



Expanding the Emergency Department – incorporating Library services into just-in-time peer learning support

Key Words

peer learning, shared service, Learning Commons, concierge, triage, student needs

Abstract

In 2017, Study Skills at the University of Canberra (UC) launched the Academic Skills and Knowledge (ASK) Advisor peer learning service in the Learning Commons. This service represents the merging of two separate peer learning services: the Library Rovers, who provided library services support such as finding resources, referencing, loans and printing; and the Study Skills Rovers, who provided assignment writing, digital literacy, research and referencing support. Previously, both services shared a Concierge Rover role in Orientation Week and the first three weeks of semester. This was based on an 'Apple store' model: meeting and greeting students who entered the library; assessing their needs in a triage-style approach; providing assistance with brief enquiries; or giving referrals and directions to appropriate services, including the Library and Study Skills. The popularity and effectiveness of this shared Concierge role laid the foundations for merging the teams in 2017. Peer learning is well recognised as an effective aspect of tertiary education as many students feel more comfortable approaching other students rather than staff (Ghisalberti & Haupt 2014; Copeman & Keightley 2014). This presentation will showcase the benefits of the combined service as a further expansion of the just-in-time peer learning service promoted by Copeman and Keightley (2014) in their study of the UC Rovers. The merging of the two teams has meant a seamless service where students can approach the ASK Advisor team to help search for a book, learn how to navigate their Moodle and gain advice on how to structure their assignment. Currently, the ASK Advisors operate from separate Library and Study Help Desks, providing a physical barrier to a fully shared service. The next stage in the refinement of this process will also be explored in the presentation: a shared Help Zone with an ASK Advisor in the role of a Concierge, fronting a team of ASK Advisors who can answer a wide range of enquiries and act as triage for in-depth Library and Study Skills support.

References

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- Copeman, P., & Keightley, P. (2014). Academic Skills Rovers: A Just in Time Peer Support Initiative for Academic Skills and Literacy Development. *Journal of Peer Learning*, 7(3), 1-22.