

22 July 2017

Contents

Section 1: Summary	2
---------------------------	---

Section 2: The proposed service

Background	
Rolling out the service	3
Signing up to the service	

Section 3: Using QuestionPoint at your institution

What is QuestionPoint?	
Benefits	5
Making the service work effectively	

Section 4: Q&A

Billing and terms and conditions	
Service provision and quality	8
Implementing the service	
User experience	

Appendix 1

Case studies from Cumbria, Leeds Beckett and Newcastle	16
--	----

Appendix 2

Outcomes and learning from the Northern Collaboration pilot	25
---	----

Appendix 3

Full terms and conditions	28
---------------------------	----

Appendix 4

OCLC QuestionPoint Implementation Services	36
--	----

Appendix 5

Examples of policy pages	38
--------------------------	----

1. Summary

- 1.1 This document sets out the offer agreed between SCONUL and OCLC for SCONUL members wishing to sign up to the QuestionPoint virtual out-of-hours enquiry service.
- 1.2 The offer provides members with the opportunity to use the service at a lower cost than would otherwise be the case, and without having to contribute staff time to the co-operative.
- 1.3 The service is based on the successful initial pilot and now established service run with Northern Collaboration consortium members.
- 1.3 The service allows member libraries to offer a 24 hour, 365 days a year enquiry service. The QuestionPoint service can be presented as a chat service or web form and is available when the library is not staffed, including evenings, overnight, weekends and bank holidays.
- 1.3 The costs have been agreed on the basis of Jisc bands and are set out below in section 2.3.2. The full terms and conditions are included in Appendix 3.
- 1.4 Those wishing to sign up to the service should contact Ann Rossiter at SCONUL at ann.rossiter@sconul.ac.uk and Chris Jones at OCLC at chris.jones@oclc.org.
- 1.5 The service will be extended to new members in three tranches: in September 2016, December 2016 and March 2017.
- 1.6 Support will be available to members signing up through on-line [support materials](#), [training](#) modules, the QuestionPoint [community](#), and between 09:00 and 17:30 (UK time) from support-uk@oclc.org / 0845 267 7502. A Jisc list will be set up for participating institutions to share queries and best practice and an area will be created on the SCONUL website for sharing documentation. SCONUL will also be organising workshops for service administrators to support them through the implementation process.
- 1.7 A detailed Q&A is included at Section 4. If you have further queries, please contact Ann Rossiter at ann.rossiter@sconul.ac.uk.

2. The proposed service: summary

2.1 Background

2.1.1 A successful pilot of an out-of-hours virtual enquiry service was run by the Northern Collaboration (NC) from May 2013 to July 2014, after which it has been established as an on-going service. The service is provided by OCLC using its [QuestionPoint](#) software. The service is used by NC members to cover the periods when local staff are not available to answer enquiries (evenings, overnight, weekends and bank holidays). The service is not intended to act as a replacement for existing UK-based services. The pilot evaluation concluded that the service provided was of high quality, offered good value for money for participating institutions and provided an enhanced student experience. Further information on the pilot is available at Appendix 2.

2.1.2 The SCONUL Board reviewed the pilot and agreed that this service may provide significant benefits to SCONUL members across the UK and Ireland. A consultation document to SCONUL members identified sufficient demand for further discussions to take place with OCLC. Those discussions have concluded and we are now in a position to offer the service to SCONUL members.

2.1.3 Further detailed information on the service is set out in Sections 3 and 4.

2.2 Rolling out the service to SCONUL members

2.2.1 The consultation suggested that there was significant potential for take up by members. As a result, it has been decided to implement the service in three phases:

- Tranche 1: September 2016
- Tranche 2: December 2016 and
- Tranche 3: March 2017.

2.2.2 This cascade approach will ensure that institutions signing up to the service have the best possible support in doing so, with a first wave of institutions signing up initially, with support from OCLC, the SCONUL office and Northern Collaboration members currently using the service. Those institutions would, in turn, offer support on a voluntary basis to a second wave of members signing up, who would in turn offer support to a third and final wave.

2.2.3 Support will be available to members signing up through on-line [support materials](#), [training](#) modules, the QuestionPoint [community](#), and between 09:00 and 17:30 (UK time) from support-uk@oclc.org / 0845 267 7502. A Jisc list will be set up for participating institutions to share queries and best practice and an area will be created on the SCONUL website for sharing documentation. SCONUL will also be organising workshops for service administrators to support them through the implementation process.

2.2.4 Governance of the scheme will take the form of a VES Steering Group with representatives of user institutions, reporting through to the SCONUL Board. A set of “super-user” institutions will be included on the Steering Group. These institutions will act as group administrators and will have the capacity to pull out access usage and other statistics across the SCONUL community of users.

2.3 Signing up to the service

2.3.1 If your institution wishes to sign up for the service, we will ask you to identify which of the three tranches you wish to join, if you haven’t indicated this already.

2.3.2 Costs for the service will be based on Jisc banding and are set out in the table below.

JISC bands	Number of sites	Band fee	Band fee	Band fee
		Year 1 to 30/06/17	Year 2 to 30/06/18	Year 3 to 30/06/19
1	4	£5,170	£5,196	£5,222
2	8	£4,623	£4,646	£4,669
3	8	£4,015	£4,035	£4,055
4	10	£3,467	£3,484	£3,502
5a	23	£2,920	£2,935	£2,949
5b	31	£2,311	£2,323	£2,334
6	15	£1,764	£1,773	£1,782
7	21	£1,217	£1,223	£1,229
8	6	£1,000	£1,005	£1,010
9	18	£1,000	£1,005	£1,010
10	23	£1,000	£1,005	£1,010
Total	167			
CPI*		0.50%		

* For illustrative purposes only. The current CPI rate will apply on renewal.

2.3.3 The agreement provides access to OCLC’s QuestionPoint service (see below for further information) outside of your library’s staffed opening hours. Full terms and conditions are available at appendix 3.

2.3.4 **To indicate that you wish to go ahead, please email Ann Rossiter, Executive Director of SCONUL at ann.rossiter@sconul.ac.uk and Chris Jones, Account Manager, OCLC at chris.jones@oclc.org.** Please state which tranche you would wish to join, and confirm your current Jisc banding.

3. Using QuestionPoint at your institution

3.1 What is QuestionPoint?

- 3.1.1 QuestionPoint comprises two elements: a 24/7 reference co-operative (staff) and a reference management service (software).

24/7 Reference Cooperative

- 3.1.2 The 24/7 Reference Cooperative (“the cooperative”) provides library users with a live help chat service 24 hours a day every day of the year. The cooperative is available to participants in the SCONUL deal outside their library’s staffed opening hours.
- 3.1.3 The cooperative is made up of participating libraries that agree to answer questions in real time, via the QuestionPoint software. The staff at participating institutions providing out-of-hours reference coverage are complemented by OCLC employed, degree qualified, professional librarians (“24/7 librarians”) to guarantee capacity and full coverage.
- 3.1.4 UK institutions signing up to the SCONUL deal are not being asked to become members of the cooperative. Therefore, they will not contribute staff time to answering queries from other institutions. They are of course welcome to discuss doing so with OCLC. (Staffing contributions provided during the daytime hours in the UK time zone would be welcomed by the 24/7 co-operative)
- 3.1.5 Further detailed information on the 24/7 Reference Co-operative is available [here](#). A detailed overview of the QuestionPoint service is available [here](#).

Reference Management Service

- 3.1.6 The Reference Management Service provides tools for communicating with library users in a virtual environment and managing a library’s reference service. Those using the service have a number of options and may use some, or all, of the tools within the QuestionPoint software below:
- Have library users’ questions responded to in real time through chat and the QuestionPoint widget (Qwidget).
 - Receive questions through a web form on the library web site and answer them through e-mail.
 - Receive questions via an email address and answer them through e-mail.
 - Receive questions sent through select SMS texting partners and answer them through e-mail.
 - Record and follow up on questions received through telephone, or at the reference desk.
 - Run reports such as: statistical reports; survey reports; and review transcripts.

- 3.1.7 The SCONUL scheme has been negotiated based on a shared environment, with individual service unit profiles for the whole of the SCONUL membership. The benefits of this arrangement include the ability to report across all participating institutions. To allow this to take place, SCONUL will be seeking volunteer institutions to act as group users and to sit on the steering group discussed above.

3.2 Benefits

- 3.2.1 The agreement with OCLC provides several benefits to SCONUL members: It allows members to offer users access to support 24 hours a day, 365 days a year, with librarians in other time zones helping students with questions whenever local staff aren't available.
- 3.2.2 Preferential terms and conditions, not available outside the SCONUL agreement, have been negotiated. For NC members and new participants in the scheme, 2014 prices have been held.
- 3.2.3 OCLC and SCONUL have agreed that for the out-of-hours service, there is no commitment to contribute staffing to the 24/7 co-operative.

3.3 Making the service work effectively

- 3.3.1 Feedback from Northern Collaboration members has identified a number of key success factors for implementation and integration of the service.

Promotion

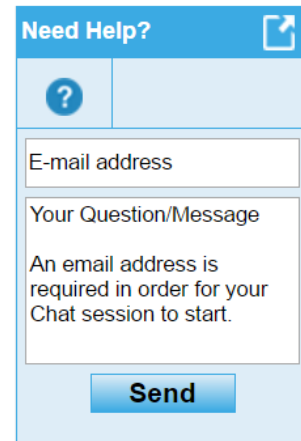
- 3.3.2 Appropriate promotion of the service has proved to be key to usage levels. The VES may be promoted through induction sessions, information on library web pages, by staff, through social media and emails to students. The case studies included in Appendix 1 give some innovative approaches to promotion - for example "Win it Wednesday – Who Chats Wins" at Newcastle University. Additional [advice and resources](#) for promoting QuestionPoint are available from OCLC.

Policy pages

- 3.3.3 The QuestionPoint policy pages are the vehicle by which the librarians answering chats assist users. Ensuring that the information provided is appropriate and comprehensive is key to ensuring that the out-of-hours service provided to users is of a high quality. Examples of effective policy pages are included in Appendix 5.
- 3.3.4 Institutions will need to ensure that policy pages are kept under review and should be able to use the data from students' enquiries to update and inform the content.

Positioning the link or Qwidget

- 3.3.5 The placement of links to the service has a significant impact on take up. In addition to a link on the library's home page, consideration should be given to also linking from other high-traffic pages - see the Leeds Beckett case study in Appendix 1 for an example of successful practice. It is possible to tailor the text of the link so that it is appropriate for different purposes: e.g. "Help me find," or "Help me search."
- 3.3.6 For libraries that offer an alternative chat service during the day, embedding links within existing schemes and switching over to QuestionPoint when local staff are unavailable has proved an effective solution.
- 3.3.7 Libraries that currently do not offer a chat service may choose to deploy the Qwidget when the library is out of hours. When the chat service is not available, during opening times, the Qwidget can link to other options for users to ask a question. If space is an issue, institutions can deploy a 'collapsible Qwidget': the library presents a small search box for questions, which opens into a full-size Qwidget once the user begins to enter a question.
- 3.3.8 Further information and guidance is available from OCLC on [best practice for link placement](#). For additional examples of effective set up that have achieved positive feedback, please see the [University of West of England](#) and [Newcastle University](#) library pages. For an example of a library that has deployed the Qwidget, as opposed to links, see Bradford University's [library home page](#). Further guidance on this issue is available in the case study from University of Cumbria in Appendix 1.



