

# Annual report library 2020

25.2 million hits of which




13.3 million

downloads edepot

2.8 million

pages library applications





1.7 million

pages WUR Library search

2.2 million

pages of Groen Kennisnet






1.8 million

pages website and Research@WUR

3.4 million

downloads scientific journal articles



## Library Services during COVID-19

Library Access

Finding library resources off-campus: a significant increase in the use of EZProxy and the Library Browser Plugin.



Library Instruction

Transitioning to online education: a seamless shift to teaching Information Literacy, demonstration sessions and workshops online.



Studying and using

Continuation in the Front Office: flexibility and adaptability in continued support for WUR students and staff.



## Open Science & Education

Open Access Policy

Changing the game: new WUR policy for Open Access publishing and instruments to facilitate the transition.



Sharing Research Data

Open if possible: practical guidelines for sharing data.



Library for Learning

Stimulating Open Education: developments that facilitate the process of sharing and reusing educational materials.



Open Science Skills Programme

Exercising Open Science: how WUR Library supports researchers through training, advice and workshops.



Copyright Information Point

Bundling knowledge: the launch of a central information point concerning all copyright matters.



Where Science meets Heritage

From physical to virtual: how Special Collections shifted its focus to online visibility.



Groen Kennisnet

A year of preparation: the continuation of Groen Kennisnet 2.0 in anticipation of Groen Kennisnet 3.0



User Experience at WUR Library

Participation is key: how UX is used to improve usability of and satisfaction with library services.



