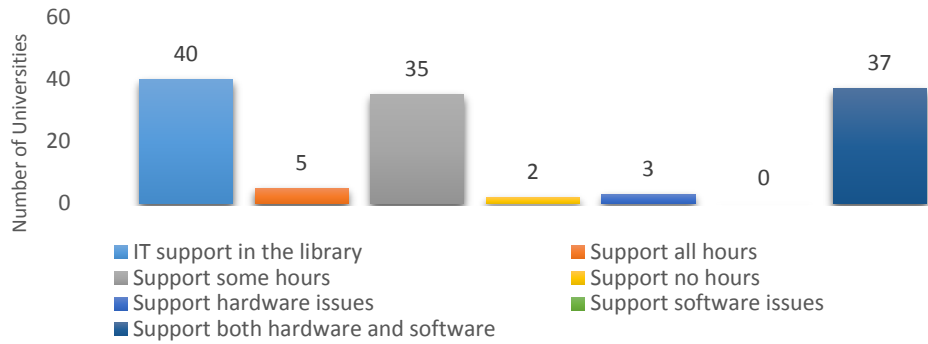
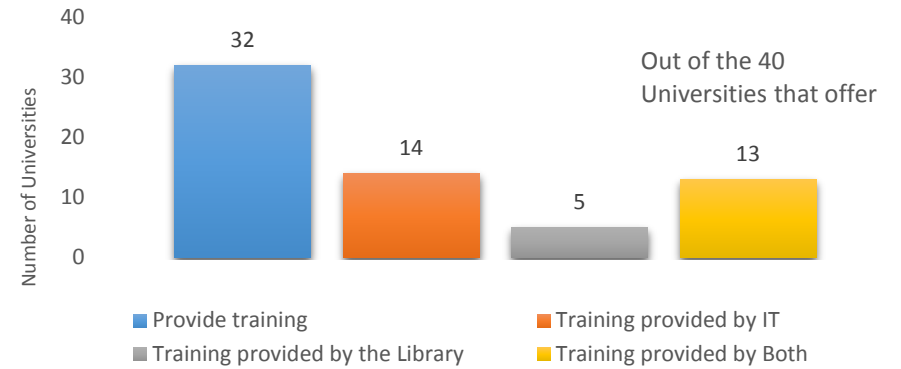


Library support for IT



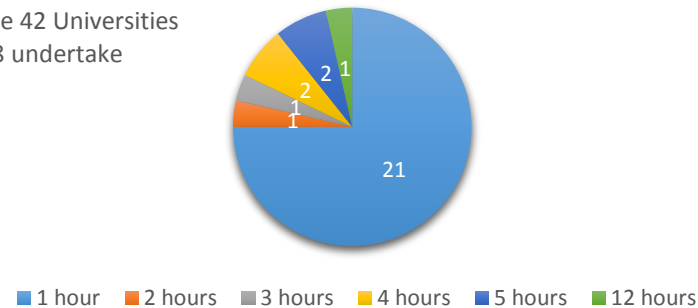
Forty universities support IT in their libraries, with the majority (87%) offering support only some of the time the library is open. Five libraries (12%) offer support all hours that the library is open. Most libraries (88%) support hardware and software issues.

IT training for library staff



Length of Roving sessions

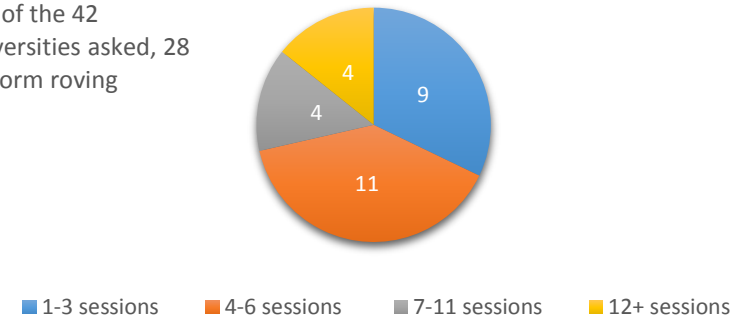
Out of the 42 Universities asked, 28 undertake roving



Twenty-eight universities undertake roving in their libraries. Of these, the majority (75%) rove for one hour at a time; the remainder (25%) between 2 and 12 hours. This question may have been interpreted by some libraries as the total number of hours that roving is undertaken.

Number of daily roving sessions

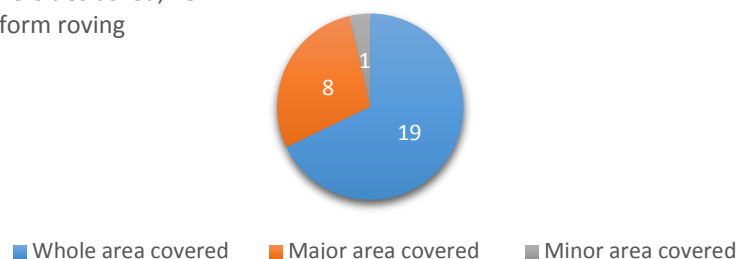
Out of the 42 Universities asked, 28 perform roving



Of the 28 libraries who undertake roving, 11 libraries (36%) undertake between 4-6 sessions of roving each day, indicating that staff rove during core opening hours; 9 libraries (33%) undertake 1-3 sessions and the remaining 8 libraries (31%) undertake over 7 sessions each day.

