



University of  
**Nottingham**

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A large, high-resolution image of the Earth as seen from space, showing the curvature of the planet and the blue oceans. The image is centered in the background of the slide.

# Back to the Future

## Re-imagining our Frontline Services

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# Ask Libraries





# Ask Libraries: Setting up & training

- Microsoft Teams sessions for students to join and speak to staff remotely
- Adapted from our Pop-Up Libraries stands run in student halls and 'Super Searcher' sessions
- Pop-Up Team already set up – added a new channel for Ask Libraries for staff interactions and training/session resources.
- New customer-facing Team created with specific session channels
- Started small with 2 SLAs – 12 LAs joined the team later
- Training all done over Teams with shadowing sessions and practice questions



# Ask Libraries: How the sessions evolved

## December 2020

- 2 one-hour drop in sessions
- 2 staff leading session – one facilitating and one monitoring chat
- Focus on NUsearch – the library discovery tool
- Session led by student questions

## September 2021

- 4 one-hour sessions
- 2 sessions focus on Discover Our Services, 2 sessions focus on Discover Our Resources

## January 2022

- Preparing for Assessment session introduced
- Webinar format – 10-minute presentation followed by Q&A



# Ask Libraries: Challenges

- Learning from issues to improve offer
- Training staff over Teams
- Raising awareness of the service – where and how to advertise to students
- Staff intensive – 2 LAs per session removed from frontline services for an hour, staffing difficulties due to Covid
- Drop-in sessions meant unknown number of attendees – having to adapt delivery style to different group sizes



# Ask Libraries: Benefits

- Where smaller group numbers, able to offer bespoke 1-2-1 sessions
- Able to keep supporting students without needing to come into Libraries
- Screen sharing – able to see how students were trying to access things
- Sharing knowledge across library teams – subject databases, EndNote
- Positive feedback from users
- Staff able to do other 'away from desk' tasks in between users – email enquiries, other projects



# Ask Libraries: Utilising platform features & updates

- Created "branding" using **announcements, sub-headings, main text, banners.**
- Highlighting **attendee features**: raised hands, "reactions", and enhancements to screen-sharing capabilities
- **Links to key resources** using tabs and headers within channels.
- **Integrated calendar tab** for students to save upcoming sessions
- **O365 Form** for students to submit questions in advance
- Previous **chats are searchable** and can act as archive of questions and best practice training.





# Ask Libraries: Some example questions

**Nursing student:** *"I'm doing a literature review and I don't really know where to start."*

**Computer Science student:** *"I want to know how to get access to journal articles via Google Scholar."*

**Business student:** *"I want to access Nexis to search for newspapers."*

**English student:** *"Are NUsearch resources peer-reviewed / trustworthy?"*

**Education student:** *"I would like more details about Enhanced Learning Support."*

**Politics & International Relations:** *"How can I suggest new resources for our collection?"*



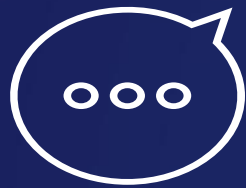


# Ask Libraries: Future of the service

- **Introducing new content** - Re-evaluating student needs and considering developing new content for the 2022/23 academic year.
- **Potential on-demand content:** for those who aren't able to attend sessions / want to watch back
- **Offering a development opportunity for an LA** – coming on board to lead aspects as part of a leadership development programme project.
- **Coming full circle by reintroducing in-person sessions** – formerly Pop-Up Libraries but will evolve into Ask Libraries...Live(!) to maintain consistency and to reflect purpose of the pop-up stalls.



# Live chat





# Live Chat: Setting up & training

- Expanding enquiry services into web chat to reduce need for face-to-face interactions
- University's existing Gecko Engage subscription available
- Recorded training session for new agents to watch – minimal time requirements
- Teams channel set up to share best practice and ask for cover



# Live Chat: Development

- Started with a team of staff across Libraries but brought in LAs for long-term
- Regular rota – 4 hours across morning and afternoon every day of the week, shared between libraries
- SharePoint site for quick access to the information needed to answer enquiries – especially those frequently asked – or enquiries that took some research to answer.
- Spreadsheet created to track numbers and kinds of enquiries



# Live Chat: Challenges

- Staff based across 6 libraries so may get asked about a library they don't work in
- Teams channel and 'Help and Support' hub on Sharepoint – needs to be updated regularly with key messages
- Immediacy – can feel pressured using new technology, 2 or 3 calls at once
- Software issues – redirecting accommodation queries

## Customer help and support

This page is our central resource for key messages and standard responses for anyone dealing with customer queries. You can use the categories menu to find the customer's area of interest, or alternatively, press Ctrl + F on your keyboard and type in the keywords you are looking for to find them on the page.