Facts & Figures



Team

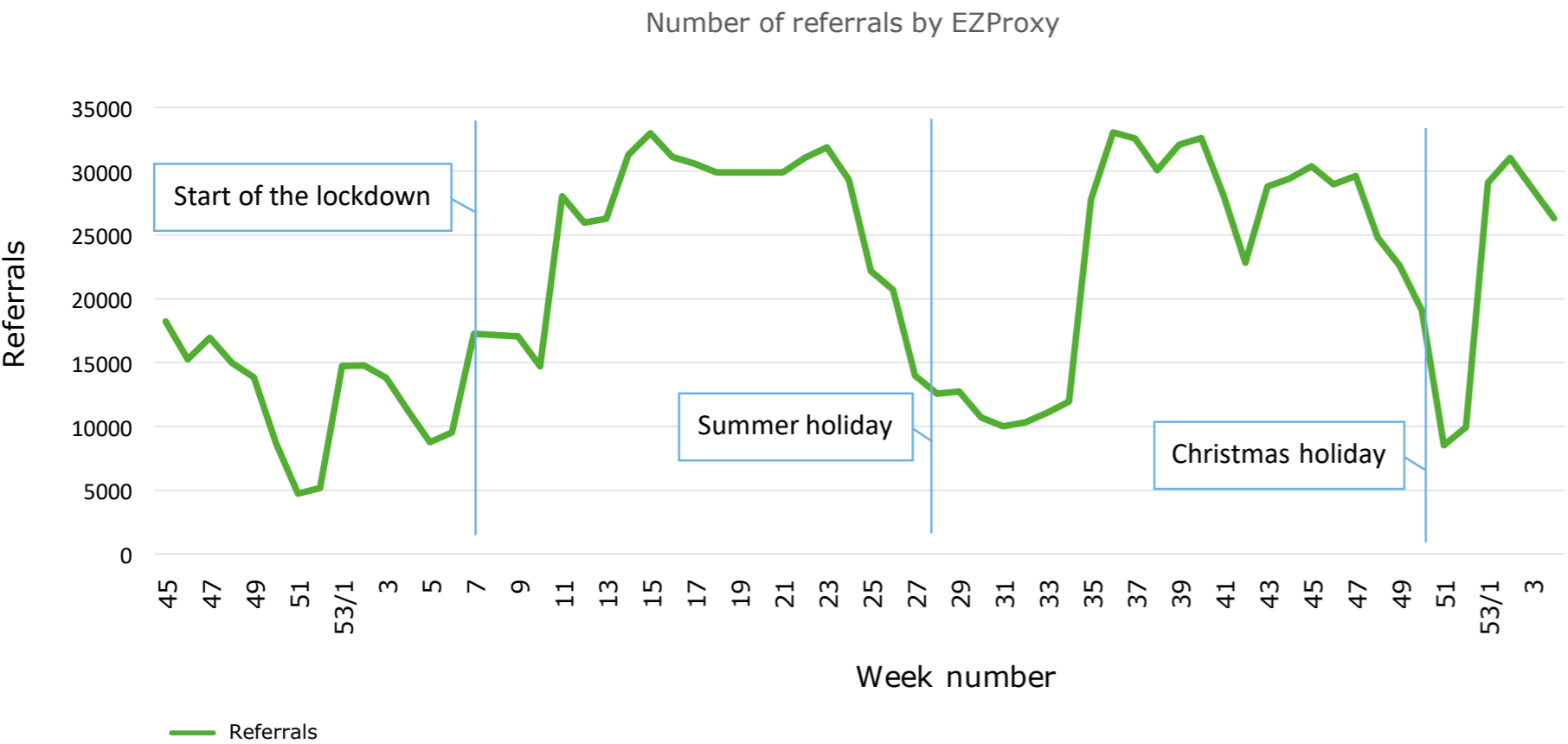


# Access to library materials during COVID-19

When most staff and students started working from home in March 2020, it was fortunate that WUR Library already offered a service, called EZProxy, that enables off-campus access to all our paid subscriptions. The number of visitors to the pages on our website that explain how to use this service quadrupled in March. Even though EZProxy had been available for several years, it had never been used this intensively. In February 2020, EZProxy helped researchers and students to gain access to approximately 52.000 webpages. In May this number was 250% higher at 133.000 webpages. Usage of another

tool called The Library Access browser plugin (Lean Library), that automatically pops up when WUR Library has access to an article or a database, increased from 2932 users in February to 4620 users in December.

Due to the intensified web usage, the library received more feedback that was then used to improve the service for our users. Looking back, we can say that EZProxy passed the Corona stress test.



# Transition to online education, demonstrations and workshops

The coronavirus has had a major impact on (higher) education, including teaching Information Literacy, and courses, demos and workshops at WUR Library. In addition to using E-learning modules for Information Literacy, the Education Support team quickly shifted to online lectures and presentations in Virtual Classrooms and later MS Teams. Knowledge clips were recorded, break-out rooms and channels were introduced, and our education programme was (re)designed to enable online activities. The Library Game that was introduced last year was transformed into an online escape game, where students are introduced to the library virtually.

While transitioning to online education, library teachers remained fully committed to activating teaching methods such as promoting interactivity and working in small groups. Students appreciate this level of attention, which also helped to maintain high levels of student participation. The Education Support team also invested in digital examinations and as a result learnt that this mode of assessment saves a lot of time; this is worth exploring further. Finally, the demonstration sessions for EndNote had significantly more visitors online than ever before. The Library therefore expects to maintain certain elements from education in Covid-19 times in the post Covid-19 landscape. However, as online-only education is taxing for both students and teachers, library staff members are on stand-by to return to on-campus education when possible.



# Studying and using the library during COVID-19

Although studying at home became the norm, the longer the pandemic lasted, the more students felt the understandable need to study in the library from time to time. Front Office staff made an extra effort to ensure a safe working environment for students and to be as welcoming and supportive as ever. Owing to various safety measures, it was possible to study in the library during the first lockdown. A reduced number of study places was available because of social distancing. In September, the library study places were incorporated into the reservation system TimeEdit. This way, students were ensured of a safe study place when they came to the campus.

Not all library material is digitally accessible. With the Pick Up & Go desk, WUR staff and students could continue to request and borrow books. The library improved the quality and accessibility of the online chat service to make it easier for students and staff to contact the front office staff. We also used various channels, including social media, instruction videos and newsletters, for intensified communication about the digital collections and off-campus access to library resources, in order to support working and studying from home.

The library introduced several initiatives to improve the daily and social life of students during COVID-19. These initiatives included CANS prevention activities, participation at the Winter and Summer AID information market, a newsletter for first-year students, online Study & Relax and Surf your Stress activities and handing out 200 New Year cards for students to send to their friends and family.

And last but not least, the library switched to the automatic renewal of books in 2020, which had the added benefits of fewer visitors to Forum and no more overdue fines.



# Open Access Policy

2020 has been an important year for the transition towards 100% Open Access. A key milestone concerns the renewed Open Access policy, which obliges WUR corresponding authors to publish their peer-reviewed articles Open Access.

WUR Library developed several instruments to facilitate this transition. For example, the number of agreements with publishers has been further expanded, which enables researchers to publish Open Access in more than 11,000 journals at no or reduced costs. WUR also participates in the national implementation of the “Taverne amendment”, which is part of Dutch copyright law. This amendment allows researchers to make their previously closed peer-reviewed publications Open Access in Research@WUR six months after the first (online) publication, regardless of the publisher’s policy. In 2020, WUR Library developed a tool to facilitate this process for researchers. The tool will be implemented at the beginning of 2021. Renewed Open access webpages provide up-to-date information for researchers.

