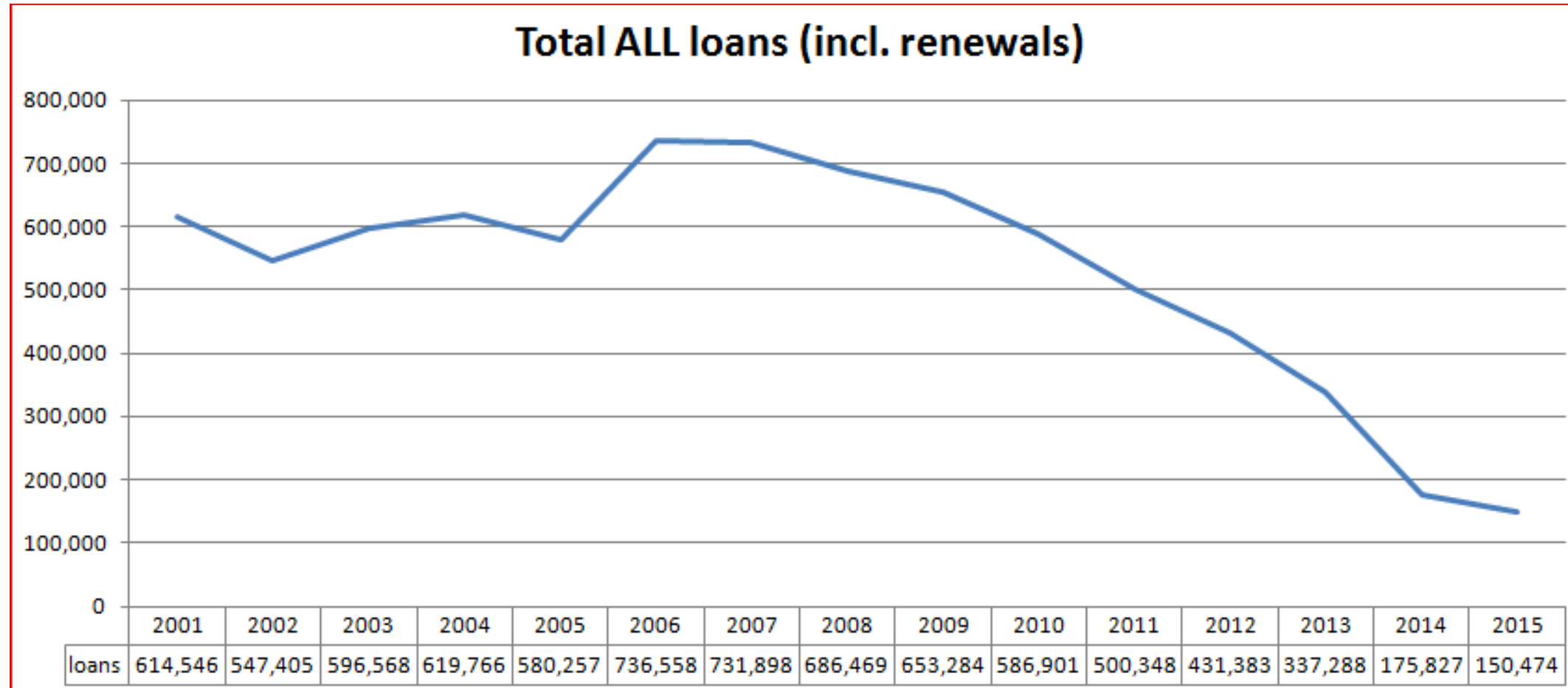


Anywhere, anytime, any device: redefining enquiry services at the University of South Australia Library

