



Map of Slovenia

# Distance Education



COMMONWEALTH of LEARNING





# The Commonwealth



# KONFEREN@COBISS 2009

SLU 

ENG 

MAC 

ALB 

HOME

PROGRAM

PROGRAMSKI ODBOR

## MINISTERIAL CONFERENCE ON INFORMATION INFRASTRUCTURE FOR SCIENCE, EDUCATION AND CULTURE

**COBISS 2009**

Maribor, Slovenia

11 November 2009

**Responding to the Library Needs of Distance Learners**

**Sir John Daniel  
Commonwealth of Learning**

# KONFEREN@BISS 2009

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# Plan

Distance learning in context

- open universities
- dual-mode institutions

Library services

# Plan

Distance learning in context

- open universities
- dual-mode institutions

Library services

- students
- faculty

# Distance Education

- Little or no face-to-face contact
- Use technology for communication
- History of DE = History of technology

# Plan

Distance learning in context

Library services

Technology  
is  
cumulative!



The Epistles of Saint Paul



# Postal systems





Radio

Film



Television

Computer





Find your friends on hi5



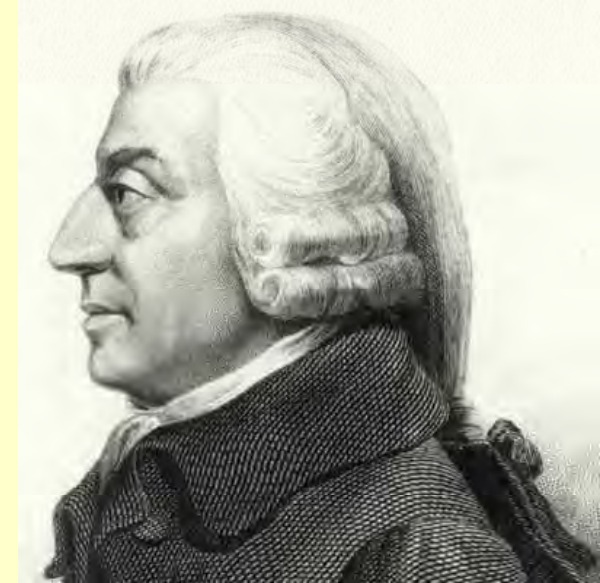
What  
is  
Technology?