The QuestionPoint Widget (Qwidget)

4. Q&A

Billing and terms and conditions

- Q1 Is the contract for the service between SCONUL and OCLC, or between individual institutions and OCLC?

The agreement for the preferential terms and conditions has been negotiated by, and is between, SCONUL and OCLC; however institutions participating in the scheme will be individually contracted with OCLC.

- Q2 If I sign up, how long is the contract am I committing to?

The contract term would be for one year and there would be no obligation for any institution to continue beyond that point.

- Q3 If I sign up half way through the year, will my contract run for a full year from the starting date, or will I pay for part of a year, with renewal at the beginning of the academic year?

The contract would run for 1 year, irrespective of the start date.

- Q4 Is there scope to pay for the service for 2016-17 before the end of this financial year?

Yes - a pro forma invoice could be issued promptly. Text may be specified by the library to accommodate particular finance department conventions. OCLC would issue a system generated invoice following implementation that could be marked paid.

- Q5 What commitment is OCLC making on price longer term?

OCLC is committed to holding prices for three years, subject to CPI inflation. Beyond that, SCONUL may evaluate the success of the project via consultation that will inform any future agreement. OCLC is a not for profit member organisation owned and governed by libraries, as such sustainability is the driving force behind pricing strategy, and prices may go up or down based on economic data that will become available over the duration of the contract.

- Q6 Is the price on offer dependent on a certain number of institutions joining?

No. Pricing has been predicated on typical usage informed by the Northern Collaboration pilot.

- Q7 Over the medium term, if usage across the SCONUL community falls, will OCLC be willing to continue to provide the service at this kind of price?

Yes – OCLC are committed to offer preferential pricing to SCONUL members for the duration of the three year SCONUL agreement.

- Q8 If our Jisc band changes mid-year, will OCLC require us to pay at the new rate for the remainder of the year?

No – any changes in Jisc band will be reflected at point of renewal.

- Q9 Does this agreement supersede the existing agreement with the Northern Collaboration?

Yes, the Northern Collaboration scheme will be subsumed into the broader SCONUL agreement.

Service provision and quality

- Q10 What do we do if we feel that the quality of advice being received is not adequate in any individual instance?

QuestionPoint offers a quality control button available on the review transcripts page. Having reviewed a session transcript, if you feel that the quality of advice being provided is not adequate you may send the transcript to Quality Control for review. The Quality Team reviews session transcripts in the interests of providing additional training and mentoring to the librarians who participate in the 24/7 Reference Cooperative. Quality Control will review the session based on the [Best Practices](#) and [24/7 Reference Policies](#).

If the session does not comply with either of these policy documents, then Quality control will send a message to the chatting library with suggestions for improvement.

- Q11 What plans does OCLC have for further development of the service?

Following a survey conducted by SCONUL, OCLC have recently received feedback that will inform future development and the service road map with specific input from the UK academic market.

- Q12 Other than paying the subscription, what other contributions will institutions need to make to the service?

None. However active participation in the Jisc list that will be set up for participating institutions to share queries and best practice is encouraged.

- Q13 If we want to reduce our costs by contributing staff time to the service, will this be possible?

The SCONUL agreement is for an out of hours service. Contributing staff time to the service is a requirement, of OCLC's regular service, for libraries using the 24/7 reference co-operative when the library is open. Libraries that wish to consider this option should contact chris.jones@oclc.org.

- Q14 Can institutions choose whether to use chat, or webforms, or both?

Most libraries offer the student a choice of contact methods including chat, webforms, email and telephone. Chats are answered in real time by the OCLC 24/7 reference co-operative. Emails and completed webforms are routed to your library, using the QuestionPoint software, for attention when the library next opens.

- Q15 Is it possible to create a single gateway for this and other chat services?

Yes. Libraries using an alternative software provider for chat redirect to the OCLC 24/7 co-operative when the library closes. Typically this is an automated process that is managed locally. Support from your IT department may be required to achieve this.

- Q16 What proportion of queries are fully answered on the first call, and what proportion require follow up the next day?

This varies widely across libraries, however the library has a significant degree of control over this outcome.

The quality of the library's policy page (the information the co-op librarian has about your library to inform their response) has the greatest influence on how many sessions are able to be fully answered on the first call. Libraries that identify common themes and issues, informed by chats requiring follow up, and iteratively update their policy pages ensure chats requiring follow up decrease over time.

In addition, content of the enquiry determines whether or not a follow up response is needed. For example, if the student needs assistance with databases and the library has provided guest access details to their databases within their policy pages the coop librarian can see what the student can see, and the call can often be concluded without follow up.

- Q17 Are chats always answered within a specified time period?

The co-operative librarians aim to join all chat sessions within 120 seconds. The "back-up" 24/7 librarians aim to join all chat sessions within 240 seconds. Average waiting time was 70 seconds in the last 12 months.

- Q18 Do calls ever go unanswered? What back-ups exist if demand rises across the network?

Less than 1% of all Cooperative chat sessions go unanswered; this includes patrons that voluntarily disconnect after only a few seconds.

Sophisticated co-op staff scheduling and the additional resource provided by the OCLC employed librarians ensures there is always sufficient capacity to meet demand.

- Q19 Do difficulties ever arise from the use of American English? Do we need to be aware of potential linguistic confusion in drafting our policy pages?

The 24/7 co-operative is staffed by professional, qualified librarians. Linguistic confusion resulting from terminology provided in policy pages is rare. To mitigate linguistic confusion we encourage parenthetical notes e.g. referencing (citing) for known Anglo/American differences in terminology.

OCLC is monitoring this issue and, working with SCONUL members, may produce a glossary of ambiguous terms that will assist co-operative librarians when consulting UK policy pages.

Comprehensive help and guidance on how to create and maintain your policy pages is available [here](#).

- Q20 What usage data is collected? How granular is this? Does it capture the subject matter of the queries?

QuestionPoint offers 18 standard reports, available from the Reports tab on the My QuestionPoint page. The standard reports cover a wide range of activity statistics and current data. Libraries can also view the access points used by patrons when accessing the service. A complete list of reports is available [here](#).

In addition, in order to capture the type of queries that are being asked, the Northern Collaboration group decided on a set of descriptive codes that each query would be assigned. SCONUL will consult with members on using and / or adapting this model for the broader SCONUL community. Libraries may also choose to create their own descriptive codes. These descriptive codes can be added to all transcripts for later reporting.

- Q21 What statistics are available on waiting times and drop-out rates for calls?

Statistics on waiting times and drop-out rates are available from the Review Transcripts reporting menu.

From July 2015 to June 2016 the average wait time for the Academic Cooperative was 70 seconds. Over 99% of all calls are picked up.

Implementation

Q22 What assistance will be available to us to help with setting up the service?

Support will be available to members signing up from OCLC staff between 09:00 and 17:30 (UK time) from support-uk@oclc.org / 0845 267 7502 and through the provision of a briefing pack of support materials plus on-line [materials](#) and [training](#) modules. A Jisc list will be set up for participating institutions to share queries and best practice and an area created on the SCONUL website for sharing documentation. SCONUL will also be organising workshops for service administrators to support them through the implementation process.

In addition, sites may employ OCLC QuestionPoint Implementation Services to project manage their install. Details of OCLC Implementation Services are available in Appendix 4. Please contact chris.jones@oclc.org for a quotation.

Q23 What training will be provided to those implementing the service? Will this be provided in advance of going live with the service?

OCLC offers a variety of QuestionPoint training, in both live instructor-led and recorded tutorial formats. As part of our commitment to controlling costs and providing value for our members, this training is offered for free to users of the service. Full details of training available are available [here](#). These resources are available now and may be accessed ahead of implementation to allow libraries to prepare and be fully effective from go live.

SCONUL will also be organising workshops for service administrators to support them through the implementation process.

Q24 Will our IT service need to be involved in setting up the service?

The QuestionPoint chat widget (Qwidget) will need to be added to your library web-pages. IT department assistance will be required if this expertise is not available within the library.

Q25 How much time does it take to implement QuestionPoint at an average institution?

Technical implementation can be achieved in as little as a day, however planning (where to site the Qwidget), roll out and training should also be considered.

- Q26 What information should I include on my institution's policy page? What types of information should we prepare for the knowledge base?

Policy pages are populated using an on-line form that prompts for the required information. General guidelines for filling out and updating your policy pages are available [here](#) and examples of policy pages are included in Appendix 5. Information for the knowledge base is typically informed from the questions received, after the service is live.

- Q27 Would we have the opportunity to test the service before it goes live?

Yes. The service could be tested in the library's webpage sandbox environment.

- Q28 How many staff can be registered as administrators for the service?

One administrator can be registered for the service. The administrator authorisation and password can be shared with others whom you want to perform administrator duties.

Institution administrators can access the administration module to create librarian accounts, view administration reports, update staff announcements, and set up service options.

Librarian accounts can be created with privileges to create institution scripts and view reports. For more information about administrator accounts, see the [Administrator Setup Guide](#).

- Q29 Who will be our main point of contact for implementation support at OCLC?

Technical support will be available between 09:00 and 17:30 from support-uk@oclc.org / 0845 267 7502. Your account manager is Christopher Jones (chris.jones@oclc.org). Your contact for implementation Services is Christine Willott (Christine.willott@oclc.org)

- Q30 Will guidance be provided on the html code required for the policy pages?

General guidelines for filling out and updating your policy pages, including guidance on html code, are available [here](#).

- Q31 What facility will there be for sharing information and best practice between institutions involved in implementation?

A Jisc list will be set up for participating institutions to share queries and best practice and an area created on the SCONUL website for sharing documentation.

User experience

- Q32 When a student starts a chat session, how is this answered? How does the responding librarian identify themselves?

Co-op librarians are guided on how to pick up and greet patrons through the [Best Practices For 24/7 Reference Cooperative Sessions](#) documentation. The answering librarian typically identify themselves with first name and where they are from e.g. "My name is John, and I am a librarian in [XXXX]. I am helping your librarians answer chat questions..."

- Q33 Does a student need to be on the library premises to use the service?

No. The service is available to your students anywhere in the world.

- Q34 What authentication does the service require? Can anyone access the service?

No authentication is required to use chat, however you can build in an additional authentication step and invoke a university log-in when clicking the chat link if desirable.

- Q35 What sorts of enquiries can the service answer?

