

Assist Managed Service at UCLan

The University of Central Lancashire (UCLan) is one of the largest universities in the UK with over 35,000 students. With student experience at the top of their priorities and the library at the heart of teaching, learning and research at the university, UCLan wanted to ensure that the library service was delivered to the highest standards. System management in libraries can be an expensive and time consuming operation, and UCLan found themselves with only one member of staff to maintain and develop the whole of the library IT and management systems. This became a bottleneck to the library, as the system librarian's time would be consumed in the day-to-day upkeep of the library system. The knock on effect was that library systems projects and developments to improve the student experience took longer to deliver than planned.

UCLan identified that separating out the day to day running of the library management system from the long-term development projects would allow the library to run much more effectively. UCLan determined that Capita's Managed Service offering would be able to take care of many of the daily system maintenance tasks, allowing the systems librarian to focus on developments to improve the student experience. Using this service meant that UCLan didn't need to go through the costly process of hiring and training additional staff to cover the management of the library system.

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Capita is now responsible for monitoring and upgrading UCLan's library management system, all done remotely from the Capita

offices. At least twice a day Capita checks the system for hardware failures, errors and disk space, amongst other things, and resolves any issues that occur. Capita also undertakes all software upgrades to the library management system and ensures the online library catalogue is fully indexed. This is all done in agreement with the UCLan library team to make sure that library operations are not affected. Capita also introduce changes to the system via a formal change request process with UCLan.



Jeremy Andrew, Head of Library Services at UCLan, explains how Capita's Assist Managed Service has benefited the library: "Capita's managed service has now been in operation for the past 4 months. During that period they have managed a major upgrade to the Library Management System, dealt with around 75% of the internal helpdesk calls that our Systems Librarian used to handle and successfully made a number of changes to the system to enhance performance. All of this

work has been completed successfully well within the timescales agreed in the Service Level Agreement and with minimum input

from UCLan. The Systems Librarian has been able to concentrate on developments and has already implemented two brand new services for our students. I am very pleased with Capita's Assist Managed Service. It has done exactly what we hoped it would do, they have removed the need and worry of day-to-day management of the library system and provided UCLan with the opportunity to concentrate on developing new services for our students".

Benefits of Capita's Assist Managed Service:

- Cost saving
- Peace of mind – knowing that if something goes down it will get fixed
- Concentrate on running your library service rather your library system
- Improved student experience
- Predictable IT costs

FIND OUT MORE

Email: libraries-enquiries@capita.co.uk

