

University
libraries
and Learning Center



2020 Activity report

Welcoming
Supporting
Coping with
the health crisis

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Editorial

The format of the 2019 report marked a significant step forward from its predecessor. This 2020 report closely matches that of last year. It includes the key figures, highlights, major projects and indicators of our activities for the year gone by. And of course it addresses the question of how to welcome and support users and cope with the health crisis: read on to see how the University of Lille's libraries continued to serve their users despite the pandemic.

Almost everywhere in France and in many other countries, the first lockdown of the global Covid-19 pandemic brought activities to an abrupt halt. Things resumed with caution, gradually and with certain constraints and conditions. Although the media paid little attention, university libraries proved themselves inventive and proactive, quickly coping with the situation by reopening takeaway lending services, extending their offer of online resources for students and researchers, and intensifying their digital presence for the wider public. And above all, they reopened very quickly once the first lockdown ended and have remained open since. Throughout the academic year, they welcomed users on an appointment basis in respect of the social distancing rules, adapting with discernment and common sense to the sometimes contradictory instructions issued by the State. Without making a fuss, they were tenacious and effective, helping to maintain an essential social link for many students left in precarious situations by the public health crisis.

This 2020 report also shines the spotlight on the successful bids made by our University libraries in response to calls for projects. Some had modest ambitions, while others demonstrate the capacity of the University of Lille to initiate projects that contribute to the structure of library resources, in partnership with key players nationally like Campus Condorcet and the Bibliothèque Nationale de France. These projects play a key role in enhancing the reputation of the University, whose actions in the domain of scientific and technical information is well known and recognised far beyond the regional and even national border.

« Without making a fuss, the university libraries were tenacious and effective, helping to maintain an essential social link for many students left in precarious situations by the public health crisis ».

Lastly, as in previous years, I cannot end this editorial without praising the commitment of our library staff. It is the devotion of my colleagues, on site whenever necessary, and remotely whenever feasible, that made it possible to welcome and support users, and offer the services they expected despite the circumstances. My warmest thanks to you all.

Happy reading !

Julien ROCHE,
Director
University libraries and Learning Center

Key figures

A year at the University libraries



940 991
entries



120 393
items
borrowed



10 778 156
digital documents
consulted or
downloaded



19 810
Users trained



16 198
items put
into circulation



3 529
digital documents
uploaded to
library platforms



A day at the University libraries*



5 881
entries



752
items
borrowed



67 363
digital documents
consulted or
downloaded



124
Users trained



22
digital documents
uploaded to
library platforms



101
items put
into circulation



*Based on the number of days (160) the libraries were open in 2020.

Highlights

2020

Major projects

Future Humanities & Social Science library: an ambitious renovation project takes shape

A functional snapshot of the future library has been finalised with AG Studio, a firm specialising in the preparation of architectural projects with a clear focus on usage design and user experience.

Xperium: augmented to depict research and innovation in a new light

As part of Lille Métropole 2020 World Design Capital and to mark the preparation of the 4th season ("Kaléidoscope! L'image dans toutes les sciences"), the whole Xperium team, accompanied by designer Claire Casedas from *Fun in museum*, put together a Proof of Concept (PoC) by delving into the abundant toolbox of design and modelling a recreational journey to make the experience even more engaging for visitors.

Save the dates

January

"Plus vite, plus haut, plus sport : de l'homme adapté à l'homme augmenté"

LILLIAD conference by philosopher Bernard and Jean Minier, who headed the French delegation at the 2020 Paralympic Games.

March

2020 Xperium Challenge

40 secondary school students and 30 engaged, creative and inventive students from the University of Lille came together to reflect on the chosen theme for season 3: "Changing materials and digital tech: towards augmented man".

September

"Student Project" remote training module

The University libraries and Learning Center have joined this fully online module which aims to offer new students a range of content and information so they can get to know their university environment.

Open Science passport

The University of Lille and the National Open Science Committee have created an open science passport with the support of the French Ministry of higher education, research and innovation. This project is part of the third pillar of the National Open Science Plan: developing open science skills. This practical guide is designed to accompany doctoral students from all disciplines. It has been distributed to doctoral schools across France.

Healthcare library open 7 days a week

In September, the Healthcare library announced the extension of its opening hours to 10pm on Saturdays and Sundays and 11pm midweek, which, with a total of 101 hours per week, makes it one of the most accessible university libraries in France in non-Covid times.

Ubib: the online library network gets a fresh look

With the roll-out of the new questions & answers software Libanswers, a team of 55 university staff members and local coordinators from each member institute have undergone training, and the University of Lille is responsible for overseeing the service at a national level.

October

1st edition of the science book fair, *Science en livre : toutes les sciences et scientifictions*

Held at LILLIAD to mark the *Fête de la science* and the *Nuit des bibliothèques*, this book fair attracted more than 400 visitors (with social distancing).

November

Flash survey: How can we support users through the crisis?

From 23 to 29 November, a flash survey was held, collecting answers from 348 library users. The aim was to analyse their real needs and expectations during the public health crisis. Several measures were taken to address their responses.

Library network



● Associate libraries

● Partner libraries

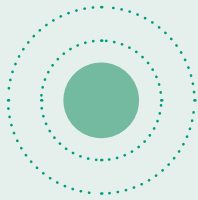
Associate and partner libraries

<https://scd.univ-lille.fr/reseaux-et-partenaires/bibliotheques-associees/>

<https://scd.univ-lille.fr/reseaux-et-partenaires/reseaux-institutionnels/>

Award-winning projects in 2020

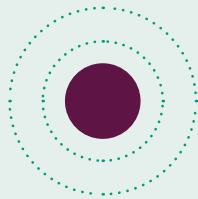
Selected for national or European calls for projects, the successful bids in 2020 supported by the University libraries have received funding of €500,000.



TDM ULNE

Text and Data Mining, Université Lille Nord-Europe

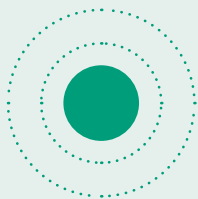
In collaboration with the Department of research and innovation, this I-SITE-funded project aims to design a tool to exploit research data in a way that improves knowledge in the areas of scientific expertise and collaboration of researchers within the scope of the future EPE.



ResPaDon

A network of partners for the analysis and exploration of digital data

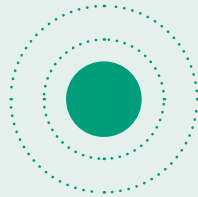
As part of a partnership with the Bibliothèque nationale de France (BnF), Sciences Po Paris and Campus Condorcet, the University of Lille has just received 2 years of funding from GIS CollEx-Persée. The ambition of the ResPaDon project is to facilitate the use of web archives that are collected, conserved and disseminated by the BnF for the benefit of researchers. The project includes an initial study of uses led by the GERiiCO research laboratory, experiments, and dialogue between librarians and researchers. The University libraries will be overseeing an experiment involving the implementation of web archive access in the libraries.



ORA-HdF

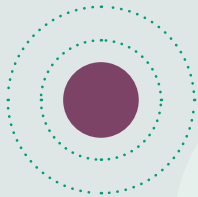
Open up, make accessible - Hauts de France

With funding from the National Open Science Fund and in partnership with MeSHS, OpenEdition and the Master's course on digital and printed editions of literary texts, this project aims to design a dissemination platform for academic journals published by or in collaboration with the University of Lille.



PCP Digital science

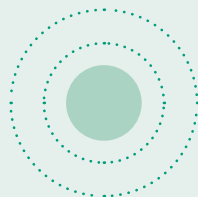
This shared conservation plan (SCP) is overseen by the University of Lille, with the participation of 9 partners who aim to form a reference national collection with much greater visibility throughout the university community and better conservation conditions.



Abes Retrospective conversion

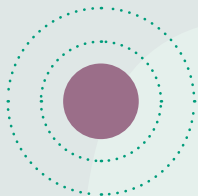
As part of the call for projects on retrospective reporting issued by Abes in 2020, several of our University library holdings were selected. The work will involve:

- pursuing the retrospective cataloguing begun in 2018 of offprints belonging to the collection of the *Société Géologique du Nord*,
- cataloguing items donated by the library of Professor Pierre Coustillas,
- cataloguing humanities & social science doctoral theses defended in Lille after 1945.



