

Knowledge Sharing and Peer-to-Peer Learning

#CSGUKInspired

July 12 2018

Catherine Dale and Christina Taylor

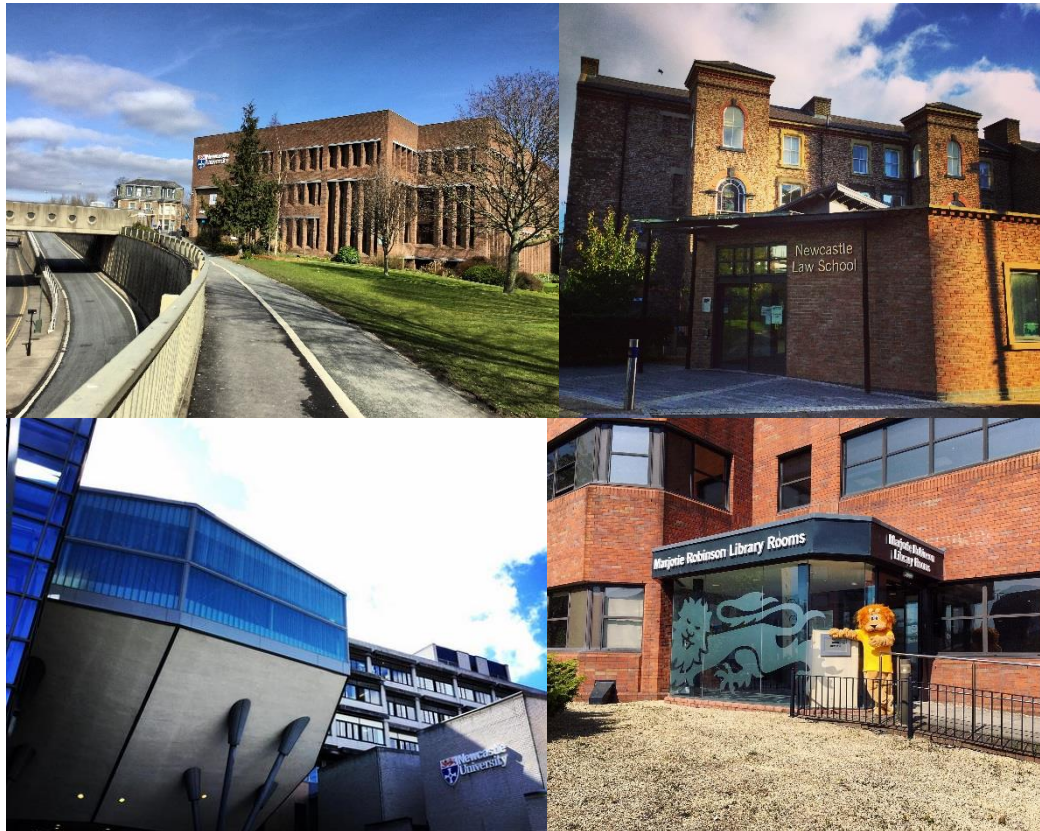


@ncroblib
University Library
Explore the possibilities

CUSTOMER
SERVICE
EXCELLENCE



Newcastle University Library



- 4 library sites across the Campus
- Customer Services teams on all 4 sites
- 24/7 term time service at the Philip Robinson Library
- A digital library
- Subject specialist libraries

