

# Customer Services – the Inside Story

Kate Ebdon

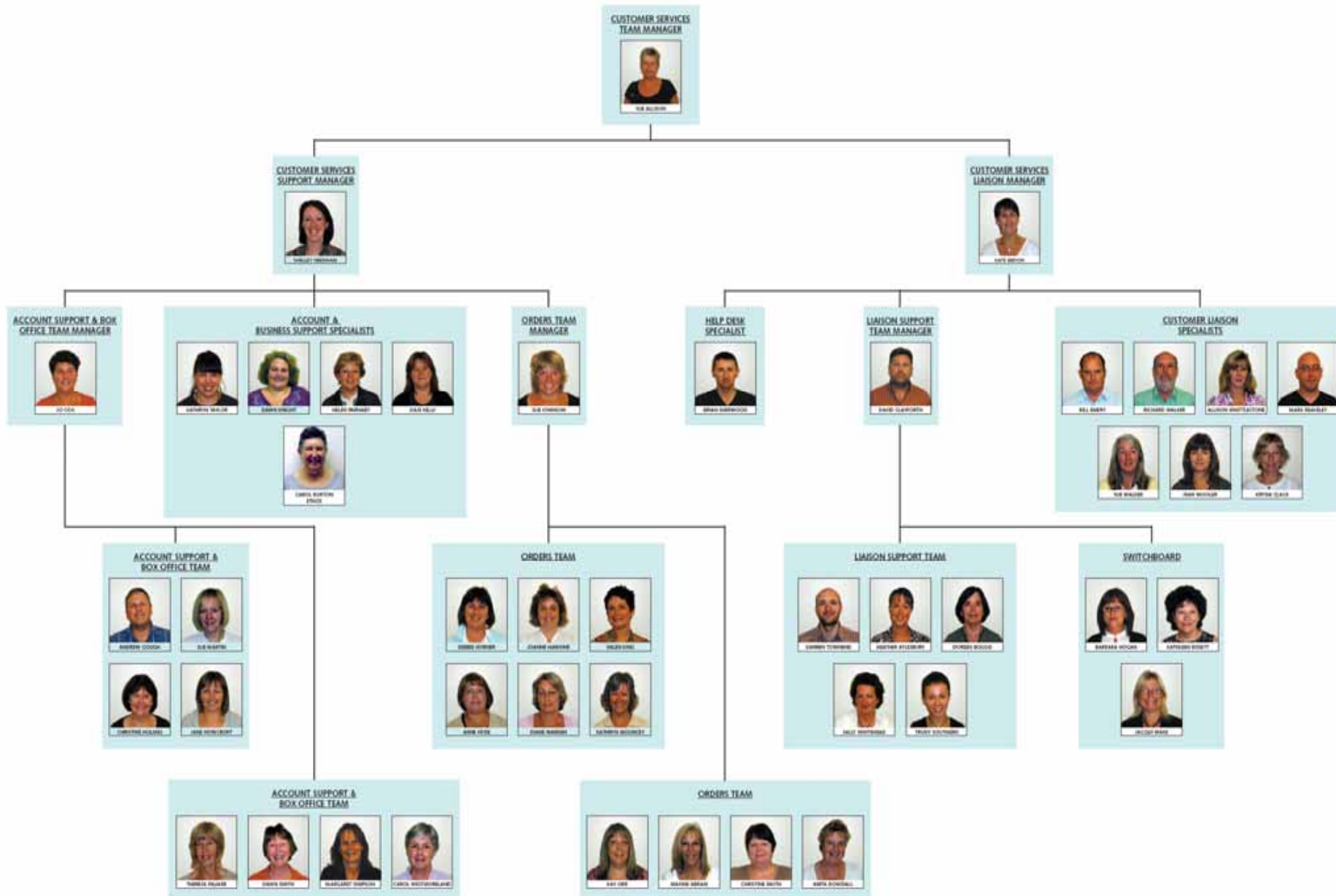
Jo Cox

David Clayforth

# Overview / agenda

- **Orders**
- **Accounts**
  - **Accounts Support Team & Box Office**
- **Liaison Team**
  - **Liaison Support Team**
  - **Switchboard**
- **Summary**
- **Questions**

# CUSTOMER SERVICES



BRITISH  
LIBRARY

# Orders

# Orders

10 members of staff

## Document Supply

### Order Functions

- Urgent Orders
- List Service
- Fax-Line Service / Postal
- Non-Supply message for all 2 hour and non registered orders
- Chasers & Cancellations

### Copy Services

- Colour copies
- Near Print Quality copies
- Replacement copies



# Orders

## Readers

- Advance orders
- Email enquiries
- Carrel booking
- Pass extensions

## ETHOS

- Email enquiries

## Imaging

- Orders



# Customer Services Accounts

# Customer Services Accounts

- 5 members of staff
- Email/phone enquiries
- Work with the Finance teams
- Business support
- Additional responsibilities
  - Update price lists, monitor and update discounts (in consultation with Sales and Marketing)
  - Test Oracle financial systems to support upgrades
  - Project work.



