

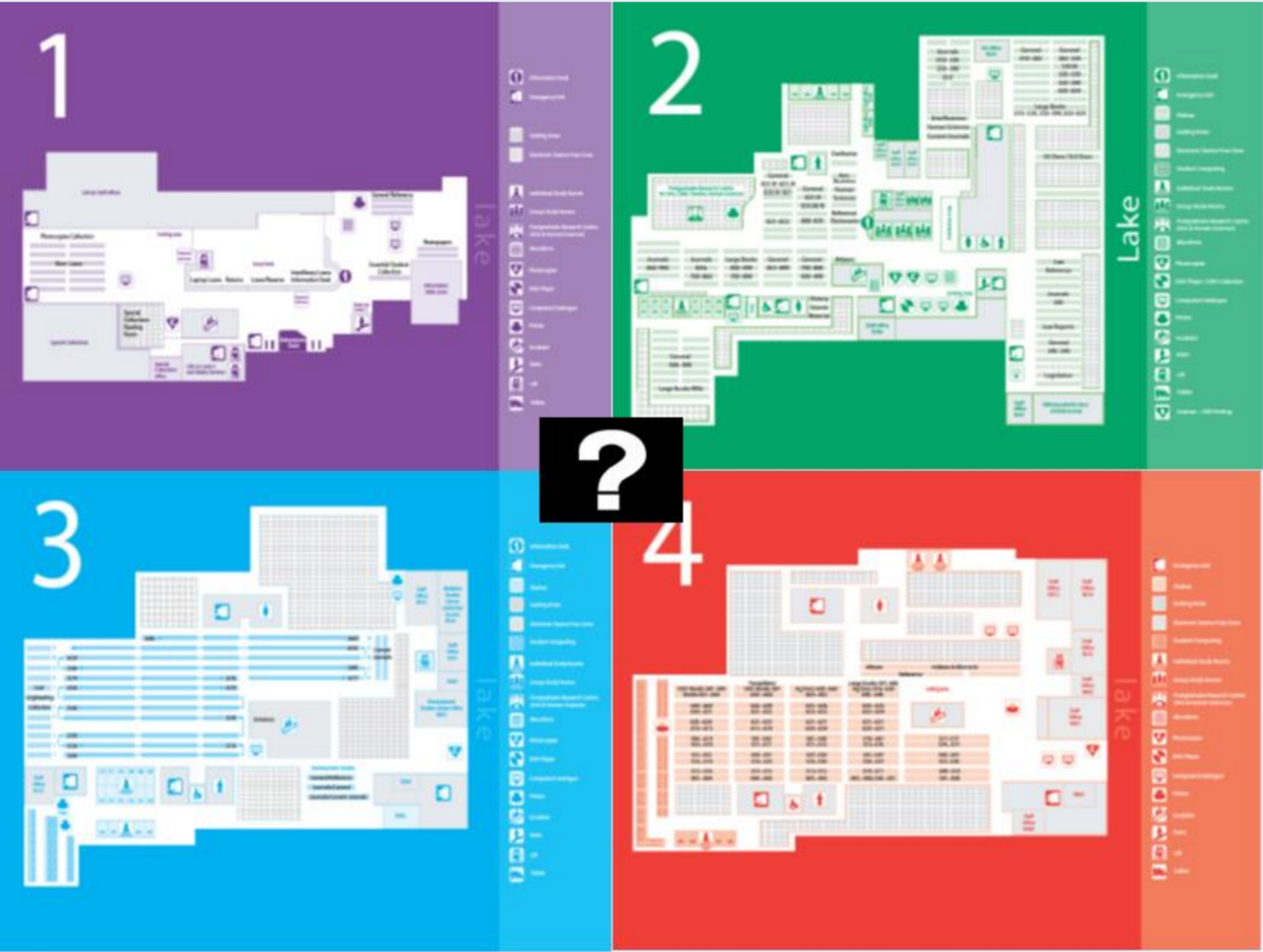
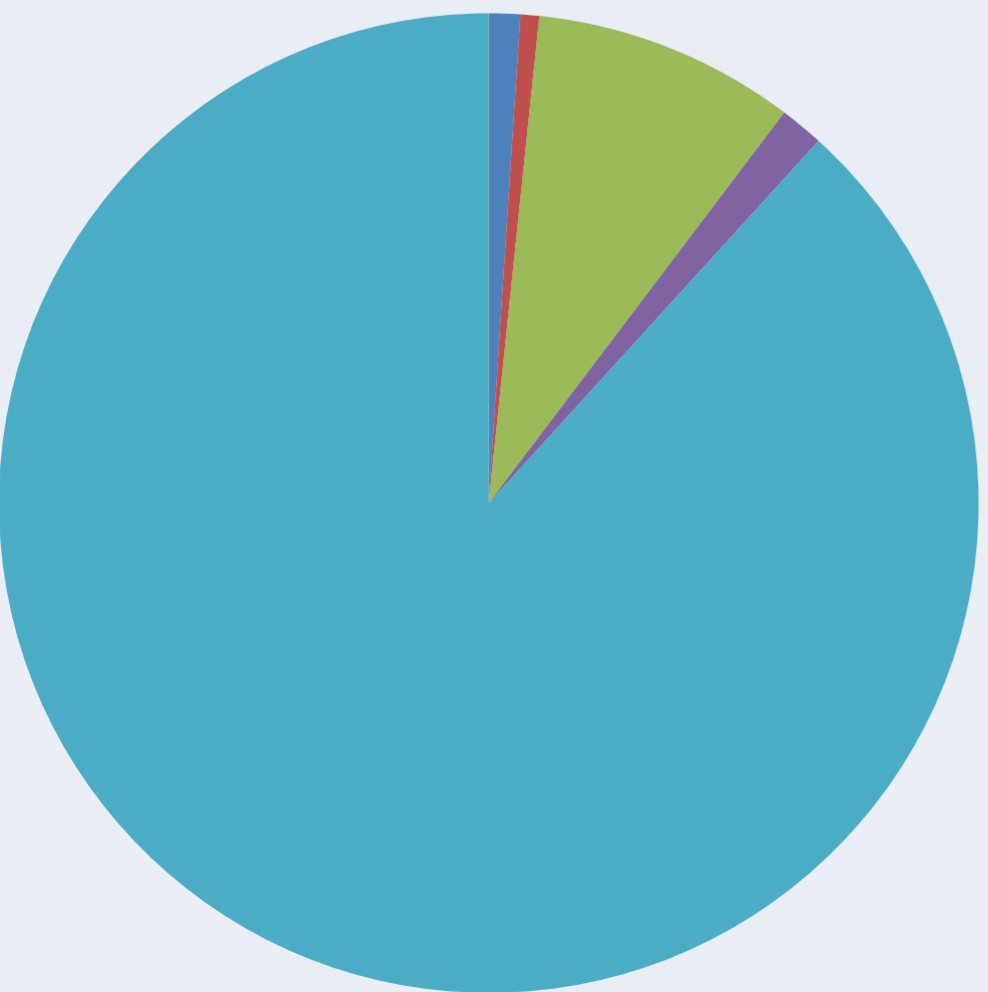