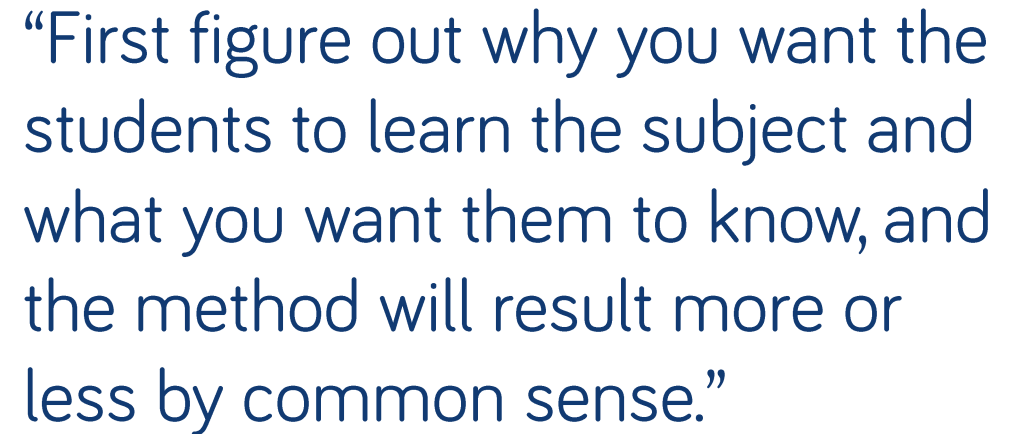


The challenges



- Large number of staff across 4 sites
- Work patterns
- Inability to attend training sessions and meetings
- Guaranteeing manuals are kept up-to-date on each site
- Ensuring accessibility of information on procedures, processes, rules, regulations





Matthew Sands and Richard P Feynman, *Six Not-So-Easy Pieces: Einstein's Relativity, Symmetry, and Space-Time* (4th edn, Little, Brown 2011) xviii

Interactive exercise



Stand up

If you like group games like Monopoly or Scrabble

Sit down

If you prefer solitary games like Tetris or a crossword



Interactive exercise



Stand up

If you are an early bird

Sit down

If you are a night owl



Interactive exercise

What do you do **first** when asked a work question that you cannot answer?



Stand up

If you look at a manual
or try to find out
yourself

Sit down

If you ask a colleague



What did we find?



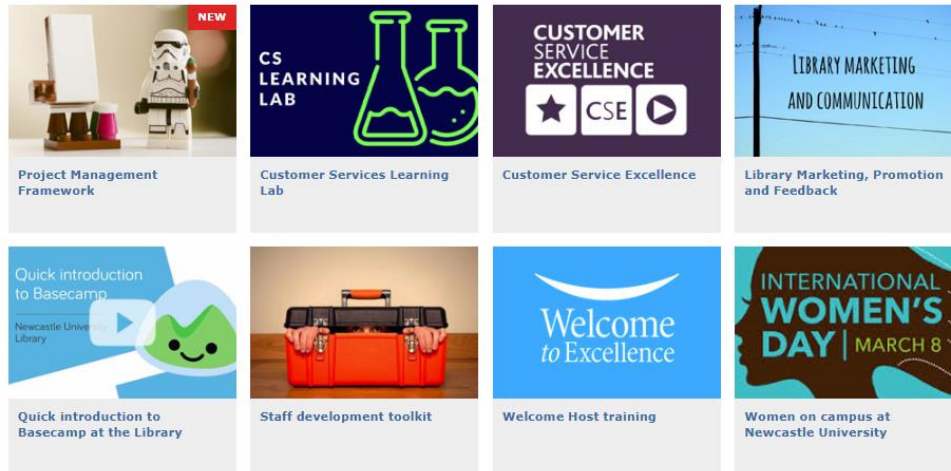
- Everyone learns in a different way
- Initial idea to creation took 6 months
- Emphasis on active learning
- Accessible resource full of other resources, experimentation, learning and collaboration



The solution



Library staff toolkits



Previous staff development events



- Presence within existing staff training toolkits
- Use of familiar software
- Peer-to-peer sharing and learning
- Learning by doing
- Encouraging our colleagues to use their creative (and often hidden!) talents



The CS Learning Lab



- Service framework
- Support for “difficult procedures”
- Immediacy (not polished)
- Innovative methods of feedback
- Experimentation is encouraged
- Use of online tools, e.g. Animoto, PowToon, Screencast-o-matic, Coggle, Trello, Padlet (to name a few)



The CS Learning Lab



- Everyone contributes!
- Everyone learns
- 'Managed' by the Steering Group
- Guide Champions
- Organic resource (with the exception of the dog!)

