

**Student & Library Services: Who We Are and What We Do**

As a shared service of Falmouth University and the University of Exeter, Student & Library Services supports the Falmouth Exeter Plus Mission to provide exceptional environments that enable talented and creative minds to grow. This document is intended to help everyone understand what we do, where the boundaries of what we offer are, and how what we do relates to other support services.

**Our Values**

- People first.** We put people at the heart of everything we do.
- Excellence.** We do our best. For every person, every time.
- Collaboration.** We get things done, together.
- Integrity.** We always aim to be trustworthy, act fairly and treat people with respect.
- Innovation.** We are proactive, open to change, adaptable and reflective about what we do.

Our Values..... 1

What we do..... 2

Our services..... 2

When we are available..... 3

**Penryn**..... 3

        during undergraduate term ..... 3

        outside undergraduate term ..... 3

**Falmouth**..... 5

        during undergraduate term ..... 5

        outside undergraduate term ..... 5

    Truro..... 6

Support out of hours and in emergencies ..... 7

Services for students studying at a distance..... 7

Support for interrupting / intermitting and withdrawing students..... 7

How we work with students ..... 8

How we work with staff ..... 10

Our duty of care ..... 10

How to contact us ..... 12

## What we do

1. We manage and make available library information resources, services and study spaces to meet the learning, teaching and research needs of the Universities.
2. We provide specialist advice, information and guidance services in the areas outlined below (paragraphs 4-10), that help students succeed by supporting them in making informed choices about their options. We do this as part of a network of support provided by Falmouth Exeter Plus, the university partners and the Students' Union, and external statutory and third sector services.
3. We also work alongside these services to provide appropriate responses and support in situations affecting students' safety, health, wellbeing and security.

## Our services

4. **The Compass and Library Helpdesks** are the first port of call for enquiries, about support, learning resources and any aspect of student life. Frontline Advisers answer questions, provide solutions, and also signpost to the most appropriate team or service.
5. **Living Support** provide in-depth assessment of students' concerns and questions. The team advise, refer and liaise with others to ensure that students understand their options and receive effective practical support. The team respond to welfare and behaviour issues across the student community.
6. **Wellbeing** provide self-help resources, advice and psychological therapies (such as counselling) for students who experience anxiety, stress and other mental health issues. The team offer short-term solution focused support and the service is not a substitute for longer term psychological or therapeutic support, or support in relation to mental illness, which can be accessed through NHS General Practice.
7. **Accessibility** provide advice, support and assistance for students with disabilities and long term health conditions, and with specific learning differences (SpLDs) including Dyslexia and Dyspraxia. The team advise on eligibility for Disabled Students Allowance (DSA) and support staff to ensure students receive the support they need both in their learning and wider student life.
8. **Inclusive Learning** tutors work with students who have specific learning differences (SpLDs, such as dyslexia, dyspraxia, ADHD and autistic spectrum conditions) to help them develop their study skills and compensatory strategies. The team offers SpLD screening and advice on assessment. Tutors also provide resources and advice to staff on inclusive teaching and learning.
9. **Library & Archives** provide library collections, study space and resources in two campus libraries and digital resources (which are available 24/365). The service covers all aspects of library collections acquisition and development, digital scanning, management and use of online reading lists, inter-library loans. The Academic Liaison Librarian Team provide academic support in areas such as research skills, information and digital literacy skills to courses and students through embedded support, drop-in (InfoPerch) sessions,

online support and 1:1 appointments. The Library supports researchers and provides guidance on open access and use of the research repositories for Falmouth and for the University of Exeter. Library services can also be provided to collaborative partners.