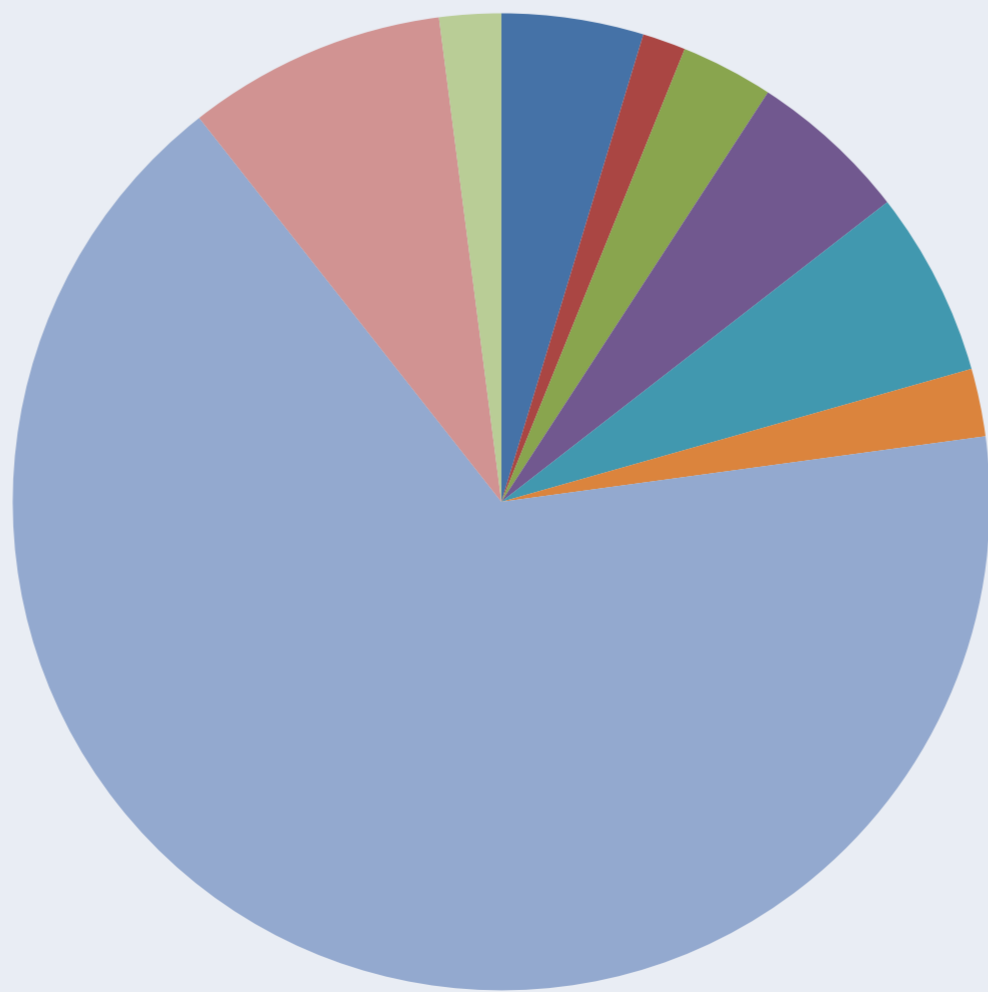


