

# EVENTOS

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**Putting Learning and Support in the Centre**  
The Leeds Met Library Model / Section 3



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# Putting learning and support in the centre: the Leeds Met Library model Section 3

REBIUN Workshop on Management of Learning  
Resource Centre Services, Granada, May 2005

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# Distributed support

- “Roving” assistants
- Help telephones
- Information desk
- “Meeting and greeting”
- Telephone enquiry service
- Electronic information desk – email





leeds  
metropolitan  
university

**I.T.  
HELP  
ASSISTANT**

# Distributed support

- “Roving” assistants
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# Self-services

- Issue, return, renew, hold
- Release staff time
- Unstaffed opening times
- Reduce routine work
- Help on-hand
- Future – Radio Frequency ID, fines, audio-visual, collect holds
- Issues
  - Customer acceptance
  - Staff concerns
  - Procedures
  - Technology



