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the Project



Library and Learning Resources (LLR) awarded TQEF money to pilot a peer assisted learning project within the Library and Learning Resources Centres (LRCs)

Aim

- ★ Promote LLR services and resources to students

Key feature

- ★ Library environment - not course / academic department

the Brief



The **PALs** split their time between **roving** in the University Library / campus LRCs, going into lectures and seminars to **promote** their role, and **supporting** students on a **one-to-one** basis.

They offer first line **study support**, including **assisting** with **information** and **IT enquiries** and providing general **mentoring** and **support** for student learning.

They will make **referrals** to specialist staff where appropriate, and assist with **shelving** and **tidying** and maintaining printer / copiers.

the Recruitment

- ★ Constraints - University processes
- ★ Advertisement of posts
- ★ Interviewed & appointed 11 undergraduates
- ★ Striking the right balance - varying ability and confidence

“avoid people on an ego trip, and those PAL[s] as being primarily social”

Hugh Fleming cited in:

Swain, H. (2008) Peer-assisted learning (PAL). Times Higher Education Magazine, 3 January Accessed online:

<http://www.timeshighereducation.co.uk/story.asp?storyCode=210078§ioncode=26>

the Training

Organised

- ★ A training programme
 - I.T. Library and Study Skills
- ★ Additional sessions - representatives from other departments
- ★ Attendance at workshops

Reality

- ★ Initial training day cancelled - subsequent training fragmented
- ★ Library workshops not attended
- ★ Training raised some concerns over the PALs awareness of library basics

the Successes



- 👍 Raising awareness of the Library, LRCs and resources
- 👍 Bridging gap between library and faculty
- 👍 PALs more approachable than library staff
- 👍 PALs - good ideas / suggestions (PAL-point)
- 👍 Students' perspective
- 👍 PALs able to develop role

the Challenges

- 👎 Timescale of pilot
- 👎 Logistics - co-ordinating a team of PALs across campuses
- 👎 PAL brief - differing perceptions
- 👎 Reception from existing library staff
- 👎 Training
- 👎 Communication

the PALS.....



Four of the eleven PALS
Clockwise from top left:
Emily Gough, Charlotte Gibling,
Raechel Lemmon
and Akua Asamoah

the PALs activities.....



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Hi! My name is Jenna. I am an approachable student. I like to think I am relaxed and quite outgoing. Some of you may not have heard about the project here to help with your library and academic needs! I am here to help you with it: access to E-journals, general academic information, student support and

As a student, I know the pressure to use varied sources of writing with a looming deadline. And being access different sources, I used to really struggle getting slowly stressed out with each no results. The training I have had for this role I now know that it's easy when you know how! That's why I'm transferring my knowledge to show you how! And from my perspective

I know and experience the pressure that all deadlines etc. This is why I hope by having an approachable and in the same situation can direct you with a little stress as possible!!

I am based on the 8th floor in the library, you can find me in the library then feel free to contact me on 0700423569@students.lincoln.ac.uk



My name is Charlotte Gibling and I am a second year student. All my lessons are based at Thomas Parker House but I am here to help you with your library resources for my work. You might recognise me from the front desk and help the library student crew - I sit at the front desk and help the library student crew and queries a couple of times a week.

I think the new PAL scheme will be really useful for people who don't use the library very often. So if you are me, or one of the other members of the PAL team, whatever you're looking for in the library - books, journals, e-books, etc. - I can help you find it.

I know I would have definitely benefited from the library when I was in my first year - I've enjoyed studying on a creative subject I know that the library has helped me as we should. Either because we're based in the library or just because we've got enough to be going on with. I'm really missing out on what the library has to offer.

You can find me in the library on the 8th floor. My contact details are 0700423569@students.lincoln.ac.uk



You may not have heard of student advisers, so I will start by explaining what those who don't know me yet. My name is Gloria, a final Media Production year student. Working as a student adviser means that I am here to help you with your library searching for: books, e-books, journals, using the library and the list goes on.

Being a student adviser means that I have done most of the work that you can guide you to some books that rused or even could save printing credit by scanning core books to bump into me in the library.

Those of you who don't like working in the library, I can help you. You won't know if I am able to help unless you ask. I can help you with your library work. I can help you with your library work. I can help you with your library work.

And if you don't fancy a one to one, don't worry. I can help you with your library work. I can help you with your library work. I can help you with your library work.

Being a final year student also means that I have a lot of experience around the library for my essays. I can help you with your library work. I can help you with your library work. I can help you with your library work.

approaching me.



Hi, my name is Angela and I am a Student Adviser working within the PAL project (Peer Assisted Learning). I am a first year student at the University of Lincoln. I am here to help you with your library and academic needs. I am here to help you with your library and academic needs. I am here to help you with your library and academic needs.

The training that I have received in preparation for this job was very helpful, now even though I am a first year student I have a good knowledge about the library and its resources. The more I would like to spread this knowledge that I have about the library and its resources. I can help you with your library work. I can help you with your library work. I can help you with your library work.

