

User Education

Initiatives - Next 3 years:

Self-help approaches to library use:

- Provide new members with an extensive membership information pack
- Develop a glossy brochure outlining the Living of the City concept
- Introduce directory boards at both entrances, and on all floors
- Establish the practice of "Roving Librarians"
- Make available self-directed Library Tours
- Make available a virtual Library Tour
- Offer on-line catalogue, database and internet tutorials - accessible on site, as well as remotely

The acquisition of information literacy skills:

- Develop the "Book a Librarian" programme
- Provide regular after school homework help
- Offer regular tutorials on the library catalogue, internet, databases and word processing
- Offer fun engaging internet coffee and cake sessions in community cyberspace on a regular basis

Supporting community literacy:

- Introduce a 'fee-based' service for those wishing to receive library materials delivered direct to their home or business
- Offer a regional Reading Festival
- Establish a 'Books for Babies' project
- Host regular stimulating 'Book Chat' groups
- Host local, national and international author visits
- Provide juicy displays and groovy live demonstrations to captivate the reader and non-reader alike

Initiatives - Next 10 years:

- Locate information kiosks in the Library and around the city
- Continue to provide relevant information literacy programmes
- Win the 3M Award for innovation for a user education initiative

Asking Questions

Getting Support

Understanding

Discovery

New Skills

Qualifications

Self-help

Stress free

Engaging

Delighting

Finding Answers

Empowering



Information & Communication Technology (ICT)

The "Living Room of the City" will use ICT to provide improved access to services and resources and provide staff with the infrastructure that enables fast efficient library operations.