The 24/7 Reference Cooperative staffs the chat service with degree qualified librarians. As professional librarians, the service can answer a broad range of general reference enquiries. The co-op librarians are informed by your policy pages and the local and global knowledge bases maintained by participating libraries. Your library or group can maintain a local knowledge base, which will serve as a key reference resource customised to the needs of your library users. You can also use and contribute to the global reference knowledge base cooperatively built by all QuestionPoint members. In the event an enquiry cannot be answered by the co-operative, it is referred back to local staff for pick up when the library next opens.

- Q36 Can a user be supported to find a particular resource?

Yes – all out of hours staff are qualified librarians working in universities. You would just need to provide links to existing instructions / a-z lists / eResource pages on the library webpages from within your policy pages.

- Q37 Can the service be used to answer problems with log-ins and passwords?

Yes, to an extent. Links to your authentication help pages that would assist the co-op librarian in advising your student can be included in your policy pages. However, specific log-in credentials cannot be provided.

Q38 How is engagement with the service recorded? Are chat transcripts captured?

Activity statistics are recorded and available through the reporting module. All transcripts are forwarded to the library within the system and available for review.

Q39 What happens if an enquiry can't be answered?

Enquiries that cannot be answered by the co-op librarian are referred back to the library, within the system, to be followed up when the library next opens.

Q40 Can we create standard answers for respondents to use?

Yes. Administrators can create standard scripts to assist Co-op librarians answer questions from your users. Standard answers that can be cut and pasted during chat sessions are encouraged and can be recorded in your policy pages.

Appendix 1: Case studies

Case Study 1: University of Cumbria

1. The director's perspective

University strategic imperatives

The University has a strategic goal to grow and diversify its student base and to widen participation to higher education to all who can benefit. In line with this goal, there are an increasing number of programmes offered by flexible and distance learning modes, (internationally and in the UK) and through a range of collaborative arrangements. Additionally, over the past three years the University has been developing strong networks to provide more school-based education as part of its academic strategy, pro-actively responding to funding body and key government drivers.

This has led to a more complex pattern of user behaviour whereby library services have been developed to meet “on campus”, “off campus” and “above campus” requirements. Hence Library and Student Services has been planning increased digital services to meet the needs of its learners for a number of years.

Before the VES implementation, library support after hours had been offered through the web site and this had limited value for some students who study in different time zones and who want to receive a personal service. It was of course hoped that the VES would enhance student satisfaction with Library and Student Services (LiSS) and the University.

The influence of the Northern Collaboration

The University was one of the founding institutions of the Northern Collaboration. Following a successful application to the HEA Change Academy in 2011, senior management became aware of the initiatives possible on a shared basis. With an increasing impetus for cost effective models of service development (also promoted by HEFCE and the sector), the Northern Collaboration was seen as a “new kid on the block” prepared to scope and introduce innovative and realistic shared services. It was for these reasons that the University embraced the pilot of the VES via Library and Student Services. Additionally the opportunity to join with other HEIs on a pilot basis was also attractive as a way to test the introduction of additional support 24/7 without committing too early or at a prohibitive cost.

2. The operational perspective

The pilot started in May 2013 and became permanent in September 2014. Students have access to real-time personalised service from professional librarians between 5pm and 9am during the week and round the clock at weekends and bank holidays. Students access the VES through a widget that has been placed on several web pages, including the library campus pages, the learning resources page and the LiSS

contacts page. We worked with our IT Services and Marketing departments to implement. We made the decision to keep the widget permanently visible even though the pilot scheme was only running 'out of hours'. The information next to the widget stated the hours the service was available. There was a link set up from the VLE log in page for easy access to the service.

The VES is promoted through induction sessions, information on LiSS webpages, by academic staff and through the University's weekly student email. This is especially important just before bank holidays when students may be working on assignments and may need information, for instance on e-resources or referencing.

Implementation Top Tips

- Negotiate the IT work required to get the widget installed to ensure a timely launch.
- Make use of the technical expertise in the collaboration and work with the provider for example programming difficulties installing the widget were resolved with OCLC's help.
- Set up test accounts to enable other University of Cumbria staff to monitor the transcripts and pick up any enquiries that the co-operative librarians could not resolve.
- Keep the Policy document given to your provider under review throughout – using data from your students' enquiries to update – and ensure all links supplied are current and providing the correct information.
- Decide on the launch plan and target audience. During the pilot stage we decided on a soft launch, as the impact of the new service was unknown at that stage and we did not want to raise unrealistic expectations that it would become a permanent service.
- Work closely with the pilot HEIs and validate approaches and share experience which then contribute to the development of the product.
- Act on the feedback received from the co-operative (for example information on our web site that students could not find).
- To assess value for money, cost the equivalent of the shared service compared to the equivalent if offered by your own teams.

3. The user perspective

The service has been accessed steadily since its introduction in May 2013. However even though numbers are still relatively low (5% of students) the cost per access demonstrates value for money and is a selling point at our open days. The types of enquiry made to the VES are closely monitored and to date the top three areas have been: opening and access questions; circulation matters; and electronic resources queries. October – December are the busiest times. Further analysis would be helpful to see if these are related to first year students, though log-in would then be needed. More work is needed on the reporting and data collection elements and this is being discussed with OCLC.

An 'exit survey' was set up to gain feedback from users of the service. 93% of those completing the survey said that they would use the service again and said they received a better answer from this resource than they would have found on their own. Students have told us: "It is good to have such a prompt service". Less positive feedback has been received in relation to the use of e-books when the VES were unable to help. This issue is complex and is being further examined – again with the help of the Northern Collaboration. The VES has been instrumental in highlighting where we need to improve to avoid students experiencing problems.

Margaret Weaver, Director of Library and Student Services, August 2015

Case Study 2: Leeds Beckett University

1. The director's perspective

Leeds Beckett University formed part of the initial Northern Collaboration group investigating the potential of an overnight librarian chat service. The Library has for many years, as part of its strategic objective to enhance student satisfaction and achievement, offered 24/7/365 opening hours. An important element of this is to develop self-service and overnight options to support students in using services and facilities through the full range of hours, and to maximise students' access to, and use of, all services, resources and spaces, thereby increasing value for money in these strategic investments. The University and the Library's strategic objectives also encourage shared services and the potential of collaboration to develop new services, service models and improve efficiency and effectiveness. For these reasons University senior managers were supportive of the pilot project, and have taken a keen interest in its development and success.

2. The operational perspective

Set Up

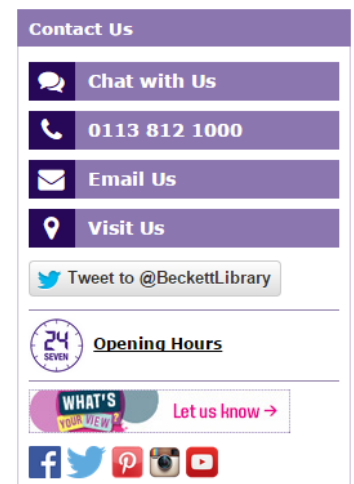
The initial phase of set-up required the creation of a Leeds Beckett University profile within the QuestionPoint software which is the main repository of knowledge for overnight librarians answering enquiries. We decided to make use of the chat form, rather than the QWidget, as we liked the additional functionality of the form. We also took the decision to ask for a name and email address at the beginning of the chat session, allowing us to follow up all enquiries by email if necessary. This proved really useful for following up overnight chats and other VES institutions have added this. During the initial set-up in June we agreed 18 descriptive codes. These mapped across to our Library's existing categories for enquiries.

As there was no formal training provided as part of the Northern Collaboration contract, initially we made use of the standard training guides provided. We then created in-house training that has now been further developed into the Northern

Collaboration VES training manual. We launched “Chat With Us” on Monday 1st July 2013 to be prepared for the new term.

Promoting chat out-of-hours

During the pilot phase we identified through usage statistics and feedback that our chat service was difficult for our students to find. At the same time as the pilot our Library website was being redesigned so we took the opportunity to introduce a “Contact Us” widget that now appears on every content page. This “Contact Us” page was advertised as a new service via social media, news items on the website and MyBeckett (student portal). We also added a new signature to emails sent to our students promoting the chat service.



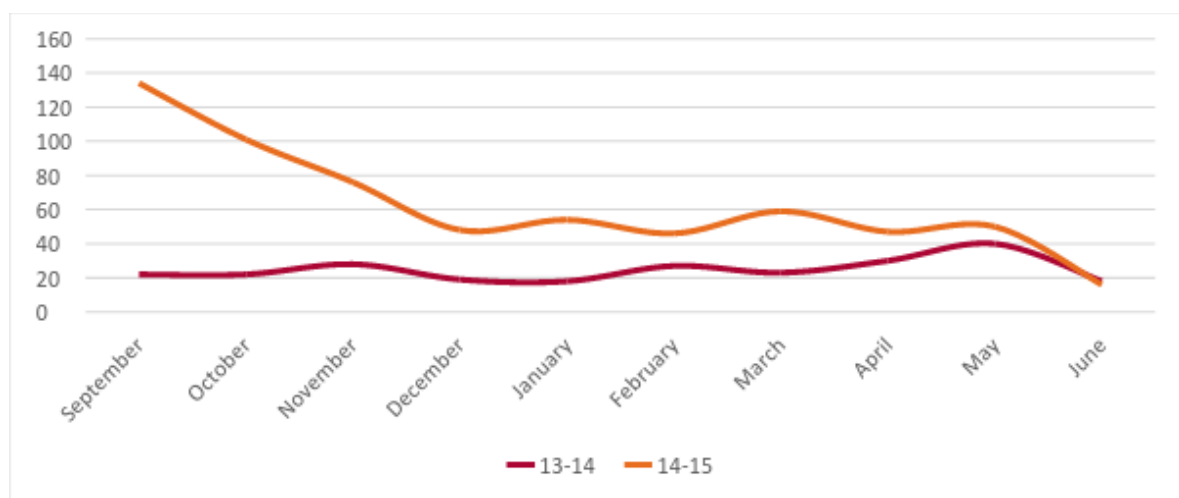
3. The user perspective

Usage Data

Over the course of the two years that we have been running a chat service, the Virtual Enquiry Service has handled 914 chats outside of staffed hours; 283 during the pilot year (July 2013 to August 2014) and 631 this academic year (September 2014 to May 2015). The large increase has been due to the increased availability of chat on every library webpage. The overnight chat service for academic support receives one overnight chat to every four daytime chats, in comparison with our NorMAN subscription which receives one overnight call to every seven of our daytime calls.