# Adam Smith's Pin Factory

# Principles of Technology

- Division of labour
- Specialisation
- Economies of scale
- Machines and ICTs



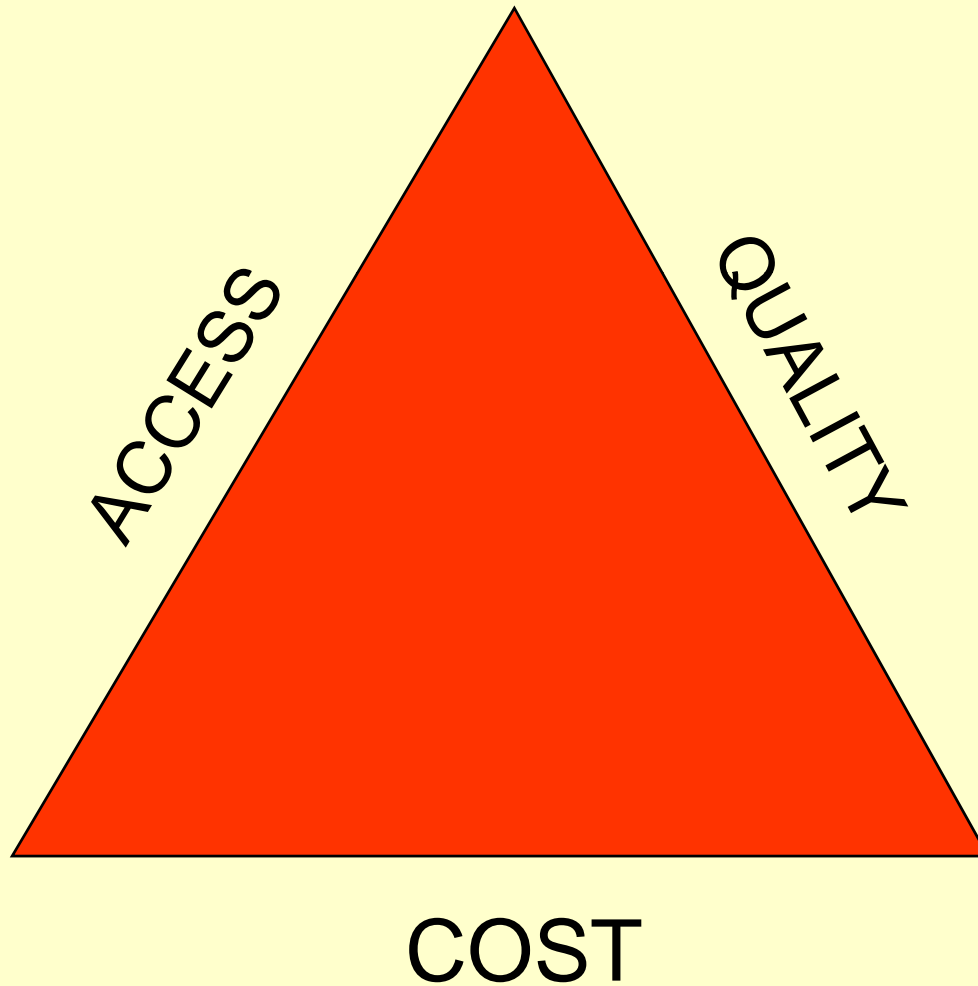
**Adam Smith**  
**1723-1790**

# Technology and Education?

# The Central Challenge

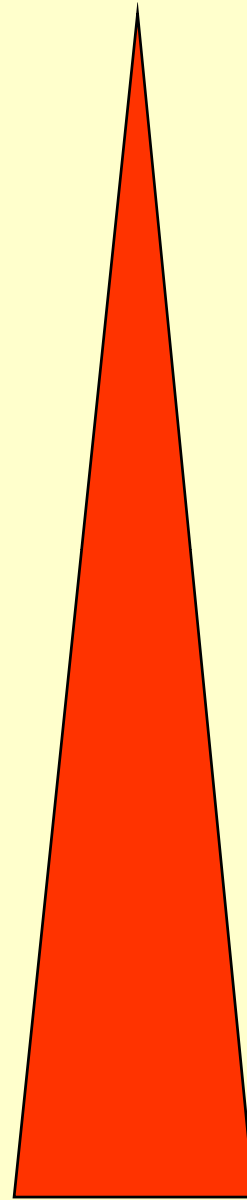
- ACCESS (wider)
- QUALITY (higher)
- COST (lower)

