University of Worcester
Library Services

Engaging students, shaping services: the changing face of student engagement at The Hive

Tuesday 12th April, UKSG

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Library Services @ The Hive, University of Worcester
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Student engagement is a slippery phrase

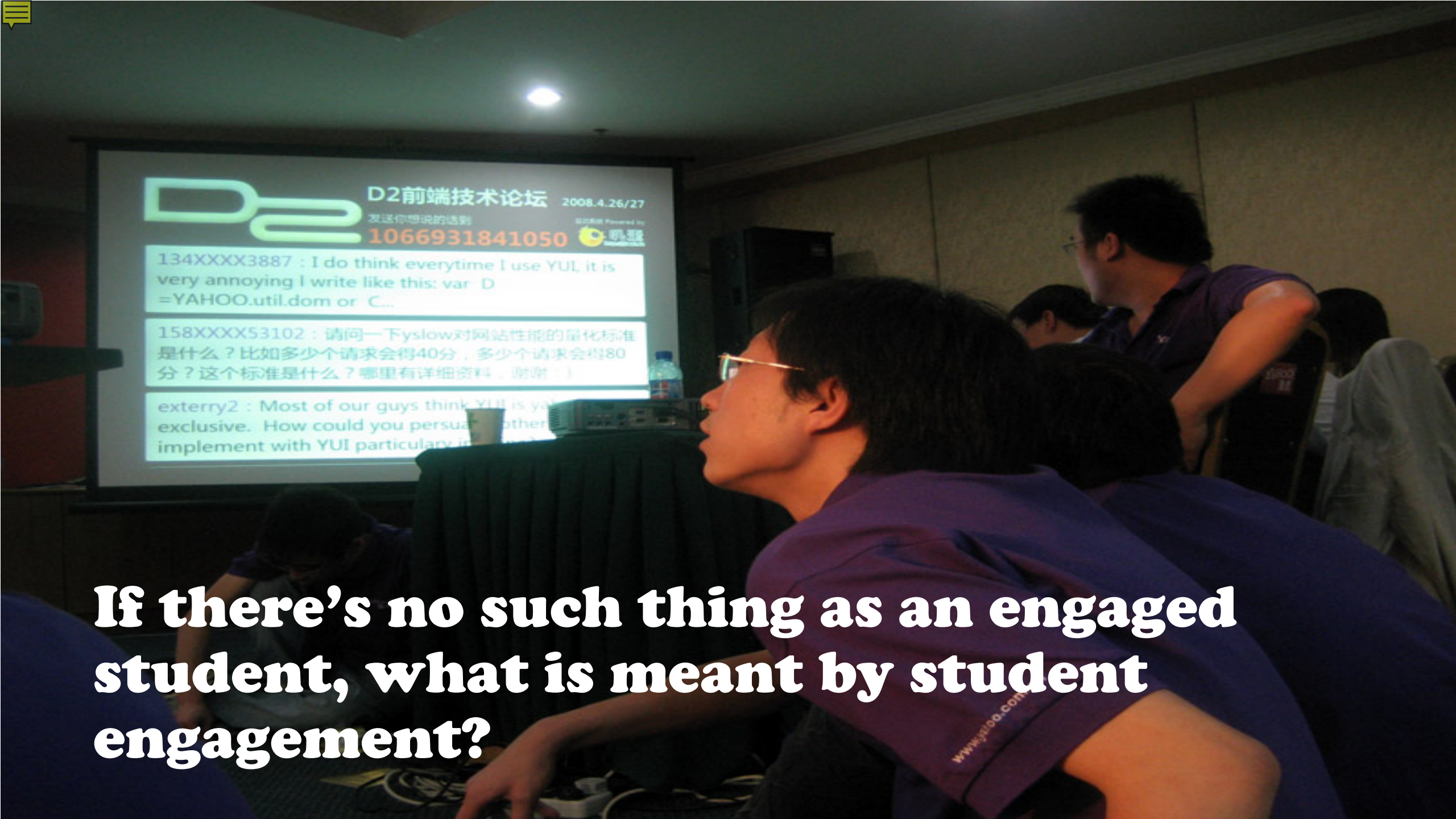
Marjorie L Wilson @DrMarjWilson · 37m

Student engagement - poorly theorised potentially - all things to all people and unclear @TeessideFoL #TUFoL16