**Try - test - experiment - attempt - strive -
'give it a go'**



CS Learning Lab: Welcome

For Service Desk Staff

[Welcome](#) [Blog](#) [Alma](#) [Books on Loan Queries](#) [Customer Care](#) [G Drive Overview](#) [Holds](#) [Inter-Library Loans](#) [Learning Lab Termly Meetings - notes](#)
[Library Help & Chat](#) [Library Search for staff checking Reading Lists](#) [Overdue Notices, Invoiced Books and the Debt Process](#) [Registration](#) [Resources](#) [SAP](#)
[Searching for Academic Information](#) [Training - Keeping track of training](#) [What to do when the Library is quiet](#) [Who's Who in Customer Services](#) [Index](#)

The Learning Lab

[Welcome](#) [What is the Learning Lab?](#) [The Steering Group](#) [Guide Champions](#) [Code of Conduct](#) [Active Learning - Facts and Figures](#) [Video newsletters](#)


The First Friday Challenge!

[This Month's Challenge!](#) [What is the First Friday Challenge?](#) [The video](#)
[What if I can't find the answer?](#) [Why can't I ask a colleague?](#) [Why bother?](#)
[Is there a prize?](#) [Past winners](#) [Prize Draw winners 2018](#)

July's Challenge

OK, how much do you really know about producing a smartcard? Why not test your knowledge and have a go at our Smartcard: spot the mistakes quiz.

Before you start: please read the [How to create an Associate Staff smartcard help sheet](#) (you can find the help sheet attached below)

Write down this code: LBKWTG

Ways to get involved

[It's easy, we promise...](#) [Become a Champion!](#) [Write a piece for our Blog](#)
[If you are experienced...](#) [If you are new or inexperienced...](#)
[Are you a good guinea pig?](#) [Are you a grammar nerd?](#)


CS Learning Lab

- Tabbed user interface
- Use of images, memes, polls, embedded resources
- Links to other Library Guides, websites



@ncroblib
University Library
Explore the possibilities

This Month's Challenge!

What is the First Friday Challenge?

The video

What if I can't find the answer?

Why can't I ask a colleague?

Why bother?

Is there a prize?

Past winners

Prize Draw winners 2018

July's Challenge

OK, how much do you really know about producing a smartcard? Why not test your knowledge and have a go at our Smartcard: spot the mistakes quiz.

Before you start: please read the [How to create an Associate Staff smartcard help sheet](#) (you can find the help sheet attached below)

Write down this code: LBKWTG

Follow this link and enter the code: goformative.com/join

When you are asked for your name you can use a pseudonym, but if you win and want to be entered for the next prize draw please tell us who you really are!

Remember: to make it easier to spot the mistakes read through the help sheet first and then keep the pdf open, in a separate tab, to refer to whilst you are completing the quiz.

Closing date: Tuesday 31st July 2018.

-  [How to create a new Associate Staff smartcard](#)

First Friday Challenge

- Monthly engagement exercise
- Focus on processes, procedures
- Assesses existing resources
- Prizes