10. **ASK Academic Skills** provides free and individual advice on the skills required for academic study as well as online resources. The team advise, refer and liaise with others to provide practical advice on completing academic work, meeting assessment expectations and maintaining academic integrity. They don't offer proof reading of students' work, however. The team also work with academic staff on study skills in academic programmes.
11. **Languages.** The English for Academic Purposes (EAP) team deliver free, in-sessional Academic and General English courses and tutorials for students, researchers and staff for whom English is a second language. They advise on academic work, meeting assessment expectations and all aspects of language. They don't offer proof reading of students' work. The Modern Foreign Languages (MFL) team deliver a range of paid for, non-credit bearing evening language classes during term time.
12. **Multifaith Chaplaincy** provides pastoral and spiritual care and conversation, for students and staff of all faiths and none. Chaplains assist with meeting religious needs, engage in interfaith dialogue and debate about social justice and can offer links to faith communities in Cornwall. The Chaplaincy also provides spaces on campus for prayer, meditation and quiet.
13. **Healthcare.** We advise all students to register with a local GP practice. Penryn Surgery offer daily appointments on campus during term time. Information regarding healthcare services within the Falmouth and Penryn area is available from [studentservices@fxplus.ac.uk](mailto:studentservices@fxplus.ac.uk).

### When we are available

14. Staffed services are provided at Penryn, Falmouth and Truro campuses.

| Penryn                       | during undergraduate term   | outside undergraduate term   |
|------------------------------|---|--|
| Compass and Library Helpdesk | 0845-1700, Monday–Friday<br>Library Helpdesk available by phone, email and face to face.                                    | 0900–1700, Monday–Friday:<br>Library Helpdesk, available by phone, email and face to face. |
|                              | 0845–1700, Monday–Friday<br>Compass Helpdesk available via Phone, email and face to face.                                   | 1000 – 16:00, Mon - Fri: Compass Helpdesk, available by phone, email and face to face.     |
|                              | 1000-1800 weekends<br>Library Helpdesk available via phone, email and face to face<br>24/7: self service via Compass Online | 24/7: self service via Compass Online  |

| <b>Penryn</b>                                     | <b>during undergraduate term</b>   | <b>outside undergraduate term</b>   |
|---|--|---|
| Accessibility                                     | 0900–1700, Mon–Fri: Email / phone advice.<br><br>Appointments: Mon pm, Tues all day, Wed am, Thurs am, Fri pm.<br><br>Drop-ins: Mon am, Tues pm, Wed pm, Thurs pm, Fri am.   | 0900–1700, Mon–Fri: appointments and email / phone advice.  |
| Inclusive Learning (incl dyslexia / study skills) | 0900-1700, Mon – Fri: Study skills appointments (for DSA-funded students). Screening and advice by email / phone or appointments by prior arrangement.   | Screening and advice by email / phone.<br><br>Appointments by prior arrangement.  |
| DSA Academic Mentoring                            | 0900-1700, Mon – Fri: Academic Mentoring appointments (for DSA-funded students only)   | 0900-1700, Mon – Fri: Academic Mentoring appointments (for DSA-funded students only)  |
| Living Support                                    | 0900–2200, Mon – Fri: drop-ins and advice  | 0900–2200, Mon – Fri: drop-ins and advice   |
| Wellbeing   | 0900–1700, Mon – Fri: appointments.  | 1000–1600, Mon – Fri: pre-booked appointments.  |
| Library   | Access to online resources 24/365<br><br>24 hours a day self-service and access to collections<br><br>0900-1700, Mon – Fri: Research & Writing Drop-ins (InfoPerch) and appointments<br><br>Ask A Librarian – Live Online Chat 0900-1700, Mon – Fri. | Access to online resources 24/365<br><br>0900-2000 Mon – Fri: self-service and access to collections<br><br>1000-1800 Sat & Sun: self-service and access to collections.<br><br>Ask A Librarian – Live Online Chat 0900-1700, Mon – Fri<br><br>Advice Appointments Monday-Friday. |
| Archives and Special Collections                  | Special Collections 0900-1700, Mon – Fri<br><br>Archive appointments 1000 – 1630 -1700, Mon, Wed, Thurs  | Special Collections 0900-1700, Mon – Fri<br><br>Archive appointments 1000 – 1630 -1700, Mon, Wed, Thurs   |