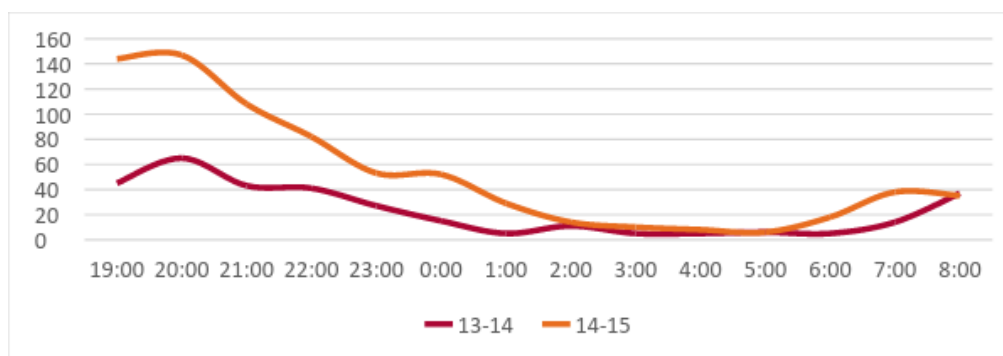
Usage Patterns by Time of Year

Over the year, the pattern of peaks and troughs with chat enquiries is similar to the one we see through face-to-face, phone and e-mail for subject enquiries. The peak in September was due to the University’s change of name and we expect less activity in September peak in future years.



The service is popular throughout our non-staffed hours and is also popular during vacations with chats received throughout university closure periods, including Christmas Day.

Usage Patterns by Time of Night



Satisfaction

Customer satisfaction for the service is measured through a survey that is sent to every customer at the end of a chat, with a response rate of 13.5%. 84% of chatters are satisfied with the answer they received and 91% would use the service again. Customers are also invited to leave comments which we have used to enhance the service:

- Fantastic service, fast, responsive and polite. It really makes you feel so not alone when trying to write, research and basically complete stuff in such little time...Thank you - you save me so much angst and time!
- I am hard of hearing so it is always difficult for queries to get resolved when I don't like to use the telephone.
- Awesome help from somebody the other side of the pond! Good going!! :)

Jo Norry, Director of Libraries and Learning Innovation; Katherine Everest, Head of Library Services and Operations; Russ Jones, i-Help Manager, August 2015

Case Study 3: Newcastle University

1. The director's perspective

We were very pleased to have had the opportunity to join the pilot of the Northern Collaboration/OCLC virtual enquiry service as we were in the process of reviewing our enquiry services when it was conceived, and the out-of-hours service complemented the live chat service for core hours which we launched using Libanswers at the same time. The pilot also coincided with the extension of 24/7 opening to all term-time weeks

at our main Library, so we were able to bring together the promotion of 24/7 services in the physical library and our virtual presence.

Evidence of use of the out-of-hours service is presented below, along with responses for users. Informal feedback has also shown that students and prospective students are impressed by the idea that support is available to them 24/7 even if they don't use it personally. It has certainly provided a well-received promotional message for prospective students and their families.

The out-of-hours service has also been welcomed by the University, as an example of innovation in student support. At a time when senior managers were becoming interested in live chat, the Library was able to demonstrate that it was already introducing new services using this model.

The value for money proposition has also been well-received by the University. According to the Jisc band costing model, we paid £4015 last year for the Northern Collaboration out-of-hours subscription, equating to approximately £335 per month. Based on an average monthly chats handled by QuestionPoint between September 2014 and June 2015 this equates to £3.57 per enquiry. It is difficult to be accurate about the equivalent cost if the out-of-hours service had been delivered in-house, but an approximate cost based on a staffing model of one Library Assistant being available to answer live chat enquiries for 4,888 hours gives an indicative cost of £52.06 per enquiry. The subscription cost has certainly made a desirable service affordable to us.

2. The operational perspective

In order to participate in the service we needed to complete a profile template that would be used by QuestionPoint staff to answer queries that came in out of hours. This is a crucial document as it needs to point staff quickly to finding the correct information on our website, and in our FAQ knowledgebase. We have had to add and change content and links over time in the profile, as when we evaluate questions and answers we can see where staff sometimes have problems finding information.

As we launched our own Libanswers chat service at the same time as the out-of-hours QuestionPoint chat service, we needed to find a way of integrating the software and widgets for both systems into our webpages. We wanted a seamless way of offering both widgets that would not confuse our users or cause them to be redirected. So we embedded both the Libanswers and QuestionPoint widgets into our webpages, with our web team building the functionality to swap between each widget at times set by us. We have set this to an automatic swap when we go to out-of-hours. Having internal/IT web support in the Library meant that the implementation went smoothly, and they are always on hand when we need to make any changes.

We had to decide on when the out-of-hours service would be used, based on the hours that we could staff our own internal Chat service. This has changed since implementation, and we have increased the hours that we staff our own internal Chat

service based on demand, and evolution of our Customer Service mode of working. Our term time out-of-hours chat service now runs from 9pm – 9am weekdays, and 5pm – 10am at weekends. During vacations Questionpoint has helped us provide a service during University closure days and during staff training events.

Some queries that cannot be answered by QuestionPoint out-of-hours, are marked for follow-up, and we had to set up procedures for our staff to login to QuestionPoint each day to check for any of these follow-up queries, and answer them. We had some problems with emails not being asked for from the patrons when queries needed to be followed up, so we needed to set up a mandatory field for users to enter their email address when asking a question through QuestionPoint chat.

In order to capture the type of queries that are being asked, the Northern Collaboration group decided on a set of descriptive codes that each query would be assigned. We also added some of our own descriptive codes to measure whether we thought queries had been answered satisfactorily.

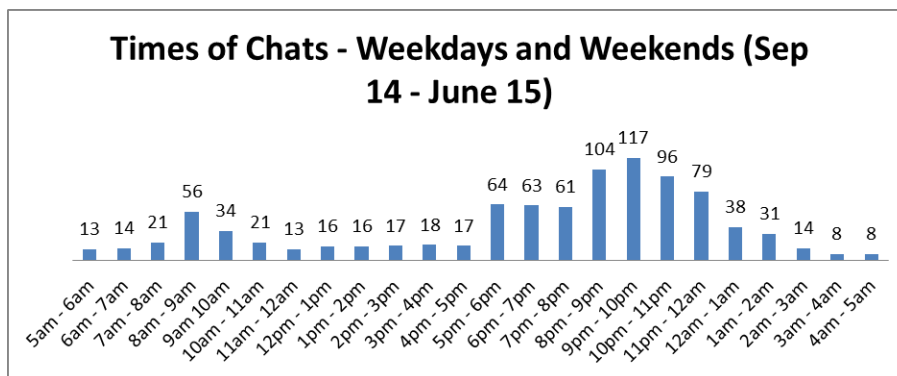
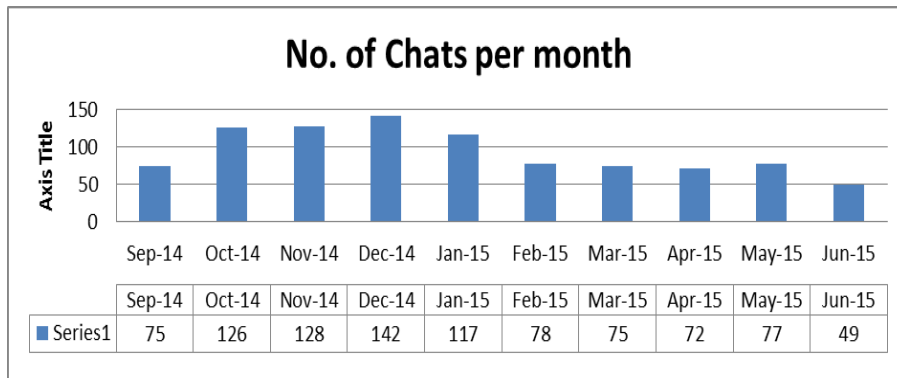
We have procedures in place for staff to add these descriptive codes each week. It is time consuming but it does give us a quality check to the out-of-hours service. It has helped us to identify gaps in the profile where questions could not be answered, and helps us improve our FAQs and our webpages. It does also lead to some concerns when we find questions that are answered unsatisfactorily, which may result in our patrons not using the service again. We do have a way of sending these unsatisfactory answers to a “Quality control”.

We have invested in promoting the 24/7 chat service to our customers. Though all students are introduced to the chat service as part of their introduction to library services we have found that by running short promotional campaigns to promote our Library Help enquiry service (<http://libhelp.ncl.ac.uk/>) with particular emphasis on online chat has paid particular dividends and usually a hike in request of online chats quickly follows. For example “Win it Wednesday – Who Chats Wins” worked on the premise that on a particular Wednesday whoever asked the best question via chat won a prize. We tweeted and sent out our Student Communications team to promote the competition on campus and this has all helped to raise the profile of the service. Introducing a chat widget on all library web pages has also helped to promote the service to get us to the point where online chat has become one of the most popular ways for customers to ask the Library questions.

3. The user perspective

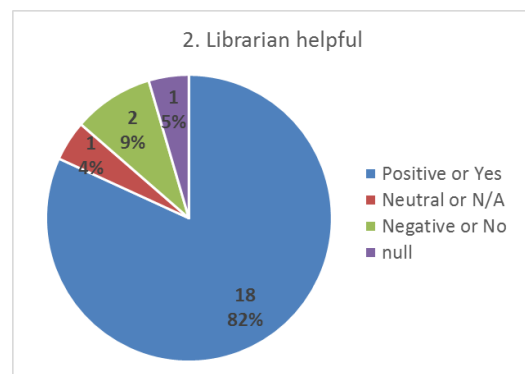
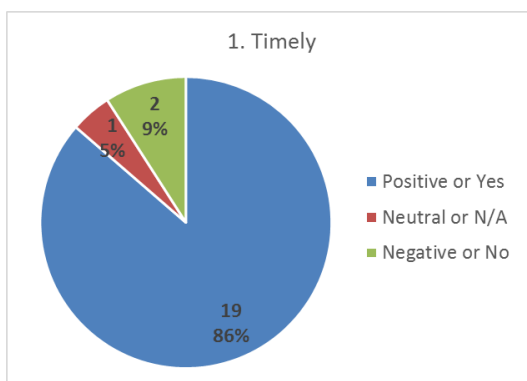
As part of the ongoing management and evaluation of the service, we create statistics and reports monthly on usage, times of chats, chats per day, and quality of chats.

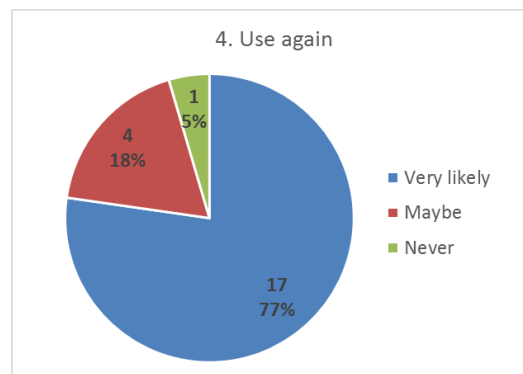
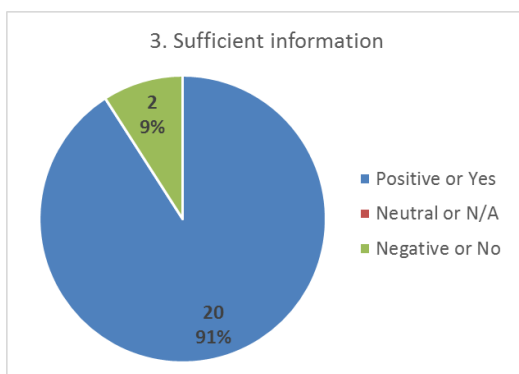
Between September 2014 and June 2015 QuestionPoint have handled 939 queries.



