



# FAQ for librarians

## Supporting lifelong learning with **online study help**

### Why does our library have Studiosity?

As Australians seek more learning, remote work, and distance education opportunities, lifelong learning has the potential to change communities. However, lifelong learning only works to build a community and economy if everyone has equal opportunity to succeed.

That's why public libraries provide Studiosity: equal-access, personal, online study support, whenever their Members need it.

With Studiosity, you can

- Deliver educational, social, and economic long-term results back to Council
- Drive youth membership
- Provide equal-access to education support
- Cross-promote and drive offline and online resources
- Engage in outreach to schools
- See data-driven results and project outcomes

### How does it work?

*Connect Live* - As soon as a Library Member needs help with a study or literacy problem, they're connected one-to-one with an online Subject Specialist who can help.

Live, interactive sessions take place within the Studiosity online 'classroom', exclusively between the learner and the Specialist, via a typed chat interface and a collaborative whiteboard for diagrams and drawings.

*Writing Feedback* - Learners can upload a written draft file any time, 24/7, for expert, personalised feedback within 24 hours on

how to improve their work. This can apply to many different types of writing, be it academic, business writing or job applications.

Students also have access to over 750 practice tests and downloadable worksheets with their accounts. These quizzes are available across English, maths, chemistry, physics and biology for Year 5 through to Year 12 levels, including NAPLAN specific content.

### **Who are the Subject Specialists?**

They are a mix of educators, academics and professionals employed and managed by Studiosity to provide the service to Members.

A Studiosity Specialist must pass rigorous testing, training and ongoing professional development to secure and sustain a place in the network. Part of their employment agreement includes strict adherence to Studiosity's nationally-regarded guidelines and policies for ethical learning support. All Specialists must hold a valid Working With Children and police check.

### **How do our Members access the service?**

Members log in by going to [studiosity.com/](https://studiosity.com/) access, and click 'Library'. After they have selected their library, they then use their library membership details to gain immediate free access to the service. Students will be able to use their library membership number or library barcode, and if a password is required, it will be the same one they use for their library membership.

### **What subjects are available?**

All core curriculum subjects are supported, as well as literacy and numeracy support to a foundation tertiary level. For more details, visit [studiosity.com/subjects](https://studiosity.com/subjects)

### **How does Studiosity help high school students?**

Many students already use library services to help with their studies outside school. Those

who don't may have obstacles like distance, accessibility and availability of time. Studiosity gives them access online, anywhere, to expert help with study and homework - as soon as they need it.

### **How does it help mature learners?**

Members of your community studying at TAFE, Institutes, private colleges, university or even independently, can get literacy and numeracy help from Specialists at the click of a button. Help with academic or business writing is one of the most popular ways that mature learners use Studiosity, as well as for foundation numeracy or commercial subjects.

### **How does it help ESL learners?**

There can be many obstacles for people from non-English-speaking backgrounds when it comes to studying and support. Studiosity caters for all language levels, and Specialists adapt their language to suit that of the learner in a session, and use plain and simple communication tactics to ensure they are being understood by the learner. The online nature of the service also removes barriers of confidence to reach out to more traditional, face to face services.

### **What can I do, to support lifelong learning for my whole community?**

Seek opportunities to connect to learning groups within the library. Remind Members (including parents, students and mature learners) that your library supports their educational development, with free online help as soon as they need it.