



THE Awards 2019 – Outstanding Library Team

Institution/Nominee	Abertay University
Title	Library frontline team (Support Enquiry Zone)
Submission	<p>Our Support Enquiry Zone (SEZ) is the sole integrated one-stop-shop for all frontline student enquiries at the University. Adapted in 2018 to take control of all student contact enquiries (Library, IT, Registry, Finance, Accommodation and Student Services), the SEZ team is available for extended opening hours and can be contacted face-to-face, by email, phone, Skype, and social media and through ‘graffiti walls’.</p> <p>Last year, the SEZ team also became the first department in the University to achieve the Customer Service Excellence (CSE) Standard with the assessor, stating “customer satisfaction is a real quality” of the service.</p> <p>Feeding into this upgrade to the student experience, the university invested almost £5 million in refurbishing its Library Building with student input, creating a new purpose-built front-of-house presence for the SEZ team, which opened in 2018 and led to a 20% increase in students visiting the Library.</p>