User Satisfaction Rates

When a patron has used the chat service they can complete a satisfaction survey. Out of 939 chats, only 22 surveys were completed (2%), so formal feedback is sparse at this stage, but is indicative of the users' response. The results of the survey are:





Free text comments from users provide a fuller flavour of their experience. The following comments have been recorded:

- Very pleasant.
- A bit strange being helped by someone not in the Newcastle library and may have had a better outcome if the librarian had been in the library as they could have gone and checked shelves etc. However the lady was very nice and did give me the number to find further help.
- Very friendly Librarian :)
- The librarian was really helpful. I would definitely use this service again. Thank you!
- Keep it up! This is a good service.
- Was given a phone number to call as the online person could not answer my question.
- I connected with a librarian from University of Washington which is a great idea to make use of the time difference when asking questions late at night.
- Really helpful with good clear instructions and information.
- Very good service as always. Prompt and to-the-point.
- The librarian was very helpful but to an extent, the service was not appropriate for my needs as I found myself having to wait for long periods of time for a response.

4. Conclusion

Live chat has added an important new feature to the Library's enquiry services, and the Northern Collaboration service has enabled us to extend this to a full 24/7 offering. It has given us an effective way of providing an out-of-hours service which we would not have been able to maintain otherwise. It has been welcomed by students, and seen as an exemplar of VFM by the University's senior managers. We look forward to continuing participation as the range of the service extends beyond the Northern Collaboration.

Wayne Connolly, University Librarian, August 2015

Appendix 2: Pilot outcomes and usage by NC institutions

1. Service usage

Usage was highest where institutions already had a culture of using webchat or where there was promotional activity for the service. Demand was highest for Salford, with an average per month of 83 enquiries over the 9 months September – May. Newcastle experienced a significant spike in usage in March 2014 (175 enquiries) following various promotion activities. Excluding Salford and Newcastle, the monthly average number of enquiries over the same 9 months ranged between 13 and 29.

The majority of weekday enquiries were received between 5pm to midnight and 7am to 9am. Analysis of enquiries across the seven days of each week shows a relatively even distribution, with Monday the busiest day. Weekend coverage is generally 24 hours per day rather than twelve.

Day	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
% of calls received for all institutions	18%	16%	15%	15%	14%	11%	12%

As expected, a high proportion of enquiries were procedural/directional or related to IT, but nearly 40% of all enquiries were classified as information resources/subject/referencing, i.e. 'professional' librarian enquiries.

The latest figures for usage by Northern Collaboration institutions is as follows:

Name	Jan 2016	Feb 2016	Mar 2016	April 2016	May 2016	June 2016	Total	To 6/2015	Y/Y % change
University Of Huddersfield	10	19	15	23	16	9	92	56	64%
University Of Cumbria	51	17	21	28	15	11	143	86	66%
Durham University	14	11	14	9	8	9	65	57	14%
Leeds Beckett University	144	97	158	136	137	70	742	427	74%
University Of Newcastle	57	53	58	52	16	19	255	468	-46%
University Of Salford	111	70	69	58	35	46	389	589	-34%
Teesside University	18	14	15	19	14	9	89	54	65%
Sheffield Hallam University	25	16	24	32	23	9	129	92	40%
University Of Bradford	13	5	7	14	6	7	52	32	63%
Edge Hill University	40	22	37	28	10	0	137	127	8%
University Of Liverpool	48	45	50	41	76	86	346	252	37%
University Of York	10	3	3	2	5	0	23	16	44%
Sunderland University	43	30	32	18	22	11	156	65	140%
Total Number of Records	584	402	503	460	383	286	2,618		

2. Cost per enquiry

The cost per enquiry was calculated by each pilot institution and compared with the estimated costs of providing a service in-house, based on staffing grades they would expect to deploy in their library service. Pilot institutions gave figures ranging from £3.28 to £20.03 per enquiry. The estimated costs for providing the service via a library assistant (scale point 6) were between £87.52 and £533.29 per enquiry. Estimates for the cost of using professional library staff (scale point 22) were £116.94 to £712.57.

3. User satisfaction

User satisfaction was recorded by means of a brief survey sent to users of the service. 75% of respondents were satisfied with the answer to their question and 81% would use the service again.

Although take-up for the services was relatively low during the pilot, reported feedback from students was overwhelmingly positive ('Excellent help and would definitely use again. Thank you.'; 'Really, really helpful. I wish I'd have found this facility 6 hours ago!!'), suggesting that the service was highly valued where used.

The service was particularly valued by part time and distance learners. The software records full transcripts of enquiries and management information which enables audit and review to improve service quality.

4. Pilot institution satisfaction

All participating institutions agreed that the service provided an enhancement to the experience of their students, offering a new service supported by professional librarians during 'out of hours' periods.

'The VES provides a real enhancement to our students' experience, and a service which is available at the time the students need it.' University of Cumbria.

Participating institutions found the service highly flexible, enabling them to use it as and when required since there are no external barriers to changing the times during which the service is made available.

Despite the relatively low take up, participating institutions also agreed that the service represented value for money through offering enquiry desk type support from professional librarians overnight at the cost of an institutional subscription, where the costs of providing this through in-house professional staff makes such a service unaffordable. In addition the service has offered low cost staff learning and development opportunities and low barriers to set up.

5. Collaboration

Cross-institutional support was provided at operational level among participating institutions for set-up, training and operation as well as in problem solving. Staff from Edge Hill contributed to the project by a mystery shopping evaluation. Within institutions, collaboration was required with IT and / or marketing teams regarding installing the widget. In most instances, set up was not a resource intensive process.

Institutions reported that collaborative working offered operational staff professional development opportunities, particularly in terms of skills development, project working and in developing a professional community of practice.

The experience of working collaboratively with other institutions and with OCLC was regarded by participants as a positive one. Where challenges arose these were largely due to communication and cultural issues, for example confusion over the use of American as opposed to British terminology, and participants worked together to overcome these.

6. Introduction of chat systems

For some institutions the introduction of a chat system involved a cultural change in terms of student expectations and the nature of student support. For pilot institutions unfamiliar with chat systems, there was a need to increase awareness of the service in order for a greater number of students to benefit. Lessons were also learnt concerning the visibility of the QuestionPoint widget which impacted on take-up.

7. Improving the student experience

There is the potential for further development of functionality within QuestionPoint that would further enhance the student experience. This is being taken forward by OCLC following further feedback from current UK users.

8. Ensuring quality is maintained

Staff in institutions and at OCLC collaborated to ensuring the initial glitches, mainly due to miscommunication, were addressed. SCONUL will support participating institutions to do the same.

9. Effective publicity

The pilot identified clear financial benefits to participating institutions, even where take-up was low. However, value for money for the institution was increased where effective publicity of the service was undertaken. Learning from the pilot would need to be shared in the form of best practice guidance for institutions taking up a national service.

Appendix 3: Terms and conditions

QuestionPoint Terms and Conditions for the Society of College, National and University Libraries (SCONUL)

OCLC will provide an out of hours Reference Co-operative to the Society of College, National and University Libraries, (here after known as SCONUL) members for use outside their standard working day. Members may opt in to the 24/7 Reference Co-operative under standard terms and conditions.

Under the terms of the SCONUL Out of Hours Reference Co-operative agreement, OCLC agrees there will be no requirement for libraries to contribute staffing to the Co-operative (Defined under 1A. Definitions QuestionPoint Service -Terms and Conditions).

This document supersedes any and all online Terms and Conditions available elsewhere.

Terms and Conditions

1. DEFINITIONS

1. **"24/7 Reference Cooperative"** means a cooperative arrangement which enables participating libraries to provide a 24 hour a day, 7 day a week live chat based reference service for their patrons. Libraries that elect to participate in the 24/7 Reference Cooperative must agree to abide by the 24/7 Reference Policies currently available on the QuestionPoint.org web site at http://www.questionpoint.org/ordering/cooperative_guidelines_247rev3.htm. Libraries that elect to participate in the cooperative agree to contribute staffing to the cooperative, and are assessed an annual cooperative coverage fee.
2. **"Authorized Users"** are agents or librarians of Subscriber authorized by Subscriber to use the Service.
3. **"Base Management Environment"** means a web-based service that connects the patron at a local library with a reference librarian (either from the local library or from any cooperative library that the local library has access to) to obtain answers to reference questions. This service includes access to live chat software, a Local Knowledge Base, the Global Knowledge Base and the Global Reference Network.
4. **"Effective Date"** means the date on which Subscriber has received its authorization and password to the QuestionPoint Service.
5. **"End Users"** means the patrons of libraries or other institutions served by the libraries and other organizations that subscribe to the Service. Patron access via a remote location is initiated from a page established by the Subscriber.
6. **"Global Knowledge Base"** means a database in which selected questions and answers will be retained in order to serve as a resource for participating Subscribers.
7. **"Global Reference Network"** means a group of Subscribers that have agreed to participate in a librarian-to-librarian network according to member guidelines, available at www.questionpoint.org. Members of the Global Reference Network

have access to the global profile database, best match routing, the Global Knowledge Base, and cooperative capabilities including coverage and referral groups. The 24/7 Reference Cooperative is a subscription-based service within the Global Reference Network.

8. **"Group"** means the consortium of Group Members identified on the Order Form ordering the QuestionPoint Service by executing the Order Form and submitting it to OCLC.
9. **"Group Administrator"** means the lead institution in the Group as indicated on the Order Form. If receiving OCLC Group Services hereunder, the Group Administrator shall be included within the term "Group Member" for purposes of these Terms.
10. **"Group Member"** means any Subscriber for which the Group Administrator has complied with Section 7 below for purposes of binding such library or information agency to these Terms.
11. **"Local Knowledge Base"** means a section of the Global Knowledge Base, visible only to a certain local group, in which selected questions, answered at the local level, can be retained in order to serve as a resource for libraries participating in that local group.
12. **"Member Guidelines"** means rules and recommended procedures developed and agreed on by the Global Reference Network members (e.g., best practices in digital reference service, guidelines for institution profiling, recommendations for question handling in the Global Reference Network, and Global Knowledge Base editorial guidelines and collection development policy).
13. **"Member Profile Database"** means a database containing profile information of participating Subscribers.
14. **"Service"** means the QuestionPoint Service.
15. **"Service Unit Profile"** used with the Base Management Environment provides administrative functionalities and usage statistics. Multiple Service Unit Profiles enable each Subscriber or subject area to obtain individual usage statistics. Each Service Unit Profile includes a database-driven policy page that enables the Subscriber or subject area to characterize its policies and procedures, thus facilitating any cooperative answering networks that the Subscriber may participate in.
16. **"Subscriber"** means libraries, library consortia and their affiliated member libraries, and other organizations that agree to certain terms and conditions and provide payment in exchange for their use of the Service or are otherwise authorized to use the Service, pursuant to agreements with Subscribers.