# The Iron Triangle



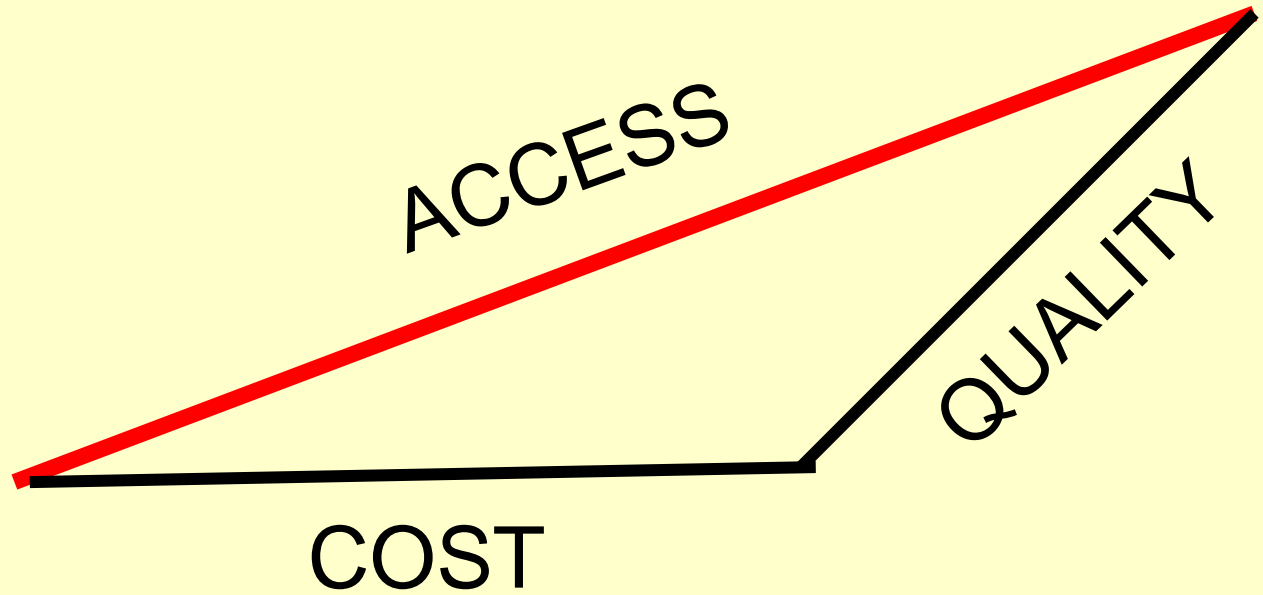
**ACCESS**

**QUALITY**

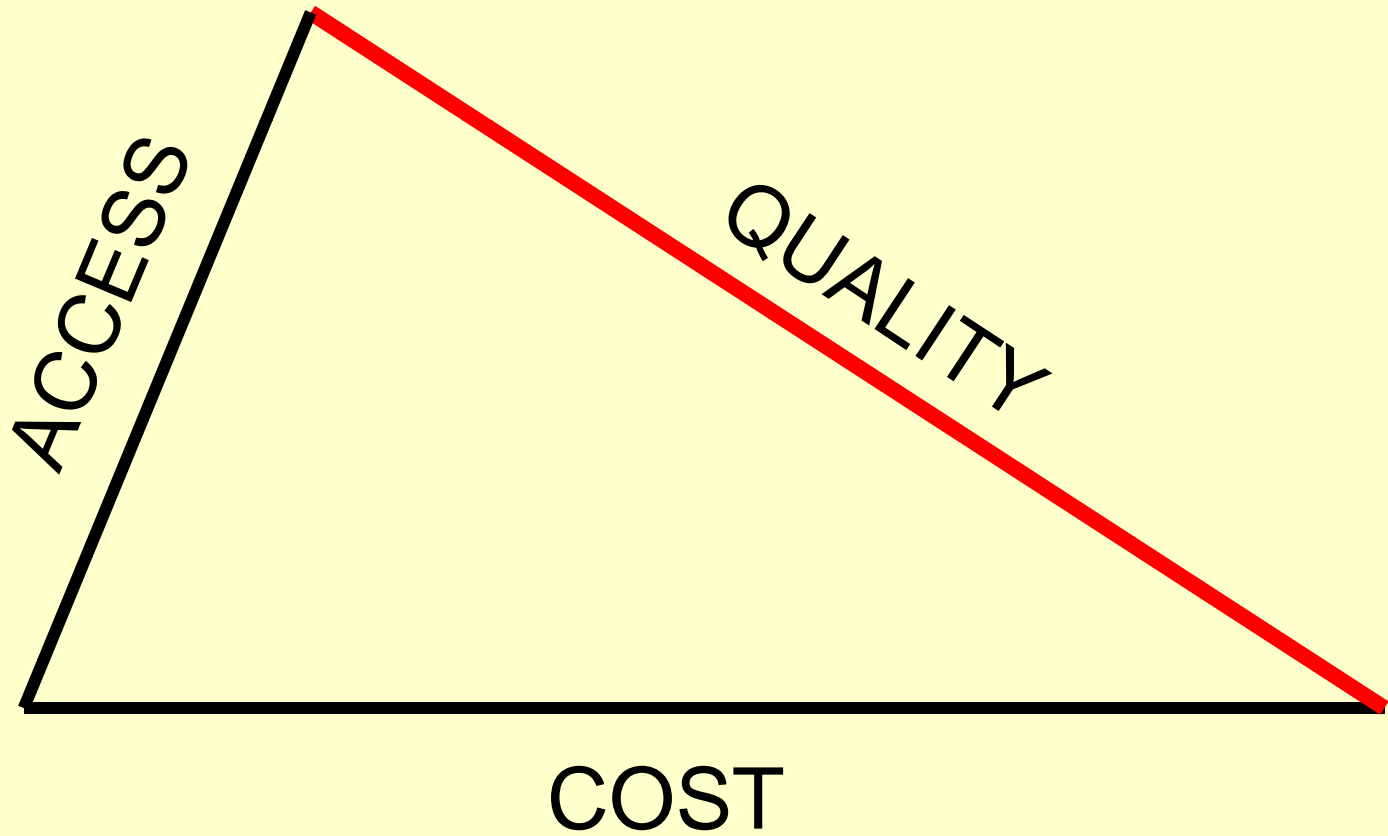


**COST**

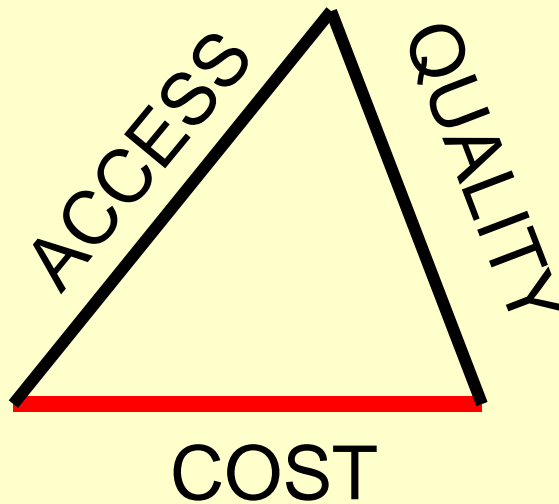
