Space for Service, Service for Space: Making the 'Expo Stage' work!

Johanna Archbold  
*Royal College of Surgeons in Ireland*, johannaarchbold@rcsi.ie

Carol Creavin  
*Royal College of Surgeons in Ireland*, ccreavin@rcsi.ie

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INTRODUCTION

RCSI Library introduced an ‘Expo Stage’ into a new Learning Commons area - a dedicated space for pop-up interactive events for Library users and the College community.

Exit stage left: Architects
Enter stage right: Customer Service Team...

Step 1: Build Awareness of Space

- Presentations to Student Societies about using the space
- Relationship-building with Departments who want to do outreach to students & College
- Collaborative campaigns with Departments across RCSI

Step 2: Develop Service Offerings

- Student Societies & Sports Clubs
- Curriculum Assignments on Health Communications
- Career Development Department pop-up clinics
- Academic Departments, Awareness Days
- Students’ Unions
- Administrative Departments, Estate, IT & Admissions
- External Partners & Agencies

Step 3: Engage With New User Groups

Coming from our previous Library building where Undergraduates were the primary users, the new space attracts the entire RCSI community. This provides us with opportunities to build new relationships and engage users creatively at the Expo Stage.

Feedback so far...

Early comments sought from staff, student and departmental users of the Expo Stage.

The Expo Stage is a wonderful social space for students
Lovely location but needs better signage
Fun space for departments to engage with students
I’d love to be wearing a mic to attract more attention
More furniture to support different types of activities

NEXT STEPS

Review space layout for optimum use
Consider new props & mic to facilitate further interactive options
Package interactive activity options to facilitate other stakeholders considering the space for their needs

65+ Expo Stage events 2017-2018

We would love to hear from you!
Got your own pop-up space or have ideas on how to engage users?

JohannaArchbold@rcsi.com
@Creavin@rcsi.com

On Twitter: @RCSILibrary

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