PEARL Programme for EARly-stage Researchers in Lille

The doctoral programme PEARL, run by I-SITE ULNE, is funded by the Marie Skłodowska-Curie Actions as part of the European Commission's H2020 programme. Funding is provided to recruit 30 doctoral students who will work on interdisciplinary research linked to the scientific topics of I-SITE ULNE. The role of the University libraries is to train the doctoral students in open science.



ADNI Innovative digital applications and systems – DRAC Hauts-de-France

Immersion in the world of science and its societal dimensions thanks to the technology of holograms (experiment entitled "When chemistry sheds light on the living world", presented as part of the new Xperium season with three research laboratories from the University of Lille). In partnership with La Halle aux Sucres Learning Center Ville Durable de Dunkerque and the Forum départemental des sciences.



Welcoming, supporting, coping with the health crisis

Whether intellectual, social or cultural, libraries are places of openness *par excellence*, and, like the University community as a whole, their world was turned upside down by the public health crisis. But they were able to use their strengths and continue to support users to the best of their ability, while revising their organisational and functional approaches to favour the emergence of new work practices.

Analysis and perspective

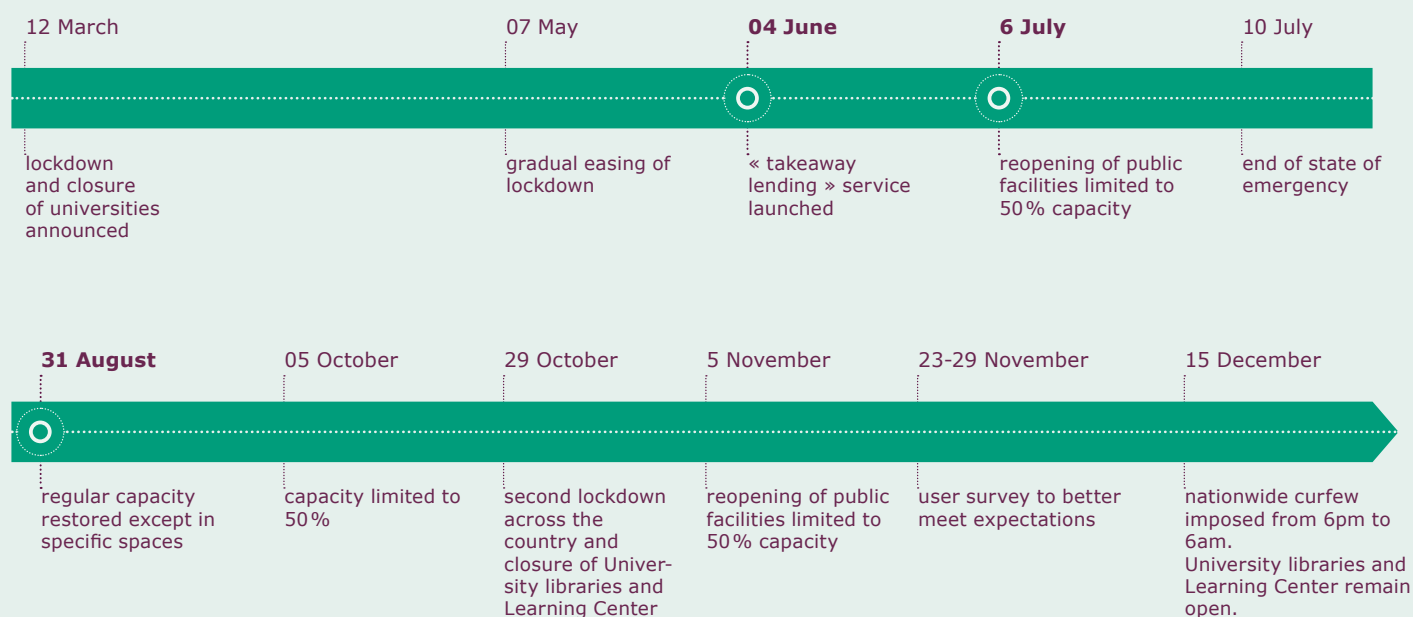
Throughout the strict lockdown, the gradual return to normality and the introduction of a more flexible lockdown, the libraries and Learning Center ceaselessly proved their ability to adapt.

Solidarity, responsiveness and flexibility

On the evening of 13 March, when establishments with a capacity of more than 100 had to close their doors, the first task was to face the emergency situation by identifying the essential activities so that services could continue: human resources, IT systems administration, managing remote access to electronic documentation, etc. Once the shock had subsided, our work approach was entirely restructured.

In accordance with the continuity plan put in place by the University, each staff team identified priority tasks that could be done remotely. These included informing users via the online questions & answers service Ubib, making electronic resources available, organising training workshops and appointments to help users with their library searches, carrying out retroactive corrections on library catalogues and targeted analysis of e-resources, as well as pursuing the development of various projects. One example is the shared conservation plan for digital science and functional programming at the Humanities & Social Science library.

The return of users and Covid contingencies



Return of users in three phases

Each of these phases involved hands-on staff involvement. The public health precautions laid down by the University of Lille had to be implemented as activities resumed, with specific applications to libraries (quarantine for library items, changes to reception desks, etc.), the information system parameters had to be modified, the operating rules for certain spaces (event facilities, training and group workspaces, catering areas, etc.) had to be revised, and a communication campaign put in place to target users, in particular reminding them that masks were mandatory.

The first two months of the academic year were marked by the extreme instability of the health crisis. All staff members had to display solidarity, responsiveness and flexibility so they could adapt to the working procedures in the libraries and at the Learning Center where the rules were constantly changing. Just one example of this collective mobilisation was the adherence to the Clean and Safe charter drawn up by Hello Lille and the Institut Pasteur de Lille for hosting events.

The crisis seemed never-ending but provided food for thought

The second lockdown began in the evening of 29 October and was very different from the first. The University libraries, which had already halved their capacity on 4 October, were allowed to cater for users this time and, along with the Learning Center, were able to reopen their doors beginning on 5 November. This was a chance to experiment with new working conditions with the rollout of a booking system exclusively via the app Affluences.

It's too early to draw definitive conclusions, but the two lockdowns have taught us valuable lessons. As in any crisis situation, the first lockdown served as a revelation, highlighting the strengths and weaknesses of the network. Strengths: an abundant offer of digital resources, representing around 75% of the acquisitions budget, and a multi-channel approach to user relations through the online information system Ubib and support services dedicated to e-resources. Throughout the first lockdown, this meant access to electronic items and links with users could be maintained. Weaknesses: lack of staff preparation for remote working (IT equipment, software usage, management) and positions sometimes overly focused on tasks that could not be done from home (physical reception desks, processing printed collections, etc.).

Revised working practices

When it came to working from home, clear progress was made during the second lockdown. On the whole, staff were prepared, a supply of laptops was available and quickly distributed, orders were placed to gradually ensure all staff were equipped, and everyone had become accustomed to working by videoconference. Proof of this progress was the success of the continuous education scheme known as Tele-DECAs, which showed us that these times of physical distancing could also generate fertile links and exchanges between staff. As for our offer of services, some of the initiatives taken have also proven promising: managing user numbers, availability of electronic resources, managing remote or hybrid events – all avenues to explore going forward.

The structural problem of staff missions requires answers in the long term and is a reflection of more long-standing questions that affect the profession as a whole. But it is clear that the Covid crisis is a timely reminder of the need to pursue the diversification of missions, a process that began several years ago, together with the rise of new issues, in particular support for research.

Linking up remotely: Tele-DECAs

The DECAs scheme, short-format (1 hr) training workshops open to all and complete with a cup of coffee, was hugely successful when it was initially rolled out. In 2020, it was decided to extend it to all sites, and a dedicated DECAs team was put in place at the beginning of the academic year so that each location could run discussion and training sessions with network-wide coordination.

Against the backdrop of tele-working for many staff members, the DECAs sessions saw some changes: using videoconference technology, these short continuous education workshops, open to all, continued to function despite physical distancing. The DECAs team, initially recruited to run sessions in person, came together to invent Tele-DECAs.