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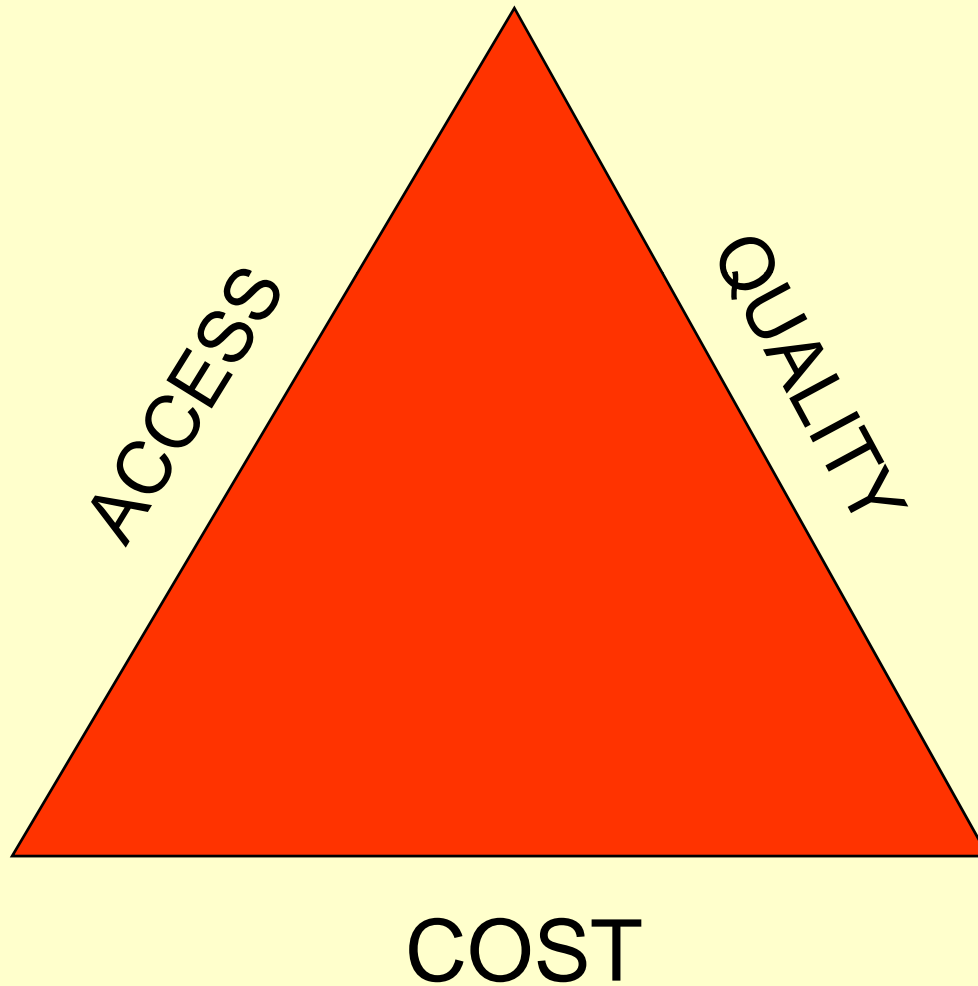
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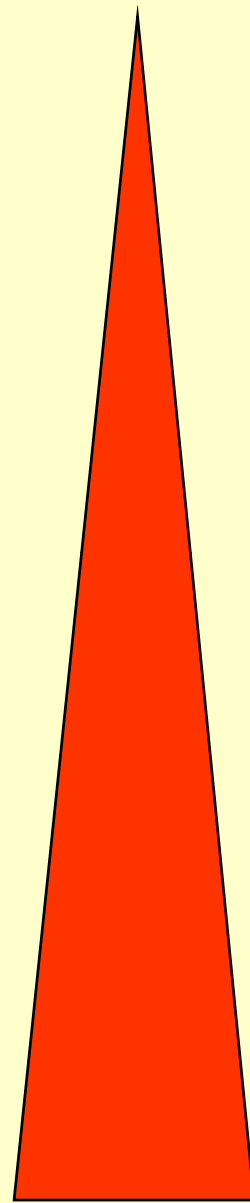


