

Improving the student experience - the never ending journey

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Outline

- The University of Leicester and the Library
- Why the student focus?
- What do students want?
- Our approach
- The never ending journey



The University

- 23,000 students & 3,500 staff
- 8,500 distance learners
mainly taught postgraduate
- 4 Colleges -
 - Arts, Humanities & Law
 - Medicine, Biological Sciences
& Psychology
 - Science & Engineering
 - Social Sciences



The University Library

- 120 staff
- 1 library & an external store
- 1 million volumes
- Digital Library
- 1.4 million visits
- 24/5 and 24/7 opening



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**WHAT DO
WE WANT?**

**WHEN DO
WE WANT
IT?**

NOW!

- Study environment
- Books
- An intuitive online environment
- Books
- Self-service
- Books
- Excellent customer service
- Books

The Study Environment



The online environment

Google

Yahoo!

Bing

amazon

asos



University Library

Books Articles All Journals Databases A-Z My Subject

Search Leicester Digital Library

Any word(s) Search the Catalogue

☐ eBooks only ☐ Print only [Classic Catalogue](#)

More resources: [Leicester Research Archive](#) | [New books](#)

Quick Links <ul style="list-style-type: none">▶ Opening Hours▶ Book a group study room▶ PC availability	My Accounts <ul style="list-style-type: none">▶ Library account (Get my PIN)▶ Print/photocopy account▶ Digital Library off-campus login
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Books

- eBooks
- Purchase on demand
- More books campaigns
- Liaison
- Student texts



Services

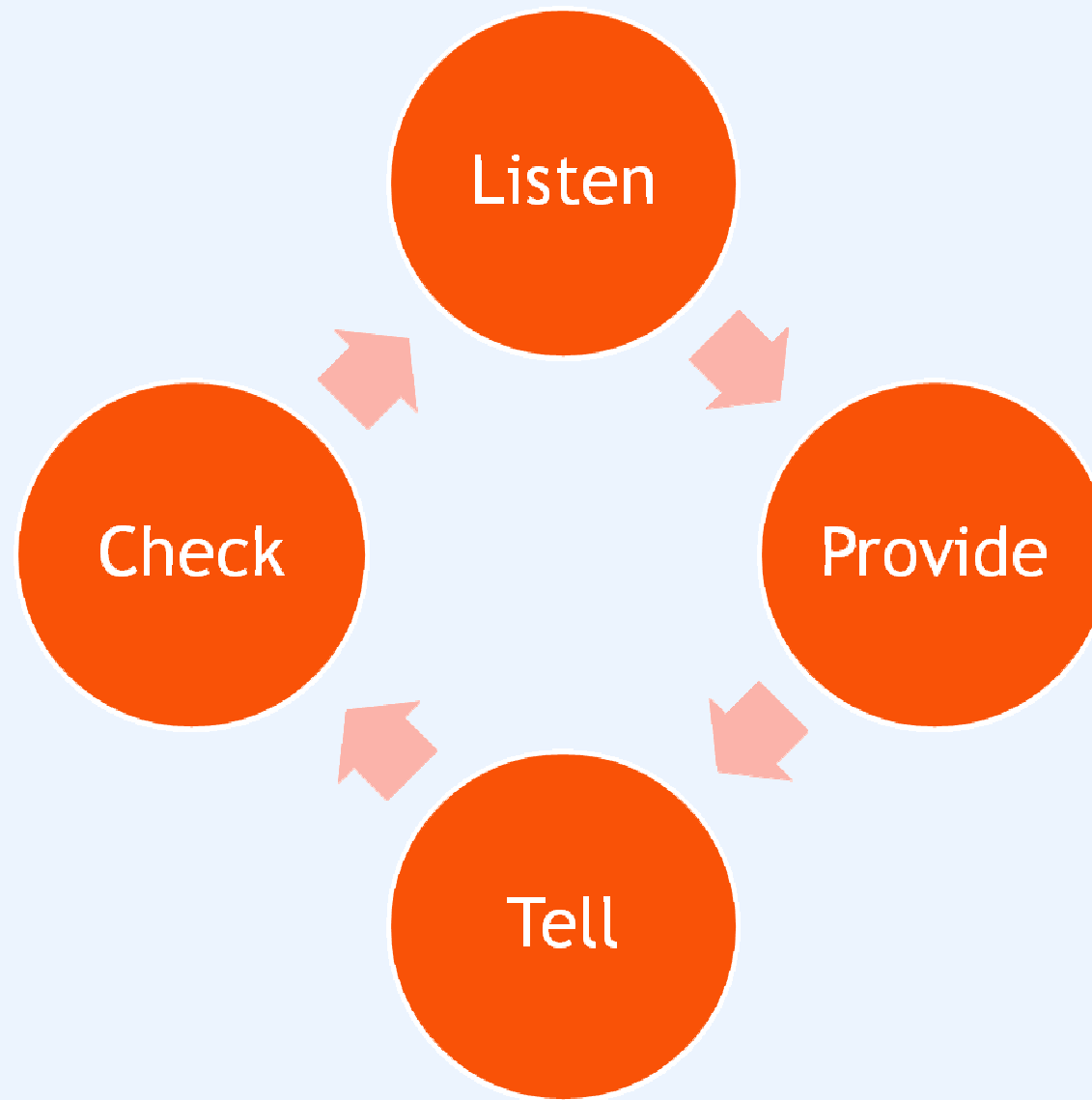
- Self-service
- Online
- Mobile



Excellent Customer Service

- Customer Insight
- Culture of the Organisation
- Information and Access
- Delivery
- Timeliness and Quality





Customer Insight

- Who?
- How?
- Involved?
- Satisfied?
- Journey Improved?



The Culture of the Organisation

- Top down?
- Explicit guidelines
- Fair treatment?
- Staff focus
- Bottom up?



Customer Charter

The Library will:

- Treat you with courtesy, professionalism and efficiency
- Provide an environment which is conducive to study and research
- Provide information, resources and support for research, learning and teaching
- Monitor performance against the Service Standards
- Welcome your suggestions and comments
- Deal promptly and appropriately with complaints

To help us achieve this we ask you to:

- Be courteous to other users and staff and respect the study environment
- Observe the Library regulations
- Help improve our services by giving us your feedback

Information and Access

- Information
- Meets user needs?
- Correct?
- Premises
- Wider community?



Delivery

- Standards
- Share best practice
- Are your users involved?
- Complaints procedures

Any Comments?

We want to hear them.

We are always trying to improve the University Library and our services. If you have any ideas, comments or criticisms, do tell us.

If it concerns something we can sort out immediately, please tell a member of staff. If you prefer, please write your comments on the back of this card, and place it in the box provided or hand it to a member of staff, or return it by post to the address given overleaf.

Thank you for your feedback.



www.le.ac.uk/library

Timeliness & Quality of Service

- Standards
- First Point of contact
- Reduce need for contact?
- Benchmarking



What do you need on your journey?



What do you need on your journey?

OUTSIDE



What do you need on your journey?



A GREAT TEAM



What do you need on your journey?



Questions?

thanks to Design Services University of Leicester for photographs



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