

**Learner Support: it's not what you do, it's who you do it with that counts...**

Dilys Young  
Kathryn Hordon



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Libraries  
looked  
like  
this...

[http://www.flickr.com/photos/bom\\_mcd/499087878/](http://www.flickr.com/photos/bom_mcd/499087878/)

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...and  
librarians  
behaved  
like this !



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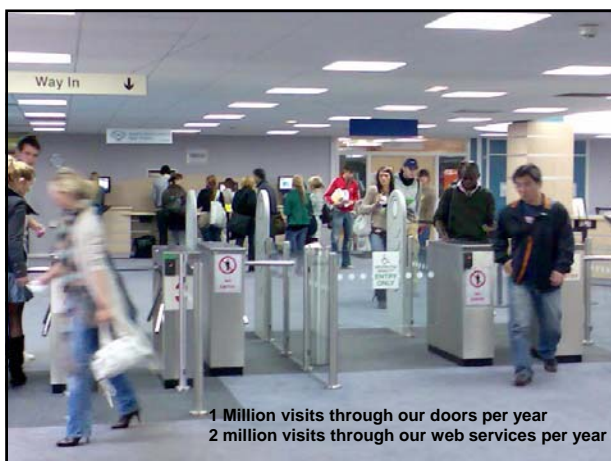
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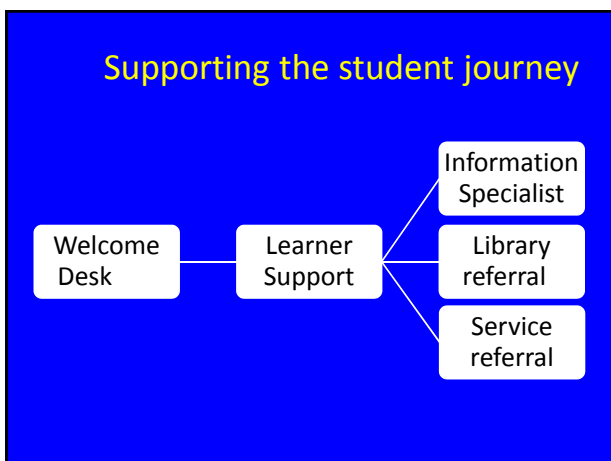
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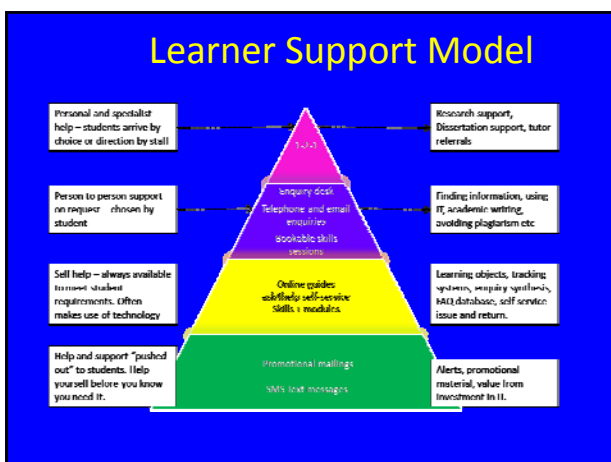
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- ### How does it work ?
- Physical enquiry points
  - Telephone enquiry services
  - Email enquiry service
  - Floor support roving service
  - Appointments with specialist staff
  - Online and hard copy help guides
  - Interactive online learning
  - Northumbria Skills Programme

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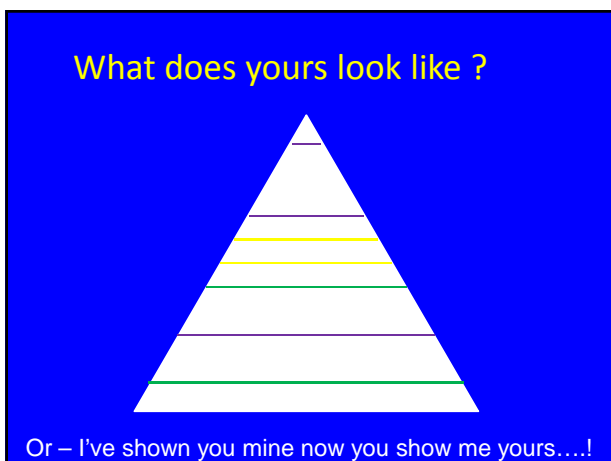
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## Evidence for the success of the Learner Support Model

Indicator	Area of satisfaction	Ranking
International Student Barometer 2008	All learning experiences	Highest level
Your View Counts (Northumbria internal satisfaction survey Spring 2007)	Overall satisfaction	95%
	Helpfulness of staff	91%
Library User Satisfaction Survey 2007	Overall satisfaction	93%
National Student Survey 2008	Library	13/137 (University ranked 70/137)
Times Higher Education Survey 2008	Library	23/50 (University ranked 46/50)

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## Evidence for the success of the Learner Support Model

Activity	2005-06	2006-07	2007-08	% change over 3 years
Library enquiries	43,709	81,145	98,650	+125%
Skills Plus Enrolments		6,353	12,200	+92%
Induction hours	10,800	11,728	12,000	+11%
Information skills workshop / tutorial hours	6,393	8,552	9,390	+47%

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## The future ?

- What will the model look like?
- Who should we be partnering with?
- What might be the resource model?
- How will we know when we've got there?

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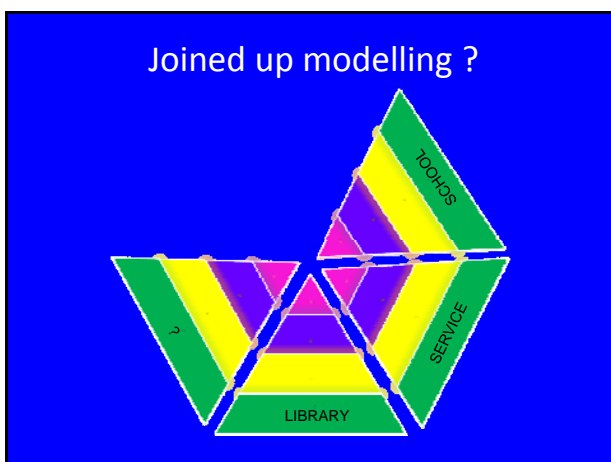
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