



16/05/17

Digital resources and library services

Meeting the challenge of engagement

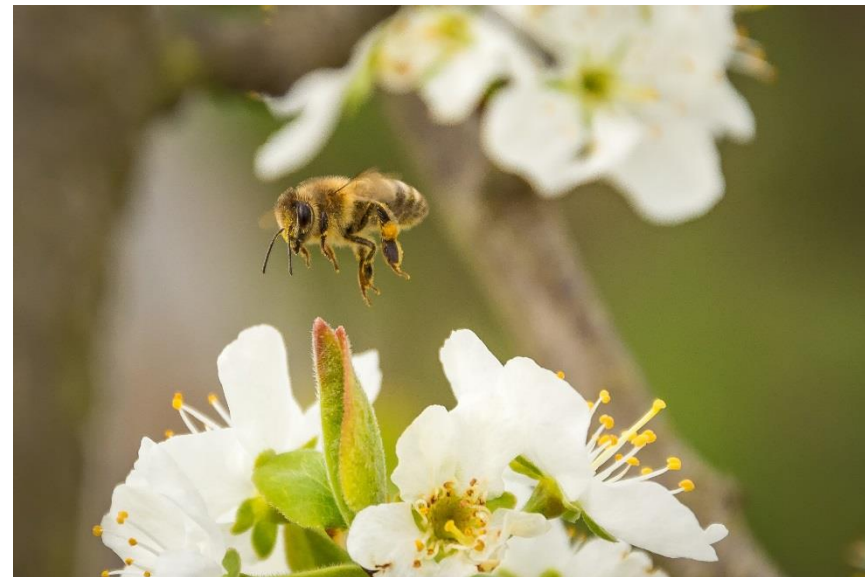


Lis Parcell - Jisc



Elizabeth Newbold - Activate Learning

- » Share some experiences on tackling engagement
- » Give you ideas which you could use to improve your service and raise your profile
- » Highlight further support available



- » What do we mean by engagement?
- » Why is it important now?
- » Engagement in practice
- » Activity to explore your situation and challenges
- » How Jisc can help
- » Case study: Activate Learning
- » Q&A





Engagement with digital resources and library services is about having the right **access, skills, motivation and trust to confidently** go online

Adapted from <https://digitalinclusion.blog.gov.uk/>







- » Motivation
- » Content
- » Skills
- » Access
- » Trust
- » Relationship-building
- » Then what?



POLL:
**How well you think you're doing on
engaging users with your digital
resources/library services?**

POLL:
What's your biggest pain point in engaging users?



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- » Digital resources
 - › Library support services
 - › Jisc presentations at UKSG conference
- » R&D projects
- » Events
- » Subject specialist support
- » customerservices@jisc.ac.uk



www.jisc.ac.uk/connect-more
Free events in June/July 2017

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