**“an insidious link between  
quality and exclusivity”**



**ACCESS**

**QUALITY**



**COST**

# The Technology Revolution

- ACCESS (wider)
- QUALITY (higher)
- COST (lower)

**ALL AT THE SAME TIME!**



**The Open University**



**The Open University**

220,000 students for UKOU awards,  
of which  
>60,000 outside the UK



**The Open University**

One million students worldwide taking UKOU courses within local awards



The Open University

# OpenLearn

Making educational resources freely available

# BRITAIN'S TOP NINE UNIVERSITIES

## Quality Rankings of Teaching

based on all subject assessments 1995-2004  
(*Sunday Times University Guide 2004*)

1	CAMBRIDGE	96%
2	LOUGHBOROUGH	95%
3=	LONDON SCHOOL OF ECONOMICS	88%
3=	YORK	88%
5	<b><u>THE OPEN UNIVERSITY</u></b>	<b>87%</b>
6	OXFORD	86%
7	IMPERIAL COLLEGE	82%
8	UNIVERSITY COLLEGE LONDON	77%
9	ESSEX	77%

...and top for student satisfaction



**The Open University**

- Costs 60 - 80% of conventional

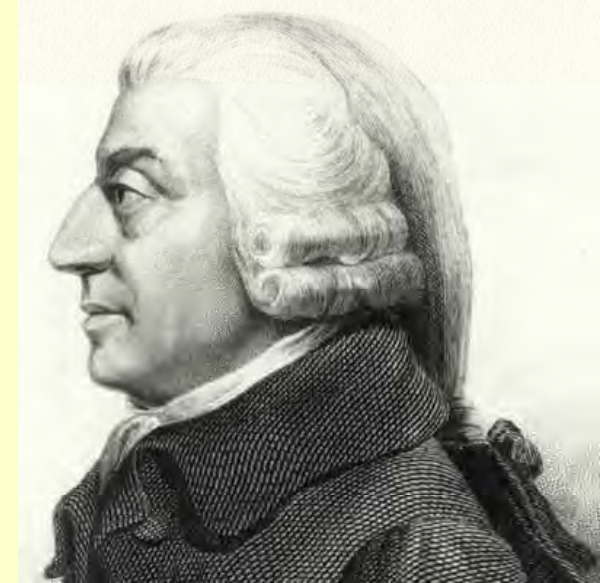
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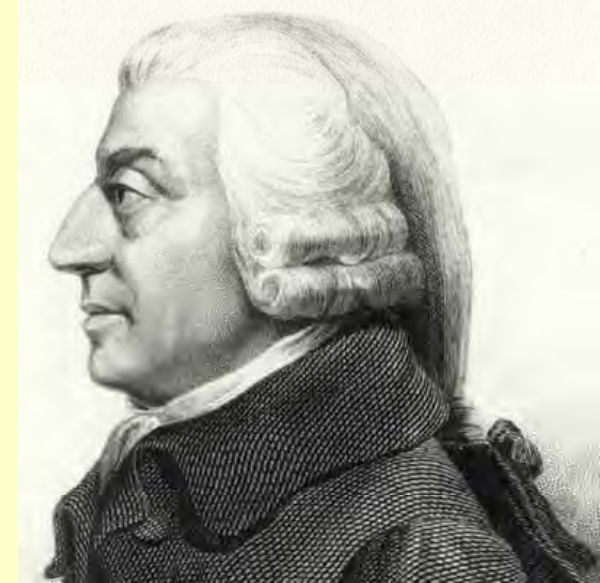