| <b>Penryn</b> | during undergraduate term  | outside undergraduate term  |
|---------------|--|---|
| ASK           | 0900–1700, Mon - Fri: appointments, teaching and drop-ins.   | 0900–1700, Mon - Fri: appointments.   |
| Languages     | 0900–1700, Mon - Fri: Teaching and tutorials   | 0900–1700, Mon - Fri Teaching and tutorials.  |
| Chaplaincy    | 0900–1700, Mon – Fri: Chaplaincy facility available (bookable outside those hours by prior arrangement).<br><br>0900–1700, Mon - Fri: Chaplaincy appointments available (some flexibility outside those hours by prior arrangement). | 0900–1700, Mon - Fri: Chaplaincy facility available.<br><br>0900–1700, Monday–Friday: some Chaplaincy appointments available (some flexibility outside those hours by prior arrangement). |

| <b>Falmouth</b>                                   | during undergraduate term  | outside undergraduate term   |
|---|--|--|
| The Compass                                       | 0900–1700, Mon - Fri: Compass Helpdesk, phone, email and face to face..<br><br>24/7: self service via Compass Online.                    | 1000–1600, Mon - Fri: Phone and email<br><br>24/7: self service via Compass Online |
| Accessibility                                     | 0900–1700, Mon and Wed: Accessibility adviser on site all day; Drop-ins am, appointments pm (other times and days by prior arrangement). | 0900–1700, Mon–Fri: pre-arranged appointments only.                                |
| Inclusive Learning (incl dyslexia / study skills) | 0900-1700, Mon–Fri: Study skills appointments (for DSA-funded students)  | Screening and advice by email/phone.<br><br>Appointments by prior arrangement.     |
| DSA Academic Mentoring                            | 0900-1700, Mon–Fri: Academic Mentoring appointments (for DSA-funded students only)   | 0900-1700, Mon–Fri: Academic Mentoring appointments (for DSA-funded students only) |

| <b>Falmouth</b> | during undergraduate term   | outside undergraduate term  |
|-----------------|---|---|
| Living Support  | 0900–2200, Mon–Fri: Drop-ins advice   | Service provided at Penryn Campus.  |
| Wellbeing       | 0900–1700, Mon–Thurs, and Fri mornings: booked appointments.  | Service provided at Penryn Campus.  |
| Library         | As at Penryn for online resources, advice, drop-ins and online chat<br><br>Self-service and access to collections: 0845-2100, Mon–Fri.<br><br>1000-1800, Sat<br><br>1300-1800, Sun (self service) | As at Penryn for online resources, advice, drop-ins and online chat<br><br>Self-service and access to collections: 0900-1700, Mon–Fri   |
| ASK             | 0900–1700, Mon–Thurs: appointments, teaching and drop-in services.  | Service provided at Penryn. Appointments at Falmouth via prior arrangement.   |
| Languages       | 0900–1700, Mon–Fri: Teaching and tutorials.   | Service provided at Penryn. Tutorials at Falmouth via prior arrangement.  |
| Chaplaincy      | 0900–1700, Mon–Fri: Chaplaincy facility available.<br><br>0900–1700, Mon–Fri: Chaplaincy appointments available (some flexibility outside those hours by prior arrangement).                      | 0900–1700, Mon–Fri: Chaplaincy facility available.<br><br>0900–1700, Mon–Fri: some Chaplaincy appointments available (some flexibility outside those hours by prior arrangement). |

### Truro

|            |  |
|------------|--|
|            | during University of Exeter Medical School (UEMS) term time  |
| Wellbeing  | 1000–1600, Mon and 0900-1700, Fri: appointments and drop-in service.   |
| Chaplaincy | 0900–1700, Mon–Fri: Chaplaincy appointments available (some flexibility outside those hours by prior arrangement). |

### **Support out of hours and in emergencies**

15. Student & Library Services is primarily a day-time service (operating between 09:00 and 22:00), and does not provide a service for students to contact outside of these hours. Outside these hours, concerns should be directed to the FX Plus Night Services team via (01326) 253503 / 255875.
16. The immediate management of serious incidents and emergencies is a responsibility of statutory agencies such as the Police and the NHS. Student & Library Services does not provide an immediate emergency response function, although staff are normally involved in responding to the aftermath of welfare or discipline related incidents involving students, providing advice and assistance to those affected.
17. Student & Library Services senior staff operate a rota to provide information and advice to the Night Services team on urgent student welfare matters where necessary.
18. In certain circumstances we may communicate with a student's nominated emergency contact (see paragraph 45 below).

