



#Mercian17 *In Libraries We Trust*

Victoria Collins

Parallel Session #1

You Only Get What You Give: a new radical approach to promoting trust at University of Worcester Library Services

Victoria Collins is a Student Engagement Co-ordinator for Library Services at the University of Worcester. Victoria was responsible for forming the Library Representative Scheme, or 'Bees' as the volunteers wanted to be known, as part of the overall aim to create a culture of sustainable student engagement. She is particularly interested in learning about and developing innovative methods of reaching and engaging with students. Currently, Victoria is working with lecturers in order to recruit student volunteers in the new academic year as well as designing projects to improve student satisfaction regarding reservations and independent studies.

