

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

HELEN LAWRENCE

ACADEMIC LIAISON LIBRARIAN (COMPUTING AND ENGINEERING)

UNIVERSITY OF SUNDERLAND

FEBRUARY 2019



WHERE DID BIG TALK COME FROM?

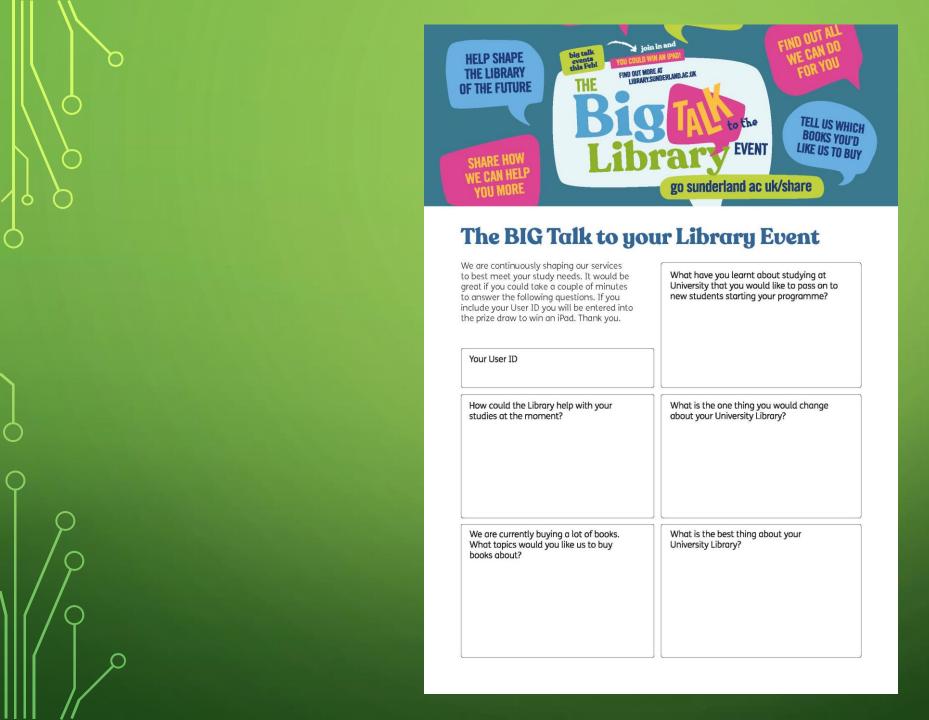
- Library focus for 18/19 is 'Read Higher'
- Annual promotion of our core messages
- Recent success of our 'Roadshows' across campus
- Always keen to talk to our students in person how can we get them into conversations?

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



Free stuff...







RESPONSES FROM STUDENTS IN FACULTY OF TECHNOLOGY

SCHOOL OF COMPUTER SCIENCE

SCHOOL OF ENGINEERING

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?"

"Give students access to Matlab and CES in the Library"

"Please make sure all the extension cables are functioning"

"Better chairs in the computer area"

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"

"Availability checker online"

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

"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?

helen.lawrence@sunderland.ac.uk

@uniofsunlib

@LibraryLass81 (Helen)