Service Model

- Ask Library/IT service points

- Appointments

- Phone/chat/email

- Proactive chat

- UniSA App

- Pop up Library

- No fixed desk!

Enquiry services model

Less of this and more of this

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Popups – inside and out

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Service points

- At this stage answered by local branch staff

- Screen sharing software

- webcams

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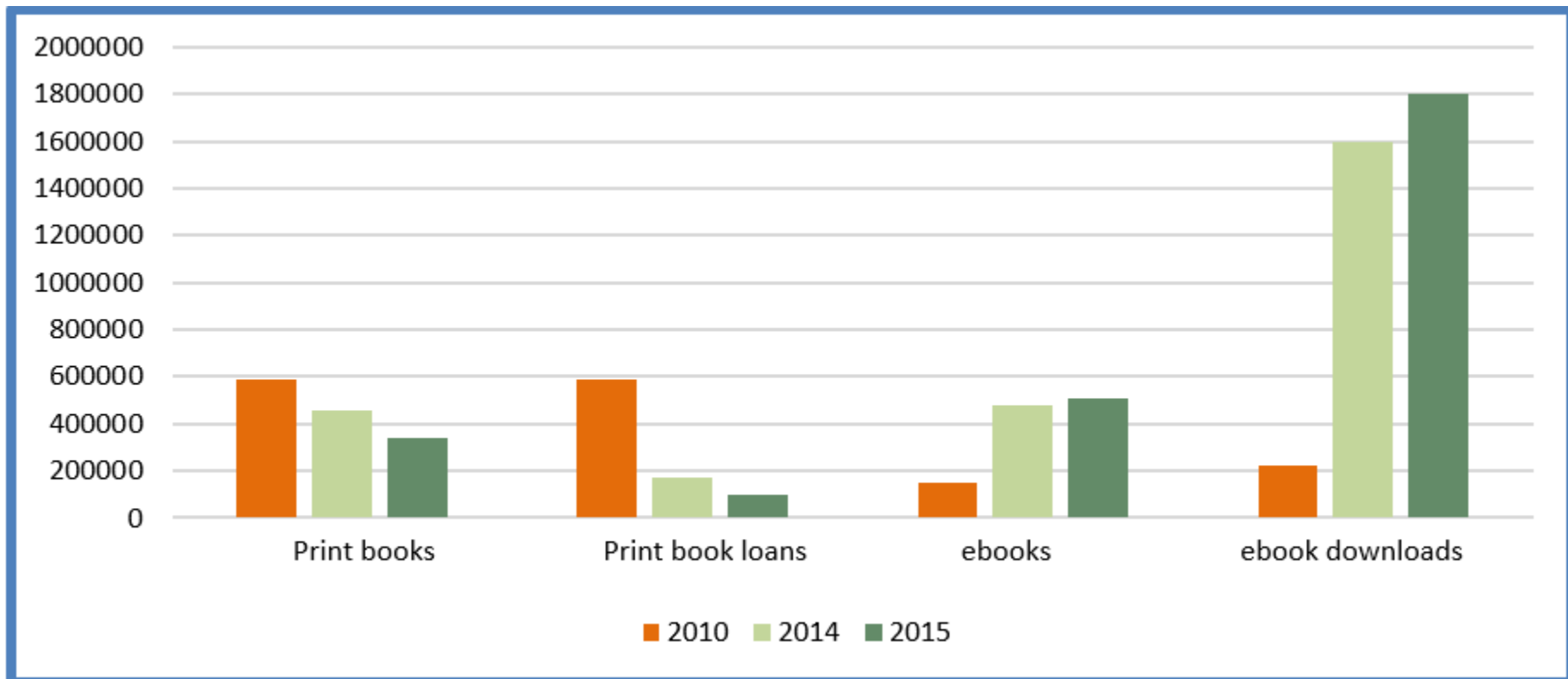South Australia

Required environment

- 90% of books purchased in 2015 were e, 95%YTD for 2016.

- Desk queries down by 47% since 2013

- Hard copy collections reduced by 45% since 2012

- Digital Learning Strategy

- Staff at the right levels

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Steps in the journey

- Digital Strategy and epreferred policy

- The move into the Jeffrey Smart Building

- Reduction in queries at the desk

- Reduction of hard copy collections

- Changes to staffing

- Enquiry services delivery model

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Digital Strategy

- Developed in 2011

- Purchasing priority moved from tree to e

- The first step is the hardest

Loans vs downloads

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Jeffrey Smart

- Collections reduced from 170,000 to 113,000.