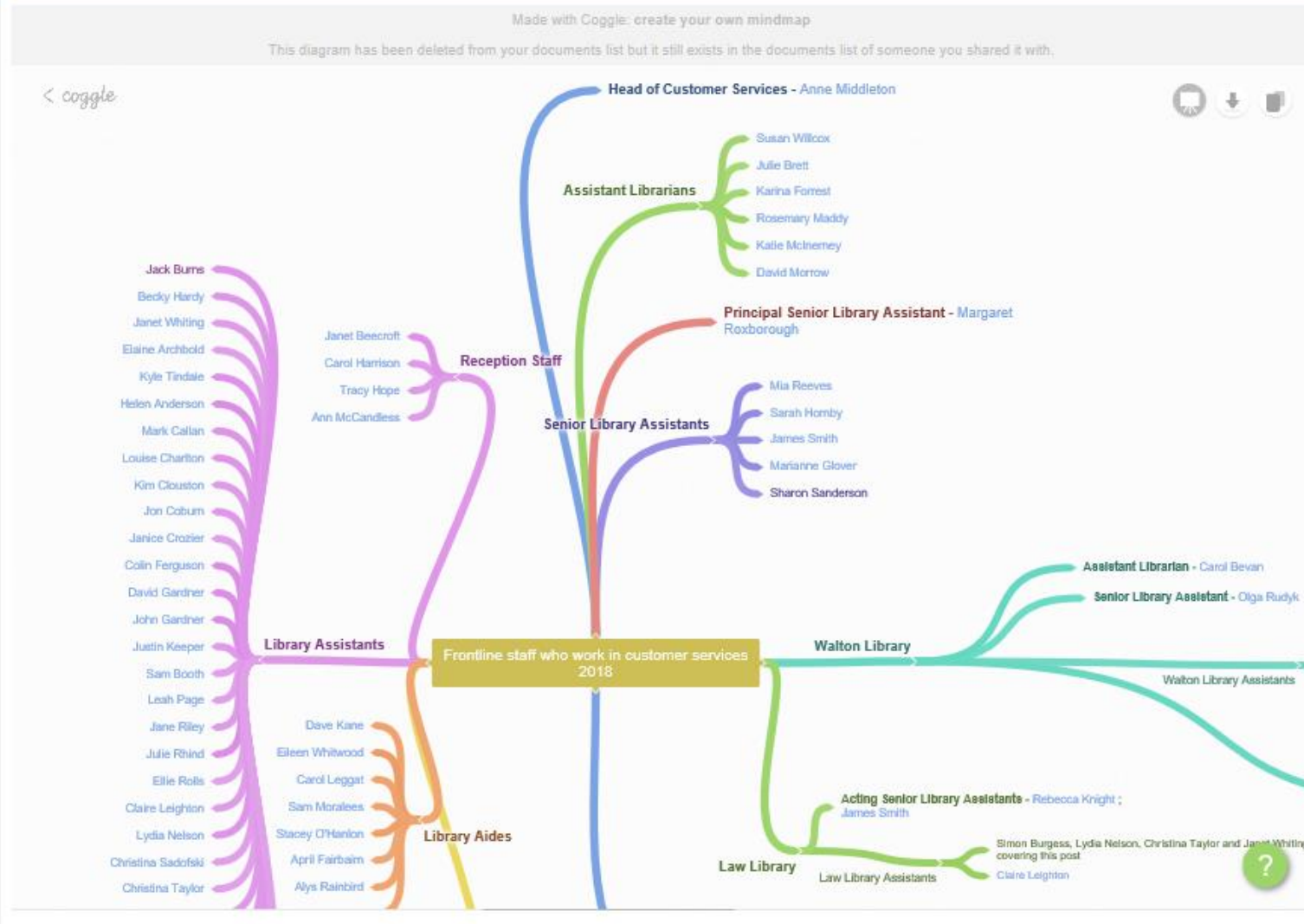


On this page you will find the **Staff Who Work in Customer Services chart**. It is not a traditional organizational chart, but an overview of staff who work in Customer Services across our library teams and site libraries.

Click on the Chart and use the 'arrow' to move up and down and around the Chart.

Staff that work in the Customer Services team in the Philip Robinson, MRLR and Law have entries in the **Customer Services Staff Directory**. Click on a name and you will be taken to the Customer Services Staff Directory where you can see a bit more about that person - where they work, what their role is, what jobs they do and what library groups they attend.

Who works in Customer Services?




Who's Who

- Organic staff chart
- Who, when, where, what
- Potential for development across teams



The slides from the meeting Playbuzz Playbuzz demo Finding and using images



LEARNING LAB

MEETING 24TH JANUARY 2018

1 of 9

Learning lab termly meeting 24th Jan 2018 from Newcastle University Library

The slide called 'Need some inspiration?' looked at a few ideas and activities that are already in place either in CS or on the Learning Lab guide:

Job aides – a flow chart that has been produced to help with producing smartcards. Helping our colleagues learn can be as simple as having a small handout at the point of need.

