



Stirling's Information Centre

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Before: IT Help Desk

- Well hidden
- Student tolerant
- Not popular with IT staff
- Intimidating
- HEAT call logging software



Library Information Desk

- Open area
- Student friendly location
- Liked by Library staff
- Concern about IT enquiries
- Paper-based logging system



... plus

- Informal systems for training, equipment loan
- Unlogged personal contacts
- Email to Director, Principal
- ...



Restructure 2000

- Single Team Manager responsible for all enquiries
- Budget for accommodation adaptation
 - Proposals from practitioners



Implementation

- Ownership – staff, not me
- Volunteer in charge
- Did not rush – listened to concerns
- Concerns:
 - Change
 - Visibility
 - Remoteness from support staff

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Staffing

- 1 or 2 on phone / handling simple enquiries (specialist help desk)
- 1 Library specialist on rota
- 1 IT specialist on rota
- Users choose which to approach

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Other services

- Hotline for lecture theatre problems
- Media conversion
- CD writer / scanner
- Booking training
- Loan laptop / data projector



How do I know it's successful?

- Satisfaction survey – part of SLD
- Staff come to Information Centre to solve problems – a “Solution Centre”
- Happy faces – more popular with staff and users
- A real public service