If you would like to contact me about anything, please email me on 0700423569@students.lincoln.ac.uk

PAL-point.....

A vertical poster with a black background and a white rounded rectangle in the center. On the left side of the poster, the text "theuniversitylibrary&learningresources" is written vertically in white. At the top left of the poster is the University of Lincoln logo. Inside the white rectangle, the text "Need help?" and "Ask a PAL" are in large, bold, black font. Below this, it says "PALs are students employed to help you use the library" in a smaller black font. Then, "PALs can be contacted by emailing" is followed by the email address "pal@lincoln.ac.uk" in red. At the bottom, it says "(or look out for a red polo shirt)" in black.

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theuniversitylibrary&learningresources

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Blogging.....



Library & LR news

News and updates from the University Library and LRCs at the University of Lincoln.

Outstanding Library Books and Fines

May 13th, 2009 by Amanda Davidson

PALS

Outstanding Library Books and Fines

As a student myself I know how hard it is to keep track of everything when you have got classes to attend, assessments, exams - not to mention actually having a life! It is so easy to then overlook library books and keep putting off taking them back. Personally speaking, the thing that would deter me most from returning an overdue book would be handing it over to a member of staff. They are very helpful but it would not change the fact that I would feel very embarrassed!

Finally (followed by letters) as not everybody is students with overdue

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<http://librarynews.blogs.lincoln.ac.uk/>

the PAL perspective



★ Rachel's perspective...

★ Diversity

★ Meetings

★ Communication

the PAL perspective



★ PAL-point

★ Books

★ Printing

★ E-resources

the PAL perspective



★ One-to-one

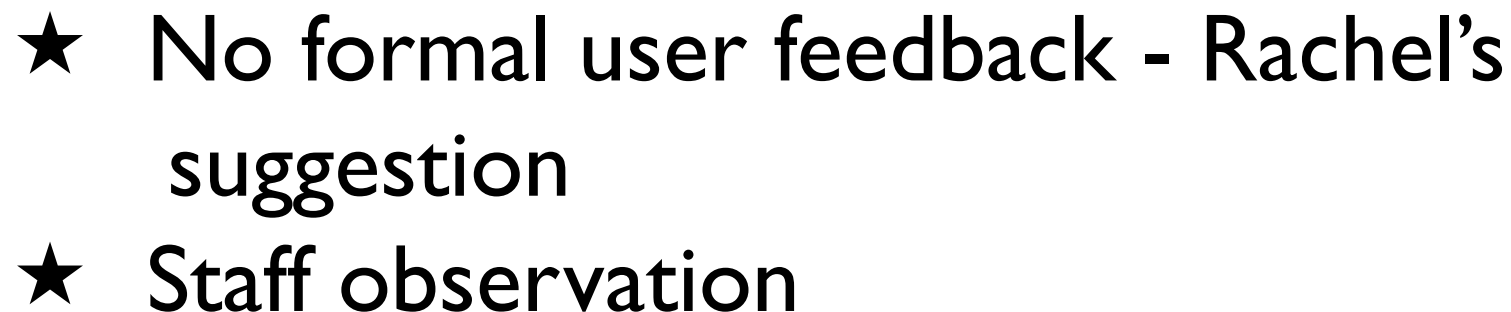
★ E-journal

★ E-books

★ Assignment plans



- ★ Weekly Summary Sheet
- ★ Record difficult enquiries
- ★ Fortnightly meetings



Weekly summary sheet.....



Peer Assisted Learning Weekly summary

Please complete at the end of every Friday, and leave in the PAL tray at the ground floor library desk.

Name:

Date: Monday

Friday

In the University Library:

| Day | Time started | L+LR staff signature | Time finished | L+LR staff signature | Hours worked |
|-----------|--------------|----------------------|---------------|----------------------|--------------|
| Monday | | | | | |
| Tuesday | | | | | |
| Wednesday | | | | | |
| Thursday | | | | | |
| Friday | | | | | |

Enquiries (total for the week):

| Type | Number | Type | Number |
|--|--------|------------------------|--------|
| Help with finding books | | Logging on | |
| Help with finding e-books | | Laptops | |
| Help with finding print journals | | Off campus access | |
| Help with finding e-journals | | Printers/copiers | |
| Blackboard | | Scanners | |
| Referrals to specialist staff (please specify) | | Other (please specify) | |

Other activities:

| Activity | Time taken |
|------------------------|------------|
| Weekly meeting | |
| Preparing materials | |
| Student liaison | |
| Other (please specify) | |



Diary

Write a paragraph describing your week as a PAL

What activities have you undertaken? What do you feel has gone well? What has gone less well? What types of questions were you able to answer? What did you learn? What further training do you require? (please specify)?

the Future

- ★ Funding to continue with the Project?
- ★ Recruitment process - incorporate some form of testing
- ★ Training - extensive programme, workshops compulsory
- ★ Develop a new PAL brief
- ★ Communication
- ★ PAL co-ordinator