

# Information Services Enquiries and help

@unistrathlibit



## #COVID-19 service update

The Library building closed at 17:00 on Friday 20 March 2020. Since lockdown, we've provided the following services remotely.

### Enquiries



- Since 23 March 2020, we have responded to 6500+ enquiries and support calls by email, phone and social media.
- We've surveyed our customers for feedback on our remote service provision.

### Resources

240k

eBooks added to  
SUPrimo Search

40+

Temporary eResources  
made available

45

Reading lists  
processed

### Research and learning support

16

Our Faculty Librarians  
have delivered 1:1 online  
support sessions from home

Classes delivered by our  
RLS staff & external  
suppliers using  
Zoom, Skype and WebEx



### eResources (online resources)

73

Inter-Library loan  
requests fulfilled

503

New eBooks  
purchased

3350

New eJournals  
purchased

6913

Videos made available online

45

Digital theses added to SUPrimo

### Communication and support



Our webpages and Twitter feed  
are regularly updated.  
Find us at [www.twitter.com/unistrathlibit](https://www.twitter.com/unistrathlibit)



Our Wellbeing Collection is up and running,  
and we've been promoting it on our webpages  
and on our social media channels.

Search 'strath wellbeing libguide'



### Feedback

We always welcome your feedback on how we're doing.  
If you think we can make improvements to our remote service,  
please let us know.

help@strath.ac.uk  
www.strath.ac.uk/library