If you think anything is missing, please contact [Emma Halford-Busby](#).

Last updated: 24 January

### Categories

[Latest updates and key links](#)

[Visiting libraries and opening times](#)

[Borrowing books](#)

[Click and Collect](#)

[Disability support](#)

[External visitors](#)

[Finding resources](#)

[Library account and fines](#)

[Manuscripts and Special Collections](#)

[PCs and laptop loans](#)

[Print, Copy, Scan](#)

[Returning books](#)

[Safety measures](#)

[Self-isolation](#)

[Study space \(libraries\)](#)

[Study space \(alternative\)](#)

[Support for your studies - help, events, Teaching and Learning, Student Academic Skills](#)

[Live Chat: Complaints](#)

### Libraries Live Chat Agent information

### Referral routes for complex enquiries

Can't find the answer to your customer's question? Sometimes we need to refer people onto a specialist team. Contact details for the different referral routes are listed below. You can right click and copy the email address to paste it into the 'To' box within your email.

- [Acquisitions \(print and online\)](#)
- [Alternative formats](#)
- [Assistive Technology Rooms and accessible spaces](#)
- [Cataloguing](#)
- [Charity event permissions](#)
- [Copies of books](#)
- [Copyright](#)



# Live Chat: Benefits

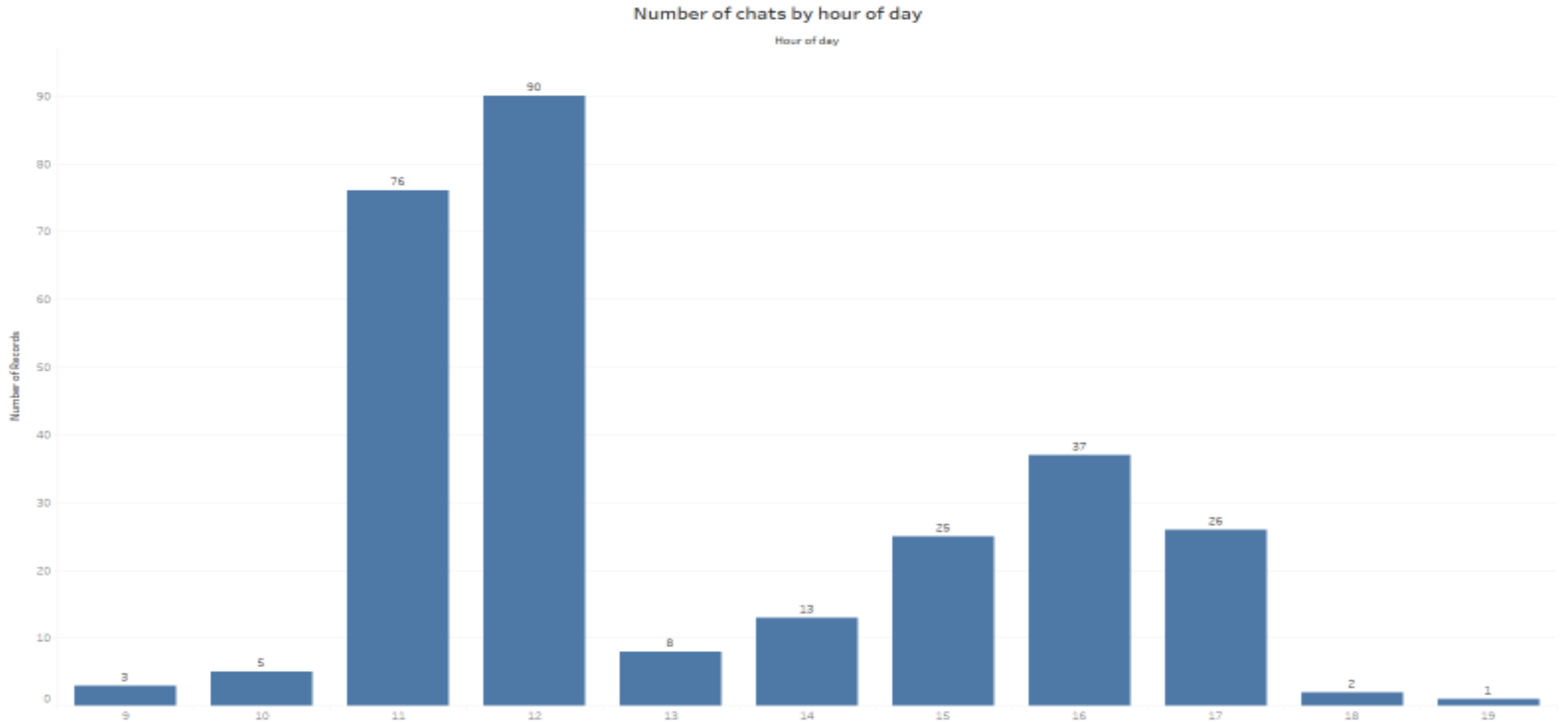
- Gave staff the opportunity to help students, not just police them
- Immediate answers for students – didn't have to wait for email replies for short questions
- Meets the expectations of our students – they expect to be able to access this sort of interaction
- Able to review and improve how information is presented on website







