



Our University Library's approach to user enquiries

We support our users through:

Information

A dedicated **website** at libweb.anglia.ac.uk accessed nearly 2 million times last academic year, including more than a million views of our world-renowned [Harvard referencing guide](#) | **Social media** including a [Twitter feed](#) shown on the home page of our site

Self-service

Extensive [FAQs](#) on all aspects of library and IT support | [Subject guides](#) compiled by our specialist professional librarians used more than 160,000 times last year | Access to [reading lists](#) for 97% of modules | **Self-service** loans, returns, requests and payments

First line support

A single [Help Desk](#) for all library and student IT support – in person, by phone, and online (including live chat) – responding to almost 80,000 queries last academic year

Specialist support

More than 1200 **1-2-1 appointments** with [librarians](#) and with [IT advisers](#) taken up last year | Over 1100 library staff hours spent delivering **workshops** embedded into the curriculum or delivered through [Study Skills Plus](#) | **Drop-in** IT support is available every weekday lunchtime



Why do we have our current structure?

Our current model developed from analysis undertaken in 2011 by the University Library's senior management team. At that point, statistics showed that 70% of all enquiries on the professionally-staffed Enquiry Desk could be handled by Library Support Advisers once they were trained appropriately. Once launched in 2013-14, the change freed up professional staff to spend more time in faculty liaison work, a core priority to ensure that staff and students became more aware of how the University Library could support them, contributing in particular to student success.

We also streamlined our offer to a single Help Desk within each library where users could obtain support for any library or student IT query, with the aim of resolving the majority of queries and providing the best referral option where necessary.

At the same time, key improvements were identified to enable us to deliver a far better range of online support. This includes LibGuides, detailed subject-specific guidance written by Subject Librarians and used not only by our customers but by the frontline staff too. QuestionPoint was introduced to record and monitor incoming frontline queries, and in June 2014 we moved to LibAnswers. This provides a robust system to manage online chat, email support and FAQs across a single platform, as well as offering the opportunity to record data on queries received at our help desks, around the library spaces, and by telephone.

Monitoring and improvement

The redesign of how we manage our contact points with our library users resulted in an increase in satisfaction with overall library services in LibQUAL when we ran the survey in 2014, which has continued to rise in the most recent 2016 survey.

We also ensure ongoing improvement of our information and support by:

- Monitoring usage of and feedback on our website pages, and adjusting in response
- Reviewing questions being asked online to add to and improve our FAQs
- Monitoring uptake of our one-to-one appointments and group workshops and training sessions to identify where changes may need to be made
- Reviewing the volume and type of query being handled by our frontline team and adjusting staffing levels and providing training as required

Each semester the queries logged by our frontline team are analysed and reported on, enabling us to identify key areas in which we could improve. At present (summer 2016) our focus is on:

- Working with colleagues in IT Services to identify improvements to the university's password management system, one of the two highest volume areas for enquiries last year
- Removing some of the problems and barriers around printing/photocopying/scanning, our other highest volume area. The introduction of pull printing (being able to release printing from any device) alongside plans for improved guidance on how to use the facilities should contribute to our library users needing less support.



- Improving information flowing to our partner students about their Anglia Ruskin logins, in order to enable more of them to successfully log in when they need to, and to manage their own passwords rather than relying on staff intervention.

Future challenges

Our students, as is only fair, expect their query to be resolved quickly, and ideally by the individual they first contact. A certain volume of enquiries received by the University Library, particularly online and by telephone, can only be resolved by other departments across the university.

For the most common queries, our staff have guidance on where to direct students – often this is the Admissions team, Registration, or Faculty Offices. Assuming our university aims to ‘step up’ the service provided to our students (including potential, incoming and past students), a more robust process and mechanism for professional services staff across the university to refer enquiries to other teams would be beneficial.



Appendix - outline of 2015/16 data

Frontline queries

68062 queries were recorded between 1 September 2015 and 31 May 2016.

How queries were received:



■ face to face ■ email and chat ■ telephone

Top 7 enquiry topics:

