CSH Library and IT Support: service levels

The CSH Library is open to members of the University 24/7 365 days of the year. Babbage Open Access IT (BBG 102) is also open 24/7 during term time. The Library building is open to visitors between 07.00 and 22.00 daily, though at busy times we may need to restrict access.

Our services are designed on a self-service basis, and our aim is to enable students to develop as independent learners and researchers. Users are expected to take full advantage of these available self-service resources and digital services, but we also know that there are times when more individual help is required.

In addition to online help, the University Library operates a staffed 24/7 Library and IT support service. Help is available at the information desks, and via telephone, email, messaging and social media.

During core service hours (0830 – 1700, Monday-Friday Term-time):

- Staffed Information Desks operate at Library Level 1 and in Babbage Level 1;
- Staff will respond at time of enquiry, logging queries for referral, if necessary;
- Library Roving Assistants offer help around the Library building;
- Specialist library support is available by appointment, i.e. with an Information Specialist, Multimedia staff or for alternative format assistance.

Extended Hours (evenings, overnight and weekends):

- Library Level 1 Information Desk is staffed by a small team who can help with many of your enquiries. If further assistance is required, staff will log your query for action during core service hours.
- **Security of the library building is paramount.** Staff may not always be able to leave the entrance area to assist with issues elsewhere in the building;
- You can use the computers, printers and study spaces, refer to print stock and borrow items via the self-service facilities 24/7.

Further information about CSH Library and IT Support can be found at: [https://www.plymouth.ac.uk/student-life/your-studies/library](https://www.plymouth.ac.uk/student-life/your-studies/library)

If you have any queries, please email: LibraryandITenquiries@plymouth.ac.uk

The Library and IT support service operates within Technology & Information Services (TIS).

Christine Hathaway/Julie Watson 30.10.15