It was immediately successful. The sessions covered various topics: promoting library collections, a network of associate libraries, use of software tools (ALMA, Kelio, Zoom), organising events during a pandemic, and registering external readers, to mention but a few.

From practical procedures to presenting the work of the different departments, the Tele-DECAs format is a way to share knowledge and develop skills.

Anyone can suggest a topic and moderate a session or sign up to develop their professional skills. The team handles all the logistics – registration, organising videoconferences, hosting participants online and monitoring the stats.

Videoconferences are not hassle-free but bring a collective dimension that breaks from the isolation inherent in working from home. Compared to the physical DECAs sessions, run within the scope of each site, the remote versions contribute to the construction of a shared professional identity across the network, making the added value of this new tool a clear benefit.

The contingencies of the Covid crisis led to the Tele-DECAs initiative and its resounding success. So what does the future hold for this format once training workshops can be held in person again? It's impossible to say, but the very positive Tele-DECAs experience is encouraging and may prove inspirational going forward.

27

sessions organised

456

 participants

from November 2020 to March 2021

“**It's an opportunity for everyone to learn a new skill, question their current practices and eliminate the constraint of distances.**”

Stéphane Harmand
“Promoting library collections”
session moderator

“**The Tele-DECAs sessions are a wonderful way to share professional knowledge in a relaxed atmosphere, something we need more than ever right now.**”

Laurent Matejko
“Overview of associate libraries”
session moderator

“**It's a more sociable way to convey information than a 'mandatory' training course.**”

Christelle Ancelin
“ALMA: advanced searches”
session moderator



Network

Shared experiences

Informal

Discover

Meet

Pooling resources

Video conferencing

Training

Exchange

Share

Smile

Sociable

Curious

Support



1 Bringing you a network of world-class facilities and services

This public health crisis has highlighted the essential role of the libraries and Learning Center as spaces of study, living and socialising. Whether on-site or remotely, staff have been on hand to support students through these difficult times.

A LOOK BACK AT LAST YEAR



The public health crisis resulted in 102 days of closure, including Saturdays and the period between 6 June and 6 July, during which just one on-demand “takeaway” lending & returns desk was in operation.

The third-place model in times of social distancing

As well as closures, the very model of the library as a third place was challenged: total or partial closures of group working and catering spaces, removal of armchairs and relaxation areas, strict rules for all cultural events, and so on. In a way, the crisis effectively blacked out all that is appealing about the renaissance of university libraries since the late 1990s.

Offer of services: limited but maintained

This was a bitter experience for staff, who sometimes felt they were taking a step backwards. Yet they spared no effort in maintaining as many services as possible. As well as implementing a click & collect type service, mentioned earlier, in June, which was a resounding success among users with 5,323 items borrowed, the Affluences application also proved useful in regulating access to the libraries and Learning Center with as much fluidity as possible, despite the limited capacity.

Public health precautions were the focus of constant attention: many prevention and communication initiatives were taken for the benefit of users to enforce social distancing measures, and all items returned were placed in quarantine for 72 hours.

This constraint, combined with the rush on lending services just before the lockdowns became effective and again on the returns desk when they were eased, made it extremely complex to manage the circulation of library items.

Sources of satisfaction despite the crisis

First of all, Ubib, the online questions & answers service whose team was reinforced to face the influx of questions. More generally, during these challenging times for students, often involving isolation and unhappiness, staff at the libraries and Learning Center were proud to form an island of sociability and interaction during the second lockdown and in the weeks that followed.

This period also helped us better understand the expectations of library users: a flash survey was conducted from 23 to 29 November, with responses collected from 348 students, resulting in several changes. The survey will be extended in 2021 with a more ambitious and comprehensive scope.

Healthcare library open 7 days a week

There was more to 2020 than just Covid. On 12 and 13 September, the Healthcare library launched the extension of its opening hours to 10pm on Saturdays and Sundays and 11pm midweek, which, with a total of 101 hours per week, makes it one of the most accessible university libraries in France. The public health restrictions made it impossible to maintain these hours, but they will be restored as soon as possible.

Did you know ?

When the lockdowns were announced, in a single day (13 March and 29 October)

5 000

items were borrowed compared to fewer than

500

in normal times.

1.1

Reserve your library services with Affluences

Affluences is a company that was founded in 2014 and offers solutions to measure, predict and communicate visitor numbers in real-time as well as an online reservation service. It originally developed its activities for use in libraries but has since extended it to sports facilities, museums and monuments, and public offices. The strength of its offer lies in the fact that it combines measurement tools (physical sensors and predictive algorithms) with an extensive range of communication tools (application, website or API to be embedded in another site).

The University libraries and Learning Center long ago decided to roll out the solution, on the basis that the benefits outweighed the costs incurred. And so Affluences became the key tool with which we communicate opening hours and manage bookings for group workspaces (60 rooms across the whole network).

As soon as preparations were underway to reopen the libraries, the decision was made to adapt the functions available on Affluences to the need for strict control over visitor numbers. Throughout the month of July, an experiment was run at LILLIAD in preparation for the return of students in September. All areas were broken down into different zones and users were required to make a booking within these zones to be able to access the Learning Center. Building on this conclusive experiment, it was decided to roll out the scheme across the network during the second lockdown to satisfy the requirements imposed by the public authorities (access strictly on a reservation basis and capacity limited to 50%).



At the Healthcare library, the use of Affluences has been extended further.

The weakness of the way this system operates is that bookings are made by zone rather than for individual places and it is not possible to monitor them: this means we have no way of knowing whether the user who made a booking actually showed up or whether they left the premises at the end of their timeslot. This is of course a problem when there is high demand for places. Beginning on 4 October, just 3 weeks before the second lockdown, the University libraries and Learning Center had to halve their capacity. At the Healthcare library, where user numbers are particularly high, this put real strain on demand. And so the decision was taken to implement new functions developed by Affluences in response to the crisis: bookings could now be managed on an individual basis and no longer by zone, and an on-site validation system was put in place using QR codes. This generated additional costs but was a way to save on the cost of monitoring access and going forward could be a way to manage very busy periods on certain sites.

115 000
bookings made
via Affluences in 2020

1.2

Ubib online information in times of Covid

The year 2020 was doubly rich in events for the questions & answers service Ubib and for its staff team in Lille: the service had to be kept open and responsive during the first lockdown to answer the sharp rise in requests from users; and a new staff team had to be put in place in the University libraries, built around a new tool known as Libanswers.

On 16 March 2020, the Lille-based team were mobilised, with each member of staff working from home where possible, to ensure service continuity on Ubib, which has been running for 10 years now, answering user queries via chat Monday to Friday from 9am to 6pm, and via email within 48 hours. This network-wide mobilisation made it possible to answer the many questions raised: queries about returning borrowed items, when the libraries would reopen, or more usual questions relating to item searches. For the period from March to June, the number of emails processed doubled compared to the previous year, while the number of chats remained stable, with users preferring the former option. As well as offering a documented and reliable answer quickly, the appeal of Ubib is also that it has allowed us to keep in touch with our users, albeit off-site.

While this was going on, in anticipation of the switchover to Libanswers in September 2020, the staff team was reshuffled. Libanswers, a multi-channel questions & answers platform with improved ergonomics and functions compared to the previous tool, also presented an opportunity to involve the team in charge of e-resources in choosing the settings so that all questions could be redirected towards a single destination.

And so it was this new team who, in September 2020, faced the sharp rise in the number of queries due to the improved visibility of Libanswers and Ubib on the University library websites, with a further rise in October as a result of the second lockdown. While the network as a whole saw an unprecedented increase in the number of chats, the strategy adopted in Lille to redirect questions about e-resources to Libanswers had an immediate effect on emails.

The general rollout of tele-working allowed each staff member to cover their timeslots

for emails and chats. Answering Ubib queries remotely was also an opportunity to suggest tasks that could be done from home to some staff members. A Lille-based team, building on the experience of the first lockdown and the early months of Libanswers, proved their dependability and responsiveness when they came to the aid of network chat staff in November and December 2020. Users regularly expressed their satisfaction with both the chat and email services, recognition of the ongoing investment of responders during this unusual year.