### **Services for students studying at a distance**

19. Students studying online have a range of options for accessing support from the Library:
  - Ask-A-Librarian (live online chat), Mon - Fri, 09:00-17:00.
  - Research and reading advice from Academic Liaison Librarians (email, phone, Skype).
  - Subject Guides on library website: <http://library.fxplus.ac.uk/subject-guides>.
  - Bespoke induction materials and webinars (Falmouth Flexible).
  - Access to online resources (including ebooks, electronic journals and databases).
  - British Library On Demand (chapter scans from print books and journal articles).
20. Whilst all other support services may be contacted by any student (see 'How to contact us' below), only certain forms of support are directly available for students not based at one of the campuses listed above. These are currently limited to:
  - email, telephone and online enquiries and basic advice (all services);
  - online assessment for learning strengths and basic specific learning difficulty screening (Do-IT Profiler);
  - access to online self-help wellbeing resources;
  - access to a wellbeing and health promotion mobile app (UniWellBeing);
  - email counselling;
  - Study skills support available via skype and/or email and
  - Academic English and English Language tutorials via skype or email feedback.

### **Support for interrupting / intermitting and withdrawing students**

21. Students retain full Library accounts for a fixed period of time.

22. The Helpdesk (Compass) offer a full, normal service, providing signposting and first line advice by phone, through Compass Online and by email.
23. Living Support, Accessibility, Inclusive Learning, Wellbeing, ASK, EAP and the Chaplaincy offer a reduced service based around:
  - planning with a student who is commencing a period of intermission/interruption to manage a temporary cessation of any ongoing work / relationship with them, including agreeing a plan for supporting their return to study;
  - supporting a managed approach to return to study (in line with any agreed plan);
  - and responding to general phone and email enquiries.
24. Where a student seeks support after they have formally withdrawn from their university course, Living Support, Accessibility, Inclusive Learning, Wellbeing, ASK, EAP and the Chaplaincy will offer a reduced service based around making a plan with the student to manage the closure of any ongoing work / relationship with them, and supporting them to access appropriate external sources of support.

### How we work with students

#### 25. **We don't replace statutory agencies**

We provide information, resources, advice, skills development and guidance services and support and therapeutic services as part of supporting current students to undertake a higher education programme of studies. Our services do not replace the services provided by statutory agencies such as the NHS, Police or Local Authority.

#### 26. **We help students to make their own choices**

Our services are designed to support current and prospective students in making informed choices about their options in our areas of specialist expertise, outlined above (paragraphs 3-10).

#### 27. **We aim to foster independence and self-responsibility**

Our aim is to foster independence, self-awareness and personal responsibility. In this context we expect students to take active responsibility and appropriate actions to manage the issues and concerns on which they seek our assistance.

*Illustrative example 1: when we provide advice to a student regarding actions we recommend to improve their mental health, such as referring them to an external source of support, we will normally assume that the student has accepted and acted on this advice. We will not routinely check that the student has followed this advice, unless we have agreed this in advance with the student, or we have clear information indicating the student might reasonably be expected to be at risk of significant harm to themselves or others if they do not follow this advice.*

*Illustrative example 2: When we offer a student an appointment which they do not attend (whether they have given advance notice of this or not) we will not usually*



*assume that this is an indicator of their being at risk. We will usually offer a further appointment which will normally be advised by email or text message, and may be after a delay. We will not routinely check on the welfare of the student, unless we have agreed to do so in advance, or we have access to information indicating that their non-attendance is a result of their being at risk of significant harm to themselves or others.*

**28. We work on the basis of consent**

We base our work with students on their disclosure of need and consent to work with us. Where a student does not wish to make a disclosure, makes only a partial disclosure, or does not give consent to our approach to sharing information with others, our support is necessarily limited.

