Information Literacy in a Digital Age
by Lynne Cole

This research aimed to inform the teaching approaches to information literacy with the College. Currently, these are very focused on the academic side of the qualifications taught and it was felt that the content delivered should be tailored to the information literacy skills required in the Norland Diploma and ultimately the employment that graduates go on to undertake. Triangulation was used and the researcher undertook interviews with staff and students, while also collecting data from the Diploma handbook and the Norland Agency Facebook page, which is used by Norlanders and probationer nannies to share information relating to their professional queries.

The findings showed that there is a great trust placed in Norland probationers and Norlanders by their employers to find solutions to a myriad of problems and that they are using digital technology to solve these problems. Norland probationers and Norlanders rely on each other's expertise through social media and also, which raised concerns over their ability to evaluate information successfully, were found to trust forums such as *Netmums* without investigating the authors of the posts. The use of applications was also highlighted as being useful in their daily working life.

In light of these findings, information literacy lectures will now include sessions on using online forums and blogs to find reliable information. Discussion around the use of applications on mobile devices will now be included within sessions, so that students can share experiences of applications that they have found helpful and to encourage a bank of useful applications to be built up in preparation for employment. A follow up to this research will be posted once these sessions have been delivered and will include student evaluation information.