

Workshop title: The Seven Virtues of the Librarian Services: An Application in Virtual Reality

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Abstract: Show of the Virtual Reality Simulator: The Seven Virtues of the librarian services.

Ensuring the quality of librarian services has proven to be a challenging objective for the Dirección General de Bibliotecas. In order to achieve this, we have developed the Quality Library Services a training course. Along with the presential course, user will experience seven frequent situations that occur in the provision of the services in the libraries of SIBIUNAM, based on what has been learned in the training course, the librarian will decide how to deal with the situations that arise and depending on these decisions, the characters involved will have different outcomes.

The virtues that librarians must show when attending to users are empathy, interest, warmth, equality, personalized attention, understanding and assertiveness; these virtues are associated with each character shown in the simulator. We hope that showing our librarians that even a little change in their attitude towards the users can mean so much to them and raise awareness about their work's importance in benefit of our University.

Outline of workshop

Introduction: We present general information about to training and virtual reality (10 minutes)

Part 1) A video will be presented to describe the characters and service situations represented in the Virtual Library (15 minutes)

Part 2) After the video, the participants will be able to live the experience in virtual reality, there will be 3 simulators available (25 minutes)

When finalizing with comments (10 minutes)

Target audience: No restrictions. For everyone interested in the topic.

Learning objectives: To know the virtual library and training for librarians.

Required Equipment

We will bring 3 virtual reality headsets, each consisting of:

-Samsung Galaxy s8+ smartphones

-Samsung Gear VR (Headset and bluetooth controller).

For the presentation and video we need a visualization device (either digital monitor or projector, depending on our designed space), an audio output system and microphones.

Number of participants: 20

Time: 1 hour