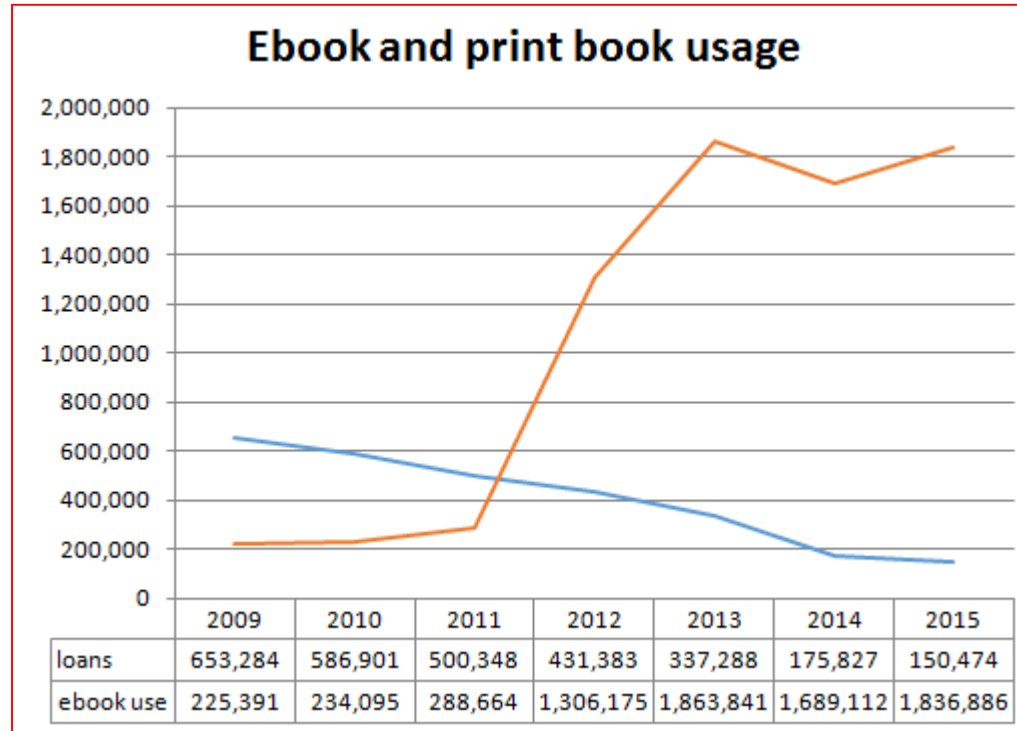


Julie Hockey, Manager Academic Library Services

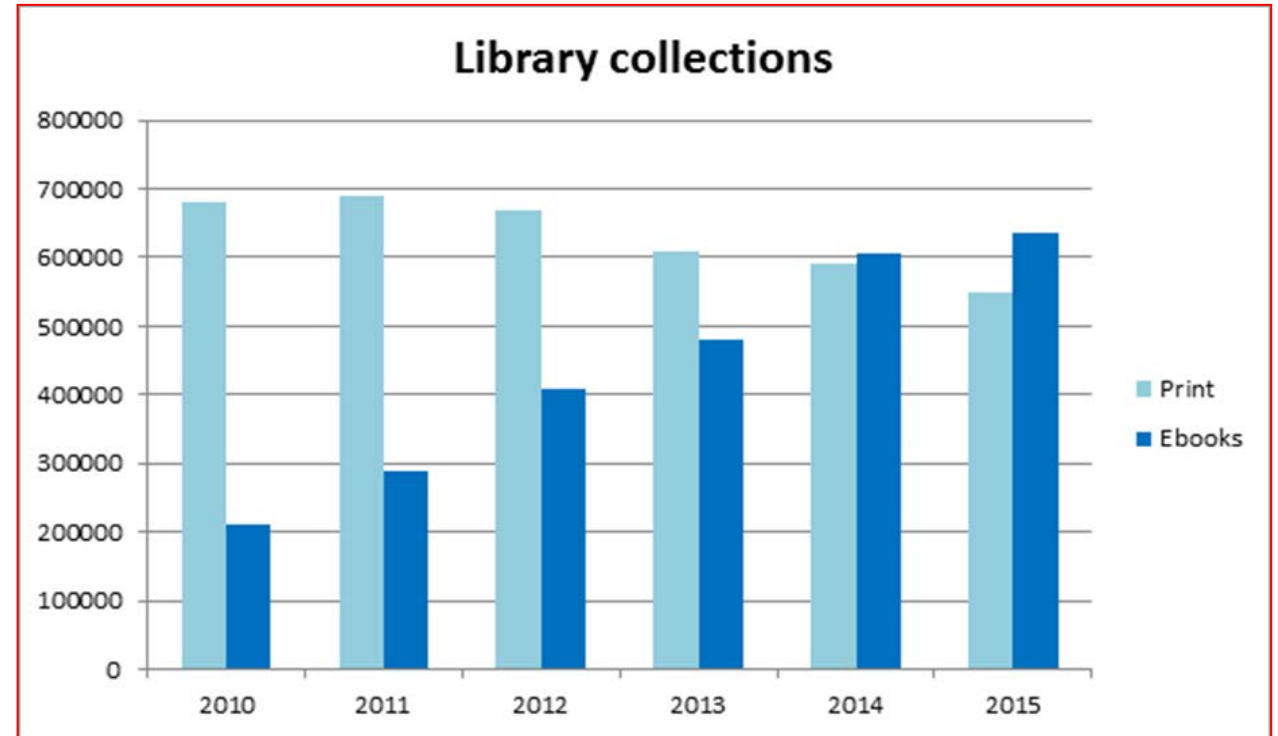
Reduction in print loans



From print to electronic



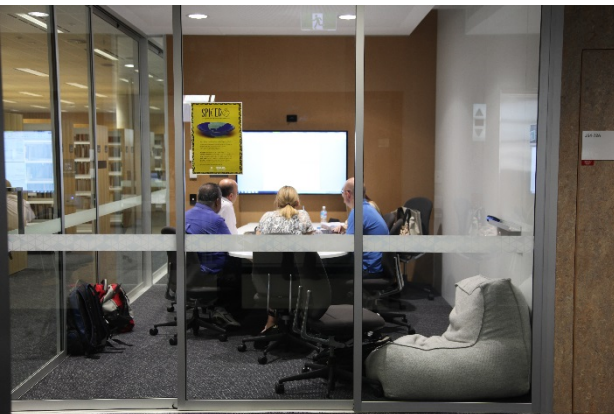
----- ebook ----- print



Teaching & learning practices

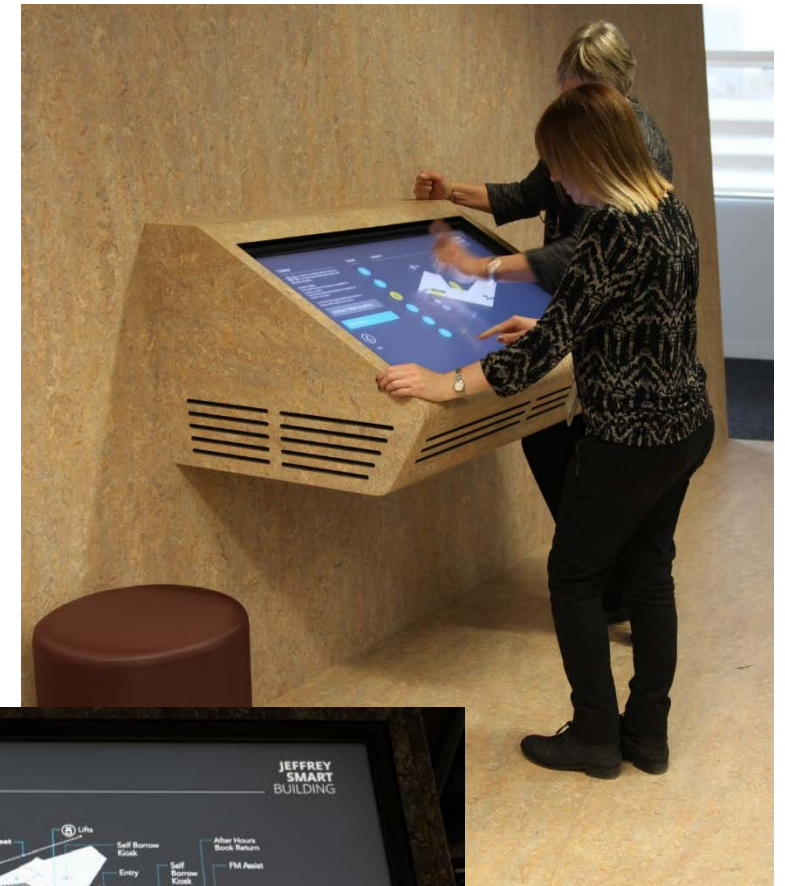
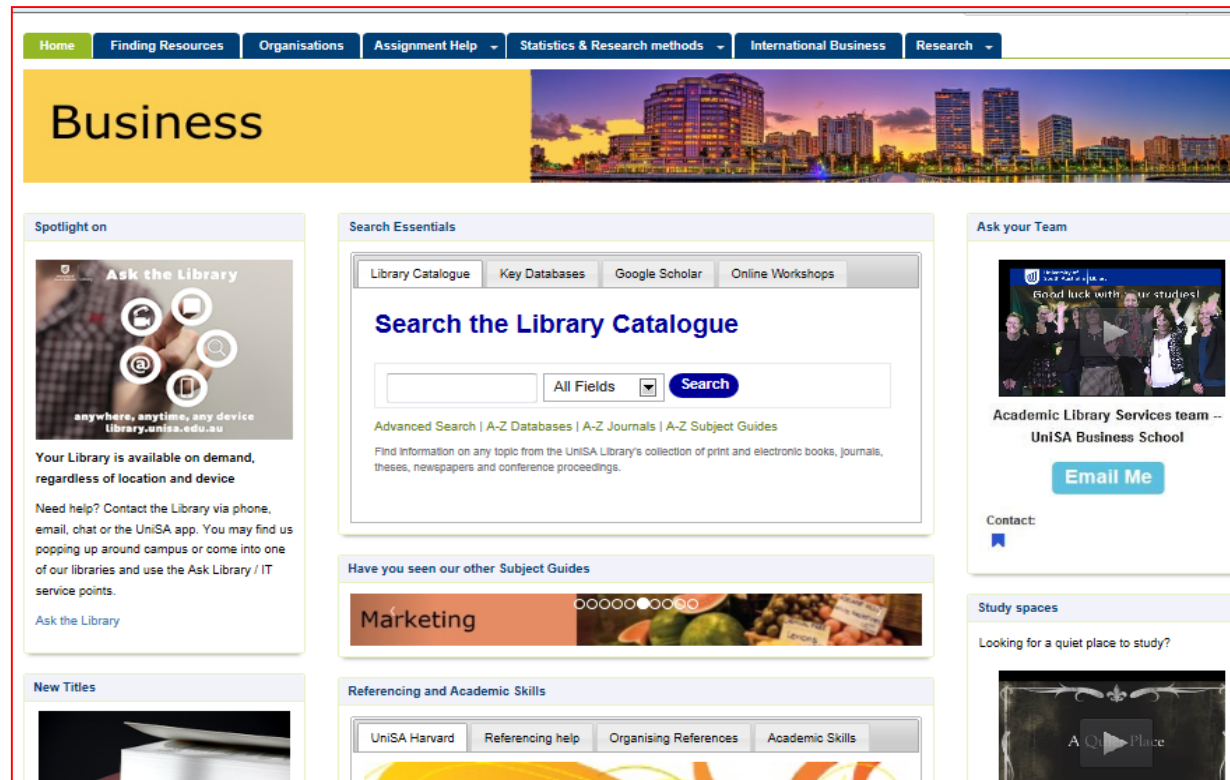


