



# Library support for teaching and learning – developing staff, services and space

**Gavin Beattie**

**Associate Director, Research & Learning Liaison**

**Library Services, King's College London**

**[gavin.beattie@kcl.ac.uk](mailto:gavin.beattie@kcl.ac.uk)**



## Library support for teaching and learning

- Changing roles
  - From subject expertise to liaison and support
  - Collection development
  - Customer Services
- Supporting the changing learning environment
  - More support
  - Support for TEL
- Space
  - Creating new spaces
  - Developing existing ones



## Changing roles – subject librarians

- Subject specialists → Liaison / support / training





## Changing roles – subject librarians

- Subject specialists → Liaison / support / training
  - Traditional roles focused on developing Library collections
  - Now emphasis on relationships, promotion, supporting students and staff, training as well as ensuring collections meet academic needs
  - Members of Education Committees, Staff-Student Committees etc...
  - Most have or are working towards PG training qualifications
  - Collection development is shared with academic Schools, Information Resources staff, library users



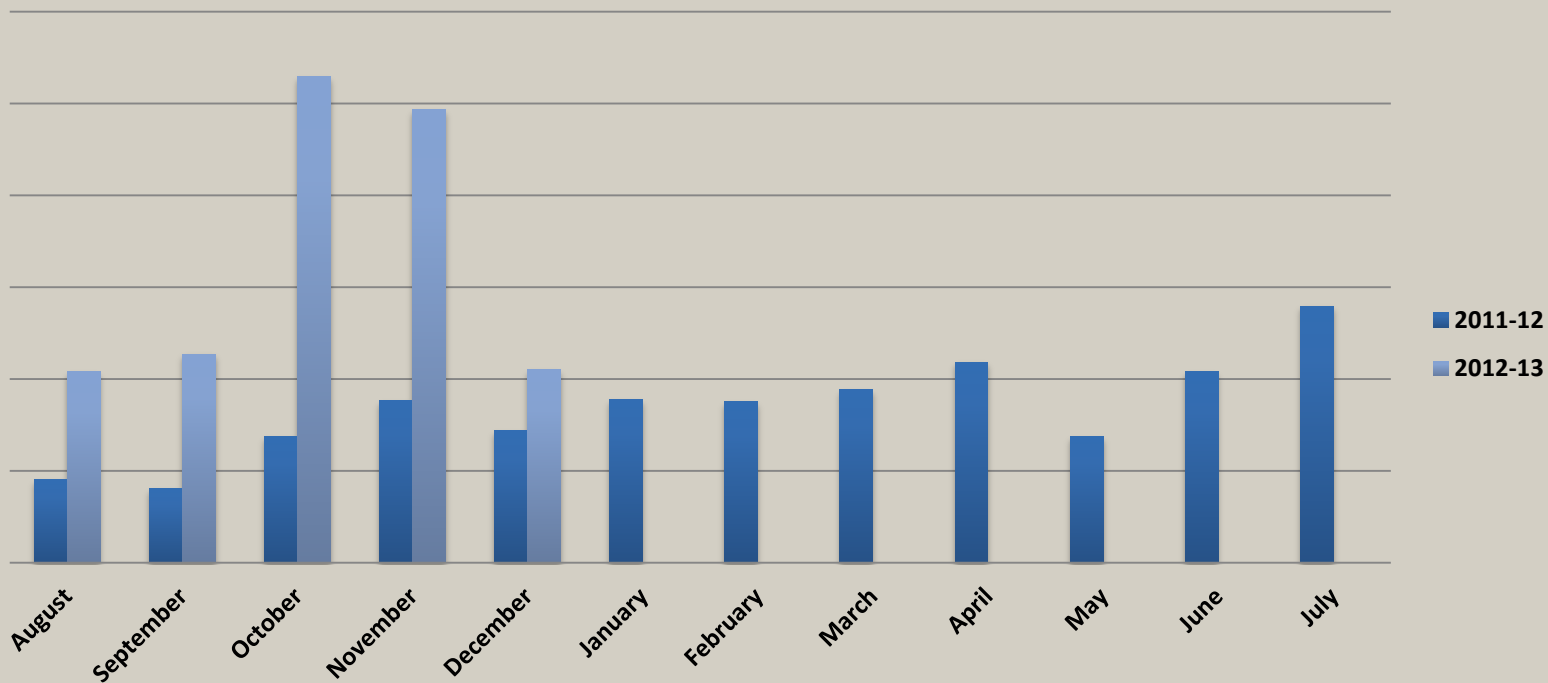
## Changing roles – collections

- Move towards patron driven acquisition (PDA) of ebooks – our users decide what we buy
- Inter-library loans are now free
- Freeing up staff time to support our students and staff
- However – King's is a research University and it is still important to spend time building research collections



# Changing roles - PDA

PDA E-Book Expenditure 2011 onwards





## Changing roles – frontline staff

- Frontline customer services staff moving from transactional roles to supporting students





## Changing roles – frontline staff

- Major restructure of Library Customer Services due to take place
- Emphasis on supporting Library users, less book stamping!
- Library Services is aiming to achieve the UK government's Customer Service Excellent award - <http://www.customerserviceexcellence.uk.com/>





## Changing learning environment

- Need to support technology enhanced learning
- New reading list service and digital course packs  
<http://myreadinglists.kcl.ac.uk/>
- Developing modules for KEATS – King's e-learning environment - [link](#)



## Library Space





## Library Space

- Six libraries, plus Special Collections and Archives reading rooms
- 2 million printed volumes, access to over 50,000 journal titles
- Electronic books and journals increasing in popularity, but still heavy demand for print and study space
- 1.5 million visits annually
- Almost 2 million books borrowed annually



## Library Space

- Lots of demand on our spaces – increasing student numbers
- Increasing need for collaborative space, technology, wifi
- Still get complaints about noise and requests for silent space
- No opportunity to expand in central London



## Library Space

- Developing group study spaces – rooms, pods etc...
- Maintaining silent study space
- Aiming for 100% wifi coverage
- Borrowable laptops – through self-service
- New zoning policy





**Find your Zone**

**Discuss**

- Work Together
- Phones allowed
- Cold snacks

KING'S  
College  
LONDON

**Find your Zone**

**Quiet**

- Quiet talking
- Quiet phone use
- Cold snacks

KING'S  
College  
LONDON

**Find your Zone**

**Silent**

- Noise free
- Phone free
- Food free

KING'S  
College  
LONDON

**Find your Zone**

Three different zones for a space that suits you

Lidded drinks are welcome in all zones

No hot or smelly food in any zone

**Silent**

- Noise free
- Phone free
- Food free

**Quiet**

- Quiet talking
- Quiet phone use
- Cold snacks

**Discuss**

- Work together
- Phones allowed
- Cold snacks

libraryservices@kcl.ac.uk  
www.kcl.ac.uk/library

**LIBRARY Services**



# Thank you

- <http://www.kcl.ac.uk/library/>
- [gavin.beattie@kcl.ac.uk](mailto:gavin.beattie@kcl.ac.uk)