Library and studentHQ

Tony Davies – Deputy Director, Library Services

Katie Routley – Deputy Director, Customer Service

2016 – an executive level reorganisation

- Vice-President, Students
  - Student Administration and Library Services
  - Communications and Media
  - Marketing, Recruitment and Channel Integration
  - Student and Academic Services

Student Administration and Library Services Operating side by side from late 2016

- Library support
- Student HQ support
- Librarian consultation
- Library Rovers
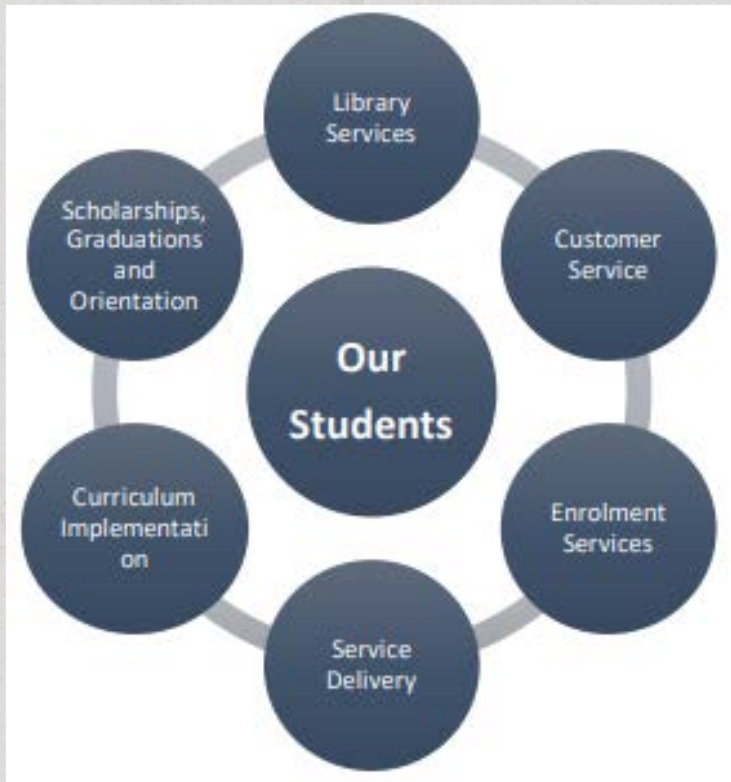
- Pop-up services in library

New roles created across the department in 2017
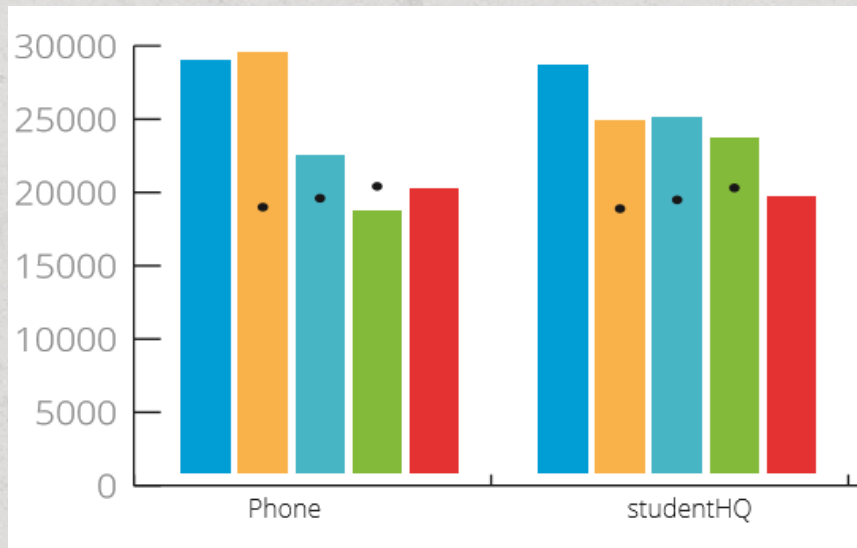
- Customer User Experience Analyst
- Library Resources Analyst

- Six centres of excellence
- Creation of a new Customer Service centre for the entire department

Library Services centre

Deputy Director, Library Services

Manager, Acquisitions, Records and Copyright

Manager, Research and Academic Engagement

Manager, Library Discovery

- Research and Academic Engagement
- Acquisitions, Records and Copyright
- Library Discovery

- Library Customer Experience (mostly) merged into Customer Service centre

New combined service model

Deputy Director, Customer Service

- Library Environment & Experience
- Library & studentHQ
- Student Fees
- Enquiries: Current & Future Students

Implemented April 2018

- A single customer service team to support Library & studentHQ tier 1 enquiries

- Newly created Library Logistics Officer role

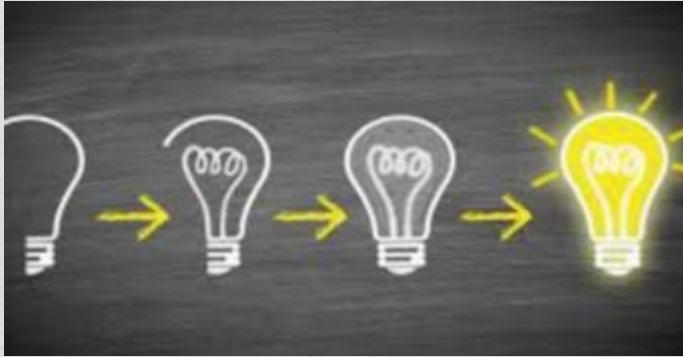- Training for existing staff & casual night staff

The results

"Always Available"

- **Consistent service** across all front-line service points

- **7 days a week:** extra 64 hours extra studentHQ services a week

- **New opportunities:** knowledge, capabilities & career progression

- **Watch this space**…

Lessons Learned…

The good, bad & ugly

- Library knowledge loss & workforce reset

- Library "ownership"

- Need to be agile

What next…

Early days

- Library refurbishment

- Re-training of new workforce with career progression options

- How to continue to strive for achieve consistent service?

Questions