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| “Very prompt and very helpful - I will definitely use the chat function again where applicable.” “So glad this service is now here, I can get on with studying rather than spending hours of my time with library queries that I don't know who to turn to with! ” Information gained through calls used to improve the online help available and amend service provision | Multiple entry points| Offers help to students and staff wherever they are based | Easy to find| Instant responses to simple questions | Signposting for more complicated issues, which saves timeLibrary ChatExecutive OfficeW | **Goal:** To enhance and improve student and staff use of library resources and services, leading to improved outcomes. **Submitted by:** Ruth Priest, Richard Hughes, on behalf of the Library Practitioners Group**Project:** To offer ‘business hours’ quick real-time response to library patrons and ‘library counter’ query and help service to non-campus-based students and staff, via an online tool. **Benefit to:** All students

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| ****Key message: Assist students and staff, wherever they are located****  |
| To offer a 9-5 live service throughout the year, except for the Christmas/New Year break |
| Signpost to online library help for out-of-hours queries |
| Equivalence of experience for students and staff who are not based on-campus |
| Discover, measure, and monitor where students and staff have issues with finding and using library resources and services |
| **Project delivery**  |  |
| Acquisition of a new live enquiry services, LibAnswers launched at the start of 21/22 |
| Staffed by members of the UHI Library Practitioners Group, on a voluntary basis |
| Links to LibGuides online, so even when not staffed callers can search for information or leave a ticket |
| Multiple entry points, with pop-up boxes and widgets on most of the library online pages |
| At busy periods, there are multiple staff members available from across the partnership |
| Informal; first names are used and the tone is friendly, chatty, and non-jargon based |

**Impact:**  During 2020/21 a Servicedesk-owned system based on a similar model received 672 chat queries. LibAnswers has received 944 chat queries from Sept 21-Feb 22. The tool has been particularly useful during Covid lockdowns, but will also fill a gap for distance and other students who are not often on campus. Where ratings are left, they have been overwhelmingly positive. |