There is no such thing as an
Engaged
student

VACANT

ENGAGED



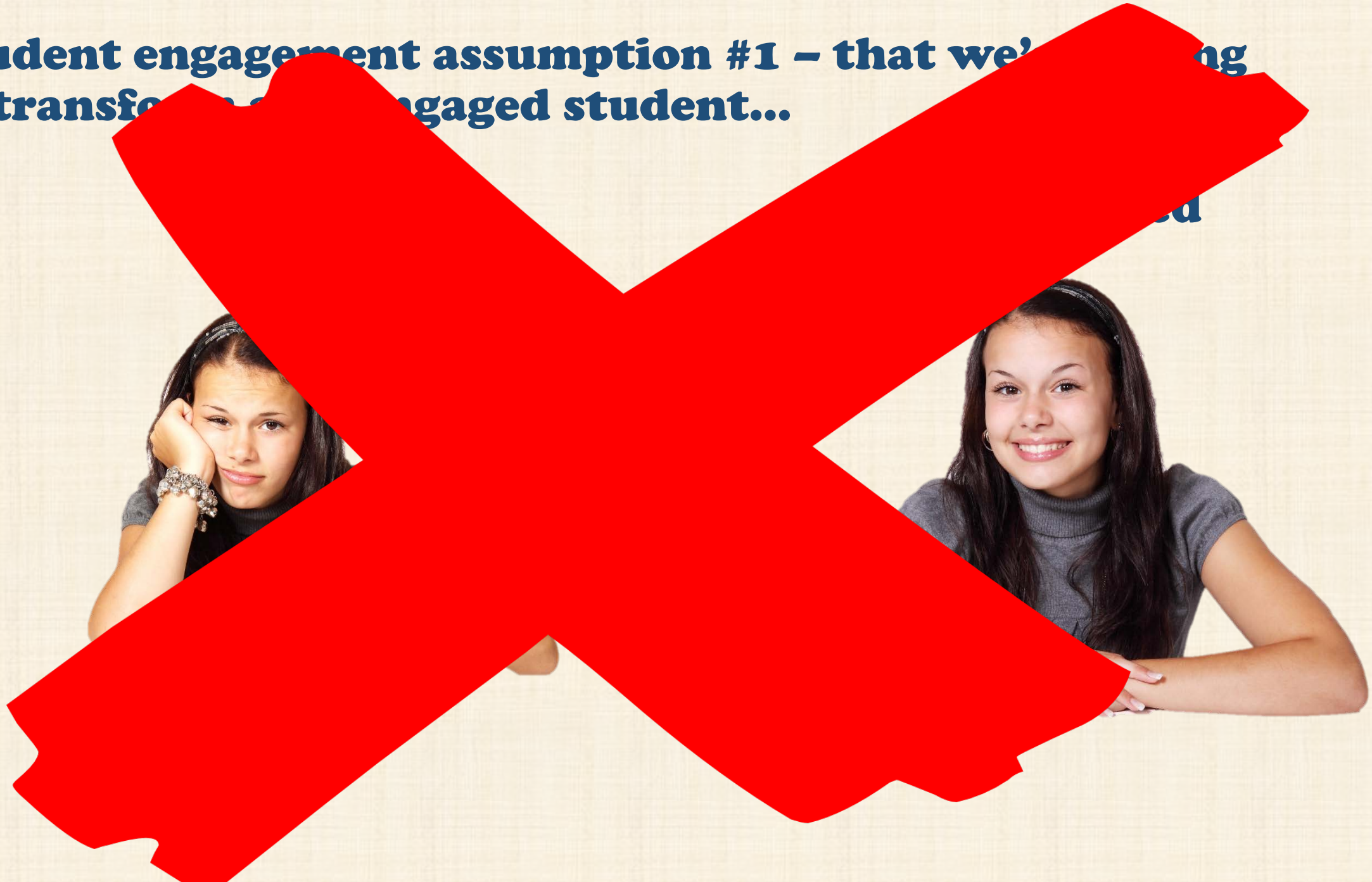
If there's no such thing as an engaged student, what is meant by student engagement?