**The Open University**

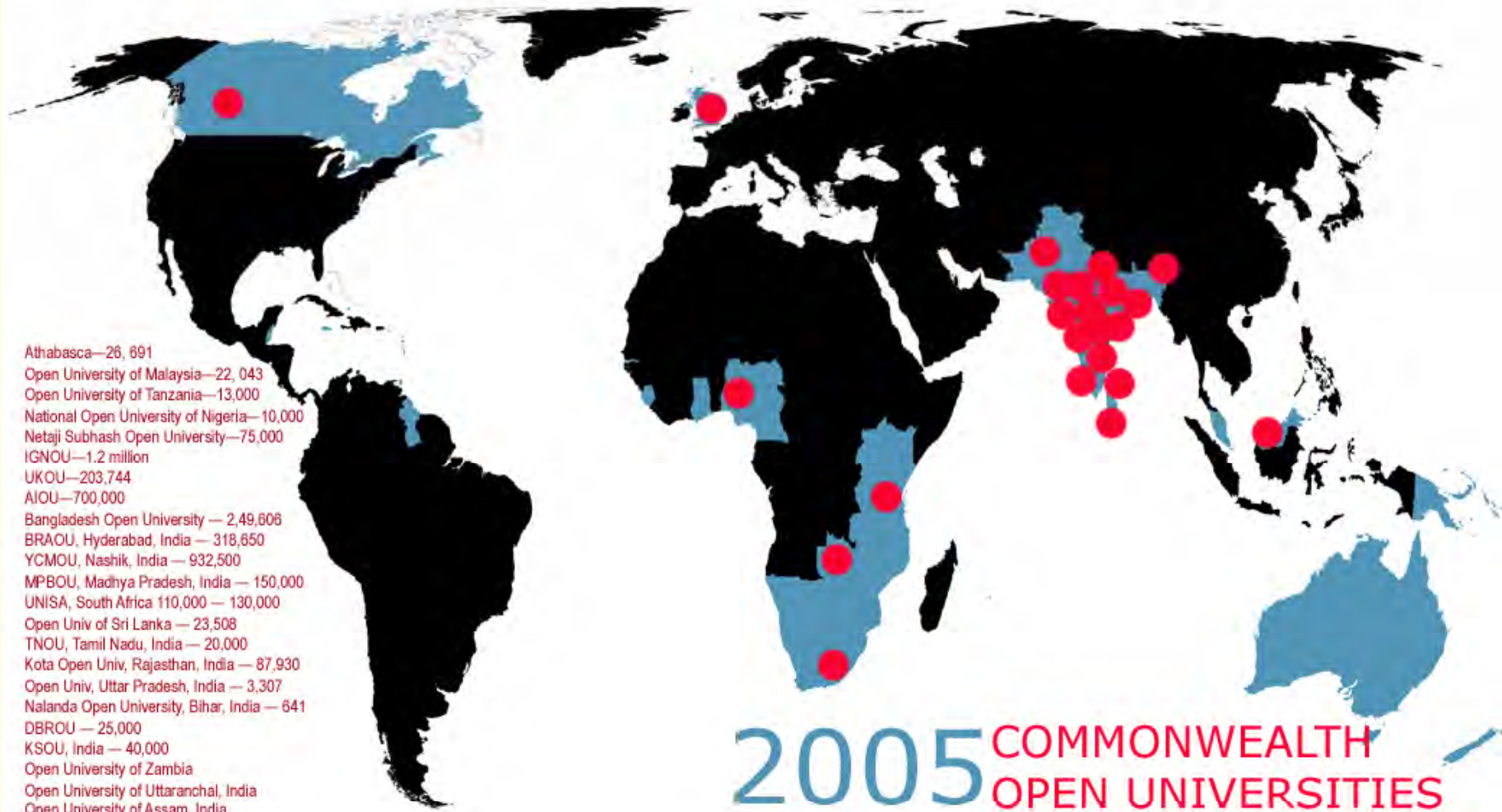
“a multi-media learning system with strong student support”

# Principles of Technology

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**Adam Smith**  
**1723-1790**



- Athabasca—26, 691
- Open University of Malaysia—22, 043
- Open University of Tanzania—13,000
- National Open University of Nigeria— 10,000
- Netaji Subhash Open University—75,000
- IGNOU—1.2 million
- UKOU—203,744
- AIOU—700,000
- Bangladesh Open University — 2,49,606
- BRAOU, Hyderabad, India — 318,650
- YCMOU, Nashik, India — 932,500
- MPBOU, Madhya Pradesh, India — 150,000
- UNISA, South Africa 110,000 — 130,000
- Open Univ of Sri Lanka — 23,508
- TNOU, Tamil Nadu, India — 20,000
- Kota Open Univ, Rajasthan, India — 87,930
- Open Univ, Uttar Pradesh, India — 3,307
- Nalanda Open University, Bihar, India — 641
- DBROU — 25,000
- KSOU, India — 40,000
- Open University of Zambia
- Open University of Uttaranchal, India
- Open University of Assam, India

# 2005 COMMONWEALTH OPEN UNIVERSITIES

# DUAL-MODE INSTITUTIONS

- Aim for numbers!
  - Specialised graduate programmes
  - High enrolment undergraduate courses

# DUAL-MODE INSTITUTIONS

- Aim for numbers!
  - Specialised graduate programmes
  - High enrolment undergraduate courses
  
- Who does what?