2. SUBSCRIPTION

Participation in the QuestionPoint Service is subject to written acceptance by OCLC Online Computer Library Center, Inc, ("OCLC"). OCLC's written acceptance may be indicated by issuance to Subscriber of authorization numbers and passwords by which Subscriber and/or Authorized Users (as defined herein) may access and use the QuestionPoint Service ordered by Subscriber as such Service is described in OCLC's prevailing, published product descriptions. The QuestionPoint Service and the Global and Local Knowledge Bases will be subject to the following terms and conditions ("Terms"). All substantial changes to license

rights, obligations and rules or Terms of Service will be presented to Subscriber at least thirty (30) days in advance. Thereafter, Subscriber's continued use of the QuestionPoint Service constitutes acceptance of any and all Terms of Service.

3. SERVICE DESCRIPTION

The QuestionPoint Service will enable Authorized Users to:

1. Access a Base Management Environment for the purposes of sharing their reference expertise and enabling access to their analog and digital collections with participating Authorized Users;
2. Access one or more Base Management Environments that include synchronous and asynchronous question asking tools (web forms, email, and chat abilities) for End Users and a profiling service, both Global and Local Knowledge Bases, administrative functionalities and usage statistics for Subscribers and their Authorized Users;
3. Escalate questions from the Base Management Environment Service into the Global Reference Network. Questions escalated into the Global Reference Network will automatically be routed to the "best fit" Subscriber institution for a response by an Authorized User at that institution.

4. SUBSCRIBER PARTICIPATION

Except as expressly stated herein, Subscriber and Authorized Users acquire no ownership rights to any data or portions thereof provided in any form by the QuestionPoint Service. No part of any data provided in any form by the QuestionPoint Service may be disclosed, reproduced, transferred or transmitted in any form without the prior written consent of OCLC, except as expressly permitted hereunder. Subscriber may not resell or otherwise transfer the QuestionPoint Service. Authorizations and passwords will be restricted to accessing those services available within the QuestionPoint Service for which Subscriber has a current subscription. Subscriber shall not omit, obscure or hide from any Authorized User any notice of a limitation of warranty, disclaimer, copyright, patent, trademark, trade secret, usage limitation or any logo, splash screen or any other terms and/or conditions intended to be displayed to an Authorized User of the QuestionPoint Service by OCLC or any involved third party service or provider.

Subscriber hereby grants to OCLC, its users and designees, the perpetual, nonexclusive, royalty-free, transferable, sub-licensable, world-wide right to use (in compilations and otherwise), copy, display, publish, prepare derivative works from, distribute and transfer all question and answer pairs (including compilations thereof and derivative works created therefrom) submitted to the Global Knowledge Base by Subscriber and/or Authorized User under these Terms, under any copyright, patent, secrecy or other proprietary right therein owned or controlled by Subscriber. Subscriber represents that it has no facts upon which a claim by a third party could be based and that OCLC's exercise of the right granted in this Section would infringe such third party's rights. Moreover, Subscriber shall notify OCLC

immediately of any such facts of which Subscriber becomes aware after the Effective Date of these Terms, and after receipt of such notice, OCLC may terminate its obligations under these Terms with respect to records affected by such facts and/or elect for Subscriber to offer OCLC a revised license for such records which OCLC could exercise without being subject to a claim that such exercise would infringe a third party's rights under such facts, at OCLC's option. This provision shall survive termination of this Agreement.

Within thirty (30) days after the date of each OCLC invoice, Subscriber shall pay or prepay to OCLC the applicable OCLC charges for services selected by Subscriber. Charges are exclusive of taxes and Subscriber shall pay any applicable taxes invoiced other than taxes on OCLC's net income. Accounts not paid within thirty (30) days after the date of invoice shall be deemed delinquent and are subject thereafter to interest charges of twelve percent (12%) per annum on the unpaid balance. All payments shall be due and payable no later than thirty (30) days after Subscriber receives an invoice from OCLC. OCLC reserves the right to suspend availability of the QuestionPoint Service to a delinquent account upon prior written notice. Payments shall be made in U.S. dollars unless otherwise required by OCLC for non-U.S. Subscribers as indicated in invoices, price lists, or other written notices.

In the event that OCLC determines, adds to, deletes from or changes at any time (i) the technical and functional specifications, form and formats or availability of features and databases accessible by means of the QuestionPoint Service and (ii) database license rights and obligations and rules, OCLC will provide written notice to Subscriber at least thirty (30) days in advance via the QuestionPoint Listserv.

5. USE OF SERVICE

The QuestionPoint Service will be available to Subscriber based on an unlimited access model.

Subscriber is solely responsible for all security for and all use, including unauthorized use, of the QuestionPoint Service initiated by Subscriber's QuestionPoint Service authorization numbers and passwords, and shall promptly notify OCLC in writing of lost or stolen passwords and authorization numbers. Subscriber shall work with OCLC to terminate unauthorized use of the QuestionPoint Service. Subscriber's obligations under this Section are material to this Agreement. OCLC's sole obligation with respect to passwords and authorization numbers shall be to exert reasonable efforts to maintain the confidentiality of Subscriber's passwords and authorization numbers in OCLC's possession and to terminate lost or stolen passwords and authorization numbers upon receipt of Subscriber's notice. Upon such termination, OCLC will issue new passwords and authorizations to Subscriber provided that Subscriber is in compliance with these Terms and the lost or stolen passwords or authorization

numbers were initially provided by OCLC.

6. GENERAL TERMS

OCLC shall exert its reasonable best efforts to provide the QuestionPoint Service in accordance with then-current published product descriptions. Subscriber shall notify OCLC of nonconformities between the QuestionPoint Service and such descriptions, and of any errors or inaccuracies in the databases of which Subscriber becomes aware. It is understood that, while OCLC and its licensors have attempted to minimize inaccuracies and defects in the data and services furnished, the data and services are provided AS IS. OCLC MAKE NO WARRANTY, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE WITH RESPECT TO THE QUESTIONPOINT SERVICE OR ITS CONTENT. THE QUESTIONPOINT SERVICE AND ALL CONTENT ARE PROVIDED AS IS AND WITHOUT WARRANTY OF ANY KIND.

Subscriber acknowledges and agrees that OCLC will require End Users to read and accept QuestionPoint Patron Terms of Service. The QuestionPoint Patron Terms of Service will be made available to End User and must be accepted by End User as displayed before End User may submit a question or use the QuestionPoint Service in any way.

OCLC does not share personal information about individual users with any third party except to third parties involved with the provision of the QuestionPoint Service. If a user submitting their E-mail address or name is suspected of being younger than 13 years of age, OCLC will delete this information from its records in accordance with the Children's Online Privacy Protection Act (15 U.S. Code, 6501 et seq.).

Neither party shall be liable for any failure or delay in performance hereunder (other than of an obligation to pay money) due to any cause beyond its reasonable control including, but not limited to, acts of God or public enemy, fire, explosion, accident, strikes, governmental actions, delay or failure of suppliers, or delay or failure of the OCLC systems or carriers or other difficulties with telecommunications networks provided that the party so effected notifies the other promptly of the commencement, nature and estimated duration of the cause.

Except as otherwise expressly provided for herein: (a) OCLC and/or its licensors shall not be liable for any loss or damage, lost profits, loss of business, loss of or damage to data, downtime or unavailability, of or in connection with Subscriber's use of the QuestionPoint Service and databases or data available over the QuestionPoint Service, or from lost or stolen passwords or authorization numbers; (b) OCLC and/or its suppliers shall have no liability or obligation to Subscriber, and Subscriber shall have no liability or obligation to OCLC hereunder for indirect, incidental, consequential or exemplary damages, whether based on contract, tort

or any other legal theory and regardless of whether a party foresaw such damages; and (c) OCLC and/or its licensors shall have no liability nor obligation with respect to the provision or use of databases available by means of the QuestionPoint Service, including, without limitation, for any claims based on infringement of copyright, patent, trade secret or other right, libel, slander or invasion of privacy or claims based on errors, inaccuracies or omissions in or loss of the data. In no event, even if the foregoing limitations are held to be not enforceable, shall OCLC's liability hereunder exceed the refund of subscription fees earned by OCLC and paid for by Subscriber for Services and data hereunder for the most recent month.

Subscriber shall, to the fullest extent permitted under applicable law, indemnify and hold OCLC harmless from all claims based upon or arising from the use of the QuestionPoint Service associated with Subscriber's passwords or authorization numbers except to the extent directly caused by a defect or malfunction in portions of the QuestionPoint Service under OCLC's direct control. OCLC shall indemnify and hold Subscriber harmless from all claims based upon the provision of QuestionPoint Service.

Subscriber represents and warrants that, when submitting answers using information from databases or other resources that are in any way proprietary, Subscriber's use is in accordance with the terms governing use of those databases or resources. Subscriber shall indemnify and hold OCLC harmless from any liability for damages arising from third party infringement claims.

OCLC may suspend Subscriber's access to the QuestionPoint Service upon written notice at any time that Subscriber is in breach of its material obligations under these Terms, provided that in the event that Subscriber cures such material breach within thirty (30) days, OCLC shall restore such access. In the event that Subscriber fails to cure the breach within thirty (30) days, OCLC may terminate this Agreement upon notice to Subscriber.

This Agreement shall remain in effect for one (1) year from Subscriber's receipt of authorization and password to the QuestionPoint Service, and shall be renewable at the end of the current term for successive one (1) year terms unless either party gives written notice of its intention not to renew thirty (30) days before expiration of the current term.

No purchase orders separately submitted by Subscriber shall apply to modify or supplement this Agreement. Subscriber may not assign its rights or obligations under these Terms. This Agreement shall be governed by the laws of the State of Ohio and the United States of America. The United Nations Convention on International Sales of Goods shall not apply.

Subscriber agrees that the QuestionPoint Service authorization numbers and passwords issued by OCLC hereunder may not be used outside the territorial limits of the country in which they were originally issued to Subscriber, as indicated by

Subscriber's address on the front of this Order Form, except in full compliance with U.S. export regulations. Subscriber shall be the exporter of record of all the QuestionPoint Service products, services and data delivered to it by OCLC outside the U.S. by electronic means or otherwise and shall pay and/or comply with all applicable export and import laws, customs, regulations tariffs, duties and fees, and procurement, data and technology transfer laws. OCLC's obligations hereunder are contingent upon necessary export licenses being obtained from federal agencies of the U.S.