Student engagement assumption #1 – that we're trying to transform a disengaged student…

Student engagement assumption #1 – that we're trying to transform a disengaged student...

...into an engaged student

Student engagement assumption #1 – that we'[illegible]ng to transfo[illegible]ngaged student...



Assumption # 2 – student engagement is about bums on seats

Assumptio gage s on seats

Student engagement definition # 1 – “Improving the motivation of students to engage in learning and to learn independently” (QAA Quality Code, Chapter B5)

Student engagement definition # 2

“The participation of students in quality enhancement and quality assurance processes, resulting in the improvement of their education experience ”

(QAA Quality Code, Chapter B5)

Putting student engagement in Worcester in context…

The Hive – it's not just a library

Image © The Hive

What we're aiming to do with student engagement is:

1. In partnership with students, make more of the ‘value added’ opportunities

2. Talk and listen to students & provide more opportunities to help us shape and improve services

What are we actually doing?

We have 2 Student Engagement Co-ordinators

There are 3 strands of activity to our student engagement role

Projects

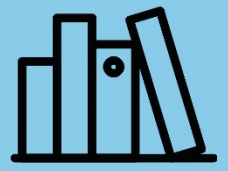
Focus groups

Surveys & questionnaires

We've started with some quick wins

Student #uwtoptips

@uwlibservices
libguides.worc.ac.uk

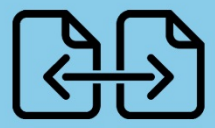


Library Search
powered by: Summon

Know your shelf
Find out where the core books for your course are kept

Take a screenshot of the books you're looking for on Library Search before visiting the Hive

Return short loans in a rush to the Peirson Study Centre - but not high demand items



Struggling with referencing?
Askalibrarian on Level 3 or email askalibrarian @worc.ac.uk

Request from other libraries if we don't have the item you're looking for libguides.worc.ac.uk/ilr

Visit a university library closer to home
Ask about the SCONUL scheme

Students wrote their own 'top tips'

