



## A day in the life

**1 Using social media to promote a new exhibition**

Events and exhibitions are a big part of what we do and I help to promote these.

I'm part of the social media group, posting tweets + Facebook and Instagram posts to our @RCNLibraries accounts.

I also work with the RCN's Comms team, co-operating on major campaigns such as Glove Awareness Week.




The RCN is home to an ambitious, future-facing Library and Archive Service (LAS) serving 450,000 members, as well as the public.

This makes for a very varied library assistant role. This poster shows some examples from a typical day.



**4 Adding books to breakout areas around our HQ**

This idea is based on something I saw at IFLA's World Library and Information Congress 2018.

We trialled it in 2019 and have now extended it to three floors of the RCN's offices for staff.

**Connect**



Books are loosely themed around a health and wellbeing theme and can be browsed or borrowed from the library.

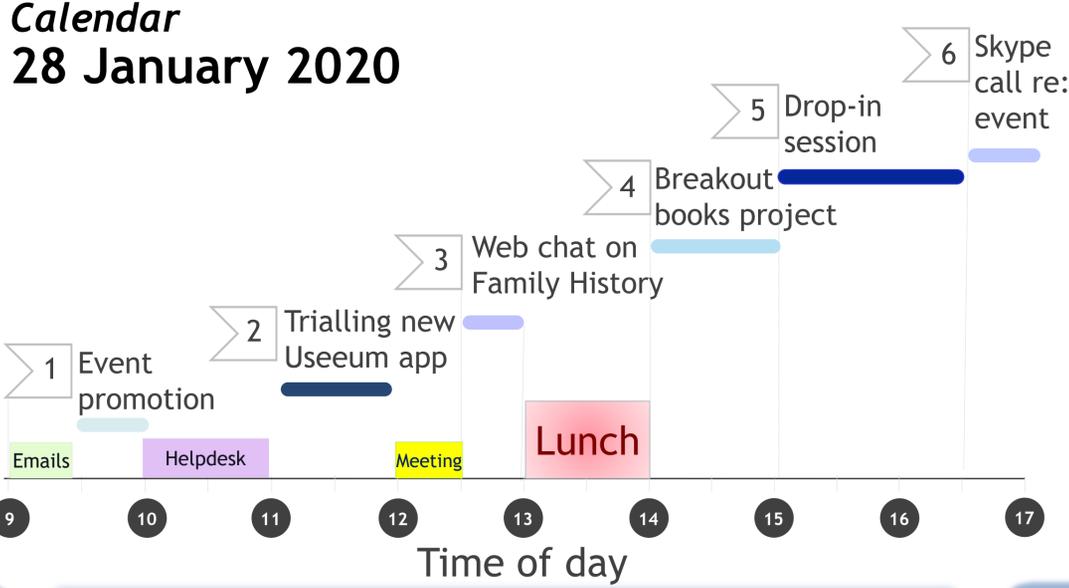
**2 Trialling our new Useum app free online tour**

We launched our "Nursing HERstories" tour. It highlights historical nurses and women's groups in the Marylebone area where the RCN is based.

A group of LAS staff trialled the app, led by colleagues who put the tour together. I took photos for social media and gave my feedback.



More info here: <https://www.rcn.org.uk/news-and-events/news/useum-nursing-herstories>



**5 Delivering training for the Information Team**

Each Information Assistant within Customer Services has a link role - in my case this is with the Information Team.

Each week I run an information skills training session for our members.



These cover use of specialist nursing and midwifery databases, such as CINAHL and the British Nursing Index.

**3 Answering a web chat about Family History Search**

Responding to archive enquiries is also a key part of this role.

We offer a Family History Search Service and our nursing register records are on the Ancestry website.

We also field enquiries about the registers - in this instance someone asked the meaning of an abbreviation used in the registry.



We encourage self-service where possible, in line with service delivery models elsewhere in the RCN.

This enables us library assistants to take on more fulfilling roles.

We've had the chance to do everything from curating small exhibitions to leading tours and running quizzes!



**6 Skyping a West Midlands colleague about an event**

Each Information Assistant is a library contact for an RCN regional office.

I'm the West Midlands contact and have attended many events, for instances student conferences and a Black History Month celebration.

We give talks and run stands - it's a great chance to show off our resources, including Including historical artefacts.



UPDATE: COVID-19 means a typical day now would look very different from how it did in January. A key strength of what we do within the Library and Archive Service is our ability to continue to innovate and adapt quickly. We were already able to offer most of our services online - the challenge has shown we're well positioned for the future.