Smarter services through creative working

DR JUDITH KEENE, UNIVERSITY LIBRARIAN, UNIVERSITY OF WORCESTER, UK
Background to The Hive
Working smart with partners
Working smart with services
Smarter evaluation
Background to The Hive
Some basic facts about the Hive…

• Partnership project between Worcestershire County Council and the University of Worcester

• Joint Library, WCC Archives and Archaeology Service, plus Worcestershire Hub
“It’s a wonderful, amazing place .... This is a dream place for me; it’s perfect and I’m very jealous.”

Michael Rosen, Children’s Laureate 2007-9
Working smart with Partners
Partners

- Our students
- Our staff
- Other Hive services
- Other University departments
- Other Council departments
- Outside agencies, charities etc.
Events and activities

• Code Club
• History – from Roman cooking to Victorian Health
• Mental health first aid
• GERT suits
• Dementia awareness & support
• Parenting classes
• ..........and much much more
What's on

Upcoming events
Vision and Planning

- Inspiration
- Connection
- Aspiration
- Learning
- Integration
- Inclusivity
- Enduring values
- Well-being
- Sustainability
- Visibility
VISION

Our Vision is to build on our unique and outward facing service, so that we are highly valued by our University students and staff and community users; and regarded as providing vibrant leadership in areas of best practice in the library sector.

STRATEGIC OBJECTIVES

- Service with a Heart
- Access to Information Resources
- Supporting Success
- Working in Partnership
- Strong Reputation, Positive Impact
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<th>3.2</th>
<th>Develop an action plan for increasing school engagement and visits to the Hive.</th>
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<td><strong>Proactively work with partners across the University and beyond to provide a high quality programme for pre-entry students and children</strong></td>
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<td>4.2</td>
<td>Agree a focus for this year and tailor activities accordingly. Assess demographic profile of engaged students.</td>
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<td><strong>Develop the range of initiatives and opportunities for student engagement with our services</strong></td>
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<td>4.3</td>
<td>(This objective is to be considered in conjunction with 3.2 and 3.4 above). Develop a plan for hosting activities in the Hive, including student induction during Welcome Week. Build on successful events last year (e.g. Mood Disorders) Hosting SU activities and boosting student use of LO</td>
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Working smart with services
Study Happy

Study Healthier

Study Happier

Study Smarter
In the wider community
I managed to pop into the book sale this week and was really pleased to nab some bargains, particularly for my grandchildren. The book rescue is a great idea – many thanks to whoever organises it all!
Smarter evaluation
Study Happy 2016/17 at a glance

32 events across 7 sites
705 total attendees
2800 unique webpage views September 2016 - May 2017

The most popular session was Study Happy hour with 147 overall attendees.

Over 90% of those who left immediate feedback felt they had acquired the skills to study healthier, happier, smarter.

Over 90% of non-university students who left immediate feedback said the sessions had made them feel more positive about going to university.

Nearly 95% of those who left immediate feedback felt they had acquired the skills to study healthier, happier, smarter.

Over 90% of those who left immediate feedback felt they had acquired the skills to study healthy, happier, smarter.

Yes (93.22%)  Maybe (1.69%)  No (5.08%)

Yes (94.44%)  No (5.56%)
Immediate feedback

“What a lovely idea and a great session. Shows you really care”
(Local 6th form student)

“Great to have such support in Worcester”
(Open University student)

“Life is very stressful for many and anything that helps you feel calmer and helps with anxiety is good”
(Parent of home-schooled student)
Follow-up feedback

“I have used the website to get study tips. Would love more dogs”

“Meditation has since become a regular habit during longer working sessions. The ability to empty my mind and relax has proved invaluable to my studies”
Thank you

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