



Queen Mary
University of London

A Warm Welcome: maximising the potential of Welcome Week for library engagement

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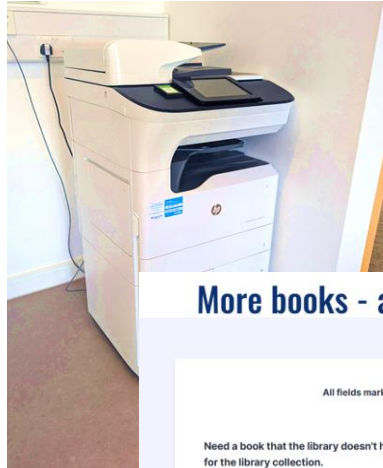


Why Welcome Week?



**How can we maximise
this opportunity?**

Promoting our full range of library services



More books - at your request

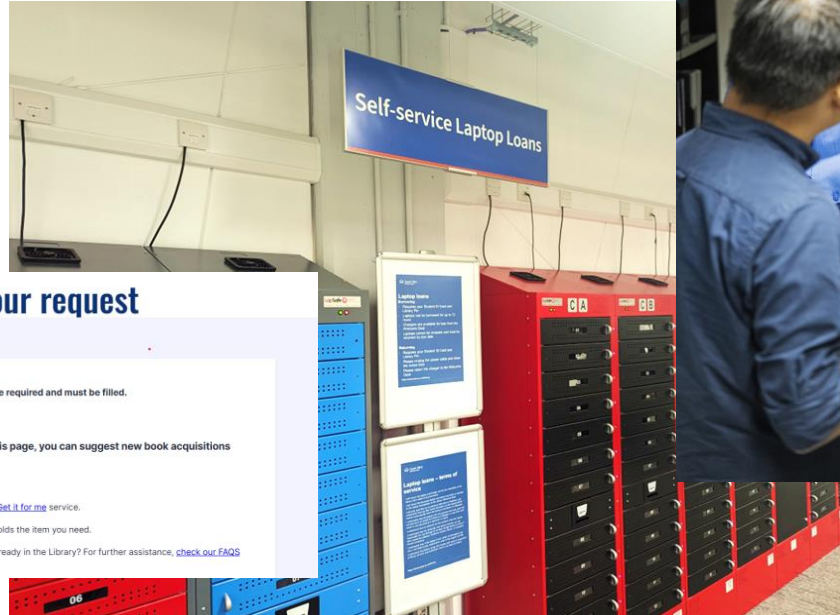
All fields marked with * are required and must be filled.

Need a book that the library doesn't have? On this page, you can suggest new book acquisitions for the library collection.

Please request journal articles and book chapters via the [Get it for me](#) service.

Please check [Library Search](#) to see if the library already holds the item you need.

Do you have a question or problem with an ebook that's already in the Library? For further assistance, [check our FAQs](#) or report the issue to the [E-resources team](#)



Welcome to Library Chat

Name*

Email*

Ask a question to start chatting with a Librarian*

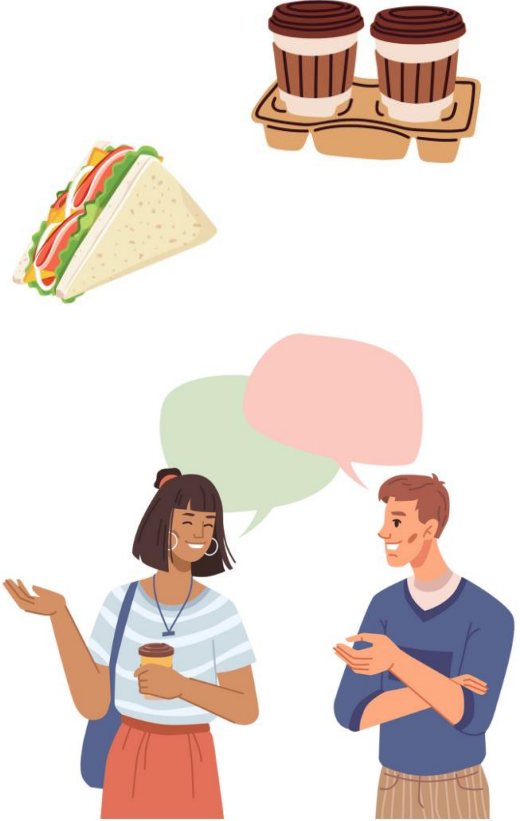
Start Chat

Minimize chat



Building positive staff-student relations

Setting expectations for users



Three engagement activities

Welcome Fair stall

What is the dream outcome of this interaction?





