

Self-service support

What is the service?

Self-service support

Who may access the service?

LJMU students, LJMU staff and External visitors

What are the benefits of the service?

- Helping you to manage your study time by making the best use of our self-service facilities. These include requesting, self-issue, renewing and self-return of books; booking PCs and study rooms

What is included?

This service includes

- Book stock enquiries
- Reservation enquiries
- Self-service enquiries
- Support with issuing items
- Support with returning items
- Support with renewing items
- PC Booking support
- Room Booking support

What should I expect?

Standards
We will maintain our advertised opening hours for all our libraries 100% of the time
95% of all hold requests will be satisfied within 2 working days of a requested item being available in the library

Availability

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