

Client Services

The logo for 'the library' is located in the top right corner. It consists of the words 'the library' in a lowercase, sans-serif font, with 'the' in a smaller size than 'library'. The text is white and is set against a solid black rectangular background.

The Client Services Division provides the Library's core operational services and support. The teams within the division deliver a variety of front of house and related services which directly affect or impact upon the Library customer when using any of the Library facilities, on or off campus, and/or accessing its collections.

A key aim of this Division is the provision of timely, efficient and effective services and support, utilising new technology wherever possible, to enhance and improve our services, maximising self-service options to enable customers greater access Library services and/or materials at any time and from anywhere.

The division is divided into 3 areas:

1. **Customer Services** is divided into 3 teams (Collections, Customer Support, and Facilities), all focused on delivering high standards of customer service. The main services delivered by these teams include provision of first-line enquiry support, maintenance of safe and conducive study environments and ensuring accessibility and availability of the Library collections, whether print or digitised texts.
2. **Data Services** is responsible for metadata provision, standards and quality control for all Library-services and delivered content. This includes material acquired by the Library, relevant openly available Web resources, and locally-created content within the University (e.g., through the Library's repository and digitisation activities). Data Services also lead on the Library's Discovery service provision (currently Innovative's Encore), library catalogue, and digital collection management software (CONTENTdm) as well as production, management and preservation of digital collections.
3. **Resource Acquisitions and Digital Access team** is responsible for acquiring and ensuring accessible relevant and required materials to support the University's teaching, learning and research activities. The team manage the collection and publication of reading lists via specialist software, acquire the required print, multimedia and electronic resources and, once received, process these materials for inclusion within the Library's collections. Electronic resources require additional consideration as access is constrained by licence terms and conditions. The Digital Access arm of this team manages and co-ordinates access to the Library's electronic resources, particularly purchased or subscription materials, liaising with the University's IT Services and content providers over authentication (e.g., via Shibboleth and the Library's proxy server) and licensing conditions. The team also provides a support service for users over access issues.

Each of the areas above is headed by a Manager. The Managers work collaboratively within the Division as well as across the wider Library and University, the key focus of this collaboration being to maximise opportunities for service development, exploit technology and deploy sector and other initiatives to enhance the Library services and ensure an excellent student experience. The Client Services Division is led by the Head of Client Services, one of the Library's three Division Heads.

The Division Head and Managers are all members of the Library's Extended Management team, the core aim of which is to lead the strategic development of the Library.

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1) The Customer Services Team

The services delivered by the Customer Services teams are many and varied, ranging from managing Library facilities to maintaining the availability and accessibility of the Library collections. All teams have a common focus, which is to deliver high standards of customer service.

The Customer Services team comprises

- Customer Support

A key part of this team's service is providing frontline first-line enquiry support to customers via a multitude of channels (e.g. face to face, email, phone, etc.). Working closely with the other sections of this team and across the Divisions, Customer Support provides essential guidance and support to all students throughout the course of their studies.

- Collections

The core aim of this team is the timely provision of required materials ensuring these are accessible to customers as required.

One part of the team actively manages the physical collections (print and multimedia) within the Library and stores (internal & external). Radio Frequency Identification (RFID) and other technologies enable greater stock management and maximise self-service for the issue and return of materials.

Another section of the team enables customers to access materials not held by this Library by searching for and acquiring required materials from other libraries. This team have ensured greater access to a wide variety of articles held by other libraries by participating in a collaborative consortia arrangement, (Article Reach) available via the Library's Library Management System provider, Innovative. In addition, to aid and improve students' access to core teaching materials, the team digitise required articles or book chapters under the Library's Course Extracts service.

- Facilities

The remit of this team has been expanded considerably to provide support to all Library facilities, both on and off campus. A core responsibility is to maintain as safe and secure study environments throughout the advertised opening hours. The team also supports the development of the Library facilities, working closely with the Community Engagement teams to ensure the facilities are developed in response to changing needs and requirements of the respective communities.

2) Data Services

The primary aims of Data Services are to help users of the library to find, identify, select and obtain resources regardless of format or access method.

The Library uses the Millennium Library Management System and Encore discovery service, and a number of other systems, such as EPrints and CONTENTdm. Data Services team members interact with all of these systems to provide high-quality metadata for both published and locally created materials.

The team undertakes a wide range of activities including:

- Import, creation, and management of metadata records, including subject headings and authority control in conformance with established local, national and international standards
- Loading of record sets into library systems
- Export and exchange of metadata and records with external agencies
- Classification
- Management of the library's search and discovery services, including the catalogue, Encore, and the CONTENTdm digital collections software.
- Digital production, management of digital collections, and digital preservation
- Advice and guidance on metadata requirements and standards.

External agencies and providers the team work with include OCLC, RLUK, SUNCAT, eBook and eJournal providers, the British Library, Library Technologies Inc (LTI), Backstage Library Works and others.

A growing area of activity is digitisation and the management of digitised material. Data Services currently operates the Library's digital collections repository.

The Data Services department is forward-looking, actively assessing sectoral developments and trends to inform new approaches. For example the department was one of the early adopters of RDA in the UK, is leading on digital preservation initiatives with the Modern Records Centre, and is exploring institution wide opportunities to provide metadata expertise to research projects and commercial ventures.

3) Resource Acquisitions and Digital Access

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This team is primarily focused on the acquisition of relevant and required materials to support the teaching, learning and research activities of the University, providing the required technical support for access to electronic content by our customers, managing the access in line with any licence terms and conditions.

This team, led by the Resource Acquisitions & Digital Access Manager, undertakes a variety of activities all connected with the acquisition and provision of Library materials, including:

- Collection, processing and publication of course and module Reading Lists
- Acquisition of required print and electronic/digital materials
- Liaison with colleagues within the Library and University about the purchase of print and electronic resources
- Electronic resource licence management, ensuring appropriate access to the University's electronic resources
- Maintaining appropriate access to the Library's electronic resources, ensuring required technical infrastructure available to manage the access as necessary
- Working with providers and customers, providing advice and guidance on accessing electronic resources and/or access concerns

The Division is managed by Heather Green, Head of Client Services.