A photograph of a dark-colored car stuck in a deep rut in a dirt road. The car is partially visible, with its front wheel and part of the body in the rut. The ground is brown and uneven, with some small plants growing in the cracks. The text is overlaid on the image in white, bold font.

# From stuck in a rut to new mental valleys: Library Assistant Study Days

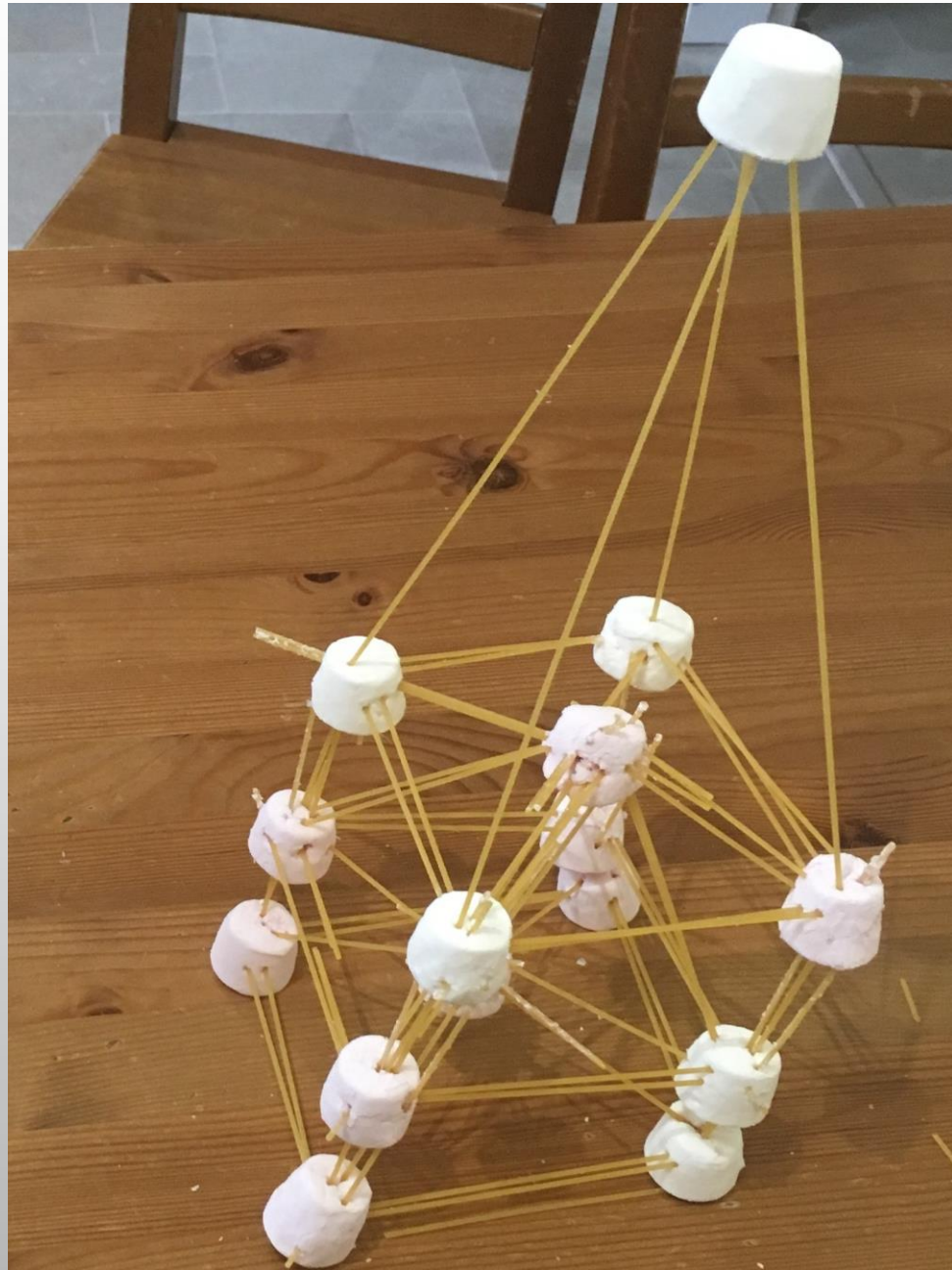
Julie Potter,  
Learning Resources Assistant,  
JET Library, Mid Cheshire Hospitals

Once upon a time...











Small changes make a difference!



# The outcome



- Faster membership procedure
- New online inter-lending form
- Library Assistants now answer Athens enquiries
- Customer experience action plan



Why should library assistants go on the study days?



Thank you for listening