Spaces

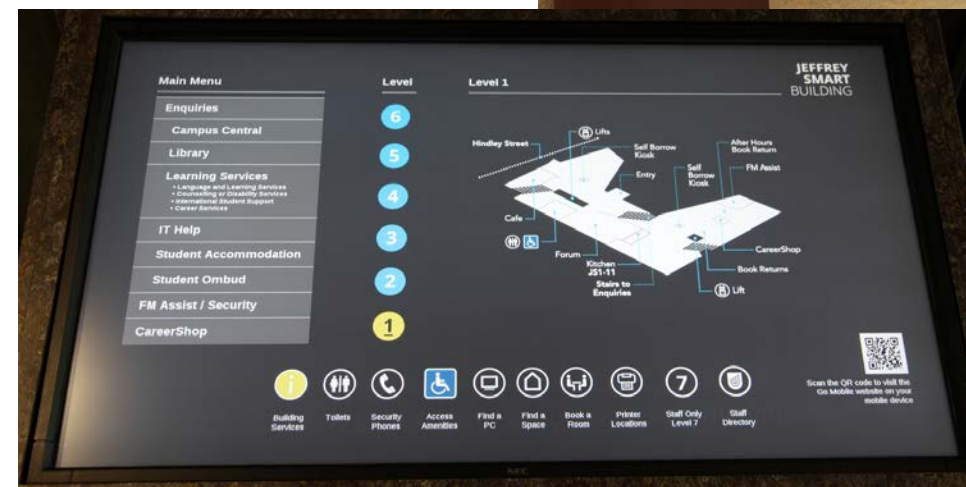


Technology

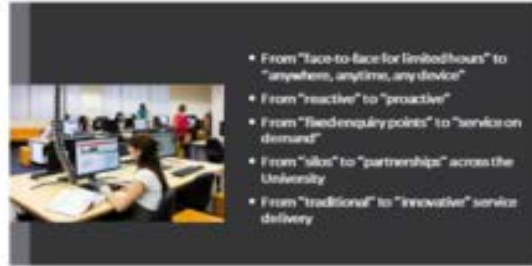




Online
Self service



LIBRARY ENQUIRY SERVICE DELIVERY FOR THE FUTURE



6/2015

Delivering Library Services Anywhere, Anytime, Any Device

Library Strategic and Operational Group



LIBRARY WORKFORCE PLANNING

The skills impact of the trends and challenges facing university libraries



- Continuing technological change
- Library mediated acquisitions to PDA
- From usage statistics to impact
- Supporting a more digital curriculum
- Library as space
- Supporting more data rich research
- Complex systems and formats.

2 /2015

Delivering Library Services Anywhere, Anytime, Any Device

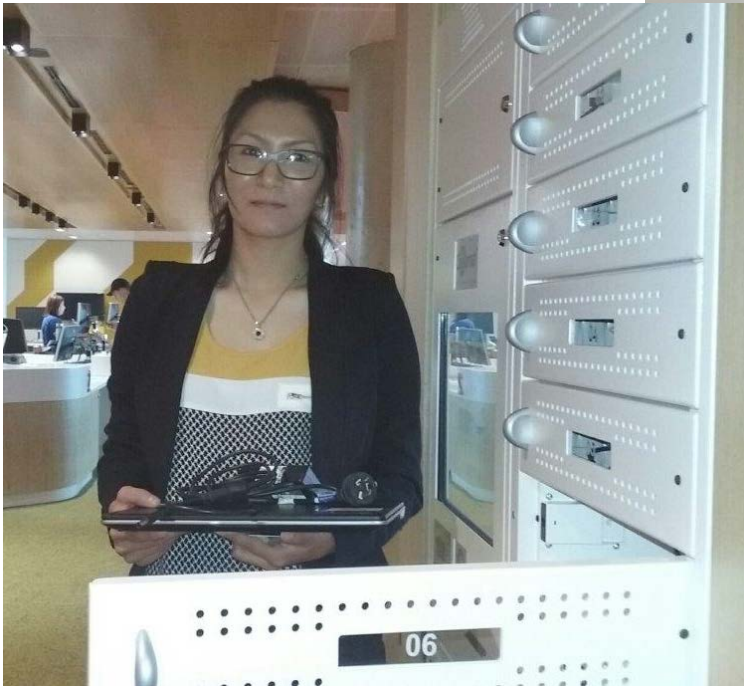
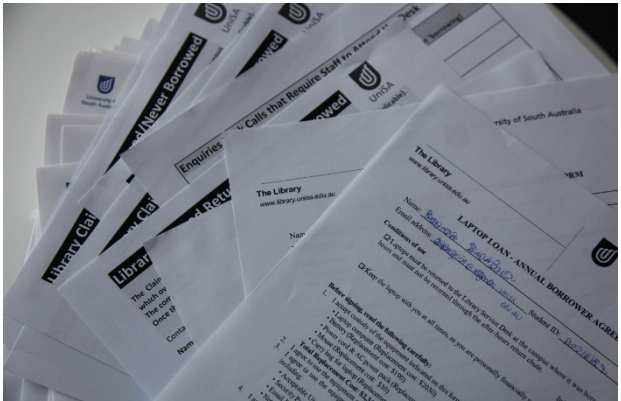
Library Strategic and Operational Group