**29. We assume legal capacity and fitness to study**

We assume students are adults with the capacity to make decisions. Where we work with students who are under 18 years old, we do so in compliance with relevant safeguarding policies and procedures.

30. We assume students are fit to study. We define a student who is fit to study as someone who can participate in study and broader student life in an appropriate manner (with reasonable adjustments where appropriate), without putting their own wellbeing or safety at risk and without putting the wellbeing or safety of other students, staff, or third parties at risk. In cases where a student is not able to demonstrate their ongoing fitness for study, we work to provide support alongside University partner staff under the relevant Health, Wellbeing and Support for / Fitness to Study procedure.

University of Exeter:

<http://www.exeter.ac.uk/students/administration/complaintsandappeals/hwssp>

Falmouth University: <https://www.falmouth.ac.uk/file/39260/download>

We do not take responsibility for making decisions on behalf of students except in exceptional circumstances such as emergency situations and where there is clear evidence that a student is unable to make a decision on their own behalf because of an impairment of, or a disturbance in the functioning of, the mind or brain and it is judged on the balance of probabilities that to fail to make a decision would be contrary to the student's best interests (reference Mental Capacity Act, 2005).

**31. If a student does not respond to our offer of support**

In normal circumstances, if a student appears disengaged or unresponsive to attempts to contact them, Services will take all reasonable steps to make 3 attempts to establish contact, using at least 2 different methods of communication, over a 2 week period. At the completion of this process, unless there are clear indicators of risk of harm, Services will usually not pursue contact further.

32. Where there is evidence to suggest concern about the wellbeing of a student who appears to be disengaged, these normal attempts to establish contact may be supplemented through (i) face-to-face welfare check by Living Support; (ii) escalation to

a cross-Department Case Review Group for review; and/or (iii) escalation to the Missing Student Protocol, depending on the circumstances of the situation.

33. A student may make an arrangement that there may be longer than 2 weeks between communications. If such an arrangement is in place, this will be noted on Compass as a case note.

**34. Our service is available for all, but can be withdrawn**

We work with all students irrespective of gender, race, disability, age, sexual orientation, religion, belief, gender reassignment, pregnancy and maternity or marital or civil partnership status. Our services are designed to support students in our areas of expertise, with equal regard, based on assessed need. However in some circumstances such as where there is a need to protect staff or other service users, or to preserve our ability to meet the needs of other students, we may reduce the availability of services to specific individuals, and this would usually be explained to the individual(s) it concerns.

#### How we work with staff

35. Student & Library Services' teams provide training, advice and consultancy to all academic and professional services' staff on both an individual and team basis.

36. Student & Library Services teams work with staff to ensure the appropriate academic resources are available for Falmouth University and Exeter University modules. Support is offered for research and repository deposits, and to provide copyright advice and guidance. Support is also available for staff involved in establishing and operating collaborative partnerships.

37. Certain senior Student & Library Services staff are available out of hours to provide information and advice to staff operating service at these times on urgent student welfare matters.

38. Multifaith Chaplaincy offers pastoral and spiritual care to staff of all faiths and none, concerning both work and personal matters.

#### Our duty of care

39. **We ensure that our staff are competent to carry-out their roles.** We do this by defining performance expectations, ensuring staff are qualified and maintain registration with relevant bodies where appropriate, and providing for ongoing training. We expect all our staff to operate only within the limits of their competency and in line with our policies and the relevant policies of the Universities.

40. **We take steps to avoid our services causing direct or indirect harm** where it is reasonably foreseeable. We do this by risk assessing our key activities and implementing actions to mitigate risk, where it is effective and reasonable to do so.