Login to a Hive PC
Enter UNI\ before your username

WiFi
Use Eduroam

Silent study in the Hive
Level 4 - take the righthand lift

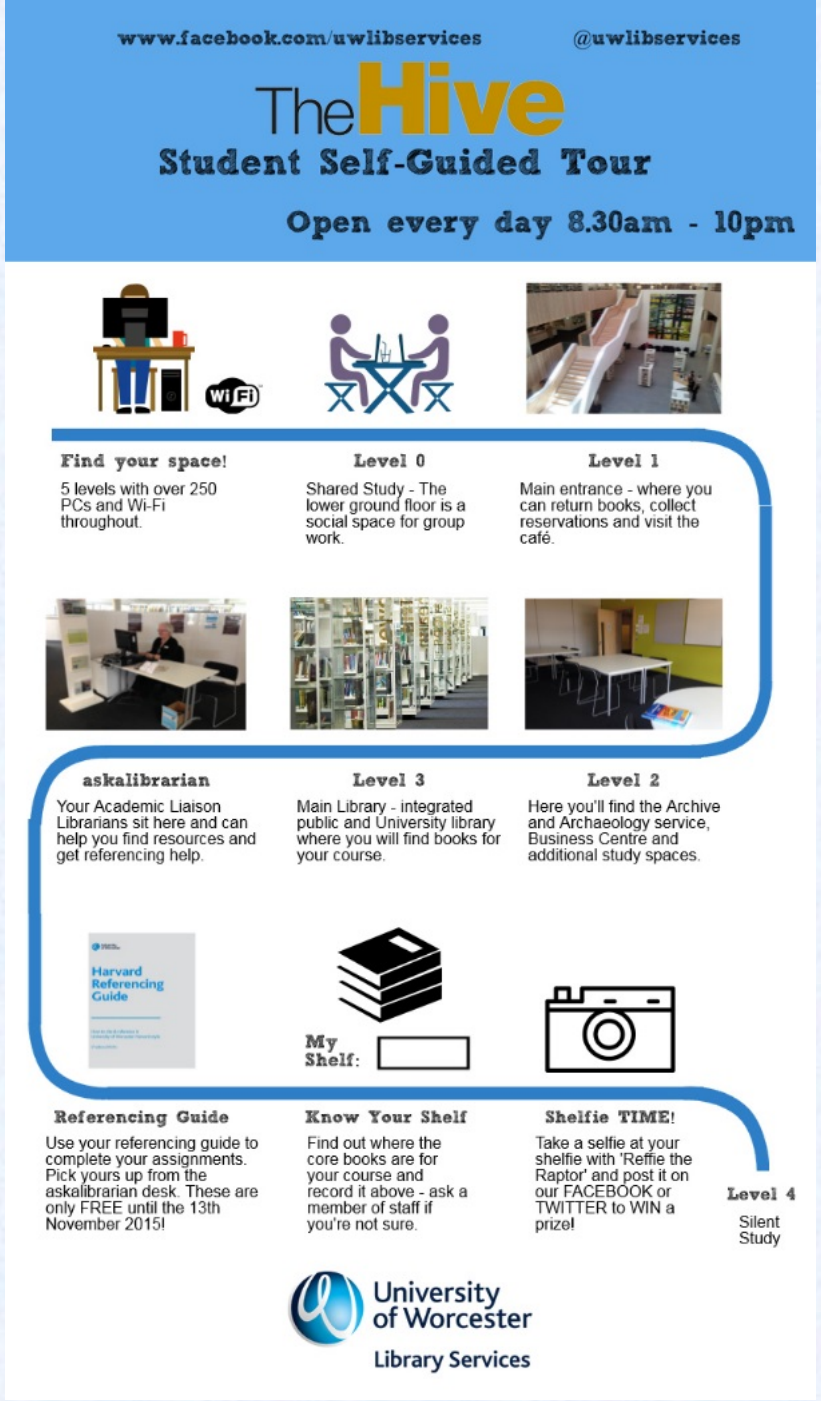
Book a Hive PC in advance
The quietest computer area is behind the lifts on Level 3

Hive meeting rooms are booked just for students during assessment periods

Borrow books
12 three-week loans
12 high-demand loans
3 short loans
Reserve books for free

Librarian #uwtoptips

@uwlibservices
libguides.worc.ac.uk



Students helped us design and improve a self-guided tour for induction

University of Worcester

Library Search | Library Account

Library Services

Home | About | Resources | Guides | Services | Help & Contact us

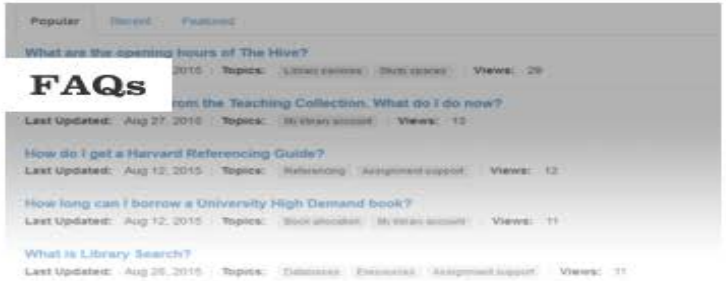
General | Articles | Books and other media | Ebooks | Journals | Databases | Resource lists | Website

