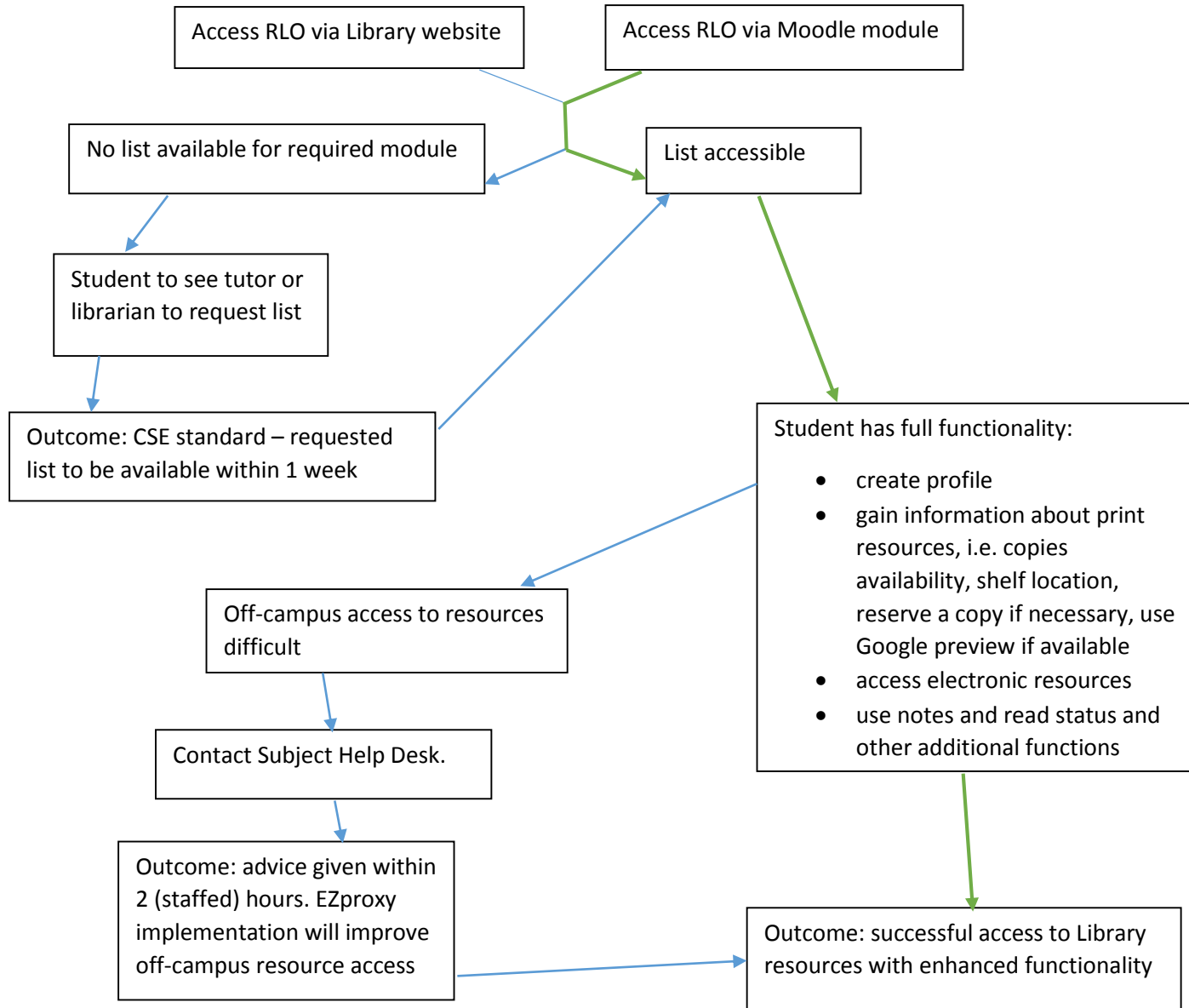# Reading Lists Online Student Customer Journey

Optional student support/marketing accessible at any point in the journey:

- [Printed cribsheet in Library](#)
- [Link to cribsheet in Moodle](#)
- [RLO Library website page](#)
- Subject Help Desk
- Programme inductions
- Social media
- [Library homepage banner](#)
- [Spotlight poster](#)

Staff support/training required to support students:

- Liaison with Subject Group leaders
- Liaison with programme leaders
- Academic staff training sessions – group and individual
- Library staff training sessions
- [Moodle training material](#)
- Information disseminated in University bulletin
- Development of RLO integration with Moodle 2 – Library staff part of pilot user group

Access RLO via Library website

Access RLO via Moodle module

No list available for required module

List accessible

Student to see tutor or librarian to request list

Outcome: CSE standard – requested list to be available within 1 week

Off-campus access to resources difficult

Contact Subject Help Desk.

Outcome: advice given within 2 (staffed) hours. EZproxy implementation will improve off-campus resource access

Student has full functionality:

- create profile
- gain information about print resources, i.e. copies availability, shelf location, reserve a copy if necessary, use Google preview if available
- access electronic resources
- use notes and read status and other additional functions

Outcome: successful access to Library resources with enhanced functionality

Optimal route