In 2020, 84% of peer-reviewed articles by WUR corresponding authors was published Open Access. Taking all WUR peer-reviewed articles into consideration, this percentage was 71%. Compared to 44% in 2016, this is a huge increase over the last few years. The infographic shows the situation at the end of 2020.



## Open up to Open Access

What's in it for you ?



Your publication

- Increase your **impact**
- Comply with **WUR policy** and **funder regulations**
- Deliver **science to society**
- Retain **copyright**



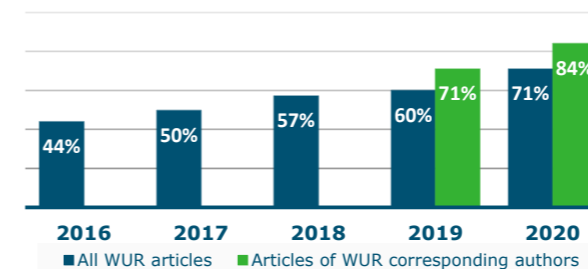
Open Access

### Open Access at WUR

Open Access publications  
in [Research@WUR](#)



Proportion of peer-reviewed articles  
published **Open Access\***



\* Determined at the end of each publication year

### WUR Open Access Team supports you !

Find more information on the [WUR Open Access website](#)

Use the [WUR Journal Browser](#) and find out in which journals you can publish Open Access without extra costs

Contact the team and [ask your question](#)



# Guidelines for sharing Research Data

Sharing data contributes to the scientific impact of WUR research and helps further scientific research more broadly. Research funders increasingly require researchers to share their data. The WUR strategic plan states that data created within WUR research will be shared “Open if possible (and only closed if necessary)”. In 2020, WUR Library, in close collaboration with WDCC (Wageningen Data Competence Center) and Corporate Governance & Legal Services, developed practical guidelines that help researchers to determine whether “open” sharing is possible, or whether restrictions on access are needed. The latter may be applicable if, for example, the data contains personal information, or if WUR has a commercial or strategic interest.



# Library for Learning (L4L)

WUR teachers develop many digital educational materials, often of high quality. These materials can serve as a source of inspiration for other teachers. Reusing these materials contributes to the (further) improvement of educational quality and innovation.

With consistent and regular input from multiple teachers, user experience sessions and close attention to user requirements, WUR Library expanded the possibilities of the Library for Learning tool. Using this input the Library added new functionality to [L4L](#). With the further development of the platform in 2020, teachers themselves are now able to easily and safely upload materials and make them available for reuse. Teachers can indicate whether they prefer to share their material publicly or within WUR only. In the first instance, the materials will also become available via Edusources, a national search portal via SURF.



# Open Science Skills Programme

Through training, advice and workshops, WUR Library ensures that researchers are equipped to put Open Science into practice. The Open Science Skills programme was developed in 2020, with the overarching objectives “Visibility for Scientific Impact” and “Outreach for Societal Impact”. About 150 researchers from the WUR Knowledge Base Program Circular and Climate Neutral followed multi-day tailor-made training courses and workshops. WUR Library will continue to develop and implement the Open Science Skills program in 2021.



# Copyright Information Point

On the first of June 2020, WUR Library launched the Copyright Information Point (CIP). The CIP bundles information about copyright on its [website](#) and an e-mail address is available for questions or for customised support ([copyright@wur.nl](mailto:copyright@wur.nl)). The CIP team consists of information specialists from WUR Library (specialised in copyright) and lawyers from Corporate Governance & Legal Services. In addition, there is a direct link with the lawyers for the Science Groups. The CIP is a partnership between Corporate Legal, Wageningen Data Competence Center (WDCC), WUR Library and representatives from research and education.

The CIP aims to actively advise on policy developments regarding copyright. Examples are employer copyright / collective labour agreements (CAO), intellectual property policy for students and agreements on open education. The CIP is involved in developments in the field of Open Science; Open Access publishing, FAIR and open data and Open Educational Resources are some of the areas that contain copyright components about which the CIP informs and advises. In addition, the CIP identifies changes in legislation and regulations and advises on these when necessary.



# Making Special Collections more visible

For Special Collections the Covid-19 pandemic resulted in an accelerated shift in focus from the physical to the virtual. The physical exhibition Hunger Winter was therefore only on display for a short time. In its place, a series of aerial photos with explanatory texts were presented on social media and included in the [Image Collections](#) database.

Special Collections also created an [online exhibition](#) on the book John Bergmans, 1892-1980: garden architect and plant expert that was written by our volunteer Johanna Karssen-Schüürmann and published in 2018.

To increase digital visibility, the Library continued to add more collections to the image database. We experimented with using smart technologies to automatically extract metadata from the IMAG Agricultural Engineering photo collection. Thus, a collection of 35,000 photo index cards with agricultural machinery and installations has been made available [online](#) within a year. The newly added image collection of [Root Systems Drawings](#) generated significant online attention.