Back

What should you do if you forget your library card?

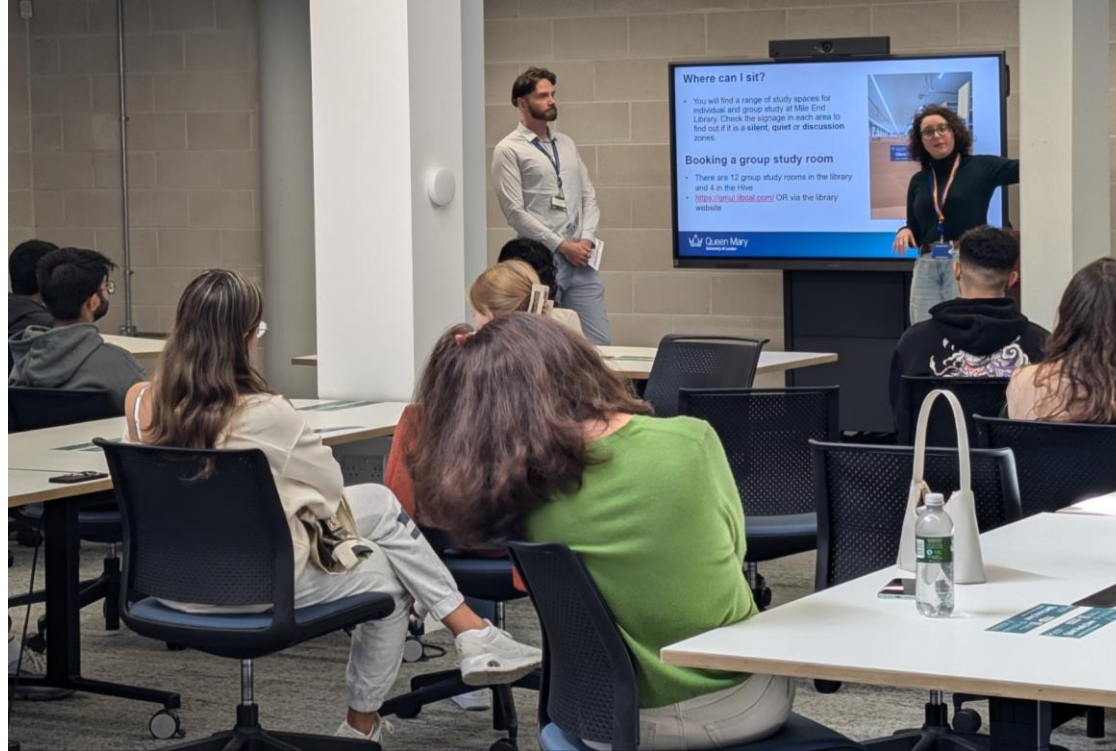
- A Go home and get it
- B Ask to borrow your friend's card
- C Use the day ticket machine

Front

... Did we mention prizes?



Teaching-style inductions



Independent scavenger hunt

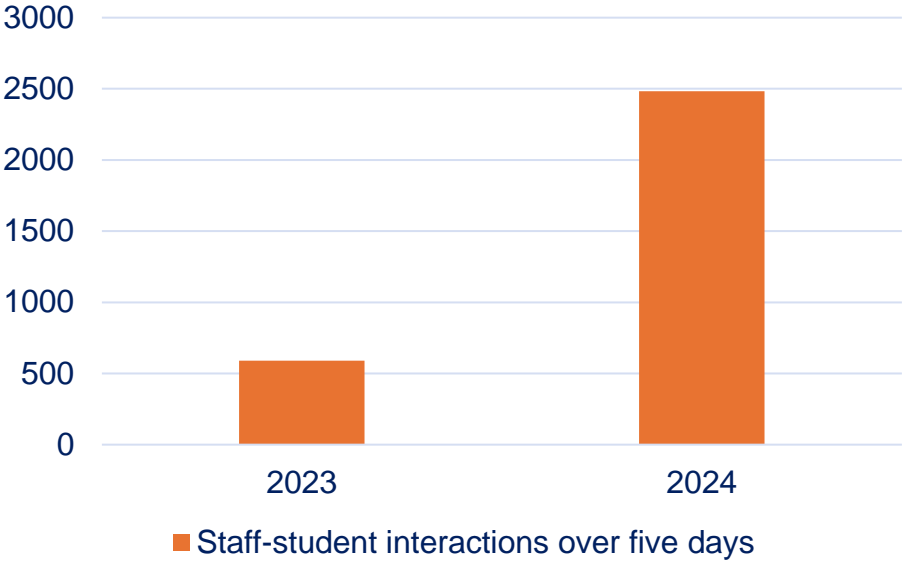


Plus guided tours



Outcome and evaluation

Increased engagement at the stall



2484

Interactions over a week at the welcome stall

320%

Increase in stall interactions on 2023



"It made it so easy to start a conversation and interact with the students."

