A photograph of a dark-colored car stuck in a deep rut in a dirt road. The car is partially submerged in the mud, with its front wheel visible. The background is a blurred dirt road.

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

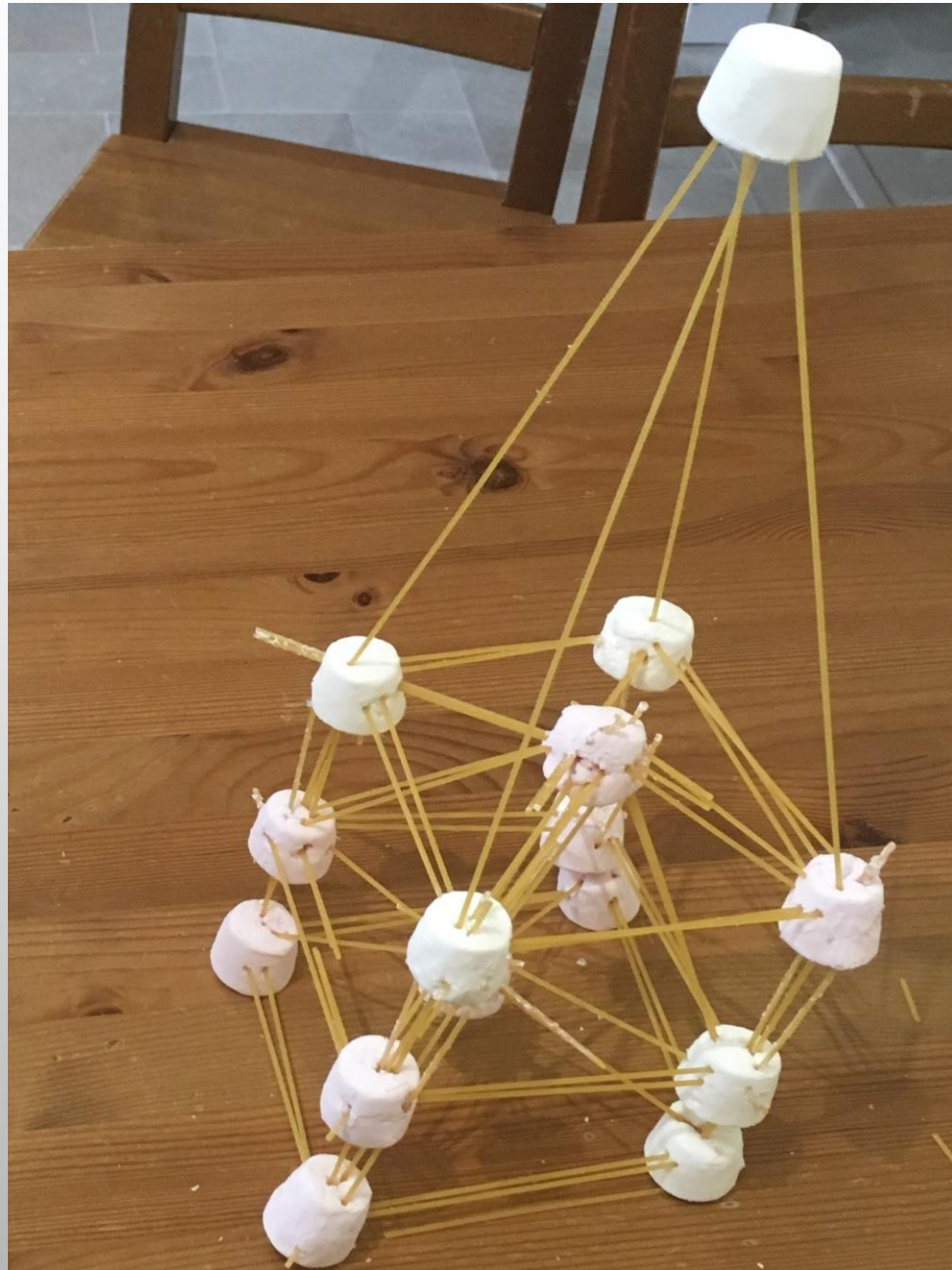
Julie Potter,  
Learning Resources Assistant,  
JET Library, Mid Cheshire Hospitals

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

