Library Assistant

Improving the Student Experience of Oxford Libraries Through a Mobile Library Induction
Transition from School to University library is difficult for new undergraduates.
Face to face inductions aim to make Libraries less intimidating
Views on induction from student and staff focus groups

**Students: Positives**
- Library tours
- Catalogue demonstrations
- How to get help
- Short quizzes and exercises

**Students: Negatives**
- Timing
- Information overload
- Repetition
- Timetable clashes

**Staff**
- **Positive:** Introducing spaces and staff
- **Negative:** Information overload & repetition
A vision for an improved induction using mobile technologies

- Concise information for undergraduates
- Available anytime, any place
- Covering all Oxford Libraries
- Transform face to face library inductions
JISC Transformations Funding

- Money to fund a one year project
- Aims
  - Enhance the student experience
  - Effect change across institutions
  - Using ICT
App or Website?

<table>
<thead>
<tr>
<th>App</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Runs quickly</td>
<td>Platform agnostic</td>
</tr>
<tr>
<td>Works off-line</td>
<td>Develop with existing technology</td>
</tr>
<tr>
<td>Use operating system functions</td>
<td>No installation or set up required</td>
</tr>
</tbody>
</table>

- Developing a website using our own CMS
  - Easy for library staff to use
  - Re-use elements of Library Assistant
  - Simple to maintain
Structure

Main Menu
- Library Assistant for Oxford Freshers
  - Search this induction

  - Which libraries to use
  - Understanding reading lists
  - Finding and borrowing
  - Printing, photocopying and scanning (PCAS)
  - Computers, WiFi and passwords
  - Library inductions and tours
  - Support for students with disabilities
  - Library A-Z and opening times
  - Help and contacts

Submenu
- Library Assistant for Oxford Freshers
  - Search this induction

  - Finding and borrowing
    1. How do I find my books and journals?
    2. May I borrow books from libraries?
    3. How do I renew books?
    4. How do I reserve books already on loan?
    5. What does 'closed stack' mean?
    6. How do I order 'closed stack' items?
    7. How do I access e-books and e-journals?
    8. Help

Content page
- The references on each reading list will give you the details of books, journals and other material that your tutor would like you to read.

  - Book references
    - Here is an example reference for a book.
      - place of publication: publisher, date of publication
    - The author’s name is R. Smith. The book title is Money & Power. The book was published in London by the publisher Routledge in 2012.
    - Here is an example of a reference for a specific chapter in a book.
Writing Content

• Consultation with students and staff to identify appropriate content
• Librarian volunteers to write content
• Content transferred to the CMS
Interactive content

Library Assistant
FOR OXFORD FRESHERS

Which libraries cover my subject?

Please select your course and college from the menus below. Then press 'Search' to find out which libraries hold the most reading material for your course.

College: Brasenose
Course: Classics and English

Search

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Library Assistant
FOR OXFORD FRESHERS

Which libraries cover my subject?

The libraries likely to contain most books relevant to you are given below. Please click the button for more information about the library.

Your Libraries
Brasenose College Library
English Faculty Library
Sackler Library
Bodleian Library - Old Library
Bodleian Library - Radcliffe Camera

Back

Sackler Library

Term: Mon-Fri 9.00-22.00, Sat 10.00-17.00
Vacation: As Term
Email: sac-enquiries@bodleian.ox.ac.uk
Telephone: 01865 278092
Website: www.bodleian.ox.ac.uk/sackler

Address: Sackler Library, 1 St John Street, Oxford, OX1 2LG

For directions to this library, click inside the map.
Usability testing

1. Initial feedback on structure and content
2. Testing paper mock-ups
3. Testing prototype site
Marketing

- Essential for success
  - Engagement with library staff
  - Advertising materials produced
  - E-mailing students before arrival
  - Presence at student events
  - Promotion at physical inductions
Impact - Analytics

Recorded Access by Category of Device 23/9/13 to 6/12/13
Recorded Website Sessions 7/10/13 to 28/10/2013
Impact - Feedback

Staff Survey

• 30 responses
• 90% had promoted Library Assistant to students
• Particularly useful for giving students basic information and allowing libraries to focus on their collections

Student Responses

<table>
<thead>
<tr>
<th>The Good</th>
<th>The Bad</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helpful information</td>
<td>Needs more visual appeal</td>
</tr>
<tr>
<td>Easy to use</td>
<td>Would work better as an app</td>
</tr>
</tbody>
</table>
Transforming physical induction

**Aims**
- Reduce information overload and repetition
- Focus on high value subject and local information

**Solution**
- Getting “buy in” from staff across Oxford

**Outcomes**
- Commitment to work together
- Agreement on core content
Conclusion

Vision
✓ Concise information for undergraduates
✓ Available anytime any place
✓ Covering all Oxford Libraries
✓ Transform face to face library inductions

Key success factors
• Engaging with students to discover their needs
• Getting buy in from library staff
• Working together across the institution
Contact details

• If you want to find out more about the Library Assistant project you can contact us –
  • angela.carritt@bodleian.ox.ac.uk
  • oliver.bridle@bodleian.ox.ac.uk
Acknowledgements

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  • All the students and other members of staff who participated in our user testing, focus groups and surveys