- Desk queries dropped by 58%; 1395 in 2013 to 579 in 2014

JSB user survey

- 203 responses

- The most highly cited reason for not asking for help (68 out of 78 - 87%) was that students did not need assistance

- Only one student indicated that they did not know where to find help. Eight students indicated that they did not use the service desk because of ease of use of the building

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Drop in queries 2011-2015
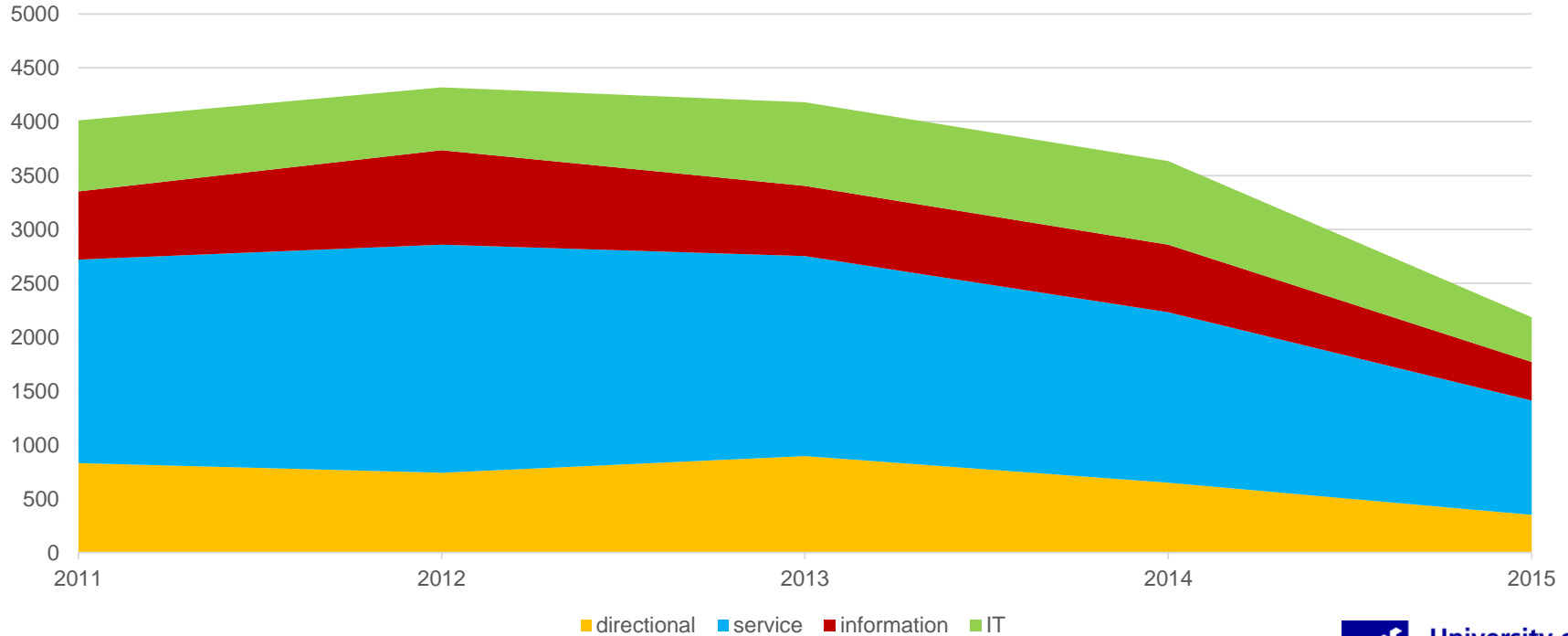
If I need help with my research and using Library resources when librarians are available, I would prefer:
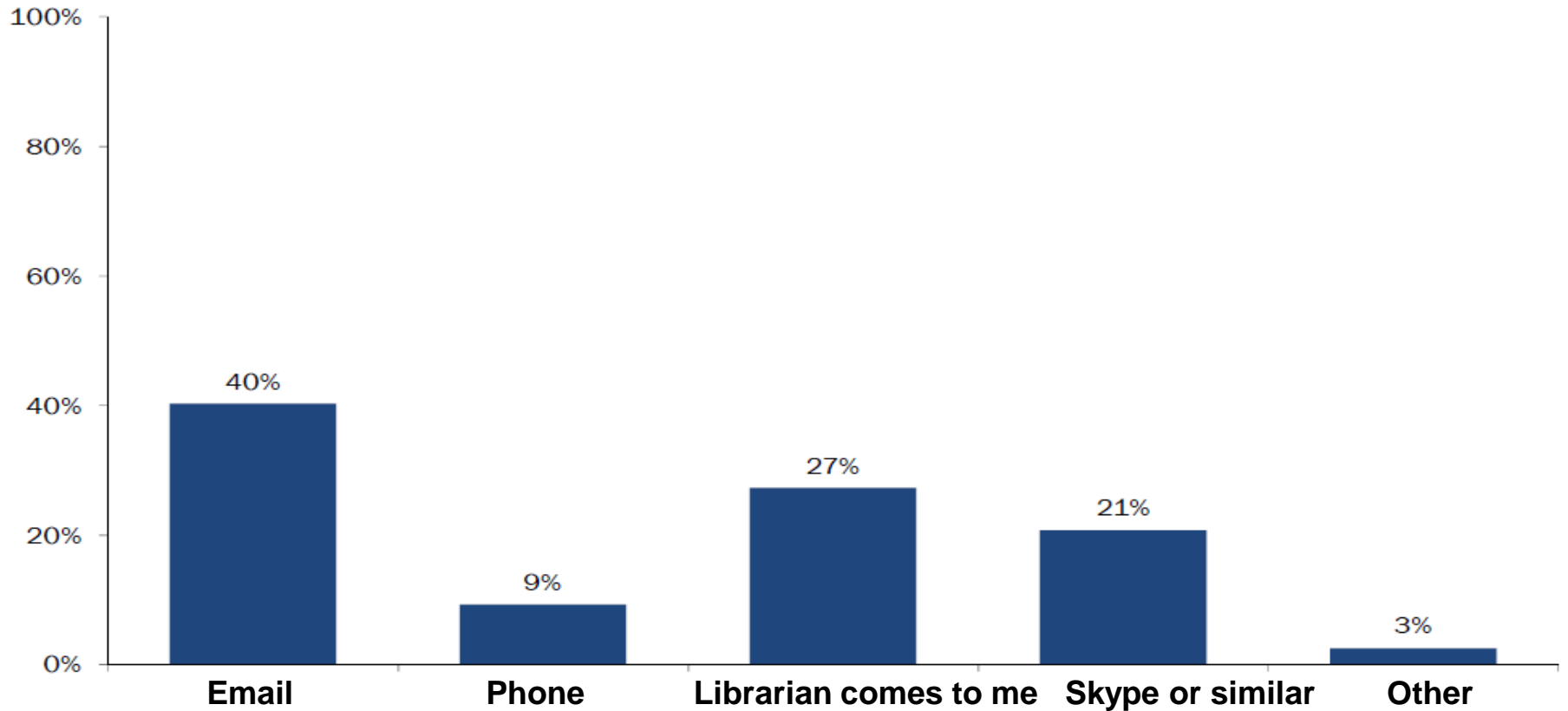
Change in staffing

