our research skills public training sessions at **98%** (up from 97% in 2019). The reader satisfaction rating for our newly transformed library space was also very impressive at **97.4%**.

The full survey report is available on our website: [IALS Library Reader Satisfaction Survey 2020 – “You said, we did” summary report](#)



**"You said,  
We did"**

News produced in PDF format by Lindsey Caffin, Principal Library Assistant - IALS Digital

News compiled and distributed to UK law schools and libraries by:

Alice Tyson Access Librarian  
Institute of Advanced Legal Studies  
University of London  
17 Russell Square  
London  
WC1B 5DR

E-mail: [alice.tyson@sas.ac.uk](mailto:alice.tyson@sas.ac.uk)

Telephone: 020 7862 5790

