

# Knowledge & Information Annual report 2024

“Come and meet us,  
Future Makers!”



ROTTERDAM UNIVERSITY  
OF APPLIED SCIENCES

Future Makers

## Contents

<b>Introductions</b>	3
• Who we are	3
• How can we assist you?	3
• What we do	3
<b>Figures</b>	4
<b>Experiences...</b>	5
• Students about Deskresearch support	5
• Students about the library locations	5
• Students on our webinars (PubMed)	5
<b>...and interviews</b>	6
• Information literacy in the curriculum	6
• Copyright & APA	7
• Open education	7
• Collaboration Education Advice & Knowledge & Information	8
<b>Outlook of 2025</b>	9



# Introductions

## Who we are

Knowledge & Information (K&I) helps students and staff to search, find, evaluate, process and publish information needed for learning, research, use and reuse.

We are a team of 26 colleagues who have divided the tasks among four teams:

- Embedded Librarians
- Collection specialists
- Facilitators
- Experts and advisors.

## How can we assist you?

Our services in short:

1. [Information literacy](#): curriculum consultation, online and in-person training, individual tutoring, literature review, the elective course 'Smart! Searching and Finding Information.'
2. [Information resources](#): selection, acquisition, access and management of digital and physical collections.
3. [Information Point](#): at Academieplein, Kralingse Zoom, Museumpark, Wijnhaven and partly at Pieter de Hoochweg a physical library with study spaces and books.
4. [Copyright](#): advice on the re-use of information, monitoring regulations.
5. [Data management](#): advice and support for research centres and research lecturers on data storage and publication.
6. [Educational resources](#): advice and support for study programmes in the creation, storage and publication of (open) educational resources
7. Product Development: Contribute internally and externally to the development of products and services in the area of knowledge and information sharing.

## What we do

Hanneke Reuling, EB Chair, has described this really well in *Profielen*, 2 September 2024:

*"The library (Knowledge & Information) can help the entire RUAS community with research and especially the students, that's what the library staff does. It is much more than just a library space. It is a place where different (digital) sources, information about research and working with sources come together. For example, researchers can go there for support, there is a copyright information point, a roadmap for students who need help searching for sources; you can get help in identifying disinformation and fake news, and you can try to collect 'edubadges' to show that you have certain knowledge and skills."* (Executive Board, 2024)".

[Read the entire article here \(in Dutch\).](#)



# Figures

## Rotterdam University of Applied Sciences Collection

Number of hardcopy book titles	37.938 (-3%)
Number of e-book titles	545.831 (+4%)

## Information literacy statistics 2024

**Total of questions on content** 328

Questions by lecturers, or researchers 44

Student questions 284

**Total number of Information literacy training (incl. electives)** 126

**Total number trained** 4.155

Number of trained students 3.050

Number of trained lecturers 144

Wikiwijs with Edubadge 961

## Webinars in 2024

**Total number of Webinars** 10

Number of trained students and lecturers 1.104

[Read more about what we do \(in Dutch\).](#)



# Experiences...



## Students about Deskresearch support

### *Sophie, Nursing student*

"I found the Deskresearch support very nice. During the session I was guided in getting a good search string, where I was given really good advise. Also, the process of setting up a search string was put into a Word file so that I could see it at home. It was also nice that we were able to put the search string straight into the various databases I use. So I could see how it worked in the different databases, and how I could refine the search string. I really felt like I went home with something concrete and was able to continue working on my own!"

### *Chinook, Occupational Therapy student*

"I would definitely recommend the Deskresearch support to other students because you get a lot more insight into how to find literature and how to process it appropriately. I got a lot out of it and I even passed my research requirement."

[Read more about the Deskresearch support \(in Dutch\).](#)

## Students about the library locations

### *Bianca, part-time student Teacher Training*

"What I like about the library room is that it is the only place where you can really work in silence. There should be more rooms like this because, especially at the beginning of a new school year, there is almost no place in the school where you can study quietly. So the main reason for me to go to the library is the quiet environment."

### *Ayoub, Logistics Management student*

One of the best moments in the library was working on assignments with fellow students at the tables upstairs, where we were able to help each other."

[Read the full experiences \(in Dutch\).](#)

## Students on our webinars (PubMed)

In the evaluation students commented about webinars as follows (PubMed):

"It's a shame it was until year 4 that I had this training, it would definitely have been useful in previous years as well. Tips from this training are very useful and save a lot of work and hassle when searching."

"Very useful! I would recommend to all lecturers to introduce this training once in a class."

"I really liked that you went through the material thoroughly in the time allotted for the webinar and that there was room at the end to demonstrate the PubMed skills several times and ask questions. As a result, it was not too long-drawn-out attending the webinar."

"The webinar was easy to follow. It was good that the participants were given time to evaluate whether they understood it. This also allowed any confusion to be addressed immediately."

