From the citadel of learning to the heart of the university

Catherine Walsh, University of Essex
“A library is the university’s heart”

Sir Albert Sloman
1921-2012
Context of UK higher education

- Student fees - ‘value for money’
- High expectations: quick responses, personalised services, 24/7 access
- National Student Survey (NSS)
- University strategy for growth
- Excellence in education and research - parity of esteem
- Digital developments
The Essex spirit

- Challenging and curious
- Culture of membership
- Global community
- Research mindset
Where to from here?

A new approach:
- Environment
- New ways of working
- Process review
- Student engagement

Partnership!
Students at the centre...

- Student ambassadors
- Welcome stall
- Social media
- Work with Students Union
Quick wins

- World Book Night; “Blind date with a book”
- Library branded items
- Collaboration and participation
- Saying “yes”!
RFID/self service

- Opened up circulation space
- Self service issue & return
- Roving support
- New security - no bag checks
- 93% self service by Dec 2016
Library Advisory Group

- Staff and student members
- Open forum and themed workshops
- Time and Space,
- Simpler, Fairer, Quicker (SFQ)
Simpler, Fairer, Quicker

We've revamped our key services over the summer to make them simpler and fairer for everyone, including:

- Better self-service for borrowing & returning books
- Getting rid of bag checks and exit queues
- Allowing you to borrow as many books as you need
- No fines for overdue books, unless they have been recalled
- Higher fines for recalled books, to make sure you can get them when you need them

We want to know whether we've got it right or not, so come and have a chat to a member of our friendly Helpdesk & Roaming team, or tweet us anytime @UniEssexLibrary

#simplerfairequicker
What next…?