We are all Librarians now: Developing roles and skills of Senior Library Assistants in a UK University Library

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What is this about?

• A cultural change in who works with students to support their information literacy
• The policy and economic drivers that led to this change
• Some of the changes in working practices in the Library to meet these challenges
• How staff skills were developed in response to these changes
• How these map onto the seven pillars model of IL
• What the staff think of the impact this has had on their work
National policy context

• Higher education policy
  – Increasing student numbers
  – Student fees and increased student debt
• Student lifestyles
  – Need to do paid work
  – Cultural changes
• Technological changes
  – For students and for Libraries
Institutional drivers

- Learning and teaching policies
  - Online teaching and learning – VLE
- Student experience
  - Feedback from LibQual surveys and course committees
- Need for efficiency savings in staffing and service delivery
‘We are all librarians now’
New opportunities

• Development of online and email enquiry services
• Developing skills and building confidence
  • Voluntary
  • Peer supported
  • Reflective
• Focussed and evolved at point of need
Developing staff skills

• Chat service
  • Using email experience as a foundation
  • Learning alongside Librarians – exchange of skills
• Changes in the physical Library
• Taking on phone calls in back office
• Natural evolution of services and involvement
Staff viewpoint

- http://www.youtube.com/watch?v=OCJKodij5Ss
A final comment…

- http://www.youtube.com/watch?v=ZpyjQ7BVRSU