[Read all quotes \(in Dutch\).](#)

# ...and interviews

## Information literacy in the curriculum

*"I always tell my students this: If you are looking for sources, for example, when graduating, visit the library." It should be encouraged even more.* Communications lecturer (CMI)

Interview with Communications lecturer (CMI) by an embedded librarian:

### How do you collaborate with Knowledge & Information?

Of course we collaborate (interview by embedded librarian) and we contact each other a lot. Especially about everything the library takes care of in the curriculum of the Communications training.

### How does this impact the student development?

We use a lot that is available at the library in our teaching, especially the Edubadges. And I think there is a great value in that, which maybe not all programmes know about yet, but we really appreciate it.

Desk research is super important, but you don't always have time in the curriculum to teach it to students in a very comprehensive way.

How great is it that this already exists and that we can tell them: "Students, you must do this, and the library has already prepared everything". Then we can assume that they are at the right level without having to spend too much extra time on it.

[Read the full interview about Information literacy in the curriculum \(in Dutch\).](#)



## Copyright & APA

*"The great thing about this collaboration is that the staff contribute their expertise. They also contribute ideas on how the library can help, for example, in finding sources for research."* IVG Colleague

Interview with IVG colleague:

### How do you work together with Knowledge & Information?

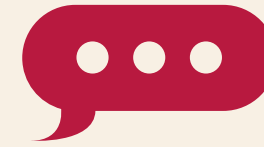
We do so on a regular basis, in the following areas:

- Visiting the library.  
By creating more awareness of the physical library. For example, in collaboration with Knowledge & Information, we came up with an assignment for first-year students that required them to physically go to the library to complete the assignment.
- Knowledge sharing.  
At various points in the programme (currently years 1 and 2), a member of Knowledge & Information staff visits classes to teach on a relevant topic (e.g. using APA). As well as meeting the learning outcome, it is important for the study programme to lower the threshold to the library and its staff by means of holding these visits.

### How does this impact your students?

We hope that in time the students will find the way to the libraries and make more use of the staff there to support them.

[Read the full interview about APA & Copyright \(in Dutch\).](#)



## Open education

*"For me, the best thing about working with Knowledge & Information is the relationship we foster. Because of the short lines, we know how to find each other and we have one contact person. Your proactive approach to working with the study programme is valuable."*

Lecturer in Biology Teacher Training

Interview with a lecturer Biology teacher Training (IvL):

### How do you collaborate with Knowledge & Information?

By working together with you, our Knowledge & Information contact for the Institute of Teacher Education. This collaboration ensures that we know how to find each other quickly when there are questions from the study programme and vice versa.

We are also actively involved in ideas and concrete actions that focus on adding to and improving the current information provision. For example, we are now involved in a pilot project to test an online method.

### How does this impact student development? And what about you as a lecturer?

That your access to student-relevant information is well established. Lecturers and students can use this information in the classroom. That we are made aware of this by Knowledge & Information, and play an active role ourselves.

[Read the full interview about Open Education \(in Dutch\).](#)



## Collaboration Education Advice & Knowledge & Information

*“Working with Knowledge & Information is pleasant, proactive, as you would expect a team of information managers to be. You make suggestions where the approach is to look at the whole and make the organisation better together.”* Judith Vennix

Interview with Judith Vennix (Programme manager Blended Learning at Education Quality & HRM) by Brenda Lems (Advisor Digital Open Learning Materials at Knowledge & Information):

This year we have started a collaboration on digital and open learning materials within the Centre for Teaching & Learning. Judith is involved in the application for the OpenUp regulation, with which we want to make open learning materials widely available at the Rotterdam University of Applied Sciences.

### What type of possibilities do you see for collaboration in 2025?

- Partial methodologies and learning materials: Focus on sharing methodologies in learning and innovation processes at CTL, as well as making the e-learning AI and ethics shareable and usable for the CTL region Rijnmond-Delft (TU Delft, EUR, Zadkine, Albeda) and beyond.
- Platform Edu010: The platform offers powerful working forms and tools for purposeful education. Input is sought for the design and expansion of the platform, including information accessibility, metadata and Creative Commons licensing.

[Read the full interview about collaboration \(in Dutch\).](#)



# Outlook of 2025

The year 2025 will see the relocation of various study programmes and the renovation of the Museum Park high rise building. This will have an impact on Knowledge & Information and in particular on the physical libraries and book collections. Our aim is to move with the study programmes so that our services to all relevant students, lecturers and researchers are guaranteed. For our online services, not much will change.

2025 is also the year when we will choose a new library system, called START, our study and research tool. This system works like Google: you use it to start your search for all kinds of information sources relevant to your studies or work. START is also used to borrow physical books.

As Knowledge & Information, we are always looking to connect with all students and lecturers in all possible fields. We think this is important. Whether it is training students in information literacy, helping and advising lecturers on Open Access learning materials, or preventing high fines for copyright infringement: Knowledge & Information helps!

