



Edge Hill
University

THE Awards 2019 – Outstanding Library Team

Institution/Nominee	Edge Hill University
Key personnel	Lana Orr, Head of Directorate Office
URL	www.edgehill.ac.uk
Submission	<p>Edge Hill University's Library has an outstanding record of Customer Service Excellence. The opening of Catalyst in 2018, the new home for Library and Learning Services, Student Services and Careers presented an opportunity to capitalise on this and reshape the delivery of frontline student support at Edge Hill.</p> <p>Library and Learning Services led a collaborative project to develop a frontline team, and implement improved enquiry management systems and services, driven by user behaviour data gathered from a wide range of stakeholders. The goal was to build engagement within Catalyst, and to deliver a student-facing suite of services and support, placing each student's needs and personal preferences at the heart of every decision.</p> <p>The Catalyst project is an exemplar of an innovative approach to service delivery, offering personalised choice, immediate referral to the most appropriate service or specialist help, and significantly improved access.</p>