Client Survey 2015

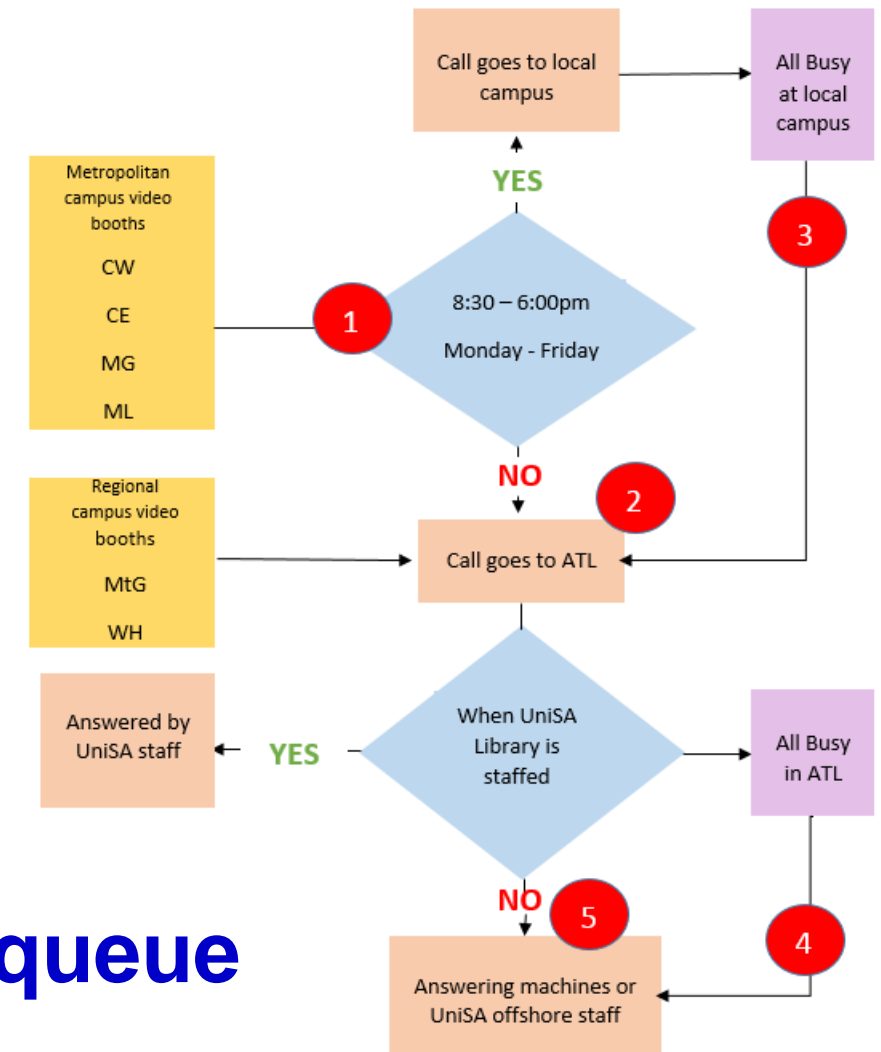
- 70% prefer help via email, chat, phone
- 27% would like a librarian come to them
- 52% use a library building for study/research
- 23% to access resources
- 3% to speak to a librarian



Processes and workflows reviewed and streamlined



From Service Desks to Service Points



Phone queue

Pop Ups



New virtual reference service

QuestionPoint | Chat

Hello, Library Patron (No e-mail provided)

Thank you for your question. We will be with you shortly...

Chat Transcript: hello, how can I borrow a book from a library at another campus?

Welcome to Live Online Reference.

Please enter the information requested on the right hand side of your browser window.

- The 'Email Address' field is a recommended field. At the conclusion of the session, a complete transcript, including all chat and links to Web sites visited will be emailed to you. If you do not have an email address, or do not wish to have a transcript sent to you, you may leave that field blank.
- If you are using Internet Explorer, Mozilla Firefox, Chrome or Safari, and have "session cookies" enabled in your browser, the librarian should be able to take you to various Web sites to show you the answers. We will be able to "chat" with you in real time and send you Web pages via your browser during the session.
- Opera, and AOL's browser are not supported.
- If you are a MAC user we will be able to send you web pages, but you will not be able to take us to other websites during the session.

We are prepared to answer reference questions and provide brief information about your local library. The normal session is less than 15 minutes. The librarian can either give you the answer, or show you how to find the answer yourself next time, if you like.

Session Guidelines

Please do not try to bookmark (add to favorites) or print anything during the session! At the end of the session, you will receive a list of live links, which will allow you to go back and visit all of the pages the librarian showed you. You can bookmark anything you want at that time. If you try to bookmark during the session, you may experience a disconnect.

There are forward, back and refresh buttons within the software's shared webpage frame that you can use.

If you must open a second browser for any reason while connected, please use the "start" menu or taskbar shortcut, not control "n" or File "new". If you do so, you will crash.

Thank you for using our online live reference service!

QuestionPoint

Compose message and send to librarian:

Send


Preferences

Help



Exit Chat

The diagram illustrates the user flow for the virtual reference service. It starts with a blue button labeled "Can we help you?" with a speech bubble icon. Below this button are two green buttons: "Yes" and "No". An arrow points from the "Yes" button to a red-bordered box containing a blue button labeled "Help" with a question mark icon. To the right of this box is a red-bordered box containing the Zendesk logo. Below the "Help" box is another red-bordered box containing a "Help" window. The window has a search bar with the text "How can we help?" and a "zendesk" logo at the bottom. To the right of the "Help" window is a red-bordered box containing a "Help" window. This window has a search bar with the text "borrowing" and a list of "Top results" with three items: "1. Borrowing at UniSA", "2. Borrowing from Other Institutions", and "3. Hold Cancellation". At the bottom right of this window is a blue button labeled "Live chat".

Live Chat



Lifang
Customer support



Jemma

Hi, I am a member of the public. Can I borrow at UniSA Library?
thanks
Jemma

Chat started

Library


Thanks for using the Ask the Library Chat service. Someone will be with you shortly.