Customer Services tab on the Learning Lab – nice example of an embedded video of the recent CSE Cross Sectional training and the accompanying slides that have been uploaded onto Slideshare and embedded into the Library Guide. A padlet for collecting information, comments or suggestions from staff and a simple quiz to test staff understanding.

Library Help tab – good example of using a free infographics website (Easel.ly <http://easel.ly/>) to produce a visual display of Library chat data. If you work in a section that collects statistics or data it is good for staff to see the results of their hard work.

Finding Academic Information tab – example of a quiz 'Scholarly or popular' using free software called Typeform. Example of using the simple poll function in Library guides to test understanding after watching a video - see Creating a Search Strategy box. Examples of screencasts in the Library Search box - Top tips and 10 second screencasts. Screencasts are a good way to show someone how to do something.

G drive project tab – Nice example of pulling all the information about this project into one place and making it more visible. Interesting to have the background on a project with information about why the project was undertaken (with analysis of data) and how decisions were made.

ReCap of the meeting

Please be gentle with us because this is the first time that we have used ReCap so the recording is not polished, or edited, but it does give those staff that were not present a flavour of what was looked at and what was discussed.

Screencasting tools that are mentioned in the recording:

ReCap - although we use the term ReCap the actual name of the version of ReCap that we used is PCap. PCap is the personal capture tool within ReCap. ReCap is useful for recording training sessions which are based on PowerPoint slides and lectures or presentations.


Screencast-o-matic - easy to use screencasting tool, but with quite sophisticated features. Very good for showing staff how to use databases and systems that are accessed via a PC screen.

Loom - very easy to use. Not as sophisticated as Screencast-o-matic, with limited editing, but available to everyone on all pcs that have access to Google Chrome. Limited to 10 minute videos.

Icecream Apps Screen Recorder (which was used to record the Symmetry screencast) was also mentioned, but not demonstrated.

For more information about all of the screencasting tools that were used in the meeting please go to the [Resources](#) tab on the Learning Lab.

Addendum: In the ReCap we discuss which rooms have PCap installed and we can now confirm that the Hope Cluster in the Philip Robinson Library and the Academic Skills Room in MRLR are ReCap enabled.



12 April 2018 at 14:06:56

LEARNING LAB

MEETING 12TH APRIL 2018

Powered by Panopto

The group activity at the end of the meeting was not recorded.

The next Learning Lab meeting will be at the beginning of July and it will be in the morning.

Termly Meetings

- Open discussion
- Share ideas
- Introduction, use and review of tools, practice technique



Lots of changes are coming...keep watching!

There are lots of tweaks coming to Registration, keep watching for all the fabulous changes that should be coming your way by September 2018...



via GIPHY

NHS Registration - how to fill out the form

Does an NHS worker want to join the library? **DON'T PANIC!!** Find a pink NHS registration form and use this perfect example to double check you have the right information.

Until further notice, the expiry date for ALL NHS patrons is April 30th 2019

Newcastle University Library - REGISTRATION FORM FOR NHS PATRONS		
Last Family Name: MILLER	First Name: REBECCA	Title: Master/Doctor
Local Home Address: 231 Wilton Road, Penkham	Work Address: Critical Care Unit, NPD57	
Newcastle upon Tyne	Newcastle upon Tyne	
Postcode: NE4 7YP	Postcode: NE1 4LP	Date of Birth: 23/11/85
Home Telephone No: 0191 2288265	Work Telephone No: 0191 2330115	
I agree to abide by the Library's Regulations and Rules	Staff: staff@nhs.org.uk	Date: 6/4/2018
Patron barcode: J526	Old patron barcode	
User Group - NHS	Expiry date: 30/4/2019	Staff initials: KF
Next date type of certification: 12/15/18	Next/Revised New Address only	

Don't forget the back of the form...this information very important and needed by the NHS

