



CASE STUDY

Buckinghamshire New University offers enhanced service through SirsiDynix tools

How the library team at Bucks New University is finding ways to offer enhanced service to their students.



SirsiDynix®



Cover page photo: Buckinghamshire New University | Top photo: Gateway Library at Buckinghamshire New University

CASE STUDY

Buckinghamshire New University (Bucks) is based in Buckinghamshire with a satellite library in West London. Since its inception in 1891 Bucks has concentrated on delivering quality education leading to student employability through its career-focused courses.

It offers specialized programmes including Commercial Pilot Training, Music Management and Studio Production, Policing, Computing and Web

Development, and Nursing. Currently 7,500 full-time students are enrolled with the University.

The High Wycombe and Uxbridge Libraries are run by a small team which, in spite of its size, is able to offer the same services as larger academic libraries. The powerful SirsiDynix tools implemented by the library staff allow the libraries at Bucks to

offer enhanced service and enables them to contribute to the University's goals of attracting students and creating an excellent student experience.

As a SirsiDynix customer for sixteen years, Bucks has recently taken advantage of advanced software tools including SMS and MobileCirc to improve both library services and enhance the student experience.



Photo: Bucks Picture - Outside

SMS Messaging

Through SirsiDynix SMS Messaging, students at Bucks receive reminders for book due dates, hold pickup notifications, and other announcements directly on their mobile devices. Since the implementation of the SMS system, text usage has been consistently popular.

As the University's only host of an SMS Service, the Library is occasionally asked to use their SMS Messaging to send out announcements for other University departments.



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Elizabeth Chamberlain
Systems and Research Librarian

The libraries at Bucks have improved the user-experience for librarians and students alike by implementing SirsiDynix's MobileCirc. When time came for the summer stocktake at Uxbridge campus, staff efficiently breezed through 25,000 volumes in less than a week by using iPads, Bluetooth scanners, and MobileCirc.

"MobileCirc had an added bonus," said Systems and Research Librarian Elizabeth Chamberlain. "We had a complete loss of

intercampus connection for two weeks in April 2015, but with internet connection restored we could supply a much improved service at Uxbridge through the use of the MobileCirc interface on our service desk equipment. Without this we would have been reliant on the standalone basic operation and web based catalogue services." MobileCirc enabled Bucks to continue serving their students, even during this outage.



Bucks has also implemented a number of smaller initiatives to improve the student experience including laptop self-issue, auto-renewal of stock, online payment of fines and self-service hold collection. Laptop self-issue using the SIP 2 protocol provides a laptop self-issue service for students at both campuses during full service hours, including 24/7 at the High Wycombe campus. This service has been very popular with users.




Online Payment

An additional service for students, in place since February 2015, is the auto-renewal program in conjunction with an existing online fine payment system. With the help of SirisDynix's Professional Services department, Bucks was able to implement an online payment system using the University e-payment system some time ago to which automatic

renewal was added in 2015. This small change has had an enormous impact on users – including a 90% reduction of bills. The change has also improved debt collection prior to graduation by providing a facility for payment of all bills online. Instead of paying at graduation, as they used to, students now clear bills prior to graduation. In addition, the

University e-payment system means that staff based in the Student Centre can manage the whole process– releasing staff resources in the Library that had been used prior to online payment.

Finally, self-service hold management including receipt printing has enabled the Library to make holds available during full service hours – again 24/7 at the High Wycombe site.



The powerful SirsiDynix tools implemented by Bucks New University libraries have enabled the ability to offer a high level of service irrespective of their size.



The Library Team

The Library team at Bucks has shown a dedication to improving the student experience and providing users with the best resources possible. The powerful SirsiDynix tools implemented by Bucks libraries have enabled them to offer a high level of service irrespective of their size.

SirsiDynix creates tremendous benefits for academic institutions. Whether it's a tool like MobileCirc facilitating efficient operations, or the Professional Services department helping libraries create custom approaches to resource management, SirsiDynix helps academic libraries stay connected to their students.



Get in touch!

Would you be open to speaking with someone at SirsiDynix? Would you like to see MobileCirc in action? Or hear more about our highly-rated Professional Services department? We'd love to show you around our offerings so you can see what SirsiDynix can do for you and your library. Contact us today!



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