**Question asked of CSGUK conference delegates in the York St John session.**

Can you tell us about 1 process or service that you want have started in CV19 that you want to keep

**Summary**

* Click and Collect – particularly around accessibility in the future (14 responses)
* Scan and deliver/send (9 responses)
* Live chat – and how different teams work across the library on this – also other university services using this like IT and student support services – use as a a virtual "staff room" for colleagues to use behind the scenes on chat service (10 responses)
* Seats bookings – would like to keep some of this – improved room booking system (8 responses)
* Working from home (partly) (2 responses)
* Online training, support and comms – including use of MS Teams/cross team working (24 responses)
* Also
  + Returns bins introduced in various locations including outdoors and in accommodation
  + Pre-recorded video help
  + Freepost returns – potential in using after CV19
  + Scan and Print
  + Suggest an ebook

**All responses**

ASK Chat

Scan and deliver!

Library Chat

Live chat

Virtual literature search training.

Live Chat and Suggest an e-book

Click and collect

seat bookings - not all but would like to keep some

Partly Working from home.

bookable study spaces

Click and Collect

improved room booking system

Click and collect

our online Library Lounge sessions - I will be talking about them this afternoon!

Intersectional team working especially Library chat

online workshops and appointments

Scan and Send, bookable study spaces

Outdoor book return bins

Lib Chat

Swansea University Libraries Customer Services started online chat for frontline Library and IT support

Click and collect - the provision of pre-issued books in bags for students to collect outside the turnstiles.  This might continue for students with a disability that prevents them fetching their own books easily.

scan and send - and possibly freepost returns (but to only use in certain circs post-covid)

Scan and Deliver

reservations from home site, following successful click and collect

Pre-recorded video help

Scan and Send

Enquiry staff mutual support with rest of the team via MS Teams

regular online meeting less inter campus travel

click and collect

online workshops and appointments

Extended use of Teams!

Scan and Print service

Virtual Library Commons and partly working from home!

Digital Service Desk

scan and send, book returns in halls of residence

Bookable study spaces; postal delivery; freepost returns

cross team working

better videos of how the library works!

Click and collect

Click and collect service for physical resources, which is an expansion of our reservations service

Online tutorials via MS Teams

Request and Collect from any of our libraries also

Online tutorial/induction sessions

more (at times only) online service delivery

Cross team working

Bookings for seats (extended from our previous study room only  bookings)

scan and deliver, online appointments, more online workshops

at Oxford Brookes we have installed SALTO door access at out Harcourt Hill site, which has allowed for potentially longer opening hours at weekends.

Scan & send

remote team working/meetings/project work - inter-campus [TEAMS]

Auto-renewals , click & deliver for those isolating?

a virtual "staff room" for colleagues to use behind the scenes on our chat service, a rea lifeline during lockdown...

click & send, virtual library welsomes/inductions

bookable seats

Reserve & Collect; Extended use of Teams

Improved communications and working across other Professional Services units in the University.

LibChat and LibAnswers.

Use of Teams-no going back!

More effective use of Teams for networking across the University

Improved communications and working across other Professional Services units in the University.

I loved that we offered virtual open days and engaged with prospective students who may not have been able to attend open days in the past.

Click and collect - the provision of pre-issued books in bags for students to collect outside the turnstiles.  This might continue for students with a disability that prevents them fetching their own books easily.

auto-renewals

LibChat and LibAnswers

online teaching

LibAnswers and Libguides

Click and Collect, Click and Sit and Click and Deliver (we are working with other services to deliver print items to students both on and off campus who are self -isolating)

Teams cross site meetings & Teams chat used for cross site requests, i.e. shelf checks, has meant staff connect more with those on other sites

different registration process - instead of students coming to the library to have picture taken (if they had not uploaded as part of online registration) and library card made they were asked to email picture to library. When cards produced they were sent to the tutors to distribute to students. No queuing in library, workload could be managed better and students had a conversation with their new tutor at card handover

Keeping in Touch  updates' -regular updates by email from different teams were particularly useful for me as a member of staff working from home.

meeting of circulation staff from all five campuses on ‘teams’ and recorded so that everyone can ‘attend’ rather than individual campus team meetings. Staff feedback suggests that they feel the geographic boundaries between the campuses have dissolved

I’d like to keep the study space booking system. Students who want to study for a full day can feel assured they will have that space for when they need and can come and go during the day for breaks/food.

**Questions**

Claire Browne Q: will you do love your library online this year, or do you still have physical space to use?

Audrey Cobb Q what booking system are you using

Sean Goddard Q: How do you ensure your users sign in with the QR code?

Stephanie Chang Q: how do you manage the free postal returns?

Alexandra Talbot Q: do you have any non-bookable spaces; or, do you limit entry to the library to people who can prove they have a current booking?

Lorna Thompson Q Is your fine amnesty continuing for the forseeable future?

Janet Robinson Q how does the free returns work - prepaid label?

Nina Chell Q. How do you manage your study space bookings, to check the students are complying? We have had some issues with students not bookings

Michael Smith Q: What booking system are you using? Are you limiting the maximum amount of time students can book? How are you managing demand for study spaces? We are struggling with students not feeling they have enough bookable study time (just increased to 25 hours a week), as well as a shortage of availability during peak hours, and an empty library in the evenings (especially as we are looking to go back to 24 hour opening in the new year. Are students checking in with the QR codes?

Sarah Boateng Q how many laptops do you have to loan and how did you decide the loan period of one week?

Siama Riaz Q How did you deal with Group Room Bookings?

Sarah Boateng Q What customer satisfaction mechanisms have you used?