Lifang joined the chat


Lifang

Hi Jemma



Type your message here

Options · Hi, Jemma 

Live Chat



Lifang
Customer support



You need to come into the library during staffed hours, fill in a form and pay the annual membership fee.

<http://www.unisa.edu.au/Campus-Facilities/UniSA-Library/The-Library-and-the-community/Library-Borrowing/Membership-and-Borrowing---Community/>


This is the details.

Jemma


Am I able to just come into any library and read material there?

Lifang is typing...



Type your message here

Options · Hi, Jemma 

Live Chat



Lifang
Customer support



library and read materials

Jemma

Thanks Lifang, I might do that before I consider joining

Lifang

No worries Jemma.

Is there anything else I can help with?


Jemma

No, that's all thanks for your help

Lifang


You are welcome. :)

Type your message here



Options · Hi, Jemma 

Book Guide

Live Chat



Ask the Library
Chat with us



Lifang

You are welcome. :)

Thanks for chatting. I will end the chat session now.

Please contact us again if you need further assistance.


Lifang,
Ask the Library
University of South Australia

Lifang left the chat

Chat rated Good

Comment submitted

Type your message here

Options · Hi, Jemma 

All teams delivering Ask the Library

- Enquiry Services Working Group
 - Managing & rostering
- Ask the Library subgroup
 - Training and documentation
- Skills Matrix

Quick Links

Ask The Library Roster

Courier Schedule

Lost Property

	Monday	Tuesday	Wednesday	Thursday	Friday
AM 8:30am-1pm	MG + ML	CW + (WH 10.30am-1pm) IRT	IRT + CE + (WH 10.30am-1pm)	MG + (WH 10.30am-1pm) CW	ML + CE + (WH 10.30am-1pm)
PM 1-6pm	CE + (WH 1-2pm) IRT	MG + ML	MG + CW	CE + ML	CW + (WH 3.30-5pm)IRT
Evening 6-9pm	CW	MG	CE	ML	Rotate: 1. CE 2. CW 3. IRT 4. MG 5. ML 6. IRT

[Enquiry Services](#) [Forms](#) [Tasks & Procedures](#) [Alma](#) [Collections](#) [Training](#)

Enquiry Services

Campus Service Point/Mobile Numbers

- Mawson Lakes - 25678
[0466 363 452](#)
- City West - 27654
[0466 396 650](#)
- Magill - 24567
[0466 363 445](#)
- City East - 22345
[0466 363 437](#)

Borrowing Privileges

Welcome to the Borrower Registration Database

Select a patron group or, a sub group from the left menu to see what the specific procedures are for entering into the system, and for specific Alma policies

Logins

- [Alma](#)
Preferred Browser: Mozilla Firefox
- [Zendesk](#)
Preferred Browser: Google Chrome
- [Generic Campus](#)


Borrowing and Fee Information

[Borrowing Cond.](#) [Patron Groups](#) [Fines & Fees](#) [Invoicing](#) [Auto Renewals](#)

The Library has 4 patron types. Refer to the chart below.

Patron Type	Patron Groups
Staff	Staff + HDR students
Students	Undergraduates, Postgraduates by coursework, Student Affiliates, OUA, Alumni
Community	Community, Reciprocal (SUA/SFU), Reciprocal ULANZ, TAFE, Secondary School

Ask the Library Procedures



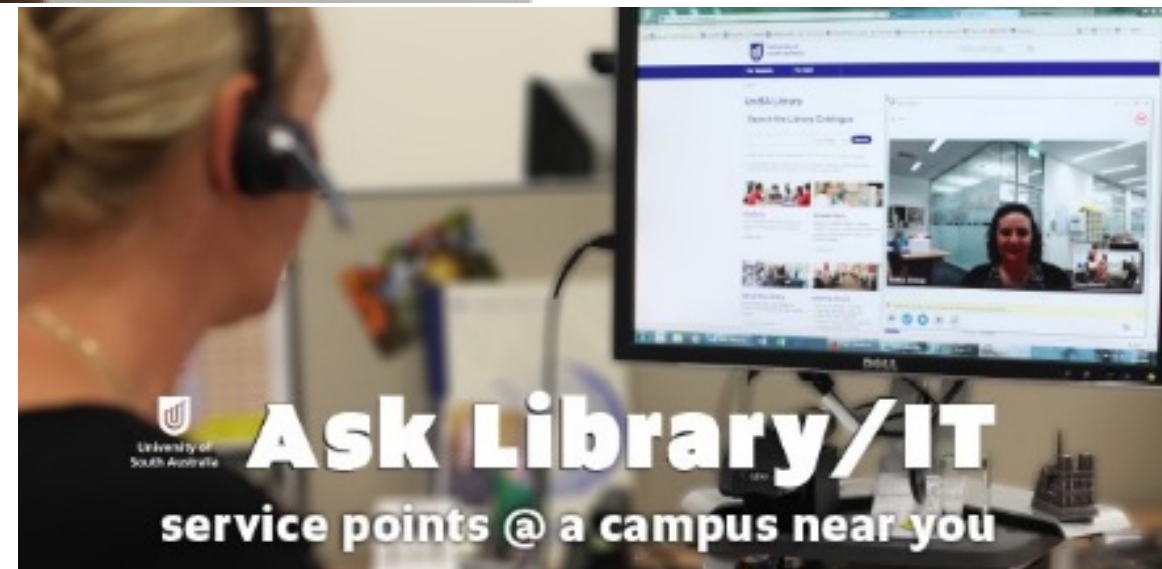
After Hours Troubleshooting

- [Enquiries After Hours Troubleshooting](#) ⓘ
- [System status](#) ⓘ

Front of House Enquiry Procedures

- [Creating Patron Record](#)
- [Claimed Returned/Never Borrowed](#)
- [Changing Patron/Item Barcodes](#)