“
**In late 2020,
the number of emails
being processed rose
by more than 500%
and the number
of chat sessions
by 189%”**
”





2 Facilitating academic success

The University libraries and Learning Center actively contribute to the University of Lille's offer of courses and participate in their development. 2020 was particularly marked by profound changes in the teaching practices of library training staff, who maintained a close and high-quality relationship with users thanks to 100% remote or hybrid courses.

A LOOK BACK AT LAST YEAR

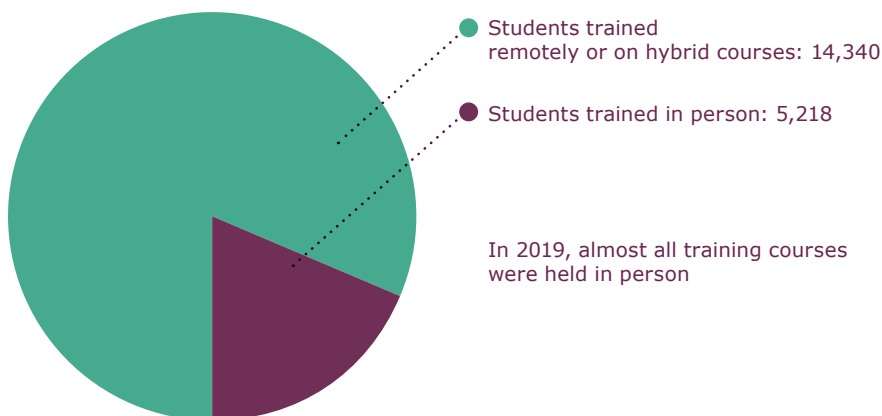
A year in which practices were adapted and transformed.

Due to the public health crisis, 2020 saw profound changes in the way training courses are run at the University libraries and Learning Center, with management opting for a complete shift to remote teaching and training.

This unprecedented situation required the gradual transformation of training courses in library skills, run by our in-house instructors, to adapt the content and procedures to this new mandatory framework. This meant that staff not only had to learn how to use new tools like Zoom and Wooclap, but also implement interactive methods to encourage student engagement, in collaboration with teaching staff on each site across the network.

This groundwork to transform the existing practices enabled us to reconfigure our training sessions both in terms of timetabling and interactivity. Over the course of 2020, the University libraries offered support and training to more than 19,000 students, thus ensuring real continuity in the transmission of skills essential for academic success.

Training for bachelor's and master's students



Successful inclusion in course content and training across all disciplines

Through their involvement in teaching a wide range of information literacy skills, the University libraries and Learning Center are now included in the University's coursework as well as cross-disciplinary training courses, one example being the module entitled "culture and digital skills".

This certificate course is based on the European DigComp framework, the reference in digital skills needed if students are to master and understand the IT tools used at university. Some of these skills relate to searching for, validating and managing information, which is why the libraries of the University of Lille have actively contributed, producing content and activities to enable students to acquire and gain hands-on experience with these skills.

Around 1,700 students completed this training in the second semester of 2020, when the scheme was first put in place.

A network-wide offer of workshops

A cross-disciplinary offer of workshops has been rolled out across all sites, allowing students to register for an initiation course in the use of bibliographical referencing software like Zotero, improve their use and understanding of library resources, and hone their skills with the library search tool Lillocat, exploring its different functions and search tips.

150 students in
27 workshops benefited from a flexible training offer adapted to their constraints and easy interaction with their instructor.

In 2019, almost all training courses were held in person

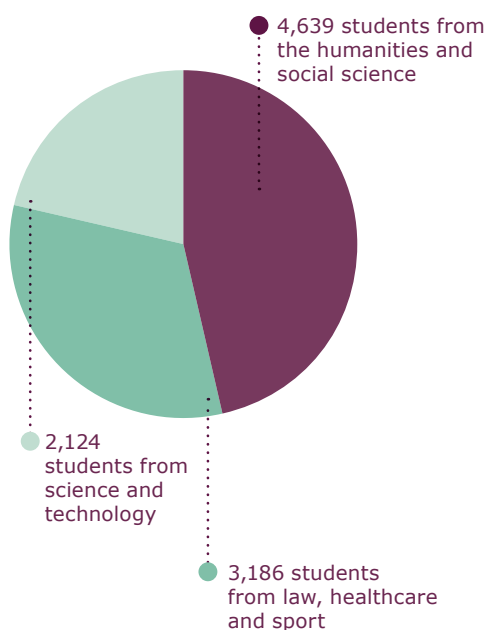
2.1

Welcoming new arrivals to the University: a close look at the “Student Project” training module

Since 2020, the University of Lille has offered all new arrivals the chance to learn about their new environment. This mandatory training course was designed to be fully taught remotely and is run on the teaching platform Moodle. It includes 7 modules including one dedicated to libraries.



Around 10,000 students out of 15,000 new arrivals have completed the online course and validated the “Libraries” segment of the Student Project training module.



As a stakeholder in this initiative, the University libraries and Learning Center help new arrivals to get used to their environment in terms of information literacy skills.

To achieve this, various activities and video content were developed in collaboration with the Department of pedagogic innovation. These present:

- the Libraries and Learning Center,
- Lillocat, a search tool,
- the services available: lending and consultation of items,
- meeting rooms, workspaces and relaxation areas.

These videos are accompanied by a quiz that allows students to test themselves.

Library visits are also organised to put the lessons into context and enable students to see these spaces for themselves and understand how the different collections are organised in each location.

2.2

An experimental tutoring scheme at LILLIAD

The aim of this scheme is to give support to the tutors recruited by the IUT A at the University of Lille by creating the right resources and conditions for tutored students to succeed, with a focus on their needs and their learning environment.

Goals:

- Welcome tutors from all disciplines in ideal conditions in terms of organisation and facilities (Salle Y, group workspaces and interactive screens),
- Offer technical, pedagogic and methodological support to tutors for their classes,
- Establish a tutoring community spanning various disciplines taught at the University of Lille,
- Develop a digital strategy to make shared resources available for tutoring,
- Integrate the practices and tools of the University libraries into tutoring practices,
- Enable the community to develop practices and resources, especially library items,
- Establish a training scheme to develop tutors' information literacy skills.



This shows how the guidance and support that are an integral part of the library network were identified as crucial in the implementation of the tutoring scheme. The aim was to establish a robust relationship, based on complementarity and collaboration, between the University libraries, tutors and other teaching staff.

From “host” to operational driver of this experimental scheme

This role is confirmed by the information literacy expertise of the liaison librarian for physics and chemistry (the core disciplines of the IUT A in this context), as well as expertise in teaching scenarios and the logistical capacity to host users at LILLIAD.

Achievements and future prospects

In technical terms, the scheme is built around the creation of a Moodle space that can be used to manage and organise groups, access the materials prescribed by teaching staff and the librarian, as well as inter- and intra-group discussions and expressing new needs. The idea is to valorise the work done by student tutors and the specific skills they developed through their tutoring work. They engage in groundwork to prepare their teaching approach, allowing the emergence of new personal and interpersonal skills. These tutors are renewing a lasting link with the libraries, both physically during their tutoring sessions but also by contributing to the creation of library resources.

108 hrs of tutoring
11 tutors trained
40 students tutored
61 tutoring sessions

3

Sharing knowledge

Despite the cancellation of 90 % of events scheduled or hosted, some strategic choices have been made and foundations laid for the future in terms of partnerships, and interdisciplinary dialogue in particular. 2020 also revealed many positive aspects about the mediation and support roles played by the University libraries and Learning Center, which were not only reaffirmed but also revised during this period.



A LOOK BACK AT LAST YEAR

In 2020, cultural events and initiatives to encourage the circulation of knowledge run by the University libraries and Learning Center were significantly affected by the public health crisis, with the cancellation of the *Off Sériesmania* programme, the *Mois du film documentaire*, and many exhibitions, concerts, literary seminars etc.

From cancellation to adaptation: an overhauled events policy

Some events were nonetheless maintained at the beginning of the academic year thanks to the huge involvement of staff in enforcing health precautions: reducing maximum capacity, adapted on-site itineraries and directional systems for participants, more space between seats, and revised procedures for the intervention of the various service providers to respect the University's recommendations. This involvement was enshrined in the Clean and Safe charter developed by Hello Lille and the Institut Pasteur de Lille for hosting events.

