

Champions as collaborators: involving students in collaborative practice to improve the Library



Caroline Gale - Library Liaison Manager

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University of Exeter – facts & figures

- 20,700+ students (inc. 3,900+ international):
 - 16,000 Undergraduate
 - 2,300 PGT
 - 1,400 PGR
- 3 campuses:
 - Exeter (Streatham & St Lukes)
 - Cornwall (Penryn campus - shared with Falmouth University)

Student Experience

- £9,000 'fees'
- Emphasis on the student as customer
- NSS as a key indicator
- Regular feedback from students on lack of core texts
- Inspiration: Students as Change Agents
<http://as.exeter.ac.uk/eqe/projects/change/>
- Desire to involve our users with service development

Collaborative practice

“Collaboration is a style for direct interaction between at least two co-equal parties voluntarily engaged in shared decision-making as they work toward a common goal”

Friend & Cook, 1992

“...communication, sharing, and problem solving between the physician and nurse as peers; this pattern of practice also implies a shared responsibility and accountability for patient care”

Miller-Keane Encyclopedia and Dictionary of Medicine, Nursing, and Allied Health, 2005

Exeter's Library Champions – who?

- Taught students
- Self-nominated in line with Student's Guild recommendations
- One per subject (Exeter and Cornwall)
- Roughly 40 per year



Exeter Library Champions – what?

- Meet with Liaison team
- Promote the Library within their departments
- Spend a budget of £1000 on Library resources
- Report back via SSLCs
- Focus Groups



How we support them



Library Champion

Want to comment on Library services?
Want to suggest a book for the Library?

Contact your Library Champion:
They can order books and
represent your views



- Support via email/Facebook/poster
- Advice on book/resource selections

What did they get from it?

- Opportunity to influence Library decision making
- Skills development: advocacy, negotiation, budgeting & promotion
- CV enhancement
- Certification, Exeter Award & references (if required)

Examples of collaboration #1

Book purchasing

- Usual model not effective enough
- Not PDA or EBA
- Different kind of user selection
- Cost of academic materials



Examples of collaboration #2

E-book focus groups

- What do they really think?
- Do they actually use all the functions available?
- Which interfaces do they prefer?
- DRM issues awareness



Examples of collaboration #3

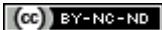
Changing fines/borrowing periods

- Feedback about high fines from students
- Champions sand pit first
- Challenging our preconceptions



Examples of collaboration #4, #5 & #6

- Digital resources access routes
- Silent Study room rules
- Reserving desks



References

- Friend & Cook, 1992, **Interactions: Collaboration skills for school professionals**, Longman (lots more recent editions)
- Miller-Keane Encyclopedia and Dictionary of Medicine, Nursing, and Allied Health, 2005, Elsevier