



Maksymilian Kujawa, Mitch Tam, and Tingwei Zhang helping me understand where we can improve the Getting Started Library Guide in February 2021.

Developing Our Services: Students review “Getting Started With the Library” web content

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Libraries & Collections provides and publishes a wide range of content designed for different parts of the communities we serve, but students’ involvement by either creating or reviewing this information has typically been minimal. Our producing content for students is often done from the sole perspective of Library Staff. We recognise that students’ opinions and voices matter, that this is especially true of the material we design to support them, and that they deserve to be more involved.

The first few weeks of a student’s journey at King’s are a blizzard of information, including from the Library, information that takes time and effort to create. We need to better understand the effectiveness of our Getting Started With... content from the student perspective, as well as identify areas for further improvement.

What did we do?

Five student Champions were recruited and briefed in November 2020 (before the Getting Started content had been finalised). We discussed and agreed the project's scope, as well as a timeline that would take into account their upcoming exams and agreed to meet in February 2021.

The Champions were sent the questionnaire a couple of weeks ahead of meeting to help them understand the questions, review the Getting Started pages, and formulate their responses. I also discussed recording the meeting, to help me recover salient and relevant parts of the conversation without having to stop and make notes. The Champions' responses would be anonymised when published.

In February 2021 I was able to meet with three of the original five Champions recruited to this project. One of the Champions was overseas and another did not participate further. We set up a recorded Teams meeting where we talked through the Champions' responses to the questionnaire I had sent previously. I subsequently reviewed the recording, reworking the useful answers to my questions from the conversation into an anonymised table of results.

The answers I received will influence the planned review and refresh of the Library Guides' content and structure, such as:

- Adding a search function to the Library Guides.
- Making more of an effort to signpost skills workshops available elsewhere at King's.
- Fewer videos, or explaining more of the information via images and diagrams.