The "Lone-Ranger"  
approach to eLearning  
(Professor Tony Bates)

# ODL at scale

3 sub-systems:

- Administration/logistics
- Course Development
- Student Support

# ODL at scale

3 sub-systems:

- Administration/logistics  
Better done centrally

# ODL at scale

3 sub-systems:

- Course Development  
Needs specialist help  
Teams – not lone rangers!

# ODL at scale

3 sub-systems:

- Student Support  
Demands division of labour

# Library services

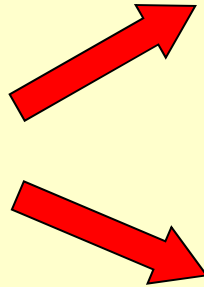
# Library services

Courses self-contained

Pre Internet

or

Loan books by mail



# Open to places



**Walter Perry**



**The Open University**



Self-contained courses



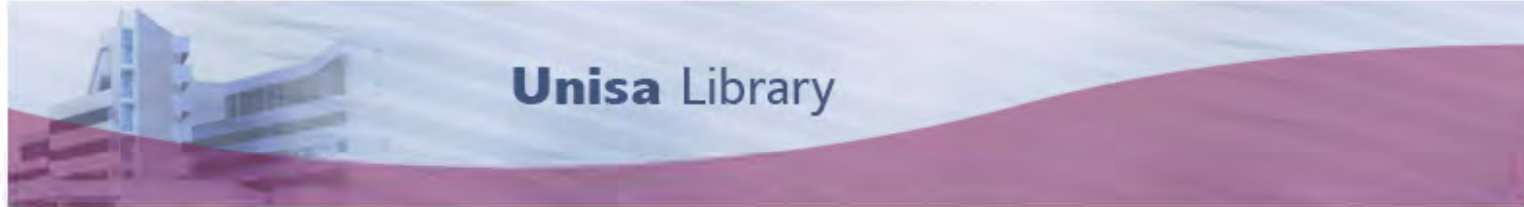
Library

Requests

Friends

Branches

Library



Find information

- Find a book
- Find an e-journal
- Find a catalogue
- Find study material
- Find new books

Digital collections

- African digital library
- Institutional repository
- Subject Databases
- e-Resources
- Theses & dissertations

Information about our services

- Renew
- Return
- Request a literature search
- Submit a question
- Login

The University of South Africa

UNISA

*Ethical issues in providing library  
services to distance learners*

by

Gill Needham (UK Open University)

and

Kay Johnson (Athabasca University)

*Open Learning*, Vol. 22(2) pp. 117-128

# Issues in serving distance learners

- Institutions must take responsibility for providing library support to their own distance learners;
- distance learners must have access to equivalent levels of library services and support as students on campus;
- distance learners may need library services that are more personalised than those for on campus students;
- defend intellectual freedom and avoid bias; and
- respect the integrity of information and intellectual property.

# Issues in serving distance learners

- Institutions must take responsibility for providing library support to their own distance learners;

REFERRING STUDENTS TO OTHER LIBRARIES IS NOT SUFFICIENT BECAUSE:

- DISTANCE
- ADEQUACY OF COLLECTION

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**Work out a support plan with the academics**

## Library Guide



## Welcome

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The Open University library website is a gateway to a wide range of online information resources. It also provides information about the services and resources at the Open University Library building in Milton Keynes.

## How do you connect?

Why not explore some [short videos](#) explaining more about the resources and services available through Library Services, including a quick introduction for students to the Open University's online library.

## How to ...



## News

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### November online training sessions announced

30 October 2009

Library Services is running the following online tutorials for OU students and staff in November: Student... [read more](#)

 [News Feed](#)

## Open Research



Search:

Website

Catalogue

One-stop

**One-stop** Search provides full-text **articles, journal entries**, as well as citations and abstracts.

Results appear in a new window

(Visitors and guests see [freely accessible resources](#).)

## General Information

AU Library provides a number of Library services to AU students - services that AU students can expect as part of their tuition fee. The following Library services are available to students who are enrolled in an AU course:

- AU students may borrow materials from the AU Library collection.
- AU students can search AUCAT, the online catalogue of library materials.
- AU students have access to library assistance and instruction from the Library Information Desk.
- AU students can request interlibrary loan (ILL) for journal articles.
- AU students have access to AU online full-text Databases.

The AU Library will make reasonable attempts to provide library services to students outside of Canada.