- 2014 front desk staff upgrade from HEO 3 to HEO 4, 90% take-up

- Skills training provided
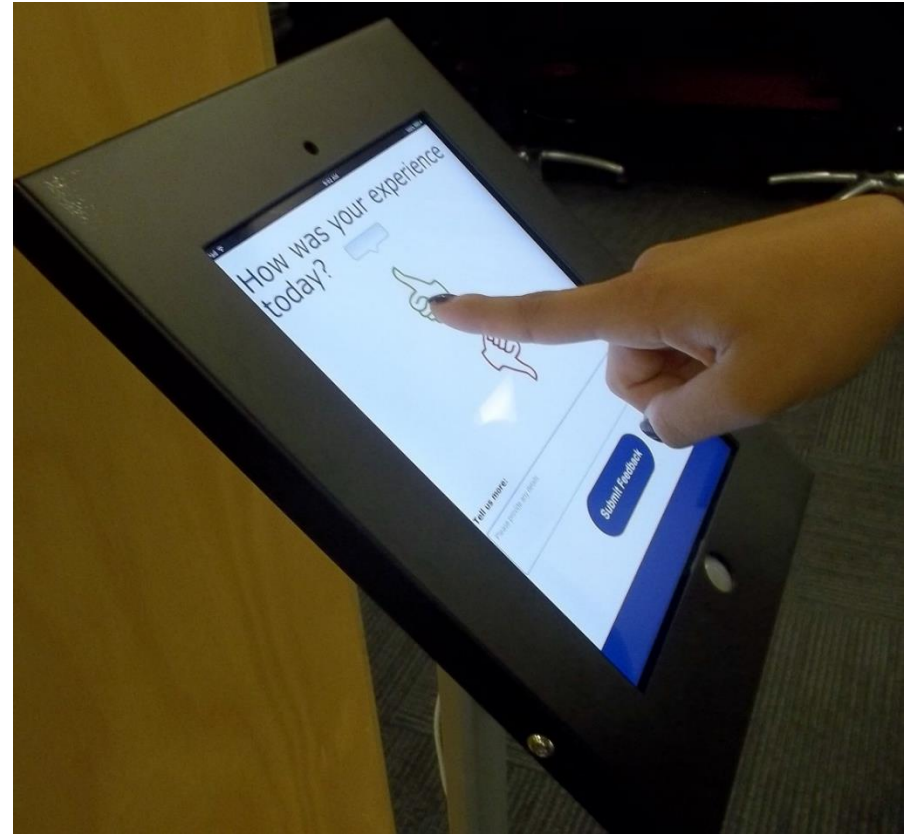
- Flexibility in staffing

Digital Learning Strategy

- 2015-2020

- Purpose to enhance digital learning – online and blended

- 'our degrees are enriched through the inclusion of digital tools, media and virtual environments'

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So how's it going ?

- Monitoring type of queries

- Number of queries

- Staff and student acceptance

- Feedback from clients

- Evaluation

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