"It was a friendly fun way to introduce ourselves to the users."

"One person told me it was the best stall in the square!"

"Sometimes it got too busy and crowd control was hard to manage."



Wider choice of induction style

316

Library users attended
an activity in the library



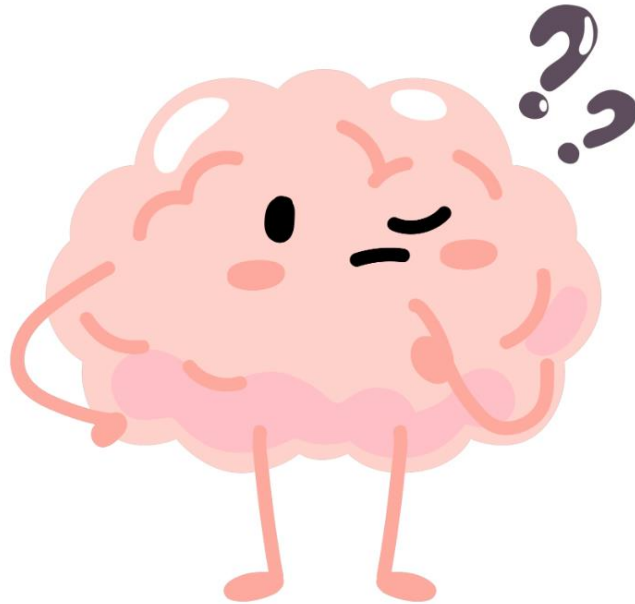
170 teaching-
style inductions



146 guided tours

Questions on the scavenger hunt

Should we promote this differently?

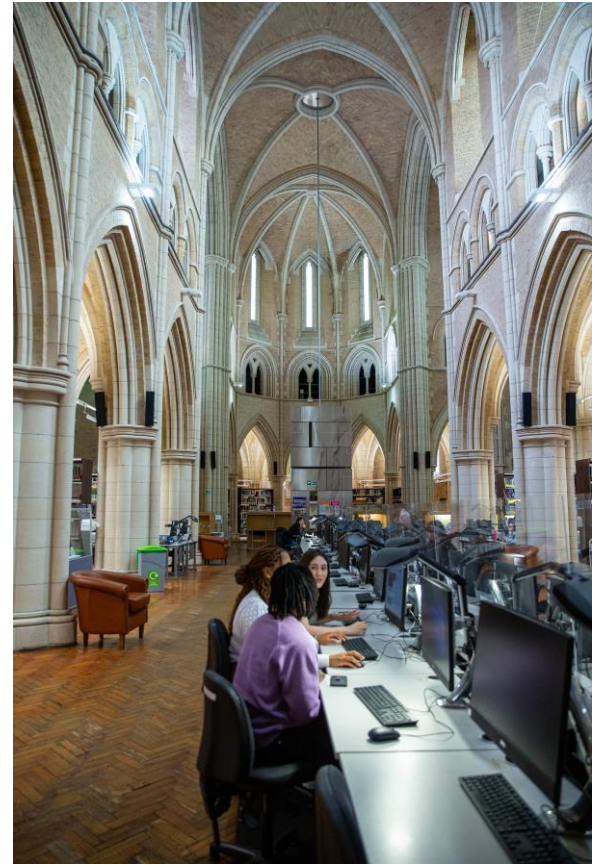


Why the low uptake?

Quality vs quantity of engagement?

Moving forwards

- Working with subject teams
- Improved staff training
- Qualitative student feedback
- Expanding the offering





Where can I sit?

- You will find a range of study spaces for individual and group study at Mile End Library. Check the signage in each area to find out if it is a silent, quiet or discussion room.

Booking a group study room

- There are 12 group study rooms in the library and 4 in the hall.
- <https://qm.libguides.com/CR> via the library website

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Thank you



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