Communication and Student Engagement

The City of Glasgow College Libraries aspire to be at the heart of the student and academic experience. Our aim is to offer relevant up-to-date, learning and teaching resources, study spaces and support services at the point and time of need in a collaborative, effective and efficient manner. We have modern library facilities on both campuses offering excellent environments for study. A key priority of the Library Service is that it provides a high quality student experience by being:

- Student-centred and welcoming

- Visible, accessible and friendly

Continuous engagement and consultation with our students is a vital component of building and maintaining our relationship and of demonstrating our commitment to a quality student service. It is therefore appropriate that in the design and maintenance of our services and resources, we enable our students to get involved. Two-way communication is intrinsic to everything that we do.

Student Engagement

The views of our students inform existing service provision and our planning. Through regular consultation using a variety of methods, we ensure the active participation of our students and their engagement with the library and its services.

Regular channels of engagement

Our students can contact the library using a range of communication methods including in person visits, telephone, email and social media. Students are encouraged to comment and provide feedback on our service, and we operate this through the College Performance Department. Awareness of the complaints/ feedback system is a key expectation of our staff, in order to ensure that should students wish to complain/ provide feedback, the correct procedures are followed.

Internal satisfaction surveys

We run an annual library survey. Students are asked to comment on their level of satisfaction with individual services and views on potential new services. We regularly review these surveys and amend the questions and information we are seeking following analysis of the results, and to ensure they continue to capture the information we are seeking.

Social Media

The library service is active on Facebook and Twitter and we strive to provide answers within a 24-hour turnaround.

Focus Groups

We aim to run periodic focus groups for instance looking at e-resource usage with the results used to improve service in this area.

Library Services Staff

Library staff contribute to student engagement by providing expertise to students through Library welcome tours, workshops, signposting relevant resources and one to one support. Library teams enable our students to locate and exploit quality information sources that help them enhance their study and research skills.

We welcome and encourage our library teams to feedback their own ideas and views about the service and how it can be improved.

User Experience Project (UX)

The adoption of UX methodologies has allowed our libraries to explore current student learning behaviours in our spaces and aid us in developing fit for purpose library and learning environments. UX techniques, such as participant observation and real-time discussion with students, help our teams with planning projects and developing future services and facilities involving library spaces.

Student Communication

Providing our students with information regarding our services and facilities and keeping them informed of any changes is an essential element of the work of Library Services.

Communication Methods

Our students can contact our libraries using a range of different communication methods including in person, telephone, email, social media. Where student comments lead to new or revised services we will use these channels to publicise actions.

Library Website

The library website is our main forum for providing information. It is public facing and provides useful information about the library and its services to both current and potential students as well as anyone else who uses or is interested in our services. Through the website students can use the "Contact Us" form and also the "Recommend a Purchase" online form. The Website is used to publicise our opening hours, contact methods and regulations. A series of subject specific guides provides useful curriculum based information to support students with study and research.

For any queries regarding our Communications and Student Engagement policy, please contact our Librarian Margaret Scalpello (Mon - Wed only)

e: Margaret.Scalpello@cityofglasgowcollege.ac.uk

t: 0141 3755340

For all information regarding our library services, please visit:
https://library.cityofglasgowcollege.ac.uk/