

# 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.