Any notices desired or required to be given by either party pursuant to this Agreement shall be in writing and shall be deemed sufficient if delivered by hand or if sent by certified or registered mail, return receipt requested, to the address of the other party set forth below or to such other address as has been furnished by means of a notice given in accordance with this Section or via facsimile with a copy by U.S. mail:

If to OCLC:

OCLC Online Computer Library Center, Inc.

6565 Kilgour Place

Dublin, Ohio 43017-3395

FAX: 614-764-0740

Attention: Legal Department

If to Group Administrator, see address on the front of the QuestionPoint Group Administrator Order Form.

7. SPECIAL TERMS FOR GROUP ORDERS ONLY

Group Member's Agreement. Group Administrator hereby agrees as agent for each Group Member that each Group Member shall comply with the QuestionPoint Service Terms and Conditions. Group Administrator warrants that it is authorized to bind Group Members thereto, and Group Administrator shall provide each Group Member with a copy of this Section and the QuestionPoint Service Terms and Conditions prior to OCLC activation of an authorization therefor. Group Administrator shall ensure that Group Members comply with such Terms and Conditions.

Where a Group Member is added to the Group subsequent to the Group Administrator's assent to these Service Terms, Group Administrator hereby agrees that as agent for the Group Member, Group Member shall comply with these Terms and Group Administrator will provide a copy of these Terms to Group Member upon becoming a Group Member.

Direct Contract. Subject to OCLC acceptance, each order for Group Members shall constitute a direct contract between OCLC and the Group Member.

Resale. Group Administrator is not a buyer of the QuestionPoint Service for resale.

Relationship. The relationship of the parties hereunder is that of independent contractors, and not employee/employer, agent/principal, partners, joint venturers or franchisor/franchisee. Group Administrator is not authorized to make any representations or contract commitments on behalf of OCLC, nor to sign or negotiate any changes to any OCLC terms. Any modifications proposed by any Group Member to the applicable OCLC terms and conditions shall be submitted in writing to OCLC in advance for OCLC's prior written approval.

Non-exclusivity. OCLC's retention of Group Administrator's assistance in making the QuestionPoint Service available hereunder shall be on a non-exclusive basis, and nothing herein shall limit OCLC's right to distribute services independent of Group Administrator, including to Group Members.

Other Terms. OCLC shall have the rights and the benefit of all terms set forth in the QuestionPoint Service Terms and Conditions included in the Order Form, as amended by OCLC from time to time, with respect to this order as a whole and for Group Administrator and each Group Member individually.

Confidential Terms. Group Administrator agrees to keep the terms and prices of this order as confidential except as to Group Members, and to impose the same duty upon each Group Member.

Appendix 4: OCLC QuestionPoint Implementation Services

Make sure that your virtual reference service rolls out successfully and delivers the expected benefits. Get the expertise, resources and tools you need to guide your library through key decisions and tasks. With QuestionPoint® Implementation Services, you'll achieve results for your library and users more quickly.

Services to help launch your new virtual reference service

You can count on QuestionPoint Implementation Services to provide the expertise, resources and tools to guide you through the integration of virtual reference at your library. We understand your reference staff is extremely busy, so we help to save them time and leverage their knowledge of your library and users.

First, we assign an implementation manager. Our implementation managers not only have an understanding of QuestionPoint—they have an understanding of libraries and reference services.

Your implementation manager helps move your virtual reference project along quickly and efficiently. The manager also helps you develop a communications plan that promotes your new service and increases your users' awareness. Additionally, the manager modifies the services to fit any size library or group—from a small public library to a group of large academic libraries.

The final result? With OCLC® QuestionPoint Implementation Services, your new virtual reference service becomes integrated closely with your reference department's workflow and operating procedures, maximizing value to your library staff and users.

Step-by-step support

A dedicated, experienced implementation manager leads you step-by-step through your QuestionPoint implementation. The manager helps you to set milestones, define key tasks and determine workflow

impacts. If any technical issues should arise during the project, the manager coordinates with the appropriate technical support staff to resolve them.

As part of the Implementation Services, you'll also receive:

- Proven best practices, tools and resources to help you implement and use your virtual reference service effectively. We bring the experience gained from previous successful QuestionPoint projects.
- A customized implementation plan based on your library's unique goals and objectives. This plan also considers the experience and availability of your staff. We base schedules and learning plans on your particular resources and needs.
- A Communication Plan to help increase your users' awareness of the QuestionPoint service.

Key Advantages

- Speed the implementation of your new virtual reference service to achieve results for your library and users more quickly.
- Make efficient use of your staff's time by leveraging our experience from prior implementations.
- Integrate QuestionPoint with your library's reference workflow and operating procedures to maximize value to both your library staff and users.

Implementation expertise, resources and tools

QuestionPoint Implementation Services

Key activities

The Implementation Service consists of six key activities. The scope of these activities will depend on the needs of your library or library group.

1. Project Launch

We work together to define the goals, objectives, scope and schedules for your library's QuestionPoint implementation. This provides a common understanding among the project's team members.

2. Work Plan Development

We begin with a starter list of key activities for your QuestionPoint implementation. We customize this list based on your unique objectives. This clearly defines responsibilities and timeframes for everyone involved.

3. Workflow Analysis

Implementing QuestionPoint sometimes requires workflow and procedural changes to your library's current operations. Together we compare the QuestionPoint workflow to your current reference workflow and determine how to maximize benefits to your operations.

4. Education Needs Identification

We offer a wide variety of resources to help educate and build the skills of your staff. We work with you to identify the best combination and timing of resources for your staff (e.g., Web sessions, documentation, online tutorials, etc.). We also schedule your Web-based training.

5. Communication Plan Development

We work with you to devise a complete communication strategy to help you promote QuestionPoint in your institution and within your community. We also provide several customizable resources, including a press release, poster, bookmarks and table tents.

Additionally, you can be paired with an experienced QuestionPoint institution that has managed a successful promotional campaign. By getting in touch with them, you can benefit from their first-hand knowledge.

6. Testing Approach Development

We validate that QuestionPoint is integrated properly with your library's current systems and that the service is performing as required.

For more information

To discuss your specific needs or for more information, please contact:

OCLC (UK) Ltd
City Gate
8 St. Mary's Gate
Sheffield S1 4LW
United Kingdom

T +44 (0)114 267 7500
F +44 (0)114 267 7501
E uk@oclc.org

Appendix 5: Policy pages

Detailed guidance for creating policy pages is available here:

<http://wiki.questionpoint.org/w/page/13839472/Policy%20Page%20Guidelines>

http://www.questionpoint.org/crs/html/help/en/profile/pr_policy_task.html

Some examples of policy pages from NC members are set out below:

SCONUL virtual out-of-hours enquiry service: Offer document



Example Policy Page – Huddersfield University



Staff Blog, Staff Wiki or Extranet	Policy Page Email Contact	IP Address Range	Phone	Hours	Location
Available Technology and Equipment	Wifi Access?	Databases	Open URL Resolvers	e-Serials Search	e-Books
Tech Assistance	Research Guides	Tutoring/Homework Assistance	Library Card Policies	Access Policies and Reciprocal Arrangements	Loan Periods/Returns
Loan Limits	Renewals	Holds	Late Fees	Interlibrary Loan	Course Reserves
Obituaries/Local History	Meeting Rooms	Library Policies	Other Policies		

Search Policies

Group Policy Page	UNIVERSITY OF HUDDERSFIELD	
Group Member Policies	<input type="text" value="UNIVERSITY OF HUDDERSFIELD"/>	<input type="submit" value="Submit"/>
	UNIVERSITY OF HUDDERSFIELD	

Library Home Page URL: <http://www.hud.ac.uk/library>

Parent Institution:
<http://www.hud.ac.uk/>

Catalog URL: <https://library3.hud.ac.uk/summon>

Use Summon to search across our collections. To check whether we have specific electronic resources, use the "A-Z of Electronic Resources". To check for specific journals use the "A-Z list of journals"

Staff Blog, Staff Wiki or Extranet:
<http://library.hud.ac.uk/blog/>
<http://library.hud.ac.uk/blogs/er/?p=2153>

SCONUL virtual out-of-hours enquiry service: Offer document



Policy Page Email Contact: a.osborne@hud.ac.uk

IP Address Range:

161.112.*.*

Phone:

<http://www.hud.ac.uk/library/contact/>

Hours:

<http://www.hud.ac.uk/library/openinghours/>

Location:

<http://hud.libguides.com/content.php?pid=328912&sid=2690727>

Available Technology and Equipment:

<http://www.hud.ac.uk/library/itfacilities/>

<http://www.hud.ac.uk/library/info-for/visitors/computing/>

<http://www.hud.ac.uk/library/itfacilities/pclabs/software/>

Wifi Access?:

<http://www.hud.ac.uk/staff/it/wifi/uni-wifi/>

Databases:

<http://hud.libguides.com/AZ>

Open URL Resolvers:

360 link

e-Serials Search: <http://rc4ht3qs8p.search.serialssolutions.com/>

e-Books:

<http://library.hud.ac.uk/summon/>

SCONUL virtual out-of-hours enquiry service: Offer document



Tech Assistance:

<https://www.hud.ac.uk/students/it/>

Research Guides:

<http://hud.libguides.com/>

Tutoring/Homework Assistance:

<http://www.hud.ac.uk/students/studyresources/academicsskills/>

Library Card Policies: <http://www.hud.ac.uk/library/policy/libraryregulations/>

Access Policies and Reciprocal Arrangements:

<http://www.hud.ac.uk/library/info-for/visitors/library/>

<http://www.hud.ac.uk/library/info-for/visitors/other-institutions/>

<http://www.hud.ac.uk/library/info-for/studentsatpartnerinstitutions/other-libraries/sconul/>

Loan Periods/Returns:

<http://www.hud.ac.uk/library/borrowing/returning/>

Loan Limits:

<http://www.hud.ac.uk/library/borrowing/>

Renewals:

<https://library3.hud.ac.uk/summon/>

Holds:

<http://www.hud.ac.uk/library/borrowing/reserving/>

Late Fees:

<http://www.hud.ac.uk/library/borrowing/overdue/> There is currently no facility to pay fines online. Should they wish to make a card payment, users should contact our Customer Services team on the number described on the link.

SCONUL virtual out-of-hours enquiry service: Offer document



Interlibrary Loan:

<http://www.hud.ac.uk/library/borrowing/inter-library-loans/>

Course Reserves:

<http://library.hud.ac.uk/myreading/>

How do I find my reading lists? UniLearn, the new version of Blackboard, will have a link to the reading list for each module.

