

Help, support and expert advice

What is the service?

Help, support and expert advice

Who may access the service?

LJMU students, External visitors, LJMU staff

What are the benefits of the service?

- Provides a consistent and helpful enquiry service both online and across all libraries

What is included?

This service includes

- Enquiry points in all libraries
- Basic enquiries on using the library
- Complex/Subject enquiries
- Roving support
- Basic IT enquiries
- Complex IT enquiries
- Email, telephone and on-line subject enquiries via Subject Librarians
- Support with searches and using information
- Library Inductions and Advanced Information Literacy sessions
- Off Campus enquiries through SDE electronic database
- 24 hr telephone help line (CEP) available 365 days a year
- 24 hr on-line chat available 365 days a year
- Online support materials e.g. web pages, online tutorials, database guides, bespoke materials as required

What should I expect?

Standards
80% of enquiries received face to face at the Helpdesk will be resolved at the first point of contact
80% of enquiries received at the Central Enquiry Point will be resolved at the first point of contact
100% of Libchat enquiries will have a response within two minutes
95% of referred enquiries will be answered within 24 hours
95% of referred IT enquiries will be answered within 24 hours
95% of the materials requested from the Special Collections and Archives will be available for consultation on the requested day
95% of students attending a Library Induction or Advanced Information Literacy session will agree or strongly agree that they have achieved the learning outcomes on the evaluation forms
We will maintain our advertised opening hours for all our libraries 100% of the time



Library Service Definition

Availability

This service is available within Library Services [Full Service](#) and [Evening and Weekend](#) hours