On 10 October, LILLIAD jointly organised the first edition of the science book fair, *Science en livre : toutes les sciences et scientificitions*, to mark the *Fête de la Science*: 14 events to showcase the latest in publishing in these areas and give participants the chance to meet with authors. More than 400 people attended, brimming with curiosity about the world of science and beyond.

This book fair was also an opportunity to launch the new season of Xperium: *Kaléidoscope! L'image dans toutes les sciences* with a design that included an original construction as part of Lille's year as World Design Capital.

Major cultural events and partnerships

This double celebration of the *Fête de la Science* reflected the year as a whole, marked by the reaffirmation of the importance of cultural events to celebrate books and reading both nationally and regionally (*Nuit de la lecture*, *Printemps des Poètes*, *Sériesmania*, *Nuit des bibliothèques*, etc.).



The carefully woven links between research & teaching staff and the Culture Department of the University of Lille have also served to establish new and lasting interactions between different cultural (e.g. film adaptations of books) and academic fields (law, humanities, etc.). Partnerships have been strengthened, an example being the literary events run in collaboration with Villa Yourcenar, which kicked off on 10 March at the Humanities & Social Science library, with the participation of a young resident writer at the Villa, Boris Bergman, who answered questions about his recent books *Déserteur* and *Nage libre* from Stéphane Chaudier, Professor of literature at the University of Lille. The author shared with 150 literature students his preferred themes, what inspires him and his vision of what it means to be a writer. This type of event is set to be a recurring feature of the years ahead.

Engaging with the digital transition

Against the backdrop of the public health crisis, a process of reflection was undertaken to consider hybridising some of the events run by the University libraries and Learning Center. The aim is to provide remote access to events, not to replace but to complement physical presence. This approach, combined with the systematic broadcast of events on the University's webTV, should allow us to reach out to new audiences either geographically distant or otherwise prevented from taking part. Initial experiments will be run in 2021, backed up by the acquisition of software for the remote broadcast of events under optimal conditions for users.

3.1

Xperium levels up: Xperium²

Although the number of visitors to the Xperium mediation programme – which showcases research in action at University of Lille laboratories – was affected by the public health crisis, 2020 nonetheless saw a wealth of achievements and innovations.

Xperium²: the PoC effect

To mark the preparations for season 4, *Kaléidoscope! l'image dans toutes les sciences* (2020-2022), Xperium levelled up to become Xperium², one of the PoCs (*Proofs of Concept*) for Lille's tenure as World Design Capital in 2020. Accompanied by designer Claire Casedas (*Fun in Museum*), the Xperium team came together to adopt the design approach and all of the associated tools to build the latest season with a difference and offer an Xperium on a much bigger scale. The primary goal was to expand and diversify the ways it can host visitors (secondary school pupils, academics, general public and companies) by creating an "individual" visitor journey and improving the visitor experience.

To bring a new dimension to research, the exhibit design was made more colourful, easier to interpret and more accessible, and 3 video collections (*En bref*, *Place à l'Xperiance* and *Bienvenue au labo*) were created to depict the research at Xperium in a new light. A new game passport was also introduced with a phygital space combining a digital station and physical manipulations for an enriched sensorial experience.



2020: partnership policy further strengthened

The schedule of events for members of the general public curious to understand the world of science reaffirmed Xperium's focus on partnerships, with the joint development of events to further enhance each season.

In early 2020, Xperium took part in the 4th edition of the *Nuit de la lecture* (involving sessions of the escape game *Recherche à risque*); continued its conference cycle, first initiated in October 2019 with the inaugural Axel Kahn conference; and on 12 March invited students and secondary school pupils to the 3rd edition of the Xperium Challenge, in partnership with the regional education council and researchers and with the support of I-SITE ULNE, the Hauts-de-France region and Enedis.

Written into the DNA of Xperium, this partnership dimension was also strengthened by seizing the opportunities in the region to develop new projects: by taking part in a highly stimulating ecosystem that emerged as part of Lille 2020 World Design Capital (presentation of the Xperium² PoC at the *Maison Folie* in Wazemmes, "Maison des PoCs Prendre soin") and by developing a new digital system ("Entrez au cœur du laboratoire inaccessible") in response to a call for projects from the regional department for cultural affairs.

Dynamism to the power of 2 – set to continue in 2021.

3.2

Culture unpacked: a look back at this year's *Cycle cinéma*

The University libraries have not forgotten their mission to support cultural openness among students, embodied in the annual *Cycle cinéma*, which has been running for many years at the Law & Management library under the supervision of Louis de Carbonnières, Professor of legal and institutional history, director of the *Institut d'Études Judiciaires de Lille*, and cinema enthusiast.

This cycle of screenings, which combines classics and hard-to-find films and unpacks the historical, sociological, economic and artistic context of each one, also involves critical discussions with students around the chosen theme.

The films shown reflect various periods, countries and genres (drama, fantasy, silent cinema, comedy, thrillers, etc.). Researchers are sometimes invited to comment on scenes. For example, Nicolas Martin-Breteau, a historian who specialises in the US, attended the Black America screenings. Special sessions were also held, including "cine-concerts" (with live contemporary music), the *Nuit des séries* with a presentation of the chosen theme by specialists in the area, and commemorations of directors or actors.

The *Cycle cinéma* is now part of the practical artistic workshops proposed to students by the Culture Department at the University of Lille.

Cycle cinéma: 4 key dates

2002 – the Law & Management library acquires a DVD collection.

2011 – Professor Louis de Carbonnières, legal and institutional historian at the University of Lille, runs a short series of screenings on the Civil War, marking the beginning of his partnership with the University libraries.

2015 – The Culture Department of the law & healthcare section of the University of Lille makes the *Cycle cinéma* part of the practical artistic workshops, giving the initiative greater visibility and resources.

2020 – The 2020 edition, designed to be held in person, partly addressed the broad theme of social conflict, screening films as diverse as *Gosford Park*, *Le Cuirassé Potemkine*, *Le journal d'une femme de chambre*, *The Servant*, *La cérémonie* and *Le guépard*...

“*The opportunity for this partnership is unique and I offer my warmest thanks to the University libraries for their confidence in me over the last 10 years in what has been an amicable and ever-constructive collaboration. The Cycle cinéma has both a cultural and academic dimension. Generation after generation, students have taken to it with enthusiasm, sometimes defining themselves as “cultural freaks” in a nod to Tod Browning’s film. Each cycle has of course included silent cinema, and as a stunt we even screened all or nearly all of Protazanov’s films, making Lille the only city in France where the director’s complete oeuvre has been shown. The students have always reacted in astonishing ways, and always with keen intelligence, and the diversity of the films shown allows them to gain a real grounding in culture.*”

Louis de Carbonnières

Professor of legal and institutional history, Director of the Institut d'Études Judiciaires de Lille, founder and presenter of the Cycle cinéma.





4 An enriched collection

The user is at the heart of our collection policy. The ambition shared by all staff members is to optimise our existing offer, promote content and facilitate access as part of a comprehensive approach covering all media, whether physical or digital, and ongoing dialogue with our associate and partner libraries. Our library network now extends beyond university libraries alone and includes public reading facilities as well as associated museums.

A LOOK BACK AT LAST YEAR

For the staff members in charge of management and mediation of our electronic resources, the lockdown revealed an inescapable truth: enabling remote access to library collections is central to their profession. Coping with the spectacular rise in usage and requests was however no mean feat. As for printed resources, the whole system of processing and labelling items had to be revised.

Improved cataloguing and conservation of collections

The administrators of the collection management system were asked to support the libraries and Learning Center through the successive changes made to library access and lending facilities, as well as the introduction of new services (takeaway lending) and drawing up lists of anomalies. Because it was impossible to access library items, it was decided to concentrate efforts on improved cataloguing. To this end, retrospective corrections were made and a coordinated “quality” initiative was rolled out nationally by Abes (*Agence bibliographique de l'enseignement supérieur*) with the aim of improving the links between notices (AlgoLiens). A total of 40 staff members contributed to these efforts, including participation by our associate and partner libraries.

Beyond these measures, partly made necessary by the pandemic, efforts continued throughout the year in retrospective cataloguing (collection of the *Société géologique du Nord*), catalogue updates (launch of a series of checks, beginning with LILLIAD's free-access collections) and joint conservation (implementation of the shared conservation plan for digital science periodicals).



