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# Crynoldebau / abstracts

Facebook Use for Student Support

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Instead of always waiting for students to come to us, modern libraries look at how they can take support to our users. The students of most departments have Facebook groups which are a hive of activity, a 24/7 social presence where they feel comfortable. As a trial the library answered queries and offered help and advice via the student psychology group on Facebook (over 330 members). We have clarified causes of confusion, corrected misunderstandings, answered queries, and promoted events and new resources. This enabled one-to-many support. As the year wore on we saw students begin to answer each other's queries with greater confidence, often using information we had given them, or directing them to their subject librarian for further help: the support had entered their general consciousness.