TALKING TO THE LIBRARY: QUESTIONS AND ANSWERS FOR INSIGHT INTO STUDENT ENGAGEMENT

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FEBRUARY 2019

HELP SHAPE THE LIBRARY OF THE FUTURE

big talk events this Feb!

YOU COULD WIN AN IPAD!

FIND OUT MORE AT LIBRARY.SUNDERLAND.AC.UK

FIND OUT ALL WE CAN DO FOR YOU

SHARE HOW WE CAN HELP YOU MORE

THE Big TALK to the Library EVENT

go.sunderland.ac.uk/share

TELL US WHICH BOOKS YOU’D LIKE US TO BUY

@UNIOFSUNLIB
WHERE DID BIG TALK COME FROM?

• Library focus for 18/19 is ‘Read Higher’
• Annual promotion of our core messages
• Recent success of our ‘Roadshows’ across campus
• Always keen to talk to our students in person – how can we get them into conversations?
HOW DID IT WORK?

• Held ‘pop up’ events in our two libraries

• Liaison Team out and about in Faculties

• Promotion by all teams in the Libraries
# The BIG Talk to your Library Event

We are continuously shaping our services to best meet your study needs. It would be great if you could take a couple of minutes to answer the following questions. If you include your User ID you will be entered into the prize draw to win an iPad. Thank you.

<table>
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<tr>
<th>Your User ID</th>
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<th>How could the Library help with your studies at the moment?</th>
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<th>What is the one thing you would change about your University Library?</th>
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<th>We are currently buying a lot of books. What topics would you like us to buy books about?</th>
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<th>What is the best thing about your University Library?</th>
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Free stuff…
HOW COULD THE LIBRARY HELP WITH YOUR STUDIES AT THE MOMENT?

“Additional Engineering software on the computers”

“Longer opening, fix computers, more private hubs”

“Ensure all core text books for Engineering courses are available online”

“Providing key articles for review in final year project”

“Have a larger supply of online books...”
What is one thing you would change about your university library?

- "More isolated study areas – can get noisy"
- "Make it more comfortable by adding more sofas – maybe add some sanitisers?"
- "Please make sure all the extension cables are functioning"
- "Better chairs in the computer area"
- "Give students access to Matlab and CES in the Library"
WHAT IS THE BEST THING ABOUT YOUR UNIVERSITY LIBRARY?

“The amount of resources and the people that are there to help”

“Facilitates all learning styles”

“The environment is quiet and relaxing with a nice view of the river”

“Availability checker online”

“It’s 24/7 so I can work at my own convenience”
What next?

- Key themes will inform our campaigns for 2019/20
  - Still analysing full results (over 700 responses)
- Implement quick wins
- Responsive opening hours to meet demand through the year
INFORMING LIAISON AND RELATIONSHIP MANAGEMENT

(aka Helen’s To-Do List!)
Feed into Action Planning for 2019/20
Meeting with Heads of School to identify opportunities for partnership
Identify best practice (e.g. LL attends Staff Student Liaison Committee)
Set standards and manage expectations of Liaison Librarians

Identify what is working well and shout from rooftops 😊

What can I control? Is there anything I can do right now?
  Checking broken computer chairs
  Look at software availability
  Check for eBook availability

What is outside of my control?
  Things to consider for future planning?
Thanks for listening – any questions?

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