Branding

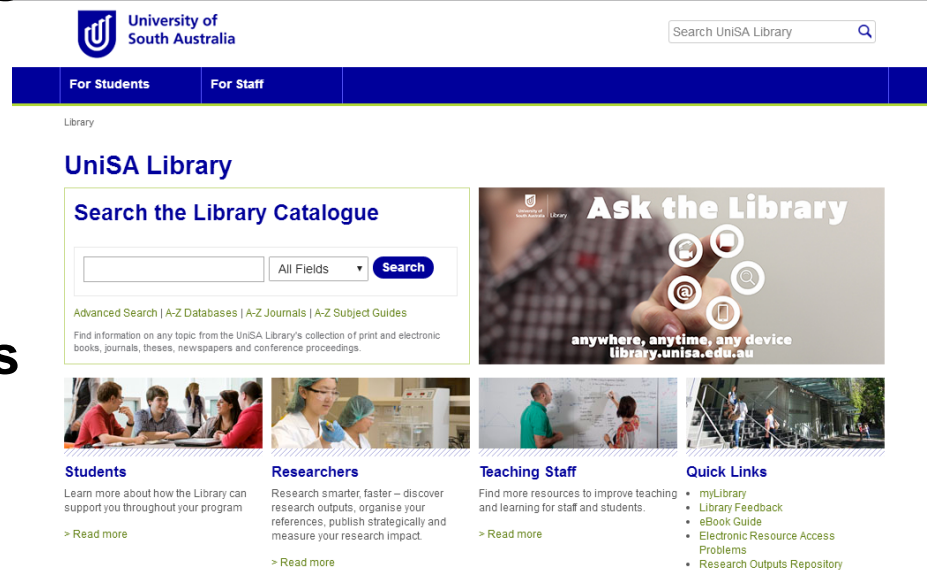
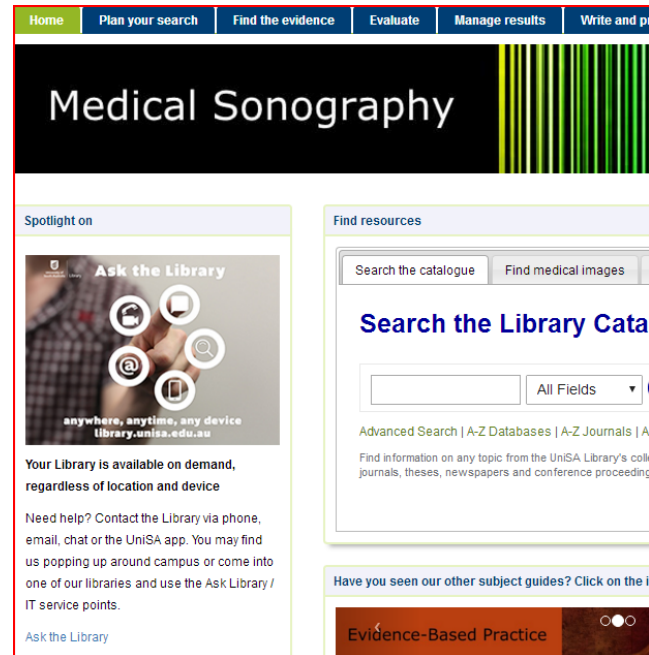


Ask the Library

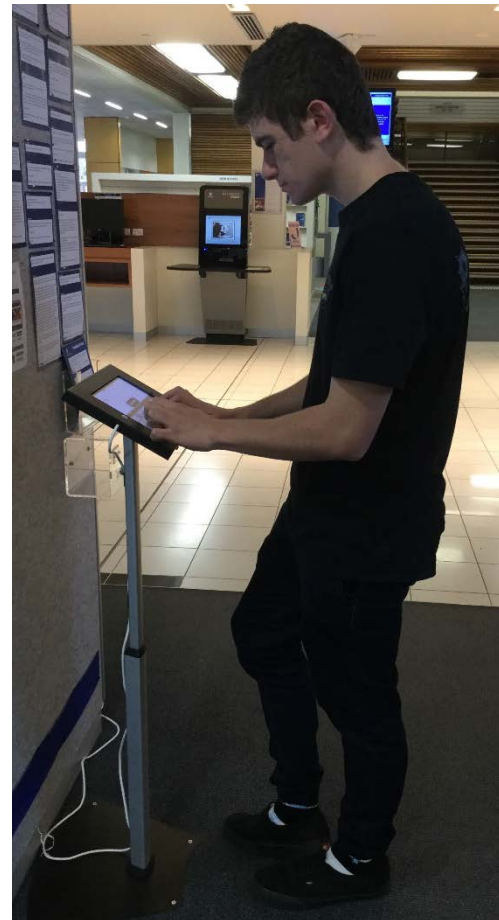
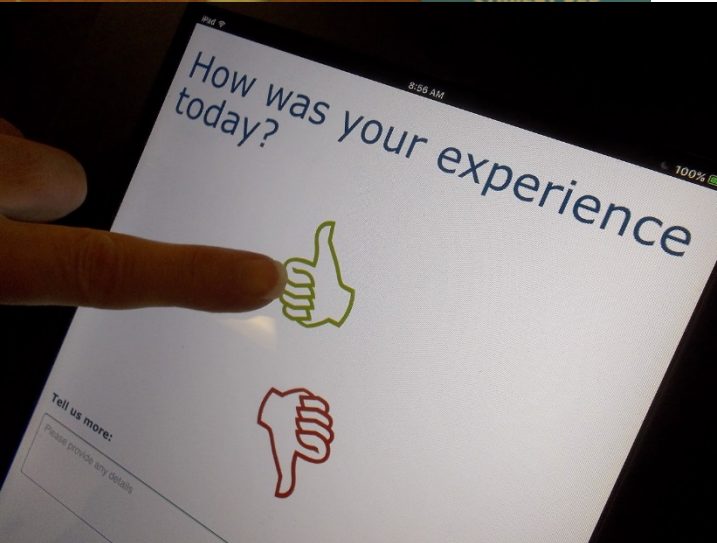
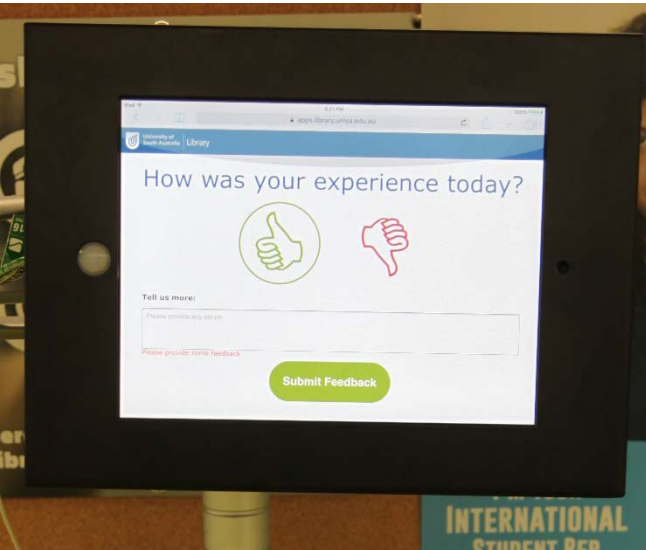
library.unisa.edu.au


Communication & marketing

- School Boards
- Targeted communications
- Staff & student announcements
- Staff & student portals
- Student engagement groups
- University student association
- Facebook: library, campus
- Student newsletters
- Library home page
- Subject guides
- Posters
- Digital signage
- All student PCs
- Self check kiosks
- Word of mouth



Feedback mechanisms



 University of South Australia | Library

Library Home Page | Catalogue | A-Z Databases | A-Z Journals | myLibrary | Help

Library Feedback

[View Previous Feedback](#)

[Submit New Feedback](#)

Feedback about Library services

General feedback about UniSA services should be directed to the *Suggestion Box*

Your feedback:

Please provide any details

I am at:


☐ City East ☐ City West ☐ Magill ☐ Mawson Lakes ☐ Mount Gambier ☐ Whyalla ☐ Online

If you would like a personal reply, please fill in some or all of the details below:

Email:

Surname:

Given Name:



anywhere, anytime, any device
library.unisa.edu.au



Feedback

Rating

Good, I'm satisfied

Nic was excellent. The Chat helped me to target a solution to my problem immediately – thank you.

