

People in the Robinson Library

What did/do you do?

The Robinson Library has members of staff at help desks and as 'roving helpers' to assist students.

Who is involved?

Different members of Library staff, on a rota basis as part of other duties.

How do you do it?

The Robinson Library's main counter is staffed for most of the Library's opening hours. There are additional help desks on the upper floors. This is in addition to self-service machines and information points.

- During Welcome Week there is a staffed stand near the entrance to the Robinson Library.
- There are also roving helpers on the Library floor.

Why do you do it?

One the one hand, a librarian behind a library counter could be too intimidating to approach: taking away the counter might seem friendlier.

On the other hand, a member of staff walking around a library might be in the middle of something far too important to be asked a question by a student: having a counter is a sign that these people are here to help you.

Does it work?

On the first day of having roving helpers in the Library they did over 50 'assists'. Although this does not show how many of these students would/would not have gone to a help desk, it does show that 50+ students were helped in a day.

Teaching and Learning Case Study

HaSS 'communicating with students' project, 2010/11

Robinson Library

Coherent Curriculum theme:

- Student Engagement