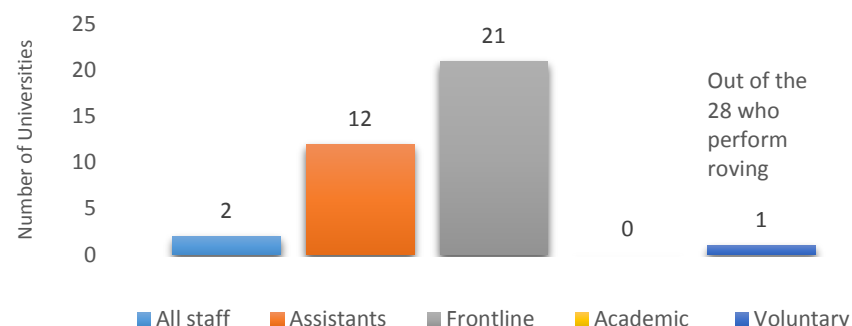
How much of their library site do Universities cover during roving?

Out of the 42 Universities asked, 28 perform roving



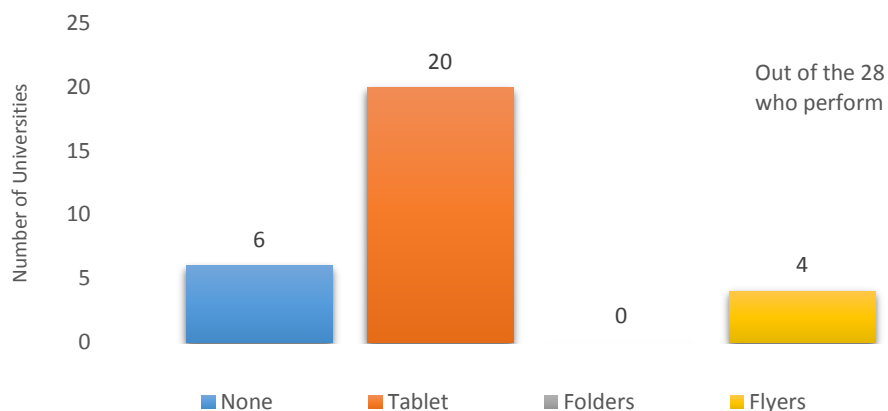
The majority of libraries who undertake roving cover the whole library site (19 libraries, 68%); 8 libraries (29%) cover most of the library and one library (3%) covers only a minor part of the library when roving.

Staff who undertake roving



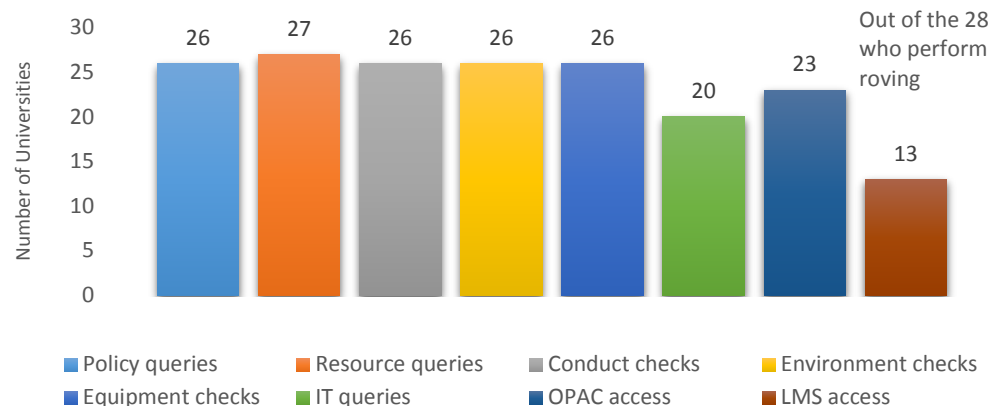
The majority of roving is undertaken by front line staff (21 staff; 75%). In 12 libraries (43%) it's undertaken by Assistants (some or all of whom may also be Frontline). In only two libraries (7%) roving is undertaken by all staff, and in one library, volunteers undertake this role.

Tools used while roving



Tablets are the most frequently used tools by staff while roving (20 universities; 71%). Four libraries distribute flyers (14%), while 6 libraries (21%) use no tools at all.

Enquiries and issues covered when roving



Most libraries (98%) offer a full range of information and advice while roving, including policy, resource and opac enquiries; and equipment, environment and conduct checks. Fewer libraries, although still a significant number, (20 libraries; 71%) offer IT support while roving, and fewer still (13 libraries; 46%) offer LMS access.