Rating

Good, I'm satisfied

exceptional service!!

Rating

Good, I'm satisfied

good and fast response

Rating

Good, I'm satisfied

Helpful, very fast in responding and solving my problems

Rating

Good, I'm satisfied

brilliant

Rating

Good, I'm satisfied

helpful & patient

Rating

Good, I'm satisfied

best

Rating

Good, I'm satisfied

This chat has been very helpful a big thumbs up from me.

Rating

Good, I'm satisfied

Denise was very helpful, provided all possible options that she could. Great job Denise!

(10:13:07 AM) Visitor 77672005: i was surprise with this live chat
(10:13:21 AM) Visitor 77672005: i didnt know this before
(10:13:40 AM) Trudi: This is a new service we are offering.
(10:13:40 AM) Visitor 77672005: i didnt even log in to get here and you just pop up.
(10:13:42 AM) Visitor 77672005: heheheh
(10:13:50 AM) Visitor 77672005: yeah i was thinking that too
(10:14:05 AM) Visitor 77672005: and this is brilliant service i guess
(10:14:27 AM) Trudi: Thank you for your feedback.
(10:14:32 AM) Visitor 77672005: a lot of external students struggle in using the library search
(10:14:45 AM) Visitor 77672005: even me im doing this course for a year now
(10:15:04 AM) Visitor 77672005: and still is struggle to find books and article that i need
(10:15:58 AM) Trudi: Is there anything else we can help you with?
(10:16:10 AM) Visitor 77672005: nope
(10:16:20 AM) Visitor 77672005: that's all for today
(10:16:25 AM) Visitor 77672005: thank you so much
(10:16:26 AM) Trudi: Thanks for chatting.

Loving the new opening times! Very convenient!

I liked the service it was good

I think it is awesome to open the library at 10am every Sunday and Saturday

It's awesome that the library is open 24/7

Super staff

Kelly Yesterday 18:22

Chat started on Wednesday, May 04, 2016 6:11:08 PM

(6:11:08 PM) *** Visitor 81446486 has joined the chat ***

(6:11:08 PM) Kelly: Can I use a website that has no date?

(6:11:10 PM) Library: Thanks for using the Ask the Library Chat service. Someone will be with you shortly.

(6:11:16 PM) *** David Z has joined the chat ***

(6:11:36 PM) David Z: Hi Kelly, I assume you mean that you want to reference that website in an assignment?

(6:12:13 PM) Kelly: Yes. I viewed Harvard referencing from unisa W3 and still am lost

(6:12:34 PM) Kelly: <http://www.tlhome.com.au/>

(6:13:18 PM) David Z: Do you want to reference the whole website, or just a specific page or document on the site?

(6:14:03 PM) Kelly: <http://www.tlhome.com.au/care-services/residential-care/>

(6:16:05 PM) David Z: No worries. Technically you can reference anything you want. You just need to keep in mind that undated resources may not be current. But if that isn't an issue for you, you can go ahead and reference an undated webpage, following the instructions in the Roadmap to Referencing: <http://roadmap.unisa.edu.au/electronic/web/webpage>

(6:16:38 PM) David Z: Also refer to the FAQ "How do I reference when there is no author and/or no year?" <http://roadmap.unisa.edu.au/includes/docs/faqs.pdf>

(6:18:18 PM) Kelly: ok. I will use a.c. 2015 in place of the year

(6:18:58 PM) David Z: No, just write "c. 2015". I can see that the way the FAQ is worded is a little confusing there. :-)

(6:20:14 PM) David Z: Is there anything else I can help you with at this point?

(6:22:03 PM) Kelly: Thank you for your help so far. I can't think of anything else at the moment. Will ask friends to chat with the library now instead of emailing the tutors or Facebooking other students.

(6:22:24 PM) David Z: :-) That's lovely feedback; thank you.

(6:22:34 PM) David Z: Good luck with your assignment.

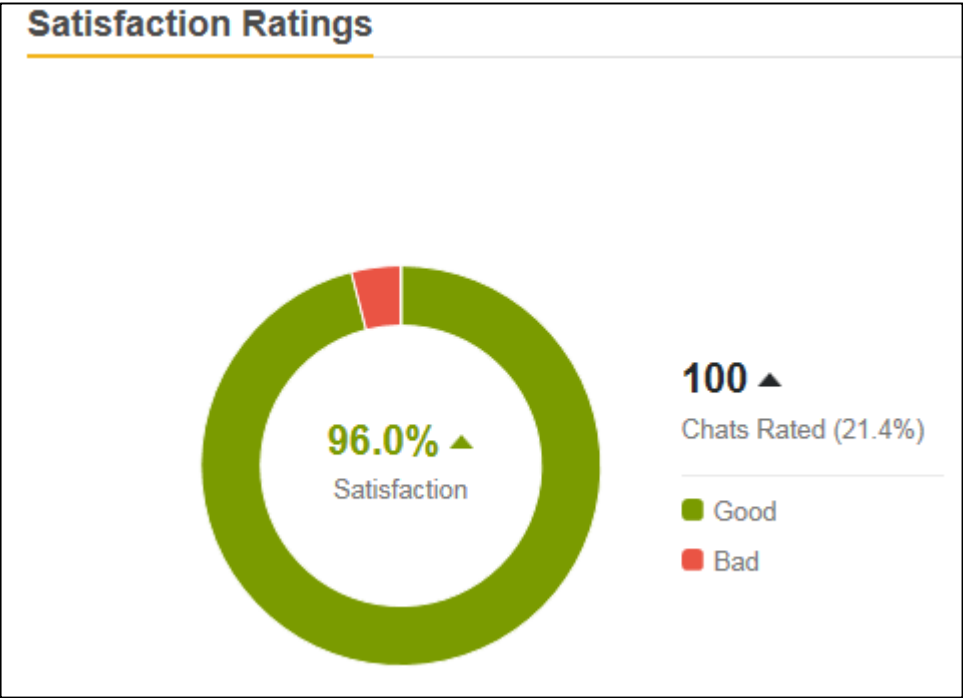
(6:22:49 PM) Kelly: Thank you and good night