Search articles, books, eBooks and other Library items

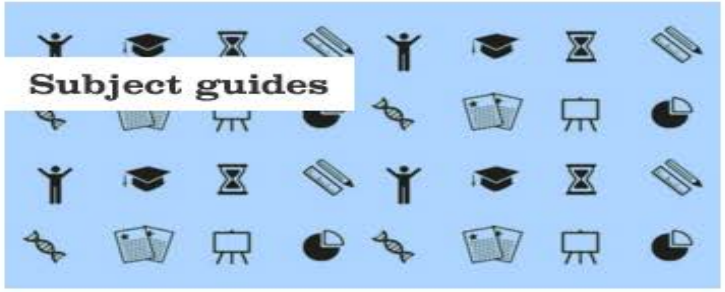
Search

More search options

Students helped us shape our new webpages



Want to know about open access? Have a look at our frequently asked questions.



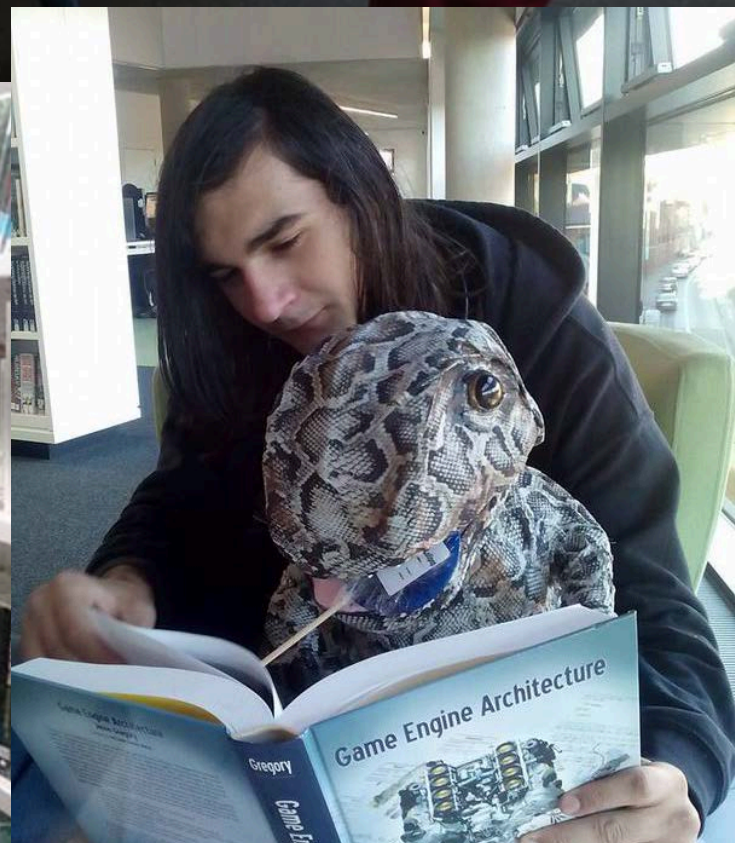
Organised by Institute, our Academic Liaison Librarians have put together lists of helpful databases and journals from our collections and also free online resources.

University of Worcester's referencing guide, including how to reference tweets, videos, maps and much more...

Students designed and created our mascot & star of social media, Reffie the Raptor

