

From customers to partners: student engagement at the University of Liverpool Library

LIFE CHANGING
World Shaping

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No library is an island

Excellent

Very Good

Good

Fair

Poor

**Can't we
do more
than this?**

Libraries need

Fresh ideas

Challenge

Feedback

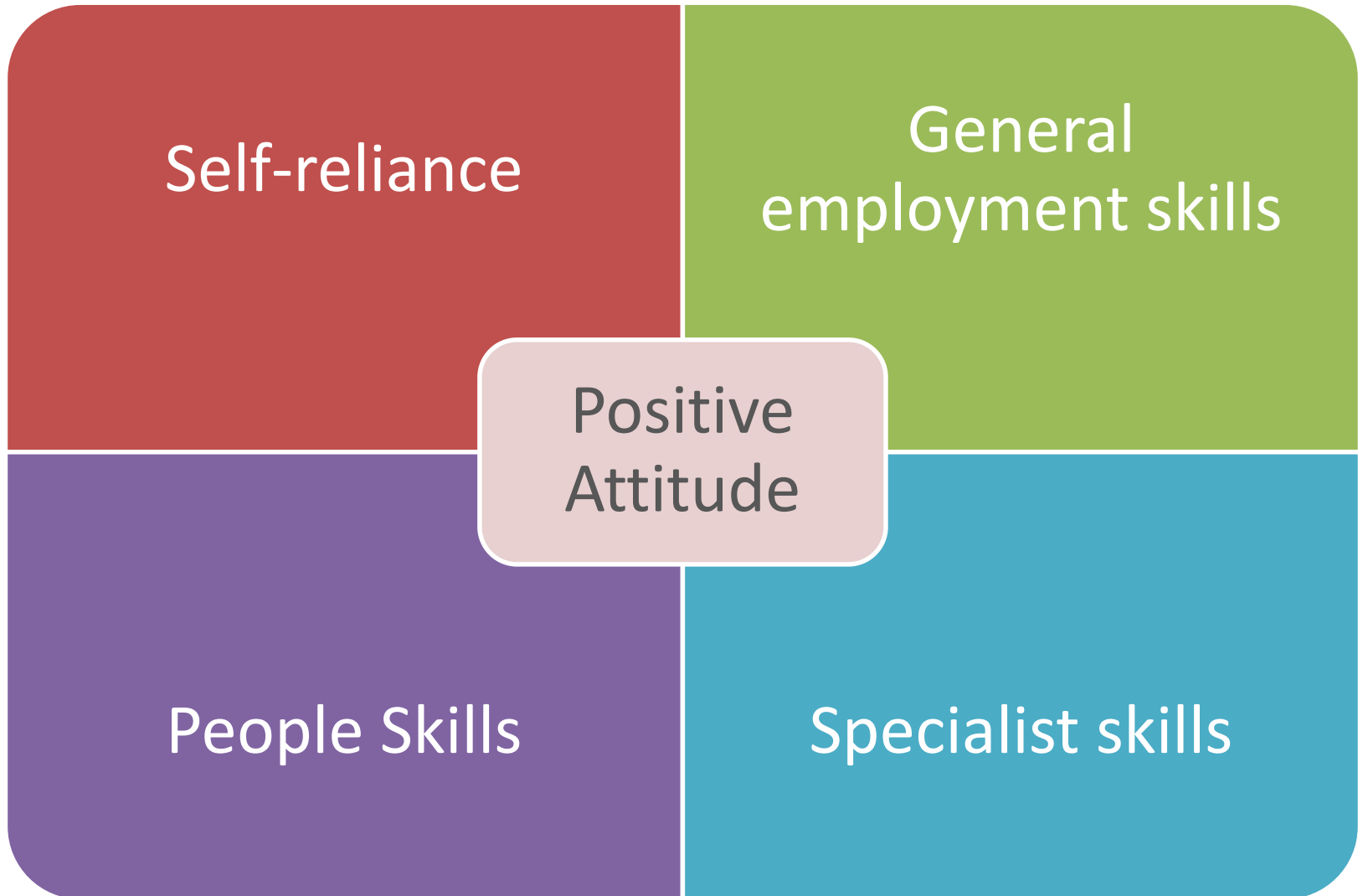
A kick up the *****

...more than survey results



CBI Future Fit Report 2009

students need:



Student engagement initiatives:

**Digital
Champions
Project**

**Marketing
module:
Library as client**

**Engagement
with the Guild of
Students (SU)**

Focus groups



Consultants?

Champions?

Partners?

Co-creators?

Evolution of the idea:



Join the Student Library Partnership and help us improve your Library

You will gain useful experience and skills that can be recognised on your **Higher Education Achievement Record** and added to your CV

- Leadership
- Negotiation
- Influencing change

This is not a just any committee, but an active and influential group lead by students and developed in partnership with the Guild. You will drive the agenda – the Library is ready to be challenged by the SLP!

Student Library Partnership is..

student led

an opportunity to develop skills

a new way to inform decision making

co-created with the Guild of Students

...fuelled by cake

Risks

Commitment

Expectations

...for both sides of the partnership!



Ketso workshop





Ketso Workshop results

Opportunity for further student comment

Dear Student Library Partners colleagues,
Thanks to those of you who attended our meeting last week for really interesting afternoons, issues and new ideas to implement using [Ketso](#) to gather our

- Green** **New ideas**
- Article reach – can we extend better?
 - Using the library in different ways – movie club? Knit and n
 - **Something nice for night students**
 - **Borrow a board game in break**
 - Involve all library staff in engagement with other departments

Report for Senior Management



“The library has also embraced student involvement in enhancement activities, setting up a student led group to oversee future plans and advise on how to improve the student experience called the Student Library Partnership.

This is a welcome development, giving students a proactive role in shaping the Library’s services. This initiative was led by the library who sought buy-in from the Guild in setting up the group, believed to be the first of its kind in the UK”

Student Driven Change:

Improved Signage

KnowHow workshop themes

Focus on our library “Night Owls”

Promoting services for students with disabilities

Evidence to negotiate with our campus partners (cleaning, wardens, café)

Help and resources

The logo for the Student Engagement Partnership (TSEP) features the text 'the student engagement partnership' in white, lowercase, sans-serif font, centered within a dark grey rectangular box. This box is layered over a larger, tilted pink rectangular shape.

the student
engagement
partnership

tsep.org.uk

The Jisc logo consists of the word 'Jisc' in a white, bold, sans-serif font, centered within a solid orange square.

Jisc

Jisc Change
Agents Network

Thanks!

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Any Questions?

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