# Issues in serving distance learners

- distance learners must have access to equivalent levels of library services and support as students on campus;

EQUIVALENT DOES NOT MEAN IDENTICAL

NETWORKED TECHNOLOGY MAKES LIFE EASIER

DISTANCE AND PART-TIME CAMPUS STUDENTS HAVE SIMILAR NEEDS

DISTANCE STUDENTS NEED INSTRUCTION IN LIBRARY USE

# Issues in serving distance learners

**FACULTY NEED HELP TOO!**

FIND THIRD-PARTY MATERIAL  
(PHOTOS, MULTI-MEDIA)

ADVICE ON COPYRIGHT

OPEN EDUCATIONAL RESOURCES

# Open Educational Resources

- A great asset to universities embarking on distance education
- How to find OERs
- Explaining Creative Commons



**MIT**OPENCOURSEWARE  
MASSACHUSETTS INSTITUTE OF TECHNOLOGY



The Open University

OpenLearn

Making educational resources freely available

**Our aim is that institutions in all parts of the world should produce OERs and all institutions should use OERs.**



MIT **OPEN** COURSEWARE  
MASSACHUSETTS INSTITUTE OF TECHNOLOGY



The Open University

OpenLearn

Making educational resources freely available

You are better equipped to produce good open multi-media resources on Slovenian history and culture than people in the rest of the world and, in return, you should be looking to Africa for resources on African music.

# Issues in serving distance learners

- distance learners may need library services that are more personalised than those for on campus students;

# Resources for Open University TEachers and Students

<http://routes.open.ac.uk/>

## Alphabetical list of subject headings

This an alphabetical list of subjects currently having relevant links within ROUTES. The nu

The list can be searched by selecting Find from the Edit menu of your browser.

[AIDS; HIV \(616.9792\)](#)

[Accounting \(657\)](#)

[Adult & continuing education; Lifelong learning \(374\)](#)

[Africa - History \(960\)](#)

[Africa - Society, culture, travel etc. \(916\)](#)

[Aged, Services for \(362.6\)](#)

[Agriculture and food supply - Economic aspects \(338.1\)](#)

[Agriculture and related technologies \(630\)](#)

[Air transportation - Airlines \(387.7\)](#)

[Alternative technology \(338.927\)](#)

[Aluminium \(673.7\)](#)

[American fiction \(813\)](#)

[American literature in English \(810\)](#)

[American poetry \(811\)](#)

[American studies \(810\)](#)

**HOME**  
[ROUTES homepage](#)

**ABOUT ROUTES**  
[Information sheet](#)

**SEARCH**  
[Quick search](#)  
[Advanced search](#)

**BROWSE RESOURCES**  
[By course](#)  
[By subject](#)

**HELP - HOW TO**  
[Search resources](#)

# <http://myopenlibrary.open.ac.uk/>

MyOpenLibrary

Enter MyOpenLibrary

## Introduction

MyOpenLibrary is a personal library page, which knows who you are, what you are studying and presents the relevant electronic library resources.

These electronic library resources are selected from [Open Library](#) and include: e-journals, e-books, databases, reference materials and ROUTES links. The Library is rolling out this service to selected courses.

[Connect To  
MyOpenLibrary](#)

[Help](#)  
[Demonstration Site](#)  
[Project Website](#)

# Issues in serving distance learners

- defend intellectual freedom and avoid bias;

BALANCING BREADTH OF COVERAGE IN THE COLLECTION  
WITH RELEVANCE TO THE SPECIFIC NEEDS OF THE  
UNIVERSITY'S CURRICULUM

# Issues in serving distance learners

- respect the integrity of information and intellectual property.
- INFORMATION LITERACY
- COMPUTER ETHICS:  
NETIQUETTE, COMPUTER VIRUSES, SECURITY OF INFORMATION,
- PLAGIARISM,
- DOCUMENTATION STYLES,
- COPYRIGHT, LEGAL DOWNLOADING, RESOURCE LICENSES, AND INFORMATION STORAGE.
- USER AUTHENTICATION

NOT THE ROLE OF LIBRARIANS TO POLICE, BUT...

# Issues in serving distance learners

## PLAGIARISM

Baggaley, J. & Spencer, B. (2005)

The mind of a plagiarist,

*Learning, Media and Technology,*

Vol. 30(1), pp. 55-62

# THE ESSENCE OF DISTANCE EDUCATION

...on campus the instructor teaches whereas  
in distance education the institution  
teaches.

In a similar way individual librarians serve  
students on campus whereas distance  
learners look to the library as a whole for  
service...

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**Responding to the Library Needs of Distance Learners**

**Sir John Daniel  
Commonwealth of Learning**



THANK YOU

For text and slides:  
[www.col.org/speeches](http://www.col.org/speeches)