

Transcript for Introduction to the OU Library helpdesk

Matt: Hi there, welcome to the library Facebook Live session on the introduction to the helpdesk.

My name is Matthew Taylor and I'm one of the Library Assistants who works on the helpdesk.

I'm just going to be quickly going through a few of the basics of how the helpdesk works.

If you've got any questions while we're broadcasting please send them on Facebook and we'll try and answer them while the session is going on.

So the library helpdesk basically works by answering students and staff queries by email, or phone, or webchat and all of those can be done through the library webpage. Every page on the library site has got the contact point down here.

And the typical sorts of questions that we have can be about finding things online, or using the library search system and our helpdesk desk has a two tiered system.

So the query will come in and a Library Assistant on the level of the immediate helpdesk will have a look at the question.

If they can answer it themselves they will do so. Otherwise they will pass it on to one of my colleagues the librarians. Especially if it's, for example, about referencing or subject searching or literature searching.

So, have we got any questions Greg?

Greg: Yeah, there is a couple of questions.

Matt: My colleague Greg is just behind the camera here passing questions on to me.

Greg: The ethereal voice in the background. There is a couple of questions which we did have sent in before hand and we do have a few people watching live as well so if you do have any questions do send them in.

The first question that we were asked is what times can they access the helpdesk?

Matt: That's a good one to start with. Thank you. So the helpdesk itself is open between 9 and 5 Monday to Friday. But during out of hours times so in the evenings and at weekends we do have a chat system that you can talk to a librarian. They are mainly based in America but they are given all the answers to OU questions.

If they can't answer them themselves they'll pass the to us and we will answer them as soon as we get back into the office on the Monday morning. Any more Greg?

Greg: Alright, fantastic. Another one that came in as well is that you can contact the library helpdesk through an email. How long does it normally take for the emails to get responded to?

Matt: It can be different at different times of year. Obviously there are certain times where it's a lot busier than others and we are just moving into one of those busy times now as new modules start. But we do aim to respond to every email enquiry within at least 2 working days.

Greg: Alright, fantastic. For anyone that is watching live I think we hit 9 or 10 people. Please do send in any questions and you can send them in afterwards as well and we'll try and respond to them. But there are some upcoming sessions as well that we can talk about.

Matt: There are, absolutely, yes. This Thursday there is another session on using library search and then next week there is training, general library training on Wednesday 3rd and something about SCONUL access, which is the scheme you can use to use other libraries around the UK. So you use libraries nearer to you. And that's on Thursday 4th. They will all be broadcast and available via the library Facebook webpage. Ok, so if there is any other questions Greg?

Greg: None that have come in now but as I said if they do get sent in afterwards we're happy to catch up with them.

Matt: Yes, and if you send them in to Facebook we'll answer them on Facebook group.

Greg: Ok, thank you very much for watching.

Matt: Thanks for listening.