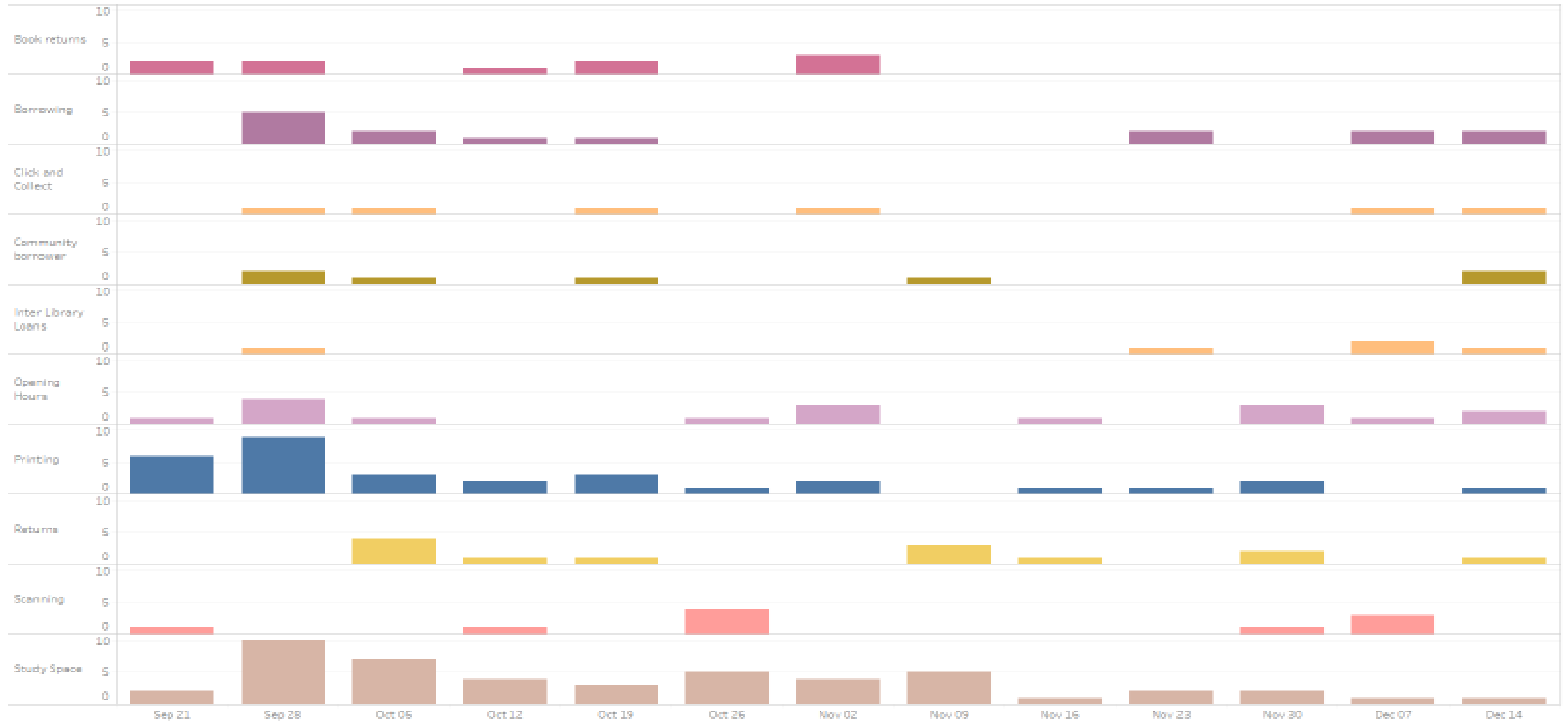
# Peak times





# Enquiry trends

Top 10 overall enquiry types by the number of chats per week





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**Break out rooms**