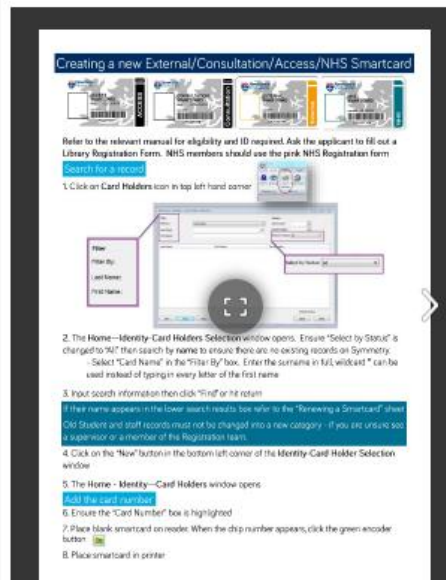
Changes may be coming but which badge design do I use right now?



For the moment there are four designs of badge that we use to create for new smartcards for non Newcastle University members. This screencast gives you more info...

How to create a new External/Access/NHS Smartcard

Step by step instructions on how to create a new External, Access, Consultation or NHS Smartcard...click on the image below for full screen mode



Powered by issuu

Publish for Free

Page Champion



Karina Forrest

Email Me

Contact:
Philip Robinson Library
x87882

Meet the team



Carol Bevan

Contact: Walton Library
x87722



Olga Rudyk

Contact: Walton Library
x87550



Changes/Updates

- Announcement of changes
- Introduction of new processes or forms
- Embeds of 'how to'
- Suggestions



@ncroblib
University Library
Explore the possibilities

Friday Challenge Prize Draw - June 2018

by Sam Booth on July 2nd, 2018 | [Comments](#)

On Friday 22nd June, in the CS team meeting, we had the inaugural First Friday Challenge prize draw. The prize draw takes place every 6 months and includes the names of all the staff who have won a First Friday Challenge in the previous 6 months.

Here is a list of all the staff who have won the Challenge between January and June: Lisa Black, Simon Burgess, John Gardner, Jane Riley, Christina Sadofski, Catherine Warner and Janet Whiting.

As you probably all know by now, the winner of the Prize Draw is Simon Burgess and Simon is the lucky recipient of a £25.00 Intu voucher. Well done Simon!

Here is a picture of Simon receiving his prize to prove that, unlike ITV, it is actually possible to win our competitions:



Look out for the next First Friday Challenge on Friday 6th July 2018.

The Phantom Sniffer - Julie Brett

by Sam Booth on June 27th, 2018 | [Comments](#)

Let me tell you a story. Customer Care - let's share.

Recent Posts

[Friday Challenge Prize Draw - June 2018](#)
[The Phantom Sniffer - Julie Brett](#)
[An Interview with Wellcome Book Prize Nominee Kathryn Mannix - Rosie Greenwood and Elizabeth Moffett](#)
[A Recent Visit to Nottingham University - Lisa Black](#)
[First Friday Challenge Winner](#)
[Subject Support Blog - Karina Forrest](#)
[Newcastle United/True Faith Megapost - By Colin Ferguson](#)
[First Friday Challenger winner - March 2018](#)
[International Women's Day - Catherine Warner](#)
[First Friday Challenge winner - February 2018](#)
[Rainy Day Read No. 2 - David Morrow](#)
[University Spotlight Awards - Julie Brett](#)
[Sarah Hornby on Library Chat Statistics](#)
[Staff Development book collection - Anne Middleton](#)
[First Friday Challenge Winner - January 2018](#)

Subscribe

Enter your e-mail address to receive notifications of new posts by e-mail.

Subscribe

Archive

July 2018

Blog

- Creative posts
- Variety of subjects
- Subscribe
- Alert via Library Links (in-house newsletter)



@ncroplib
University Library
Explore the possibilities

The Future



- Project is in its infancy
- No definitive end point
- Positive feedback
- Increasing engagement statistics
- To infinity and beyond





Help Point



libhelp.ncl.ac.uk

Email
libraryhelp@ncl.ac.uk



Phone
0191 208 7662



Live 24/7 chat
libhelp.ncl.ac.uk



Text / SMS
0191 328 0570



@ncroblib



@NULibraries



newcastleunilibrary