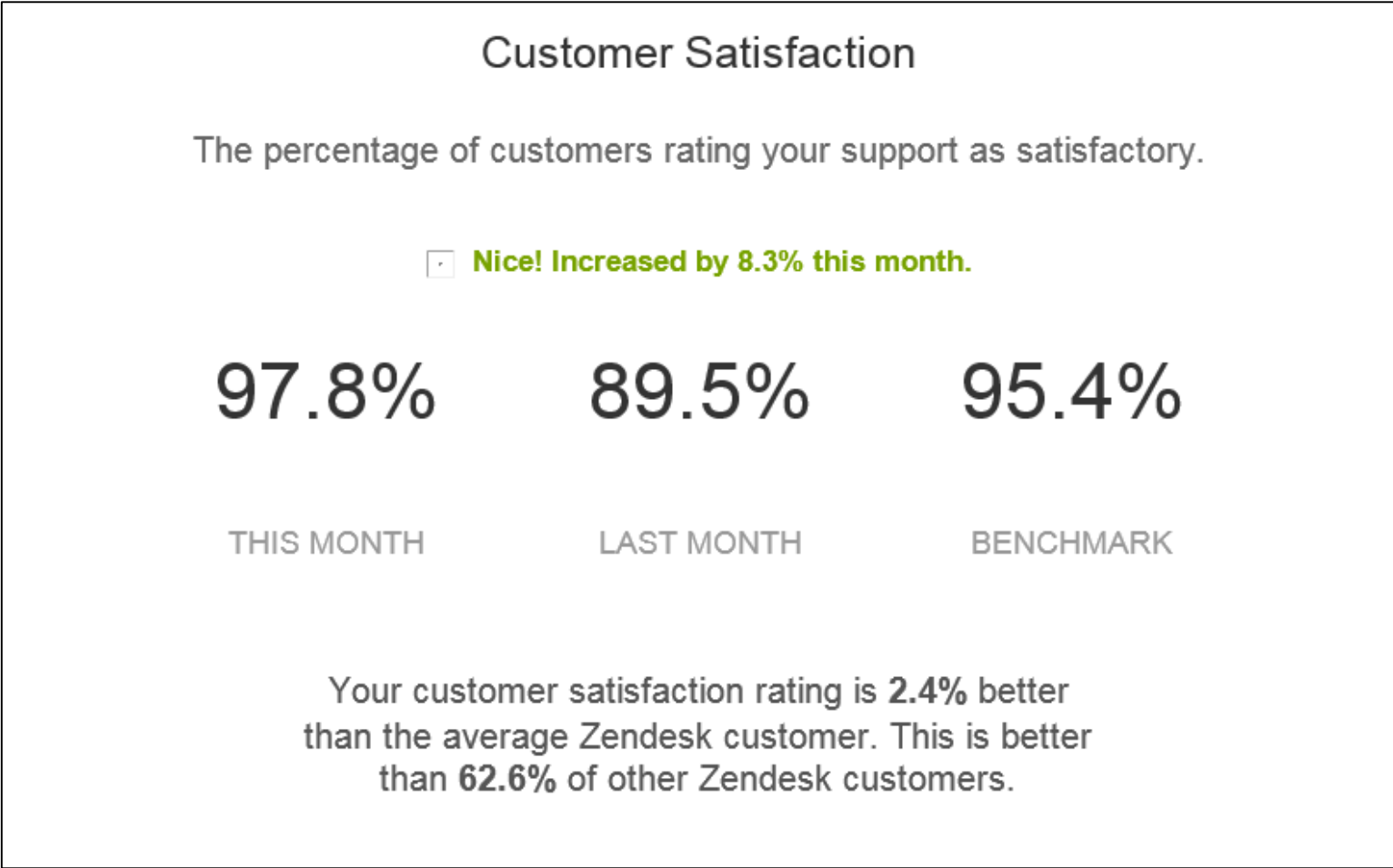
University of
South Australia

Statistics and reports

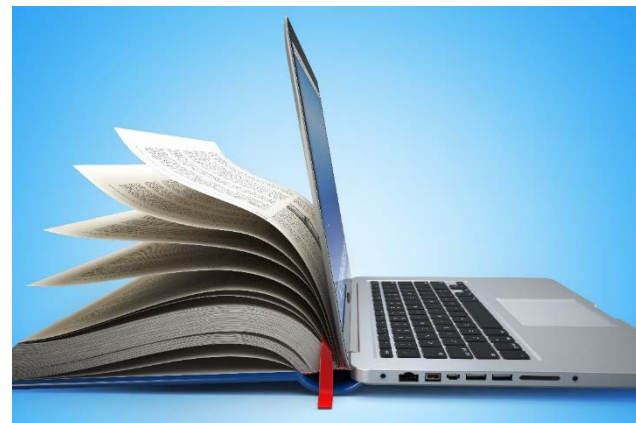
Statistics comprehensively collected for all enquiries all campuses & in one location



Capturing more feedback than ever before: Chat: we received more feedback in the first 1 ½ months compared to the previous year

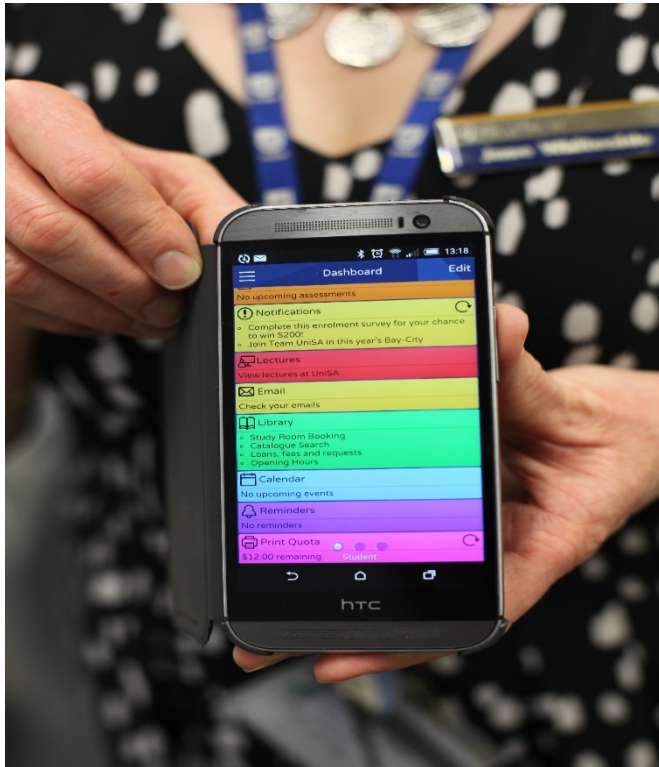


Managing change



What's next?

CONTINUOUS SERVICE IMPROVEMENT



University of
South Australia