41. **We are committed to confidentiality** and take care of the personal data we are entrusted with. We always comply with relevant Data Protection legislation. Specifically:

42. We collect, store and use personal information about students who access our services, including:
- Personal details.
  - A record of meetings and communications between the student and us.
  - A record of any actions we take as part of supporting a student.
  - Information provided to us by others for the purposes of supporting a student.
  - Use of library resources and systems (collected for all users).
43. We may share this information with other people. This may include staff in a student's Academic Department, other Administrative and Student & Library Services departments, Health and Safety, Accommodation Services, Estates, IT Services, or Security. We may also disclose information about to a student's GP (doctor) or other relevant non-University professional, and in certain circumstances to their nominated emergency contact.
44. Sharing is on a strictly 'need-to-know' basis in order to provide support or meet legal requirements. Wherever possible we respect a student's wishes regarding the use, storage and sharing of information. However, we may not be able to do so in certain situations such as disclosure of potential harm to self or others, or of criminal activity.
45. We store this information securely for up to six years after a student leaves university, and after that it is destroyed.
46. Where we receive, and determine it is appropriate to record information from or about a third party, we ensure that this is recorded in a way which clearly identifies this information as being from or about a third party.

Further details regarding our use of data can be found on the websites of the Universities:

University of Exeter: <https://www.exeter.ac.uk/ig/dataprotection/>

Falmouth University: <https://www.falmouth.ac.uk/data-privacy>

47. **We are transparent about the services we provide, and what we expect of students in order for us to support them.** We endeavour to also be clear with students about any specific limitations to the support we are able to provide them.
48. **We regularly seek feedback from student and staff users and non-users of our services to influence and shape their development.** We do this through a range of feedback methods including, for example, focus groups, surveys (including the National Student Survey and the FX Plus Shared Services Survey), staff student liaison groups/committees and other user service reviews.
49. **We operate a complaints procedure** which we use to respond to any concerns regarding the provision of our services. This is fully detailed in the Student Complaints policies of our partner universities:

University of Exeter:

<http://www.exeter.ac.uk/cgr/student-cases-and-conduct/studentcomplaints/>

Falmouth University: <https://www.falmouth.ac.uk/file/39057/download>

## How to contact us

### Web

[compass.fxplus.ac.uk](http://compass.fxplus.ac.uk)

[library.fxplus.ac.uk](http://library.fxplus.ac.uk)

**Email for students: support**

[studentservices@fxplus.ac.uk](mailto:studentservices@fxplus.ac.uk)

**Email for students: ASK**

[ask@falmouth.ac.uk](mailto:ask@falmouth.ac.uk) or [ask@exeter.ac.uk](mailto:ask@exeter.ac.uk)

**Email for students: languages**

[languages@fxplus.ac.uk](mailto:languages@fxplus.ac.uk)

**Email for students: library**

[library@fxplus.ac.uk](mailto:library@fxplus.ac.uk)

**Email for staff**

[compassadmin@fxplus.ac.uk](mailto:compassadmin@fxplus.ac.uk)

**Telephone: library**

Penryn 01326 370441

Falmouth 01326 213815

**Telephone: support**

01326 370460

Web and social media <https://www.facebook.com/FalmouthExeterStudentServices>

- [www.facebook.com/fxlibrary](http://www.facebook.com/fxlibrary)
- @fxstudents
- @fxlibrary
- instagram@fxunilibrary
- [www.fxplus.ac.uk/students](http://www.fxplus.ac.uk/students)
- <http://library.fxplus.ac.uk>

## Multifaith Chaplaincy

- [chaplaincy@fxplus.ac.uk](mailto:chaplaincy@fxplus.ac.uk)
- 01326 360744
- 07765 694884 (text only)
- tweet @fxmultifaith
- insta @multifaithchaplaincy

Reviewed: October 2019.

Next review: August 2020 (annual update).

Circulation: FXP Student & Library Services staff, FXP SET, UoE Education & Student Services, Falmouth QAE and Student Administration, SU, students via FX Plus website.