Reinforced coordination of policy on library items

2020 also saw reinforced coordination of our policy on library resources. Mission leaders and contact persons were recruited in several areas of expertise, the processes for acquisitions were formalized and made uniform, and training initiatives were taken with the aim of forming a shared knowledge foundation and developing existing practices (in particular the selection of e-books). The work of the library orientation committee, which met on two occasions despite the pandemic, lent further structure to the existing collaboration with associate and partner libraries.

Preparing for the restructuring of the Humanities & Social Science library

For the Humanities & Social Science library, this unprecedented year marked the launch of major efforts linked to its new structure. Inventory clearance; processing of donations; selection of items for the provisional library; process of reflection on the scope of each unit that will structure the offer of library items in the future building – all large-scale efforts that require close involvement of staff in the long term.

4.1

A cloud to weather the storm

Whether or not we imagine it in the cloud, the need for digital content was made clear by the public health crisis.

Huge demand for resources and staff

Now synonymous with access to content despite being in lockdown, electronic library resources saw a huge spike in usage between March and May 2020. The staff responsible for managing this content, heavily solicited but now accustomed to working remotely, rose to the task on day 1 to fulfil all of their tasks. As well as the everyday management of subscriptions and access, they had to put in place and indicate resources that were unusually opened up to cope with the unprecedented situation. Access to more than 30 resources was expanded in various ways (extending collections, new databases, increasing the number of access points).

Accompanying users is essential, and so efforts were made to promote content and engage in online mediation with the help of support staff, computer engineers and the communication team.

This allowed for a full-scale test of resources as varied as *Loeb classical*, the *Classiques Garnier* and *Brief.me*, gathering feedback from users via surveys. Perpetual access collections as well as individual items were also purchased to reflect user trends.

Library resources policy and the virus

The pandemic revealed new challenges in terms of library resources policy, particularly when it comes to integrating open access content. For perpetual access acquisitions, e-books were prioritised, whether selected and chosen on an individual basis or collectively, in order to form a core collection for each discipline, and we continued to streamline our offer of printed periodicals.



To support academic success and teaching innovation, staff developed new skills and systematised other ways of communicating with users (email, chat, videoconference). Our offer of online video content was extended and now includes the Henry Stewart Talks collection (more than 2,700 online life science and healthcare conferences). Monitoring of statistics was facilitated and refined through the use of new tools to analyse and visualise usage trends.

All of this feeds into the ongoing process of reflection at the provisional library awaiting the future Humanities & Social Science facility, and also reinforces the work already done on digital library facilities so we can set out our digitisation priorities as we move forward.

Did you know?

For the second year running, the number of consultations of electronic resources exceeded 10 million.

4.2

A shared digital science conservation plan: emerging from the dark

In 2014 the *Centre de Traitement du Livre de l'Enseignement Supérieur* (CTLes) became the national operator overseeing joint collections, in particular with the shared conservation plans (SCPs) for periodicals in collaboration with CollEx-Persée. And in 2020 it issued a new call for projects to support the existing SCPs and develop new projects.

Objectives

Our University libraries have extensive experience collaborating on SCPs both regionally and nationally (5 theme-specific plans). We responded to this call for projects with the aim of piloting a new SCP in digital science. Three main objectives underpinned this decision:

- Continue our work on collections relating to digital technology, in line with the project presented as part of the initial CollEx-Persée call for expressions of interest (collections located at LILLIAD),
- Develop the partnership with INRIA (*Institut national de recherche en sciences et technologies du numérique*),
- Launch the coordination of a community of libraries to address this theme, which was not represented in the former CADIST, in an area in which the conservation of printed items is not straightforward.

Define a corpus and identify partners

The staff team in charge of the SCPs first set out to form a corpus with the help of librarians from the relevant disciplines. After a process of cross-checks and verifications, the corpus was stabilised at 287 items (Lille has 62 from the INRIA, including 25 that are not available elsewhere in the network).

This groundwork made it possible to identify those establishments that could form potential partnerships. Ultimately, a network of 9 partners came together to answer the call for projects: INRIA, Centrale Supélec, INSA Lyon, Ecole Polytechnique, Université Paris Saclay, Sorbonne Université and Université de Technologie de Compiègne, in addition to the University of Lille and the CTLes.

Calendar

The project put forward by the University of Lille was chosen for a grant worth €116,508 to be shared among the partners over a period of 3 years. This sum will allow the establishments concerned to recruit staff on a contract basis (support for cataloguing, inventory clearance, equipment, etc.), finance inter-library transfers of collections or other tasks linked to conservation (binding, purchase of specific materials).

The network started working in late 2020 and will continue in 2021 with inventories and in 2022 with efforts to position libraries as the reference contact point for particular items.

Over time, this shared digital science conservation plan will lead to the formation of a reference national collection with much greater visibility across the academic community and optimal storage conditions.

Did you know ?

A shared conservation plan is a system to manage periodicals within a given region. It covers:

- resources (protecting collections, guaranteeing access),
 - facilities (managing storage spaces)
 - economic aspects (streamlining network-wide purchases).
-



5 Supporting research

Training initiatives, dialogue with researchers, overseeing projects, producing metadata, digitisation, printing... these are all part of the daily lives of staff dedicated to research services. Across all sites on the network, the contact staff for open science and doctoral theses engage in awareness-raising and training for users, and at a cross-disciplinary level, project leaders offer support for research projects: an organisational approach based on the twofold principle of pooled resources and proximity.

A LOOK BACK AT LAST YEAR

Supporting research in a pandemic

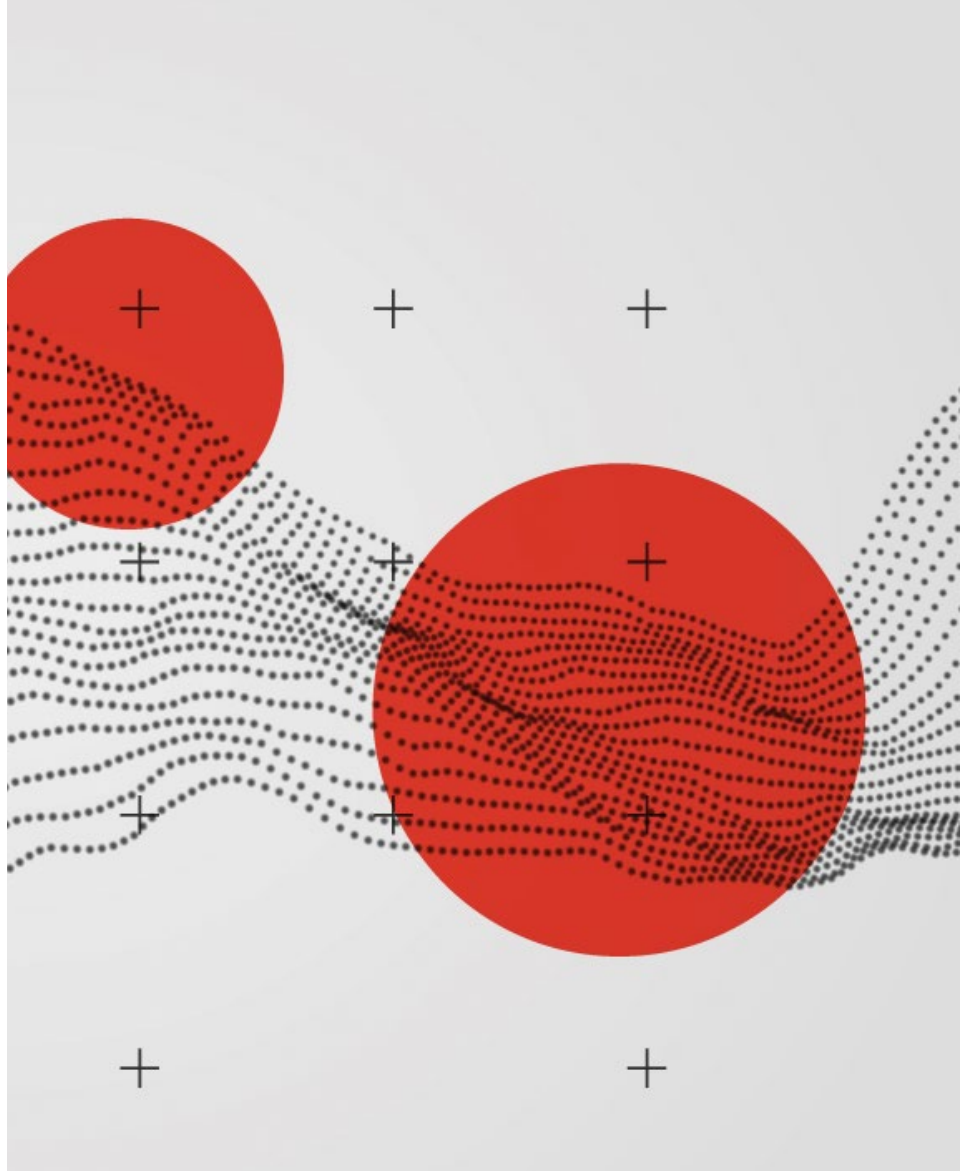
A key feature of 2020 was the need to adapt services to the pandemic. From the beginning of the lockdown, staff who were able to work from home endeavoured to maintain the continuity of their services, in particular to monitor open archive submissions and offer support to research projects. Although events and training courses had to be cancelled, staff quickly organised their work to offer awareness-raising courses and doctoral training modules remotely. This experience confirmed the appeal of short-format workshops run remotely when targeting researchers located on different campuses. The return to campus in June 2020 made it possible to relaunch the activities that had been interrupted: printing and digitisation, submissions and reporting of doctoral theses.