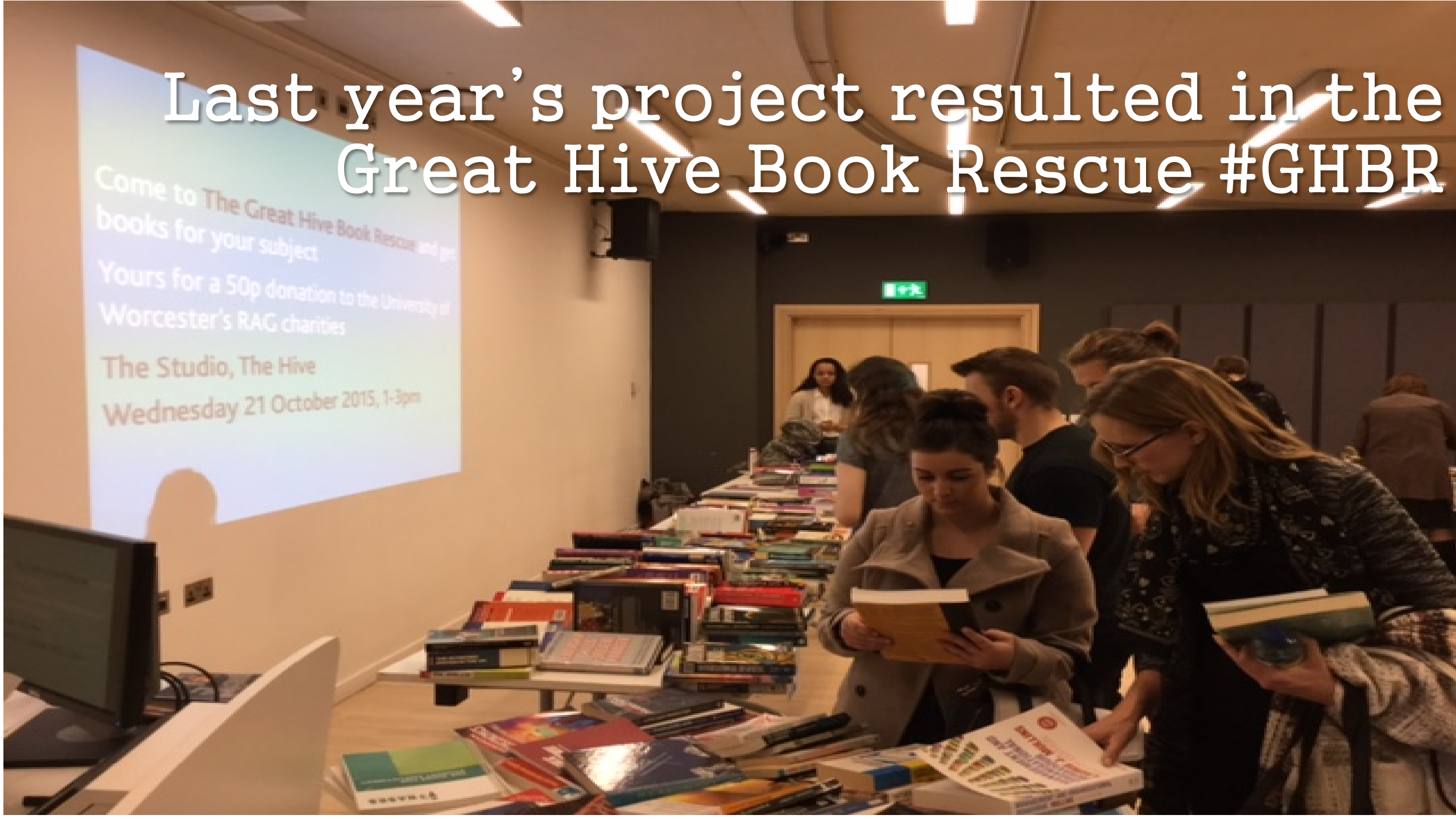
@reffieraptor

Students (and staff) took #shelfies with #Reffie



Longer term projects are just starting

E.g. developing our offer for work placement project modules



Last year's project resulted in the Great Hive Book Rescue #GHBR

Students want to develop Library / Hive Student Reps

(“the Bees”)

But it's not all fun and games!
We do have some challenges
FUN FOR ALL
ALL FOR FUN

(Student)

EXPECTATIONS

VS.

REALITY

The complexity of our service model can also be a challenge

There are some added benefits

including changing staff culture

It’s raised our profile
and puts us at the centre of uni discourse about student engagement

The end of my talk,
but the start of
Worcester's journey

Credits

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