

Transcript for "Reasons for joining the Library Student Panel"

Student 1:

Being given the opportunity to provide feedback will help to improve the library website. I have some knowledge of website development so if there's anything I can do to help improve it, then I should.

Student 2:

When I saw the invitation I thought it coincided well with the module that I've been studying. I've just finished a module in technology-enhanced learning which a lot of the work used technological tools for distance learning. It seemed like a good opportunity to try out the tools you might use to conduct the research.

Student 3:

I think it empowers students to feel as if they are able to influence or provide a voice for the University. In other words, I am not alone and anything I say can be taken into account.

Student 2:

The invitations to take part in research activities have been regular and they make it clear that I can opt out which I've had to do on two occasions. They are not too frequent so I don't forget about you and they are well-paced.

Student 4:

The advantage of being on the panel is that it introduced us to the Facebook groups and I keep an eye on that. You can see what's been posted and what the conversation is all about. With the panel you can question a little bit further, it just gives an added element more than anything else.

Student 2:

It was really useful to have that live experience of that sort of interaction where you can't see each other face-to-face and you rely only on auto cues. It was great to have something up-to-date and see how well it really worked.

Student 3:

I've taken part in two activities, one was with groups of other students in an online forum. It was a different way of expressing my opinion. Having done it I realised there was a fair amount of change in the way the library website was structured so that was quite a new thing.

Music starts to play introducing:

'Some of the ways your feedback has made a difference':

Screenshot 1:

Library web page 'Services for You' with the overlay 'You helped create a new 'Services for you' layout

Screenshot 2:

Library web page showing the 'My Bookshelf' facility with the overlay 'and you helped us to create a 'bookshelf''

'Panel members said: the webchat service should be more visible':

Screenshot 3:

'So we changed this'

Library web page showing helpdesk block before the changes have been made

Screenshot 4:

'to look like this...'

Library web page showing updated version of helpdesk block with image of male

Screenshot 5:

'We use eye-tracking software to show us what you are looking at'

Library web page being used with eye-tracking software

Screenshot 6:

'and online interviews or focus groups to ask you for feedback'

Library web page showing 'My Bookshelf' facility

Music fades out

Student 2:

So anybody thinking of joining the panel, I would say just take every opportunity, it will make you use the Library.