Disseminating and connecting for improved usability: a panoply of tools serving research

The role of staff is to design and maintain digital tools in the service of research and researchers. In 2020 efforts were made to catalogue the original microfiches of French theses on SUDOC and also to reinforce the interoperability of the open archive LilloA. Staff teams also came together to finalise Pépite, a platform for the dissemination of academic works. As well as the launch of this platform, 2021 will see the beginning of the project selected to benefit from the national open science fund: the design of a dissemination platform for academic journals published by or in collaboration with the University.

Did you know?

A team of 6 LilloA moderators ensure the quality of researchers' submissions on LilloA before sending them to HAL.



Commitment to structural projects

At I-SITE, the University libraries are stakeholders in the PEARL project, within which they provide training for doctoral researchers in open science. In collaboration with the Department of research and innovation, they are also responsible for the TDM-ULNE project, which aims to design a research data exploitation tool for greater transparency of each researcher's area of expertise and the extent of academic collaboration.

With the support of MESRI and the Skills college of the Committee for Open Science, the University libraries played a key role in creating the open science passport, an illustrated guide intended for all doctoral researchers in France. Another major project on a national scale is ResPaDon, which aims to form a network of partners to support the use of web archives and benefits from financing over a period of several years from GIS CollEx-Persée.

Despite having to work from home, staff have now harmonised the process for doctoral researchers submitting their theses across all 4 campuses.

5.1

Embracing open science: a practical guide for doctoral students

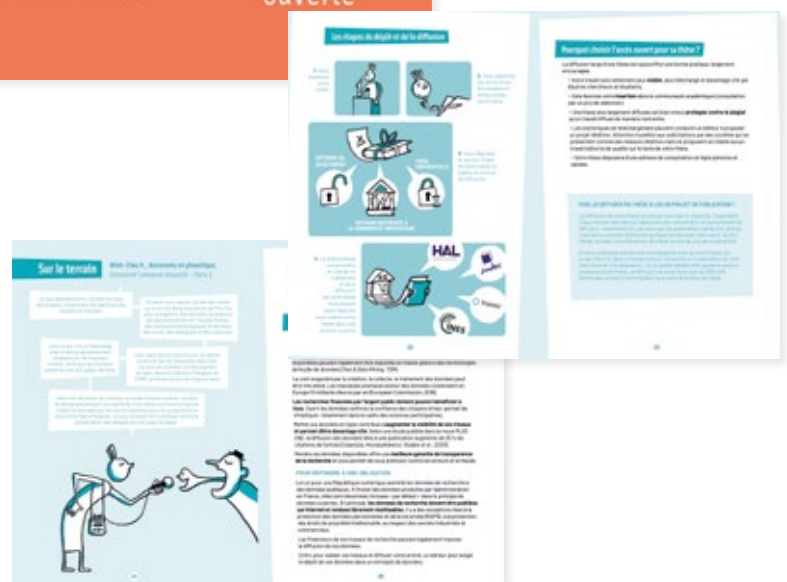
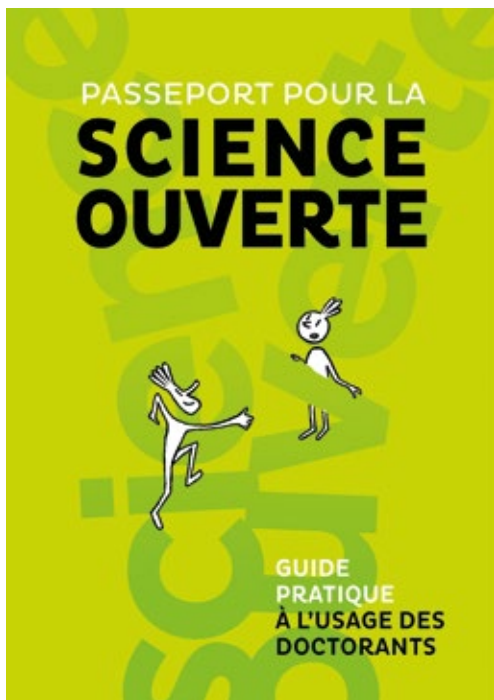
Raising awareness of open science among doctoral students is a core focus of the University libraries at both a local and national level. In 2020, a grant from the French Ministry of higher education, research and innovation allowed us to put together a practical guide on open science for doctoral students, in close collaboration with the Skills college of the Committee for Open Science.

The Open Science passport is designed as a pragmatic and fun guide for doctoral students. Following the structure of the development of a thesis, it proposes tangible solutions to open up the science at each phase. Feedback from doctoral students, collected through a call for testimonials, complements this document, written as part of a collaborative approach by experts in scientific information and researchers.

The University of Lille was responsible for overseeing the project, in cooperation with service providers who did the graphics and printing. The existing relationship between the University libraries and the various doctoral schools encouraged students to take an interest in the project. In May 2020, doctoral students from across all disciplines took part in virtual sessions and were asked to give their opinions about the texts and illustrations in the guide.

Published in September 2020, 20,000 copies of the Open Science passport were printed and sent to all doctoral schools across France, with a logistical contribution from the department responsible for theses. The online version, made available at ouvrirlas-science.fr, has become the website's most widely consulted resource.

In 2021, the successful roll-out of the project resulted in the Ministry of higher education, research and innovation renewing its support for the University library team: an updated version of the guide, as well as the design of two new theme-specific guides and video vignettes are now in the pipeline.



5.2

ORCID: greater visibility and links

The visibility of academic output requires the proper attribution of publications to their authors and institutions. The information used to identify researchers is made up of sequences of numbers or letters that can reliably identify an author and create links to his or her work. There are several different types of researcher identifiers:

- identifiers generated by public bodies or non-profit organizations (e.g. Idref, ORCID), distinct from those linked to bibliographic databases created by private publishers (e.g. Researcher ID)
- international (ORCID) and French (Idref, IdHAL) identifiers
- identifiers managed by researchers themselves (ORCID), distinct from those managed by library professionals (Idref)

So far, none of these systems has emerged as the dominant one. And this is likely to continue as it is an inherent feature of the way networks operate. The challenge for researchers and library professionals is to ensure proper alignment between identifiers and create links between them. At the University of Lille, such efforts began in 2018, with the creation of researcher ID fields in the University's directory and the mass inclusion of Idref identifiers in this database.



In 2020, the University went further and was the first French institution to join ORCID. The initiative to create an ORCID consortium in France was first taken in 2019 by Abes and Couperin, with the aim of developing a French dynamic around ORCID. The University libraries played a dual role in this process, first by participating in the ORCID France executive committee, and secondly by using the gateways proposed by ORCID to establish connections using the University's tools.

