



#Mercian17 *In Libraries We Trust*

Madalene George

Parallel Session #1

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

Madalene George is a Student Engagement Co-ordinator and Study Happy Co-ordinator for University of Worcester Library Services.

As part of the student engagement role, Madalene is responsible for delivering a wide range of work placement opportunities and has a particular interest in working alongside students to create an innovative and inclusive service and in using both traditional and non-traditional methods to generate meaningful dialogues. Most recently, Madalene has been working as part of a team to target feedback from student groups with lower than anticipated satisfaction levels and implement changes to Library Services to improve student experience across the board.