WUR Library also coordinates the Art Committee, for the preservation of WUR's academic heritage. The Art Committee had all the art in the WUR buildings photographed, cleaned and, if necessary, selected for further restoration work. Various conservators have been approached to submit quotations for this work in 2021. The campus art outside has also been re-photographed for the art route. Four statues have been moved in connection with the new Dialogue Centre building.



# Groen Kennisnet

With the arrival of the programme for Groen Kennisnet (GKN) 3.0, the activities for GKN for 2020 were split in two. The work of GKN 2.0 will continue with the existing team until GKN 3.0 is launched. In 2020 GKN realised several customised projects such as Integraal aanpakken, CoE groen and Kringlooplandbouw. Through the recent Kennis-op-maat (KoM) requests, WUR knowledge is translated into practice so that knowledge can be applied by practitioners. Results are made available in Groen Kennisnet, which can be accessed via [this page](#). Instigated by COVID-19, Groen Kennisnet created a special page with open online teaching materials.

The programme for GKN 3.0 was further developed so that in 2021 the new knowledge platform can be launched. In addition to these preparations, many discussions took place with possible partners to better reach the farmers and to improve the collecting and sharing of knowledge in the green sector. The developments can be followed on [this page](#). In anticipation of Groen Kennisnet 3.0, new files have been developed on current topics such as [nitrogen](#) and [drought](#). Further preparations include a [portal for agricultural practice](#), various [theme weeks in collaboration with other organisations](#) and the option to ask Groen Kennisnet questions via [Whatsapp](#).



# User experience at WUR Library

WUR Library conducted a user experience survey (UX) to obtain quantitative insights in usability and user satisfaction of the WUR Library website, WUR Library search, MyLibrary, off-campus access and the WUR Journal Browser.

In one month, 500 participants were targeted via online questionnaire pop-ups. Three out of five selected services scored around average on usability. This means that there is room for improvement but it is not top priority. The off-campus access scored above average while MyLibrary scored below average, thus creating new focus points.

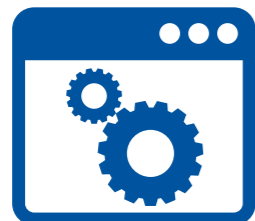
The WUR Journal Browser and MyLibrary scored low on user satisfaction. We received feedback from participants who had read about the WUR Journal Browser for the first time and were wondering why they had never heard of this service before. We need to work on the communication of this service. The lower usability score combined with the low usage of MyLibrary means that few people use this service and when they do use it, it is not perceived as intuitive or easy to navigate.

Almost forty percent of the participants in this study are available for follow-up inquiries. This demonstrates the positive involvement of our users, for which we are very grateful. So, what's next? In 2021 we will work on UX improvements based on the research results. In addition, we will build a participant database to select candidates more easily for follow-up research.



# Facts & Figures

Installation  
off-campus  
access  
plugin



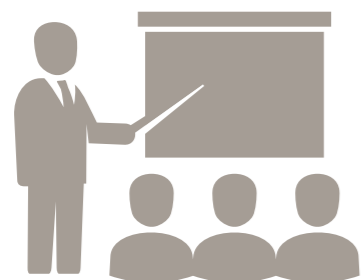
**4.782 users**

2019: 2.938 = +63%

Training and  
demo participants

**473**

mainly  
online



ISNI's assigned  
to WUR authors

**1168**



Online event GKN

**200  
participants**

WUR Authors  
with ORCID

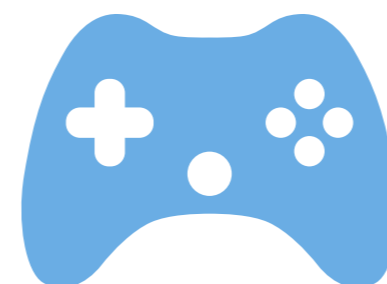
**5000**

+25%



Students trained in  
Information Literacy

**4046**



Number of  
questions  
received by  
the library

**2441**

chat and servicedesk



**Most  
downloaded  
Journals**



Nature	45,752
Food Chemistry	43,537
Science	35,368
Journal of Cleaner Production	35,014
Food Hydrocolloids	32,412

**5 most  
issued  
books**



Discovering statistics using IBM SPSS statistics
An introduction to statistical methods & data analysis
Decision science: theory and applications
Natural resource and environmental economics
Discovering statistics using IBM SPSS statistics: and sex and drugs and rock 'n' roll

# Team

Who is who? Click that face!

Library Services  
during COVID-19

Open Science & Education