“What do you need to know today?”

UCD Library Roving Services

Roving started in UCD Library in September 2007 as a proactive service to provide point of use assistance to users wherever they are in the library. Roving is about taking services beyond the desk, using teachable moments to help our students build their skills and self confidence, and give them the ability to discover for themselves the services our Library has to offer.



Listen	Assist	Empower
<p>“It’s lovely to meet a friendly face who can help me” – 1st year Arts Student</p>	<p>“You’ve saved me so much time” – 3rd Year Med Student</p>	<p>“You have answered questions I did not think of asking” – Erasmus student</p>
<p>Helping readers who</p> <ul style="list-style-type: none"> - Don’t want to appear foolish - Think question is too basic - Don’t know where to ask - Are unaware of services - Are shy <p>Adapted to suit demand</p> <ul style="list-style-type: none"> - Times of day / year - Mini tours for new semesters - Informal orientation for Erasmus students - From carrying a clipboard to an iPad 	<p>James Joyce Library</p> <ul style="list-style-type: none"> - One of the largest libraries in Ireland - 11,320 Square Metres - 800,000 items of stock located on 4 floors <p>UCD James Joyce Library Floor Plan:</p> 	<p>Increase awareness of other library services</p> <ul style="list-style-type: none"> - Group study areas - Internet use - Laptop loans - Photocopying and printing <p>“..personal interaction with a librarian can increase the retention of at-risk students in college.”</p> <p><small>Lavoie, Lisa. "Roving Librarians: Taking it to the Streets." Urban Library Journal 15.1 (2008): 78-82.</small></p>
<p>What we learn from readers</p> <ul style="list-style-type: none"> - How they view the library - Where they need upskilling - Where other services could help 	<p>What readers learn from us</p> <ul style="list-style-type: none"> - Confidence in using the library - First steps in information literacy - Awareness of the variety and range of the collections 	<p>What we learn from roving</p> <ul style="list-style-type: none"> - Patterns of library use - What works & what needs work - Empowers staff to leave the desk
<p>Type of reader we help</p>  <ul style="list-style-type: none"> External Reader Other Postgraduate Staff Undergraduate 	<p>Type of query we handle</p>  <ul style="list-style-type: none"> Catalogue E Resources Reservations Self issue General Query Loan entitlement Finding material Printing Refer to desk 	<p>Into the future</p> <p>More staff roving</p> <ul style="list-style-type: none"> - Empower all staff to participate <p>Develop specialist rovers</p> <ul style="list-style-type: none"> - With responsibility for basic IT issues - New student induction