

In a span of just a few weeks in April 2020, The NTNU Virtual Library (VL) was established and launched. The service opened on April 28th and became a prioritised section of the NTNU University Library (UL) in a matter of months.

By the opening of the autumn term 2020, what started as a digital solution for library counter and guidance, open 2 hours daily and staffed by a handful of people at NTNU UL, has developed and grown further. We are now open six hours daily and close to 50 staff members engage in counter services, guidance, and course activity. Additionally, the management at NTNU UL has defined the VL as a service and section on par with the University Library's other services and sections.

The operational team at NTNU VL is made up of library staff from all three NTNU city campuses and is responsible for rosters, course planning and further development of the service. The operational team has also established contact with other libraries in Norway to exchange information about digital library services that have arisen during the lockdown conditions of 2020.

The VL has offered courses in EndNote, Zotero, LaTeX/BibTeX/Nvivo and "Shut up and write". We have also made service agreements with the NTNU Office of International Relations and the student organisation MAKE NTNU, which runs the UL's Makerspace, the latter of which has arranged several courses through the VL, for example courses in 3D printing. Other activities instigated by the VL include a project called "Kickstart Your Thesis 2020", which was an event hosted within the VL. The Facebook page for this project has 400 members as of now, and many of these are NTNU students abroad who need following up and access to scientific resources at NTNU remotely. A major digital writing workshop for all students and employees at NTNU is also in the planning stages.

The establishing of The Virtual Library has enabled several new discussions about and insights into digitalization at NTNU, cf. the subjects from the next Creating Knowledge 2021. What happens to courses when they move from their subject specific environments to an open online service? How does a digital service connect campuses closer?