This investment has had two primary outcomes:

- researchers now have the option to link their University of Lille account to their ORCID account. Creating this link opens up many possibilities to enrich the accounts of researchers.
- the possibility to push the references of publications submitted to LilloA towards researchers' ORCID accounts.

In the medium term, this will enhance the visibility of the scientific output of our researchers. In 2021, an awareness-raising campaign targeting the academic community will focus on these efforts.

5.3

Innovation workshops and researcher–business collaboration

LILLIAD is a place where the socio-economic world can acclimatise to the world of innovation, a place of scientific reflection on innovation in cooperation with partners from competitiveness clusters and centres of excellence, as well as institutional partners from the region, primarily the Hauts-de-France region and Lille European Metropolis. The public health crisis in 2020 resulted in the workshops usually run at LILLIAD being switched over to a digital format. This new approach made it possible to offer workshops in a more flexible format, leading to many fruitful exchanges.

The innovation workshops organised in 2020 under the initiative of project leaders led to funding applications for seven projects as part of the regional Start-AIRR scheme, with the involvement of lab teams from CRISAL, L2EP, IRCICA Lille and IEMN. Four were successful, while two others were reoriented towards the Stimule call for projects.

5 partners, one project and funding worth €3.6M

Thanks to the involvement of regional industrial players Ecodas and Macopharma, academics from the ESTIA school of engineering, the CETI R&D centre and the GERiiCO laboratory in a joint project to develop new non-woven, 100% recyclable filtration systems, these five partners obtained funding as part of the “structural projects for competitiveness” scheme worth €3.6M

STIMULATING INNOVATION

27 innovation workshops addressing the challenges facing both industrial firms and researchers run in 2020 (19 in 2019).

“**In this early developmental phase, the researcher–business workshops are the perfect way to facilitate discussions with industrial firms. The workshop format, based on the convergence of the problems facing these firms and the skills of the researchers involved, provides fertile ground in both scientific and human terms.**”

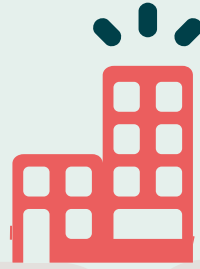
Rémy BERNARD - Researcher at the IRCICA (institute of research on software and material components for information and advanced communication)

“**The success of these workshops lies in the choice of topics that are of interest both to companies and researchers. Very early in the process, it is essential to have close collaboration to organise these workshops between the teams from the University and the centres involved.**”

*Jean-Marc VIENOT
Directeur général délégué à l'innovation et l'internationalisation Pôle de compétitivité EuroMaterials.*



1 Identify companies (SMEs) in competitiveness clusters



2 Visit each company identified and talk to the director and/or head of R&D



3 Identify the problem(s) facing the company and the research skills to draw on



4 Identify and talk to the researchers about these problems



5 Workshops run at LILLIAD (6pm to 9pm)



6 Pursue discussions with the researchers on company premises



7 The researcher formalises the research project, with support looking for the funding needed to complete it from the SATT and Hauts-de-France region

COLLABORATIVE INNOVATION

Major projects in

2021

University of Lille open science roadmap

In 2021, the University of Lille changed its open science policy to align with other research players in the region. The new policy is underpinned by 5 pillars:

- Open access to scientific publications
- Open access to scientific data
- Open access to scientific publishing
- Participatory research
- Support for the open science ecosystem as a whole

This policy is laid out in a roadmap that requires the mobilisation and coordination of a network of actors in order for this momentum towards open science, which as things stand is not understood or taken into account to the same extent throughout the academic community, to gather pace and be widely implemented.

Retrospective cataloguing

Three collections were selected as part of the Abes call for projects in 2021:

- cataloguing the collection of the *Société Géologique du Nord*,
- cataloguing the main collection of the regional library for mathematical research,
- cataloguing a donation made by the former *Institut d'Histoire des Religions* to the Georges Lefebvre library with the support of the University of Lille libraries.

Inter-site shuttle

A shuttle service was tested between the libraries and Learning Center so users can return items to any library in the network and to provide a link to the collection of the Humanities & Social Science library, temporarily stored in the Aisne department.

Public survey

From 29 March to 23 April 2021, the University libraries and Learning Center ran a satisfaction survey in partnership with Lilagora, the University of Lille's professional network.

NOTORIETY

Certification project for geology collections

CollEx certification provides official recognition of the value of a collection dedicated to research, the first step towards subsequent projects. To obtain it, an application was put together with support from the University libraries, the research laboratory Evo, Eco, Paleo and the *Société Géologique du Nord*. It relates to 3 collections: that of the *Société Géologique du Nord* housed at the University libraries, the palaeontology research library collection and the University of Lille's electronic items.

USAGE

Hybrid events

Run on an experimental basis, hybrid events combining physical participation and remote access allow for optimised interactivity and user comfort thanks to the use of software adapted to the public health crisis.

Pépîte

Launch of the platform for academic studies conducted at the University scheduled for April 2021. This contains 11,000 doctoral theses and 6,000 dissertations.

Intranet

Staff got involved to design a shared tool for internal communication with the aim of facilitating cross-departmental collaboration and support for projects.

loké: exam topics and learning resources

Launch of the new platform dedicated to exam topics and learning resources, adapted to the University's IT standards. It enables users to consult 38,000 exam topics and a range of learning resources.

TOOLS

Video vignettes

The training department has been running a project to produce a collection of video vignettes with the help of a specialist agency. These videos are intended to enhance the visibility of the University's range of courses and accompany all of its students by improving their autonomy in the use of the collections and services available.

Connection established between Lilloa and Sampra

A connection between Sampra, a tool for the management of research publications linked to the Web of Science and Pubmed, and the institutional open-access repository Lilloa will enable the direct transfer of publication references from one to the other. Researchers will then be able to submit the full-text of their publications from their personal Lilloa account.

SPACES

Integrating the dentistry library

The library of the Faculty of dentistry closed its doors at the end of 2020. Its collections (482 linear metres) were integrated into the Healthcare library at the start of 2021, along with services for dentistry students including the submission and reporting of their dissertations.

Reorganising the internal spaces at the Law & Management library

The Law & Management library is revising the layout of its internal spaces so that the entire staff team of 33 can be located on the same floor. The aim is to strengthen cohesion and improve the quality of the work environment by providing more sociable relaxation areas.

Key indicators

2016 - 2020

	2016	2017	2018	2019	2020
BUDGET & STAFF					
Budget in € <small>(excl. payroll for permanent positions)</small>	8 113 691*	5 845 323	5 183 932	5 254 896	5 826 591
Number of staff members <small>(excl. student monitors)</small>	192	194	191	191	199
FACILITIES & SERVICES					
Seated capacity	3 505	3 533	3 533	3 533	3 533
Number of entries	1 787 747	2 148 086	2 169 603	2 262 480	940 991
Number of hours open weekly in normal period <small>(average)</small>	61	67	68	68	68
Number of hours open annually <small>(average)</small>	2 758	2 878	3 062	2 787	1 652
Number of days open annually <small>(average)</small>	255	262	260	251	160
ACADEMIC SUCCESS & KNOWLEDGE CIRCULATION					
Number of users trained	11 045	12 562	16 791	18 672	19 810
Number of events hosted or organised by University libraries	116	442	399	417	135
Number of visitors to Xperium	2 229	2 874	3 457	3 505	1 248
LIBRARY ITEMS					
Number of printed documents <small>(excl. periodicals)</small>	1 097 447	1 096 315	1 072 961	1 030 422	1 040 647
Number of printed documents loaned	329 129	317 873	302 010	260 774	120 393
Number of consultations of electronic documents	4 044 364	3 916 405	6 184 868	10 459 318	10 778 156
Number of digitised pages available for consultation in digital libraries IRIS and NORDNUM	1 069 881	1 147 396	1 196 068	1 226 718	1 675 607
SUPPORT FOR RESEARCH					
Number of pages digitised by ANRT	-	-	-	152 138	135 992
Number of full-text articles submitted to LilloA	-	-	-	821	1 871
Number of research projects given tailored support	-	-	17	48	31

* These figures include the budget for Lilliad's first-time equipment purchases, which explains the unusually high amount.





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