Obituaries/Local History:

Heritage Quay - University Archives <http://heritagequay.org/>

Meeting Rooms:

<https://library.hud.ac.uk/rooms>

Library Policies:

<http://www.hud.ac.uk/library/policy/libraryregulations/>

Other Policies:

<https://www.hud.ac.uk/staff/it/policy/itsecurityprocedure/>

SCONUL virtual out-of-hours enquiry service: Offer document



Example Policy Page – Teesside University



Staff Blog, Staff Wiki or Extranet	Policy Page Email Contact	IP Address Range	Phone	Hours	Location
Available Technology and Equipment	Wifi Access?	Databases	Open URL Resolvers	e-Serials Search	e-Books
Tech Assistance	Research Guides	Tutoring/Homework Assistance	Library Card Policies	Access Policies and Reciprocal Arrangements	Loan Periods/Returns
Loan Limits	Renewals	Holds	Late Fees	Interlibrary Loan	Course Reserves
Obituaries/Local History	Meeting Rooms	Library Policies	Other Policies		

Search Policies

Group Policy Page	UNIVERSITY OF HUDDERSFIELD	
Group Member Policies	<input type="text" value="TEESSIDE UNIV"/>	<input type="submit" value="Submit"/>

TEESSIDE UNIV

Alerts: Some locations within the Library building are being refurbished over the summer vacation. Floor 1 and the Post Graduate Space are closed, alternative study space is available in a Pop-Up Library. <http://tees.libguides.com/libraryrefurb/popuplibrary>

All other areas of the building are open as normal, MyPrint devices are available on all other floors, IT access is available on all other floors. <http://tees.libguides.com/libraryrefurb/vision>

Information on access to resources during the refurbishment <http://tees.libguides.com/libraryrefurb/resources>

More Books initiative - students may enquire about how to request a book for purchase. Please direct them to <http://tees.libguides.com/morebooks> to submit their suggestion

SCONUL virtual out-of-hours enquiry service: Offer document



Renewals - students need their 4 digit PIN number to do this (not their university username & password). They need to follow the link from the renewals page to <http://mylogin.tees.ac.uk> to set up their PIN

Library e-payment for fines now live. To pay fines direct users to MyAccount via the Catalogue at <http://lis.tees.ac.uk>

Reading List Online. Link from Discovery on Library homepage <http://lis.tees.ac.uk>

REFERENCING (CITATION) QUESTIONS Most Teesside University students use Harvard referencing. Please direct students to our guidelines <http://lis.tees.ac.uk/referencing/default.cfm> Harvard is used slightly differently at different UK institutions so please DO NOT send students guidance from other universities. Please set to follow up if you are at all unsure.

Library Home Page URL: <http://lis.tees.ac.uk>

Parent Institution:

<http://www.tees.ac.uk/>

Catalog URL: <http://lis.tees.ac.uk/catalogue>

<http://capitadiscovery.co.uk/teesside-ac/searchhelp>

Staff Blog, Staff Wiki or Extranet:

See News on this page: <http://lis.tees.ac.uk>

Policy Page Email Contact: libraryhelp@tees.ac.uk

Phone:

<http://lis.tees.ac.uk/contact/default.cfm>

Hours:

<http://lis.tees.ac.uk/opening/default.cfm>

Location:

Map <http://www.tees.ac.uk/sections/about/travel.cfm>

Address <http://lis.tees.ac.uk/contact/default.cfm>

SCONUL virtual out-of-hours enquiry service: Offer document



<http://www.tees.ac.uk/sections/about/travel.cfm>

Available Technology and Equipment:

Group Rooms & Technology available <http://lis.tees.ac.uk/grouprooms/default.cfm>

Laptop Loans <http://lis.tees.ac.uk/laptops/default.cfm>

Microform <http://lis.tees.ac.uk/factsheets/fs99.pdf>

Reading List Online <http://readinglists.tees.ac.uk/index.html>

MyPrint stations (photocopy/print/scan to email) <https://extra.tees.ac.uk/HelpCentre/Pages/MyPrintGeneral.aspx>

Wifi Access?:

<https://extra.tees.ac.uk/HelpCentre/Public/Pages/eduroam.aspx>

Databases:

Customers should search a-z of databases located in the Discovery box on the homepage; <http://tees.libguides.com/az.php> [NOT a-z of services]

Open URL Resolvers:

Journal Finder <http://rf3mf3dz3g.search.serialssolutions.com/>

e-Serials Search: Article Finder http://rf3mf3dz3g.search.serialssolutions.com/?SS_Page=refiner

e-Books:

E Books <http://tees.libguides.com/ebooks>

Reading List Online <http://readinglists.tees.ac.uk/index.html>

Remote Access:

For accessing most databases off-campus use your University username and password.

For additional instructions click on the icon to the right of the database name if further help is available <http://tees.libguides.com/az.php>

See also: <http://lis.tees.ac.uk/factsheets/fs20.pdf>

Tech Assistance:

University IT Account Password re-set <https://mylogin.tees.ac.uk>

SCONUL virtual out-of-hours enquiry service: Offer document



Change PIN <https://mylogin.tees.ac.uk>
Set Security Questions <https://mylogin.tees.ac.uk>
Add Print credit <http://www.tees.ac.uk/sections/about/pay.cfm>
Add Vending credit for cafe purchases <http://www.tees.ac.uk/sections/about/pay.cfm>
Pay Library fines <http://tees.libguides.com/borrowinglibraryaccount/Fines>
Initial contact for all Library IT Enquiries libraryhelp@tees.ac.uk
Further IT support ithelp@tees.ac.uk
Out of Hours: oooh@tees.ac.uk. Tel 0800 694 4888
Self Help: <https://extra.tees.ac.uk/HelpCentre/SelfHelp/Pages/Default.aspx>
Re-direct email to alternative account: [https://extra.tees.ac.uk/HelpCentre/SelfHelp/Documents/How%20to%20do%20it%20with%20MyMail%20\(Student%20Email\).pdf](https://extra.tees.ac.uk/HelpCentre/SelfHelp/Documents/How%20to%20do%20it%20with%20MyMail%20(Student%20Email).pdf)
Portal for re-enrolling and checking results via E-Vision <https://e-vision.tees.ac.uk>

Research Guides:

<http://tees.libguides.com/index.php>
Researchers LibGuide <http://tees.libguides.com/researchers>

Assignments (popular/recurring):

Assignment Submission information - link to Student handbook see section 3.5 page 11 for details https://www.tees.ac.uk/docs/DocRepo/Student%20information/Student_handbook.pdf
Assignment Cover Sheets available online https://eat.tees.ac.uk/modules/_375_1/AssignmentFrontSheet2015.pdf, or from the Assignment Office, located on the 2nd floor of Middlesbrough Tower
Submission - Assignments can be submitted electronically via Turnitin through Blackboard (E-Learning@tees https://eat.tees.ac.uk/webapps/portal/execute/tabs/tabAction?tab_group_id=_9_1) and printed copies can be dropped in the drop box outside of the Assignment Office on floor 2 of Middlesbrough Tower or in the dropbox located in the Library on the ground floor. Students need to check their assignment brief for the format for submission

Tutoring/Homework Assistance:

Learning Hub: <http://tees.libguides.com/LearningHub>
Virtual Learning Hub: http://tees.libguides.com/learning_hub

Library Card Policies: Teesside University Swipe Card (TUSC) Provides access to buildings on campus, printing services, library services
Lost card online request for replacement costing £5: <http://onlineshop.tees.ac.uk/browse/product.asp?compid=1&mo>

SCONUL virtual out-of-hours enquiry service: Offer document



[did=1&catid=50](#)

MyPrint refunds for leavers customers completing their studies or leaving the university are entitled to a refund of all Account 1 money, this would not include the welcome gift. Customer should contact the Finance office (open Mon-Thurs 9-4.30 and Friday 9-4pm), located Ground floor of Main Tower to right of lifts. If not on campus, customer can email Fincash@tees.ac.uk.

Access Policies and Reciprocal Arrangements:

SCONUL Access (a scheme which allows many university library users to borrow or use books and journals at other libraries which belong to the scheme): <http://www.sconul.ac.uk/sconul-access>

Visitors and using other libraries LibGuide, including SCONUL Access http://tees.libguides.com/visitors_usingotherlibraries/SCONUL

NB; initial processing of new memberships needs to be during the Library's full-service hours

Darlington Campus: <http://lis.tees.ac.uk/darlington>

Library store Middlesbrough Campus <http://tees.libguides.com/borrowinglibraryaccount/borrowing>

Teesside Repository <http://tees.openrepository.com/tees/>

External Memberships <http://lis.tees.ac.uk/factsheets/fs05.pdf>

Higher Educational Business Partnership (HEBP) is a regional agreement with FE colleges in the Tees Valley. Colleges are Stockton Riverside College, Middlesbrough College, Darlington College, Redcar & Cleveland College and Hartlepool College. There is a separate LibGuide for each college e.g. <http://tees.libguides.com/Stockton>

Loan Periods/Returns:

Loan Periods: <http://tees.libguides.com/borrowinglibraryaccount/borrowing>

Returns to either Middlesbrough or Darlington campus or by post - details are here: <http://tees.libguides.com/borrowinglibraryaccount/Returningitems>

Loan Limits:

Customers can renew loans up to a maximum of 12 consecutive times before it will need to be returned to the Library and discharged from their account.

If no-one else has reserved the item it can be re-issued.

Students are limited to 18 loans at any one time which can be any combination of weekly and four week loans to a maximum of 18

Renewals:

Students can renew their loans up to a maximum of 12 consecutive times before the item will need to be physically brought back to the library and be discharged from their account. To renew loans, students need their 4 digit PIN (not their university username & password). They can follow the link to set up their PIN from the page below

<http://tees.libguides.com/borrowinglibraryaccount/Renewals>

SCONUL virtual out-of-hours enquiry service: Offer document



Holds:

<http://tees.libguides.com/borrowinglibraryaccount/Reservations>

Late Fees:

<http://tees.libguides.com/borrowinglibraryaccount/Fines>

Library fines can be paid online through MyAccount via the Catalogue from the library homepage at <http://lis.tees.ac.uk>

Minimum payment 10p no maximum payment. All major credit & debit cards accepted and also PayPal. Users will need their University ID and their PIN

Interlibrary Loan:

Details of the service & link to forms: <http://tees.libguides.com/ILL>

List of eligible users: <http://tees.libguides.com/ILL/chargesandlimits>

Library programs, events, services:

Library events: <http://lis.tees.ac.uk/events/default.cfm>

All university events: http://www.tees.ac.uk/sections/whats_on/events.cfm

Students can suggest titles for the Library to purchase through the More Books scheme: <http://lis.tees.ac.uk/morebooks/>

Meeting Rooms:

How to book group rooms, learning pods, the hive (a group space including interactive whiteboard) and group

PCs: <http://lis.tees.ac.uk/grouprooms/default.cfm>

Library Policies:

Library Regulations: <http://lis.tees.ac.uk/regulations/regulations.pdf>

Library Policy Statements: http://lis.tees.ac.uk/regulations/Library_Policy_Statements_May_2013.pdf

Noise complaints - if anyone reports issues with noise in the library building during self service hours please ask them to approach a member of roving staff to report the problem.

Other Policies:

Lost Property <http://lis.tees.ac.uk/help/lostproperty.cfm>

Lost Books <http://tees.libguides.com/borrowinglibraryaccount/lostdamagedstolen>