# Accounts Support Team

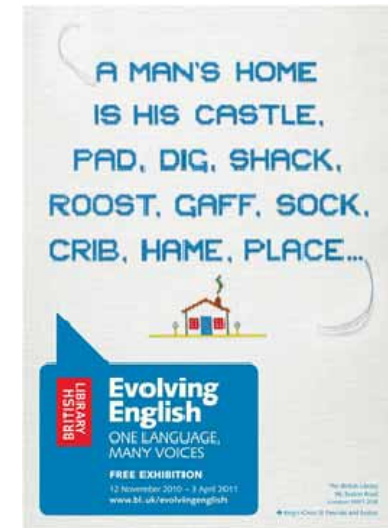
- 8 members of staff
- Registration and maintenance
- Customer Services Accounts email
- Interlibrary loan claims
- Process payments
- Provide administrative support to Customer Services

# Box Office

- Migrated to Customer Services February 2007
- Process bookings for BL events

## Exhibitions

- Henry VIII: Man and Monarch
- Evolving English: One language, many voices  
Fri 12 Nov 2010 – Sun 3 Apr 2011
- Out of this World: Science Fiction but not as you know it  
Fri 20 May 2011 – Sun 25 Sep 2011



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# Liaison Team

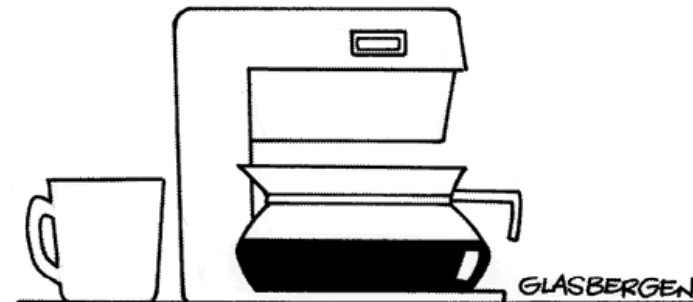
# Liaison Team

- 9 members of staff
  - Managerial responsibility for Support Team & Switchboard
  - Helpdesk Specialist
- General enquiries and customer education
- Additional responsibilities
  - Key Accounts & Agents
  - Eprints & Reprints service
  - Customer Satisfaction
  - DDA (Disability Discrimination Act) group responsibility
  - Representation
  - Business support

# Liaison Support Team

- 6 members of staff
- Customer Services email account
- Support activities

1996 Randy Glasbergen. [www.glasbergen.com](http://www.glasbergen.com) E-mail: [randy@glasbergen.com](mailto:randy@glasbergen.com)



**Because of his ongoing ability  
to increase office productivity,  
the “Employee Of The Month” award  
again goes to Mr. Coffee.**

# Switchboard

- 3 members of staff
- Phone enquiries
- Readers
- Visitors



# General Enquiries

- ❖ I have a copper pot I'm trying to find some information on. Thought I would see if you could help.
- ❖ Do you recognise this picture of the railway station of Bombay which I found in a history book? I would like to publish it in a Swedish article about the colonial period of India.
- ❖ I'm pursuing a Phd in Political Science and am assigned to get a report on the following question. I would be highly obliged if you let me have the information in 1000 words. The question is: Describe classification and filing of occupation information.
- ❖ I wonder if you could help me. Mintel the research organisation did a research report on speciality bread which contained reference to garlic bread. I wrote to Mintel but got no reply so was wondering if you could locate it.

# General Enquiries

I'm making a ventriloquist doll using cardboard. I've finished the body, that's the easy part but I don't know how to make the head and that's why I'm writing to you.

I would be grateful if you could please send me information on how to make a ventriloquist head just by using cardboard.

P.S. I know I've said I've finished the vents body. Saying that I would still like information on making the whole of a ventriloquist doll.

## **A year later.....**

I wrote to my local library for information. Just in case they do not have what I ask for that's why I'm writing to your library.

I've been making the odd meat pie and would like to make other things. I would be grateful if you could please send me some information on how to make Christmas Pudding, Tea Cakes, Rock Buns, Jam Roly Poly, Bread, Lamb & Irish Stew.....



# General Enquiries

I hope you can help me. I am trying to find a copy of a crochet pattern of a beach top which was printed in the "Woman's Own" weekly magazines in the 1970s. I don't have a date, but as crochet was not that popular in the 1970s it would not be too difficult to find it. The design was a loose style, with a slit coming down from the neckline..... It was worked in Coats Mercer Crochet cotton thread No 10, I think.

I hope the pattern can be traced as I have found the half-finished beach top, and would love to finish it for my daughter who is getting married this summer. Many thanks in anticipation!

Regards,

# Summary

- **More than just a call centre!**
- **Variety and diversity**
- **A professional service at all times**
- **Highly responsive to customer concerns**
- **...and can represent the views of the customer to colleagues and departments within the BL.**

# The future...

- Ensure that Customer Services is structured appropriately to develop our service offering and meet current and future business needs
- Migration of additional services to Boston Spa e.g. Newspapers
- Continued staff development
- Use of customer feedback to drive forward continuous improvement initiatives across the BL
- Achieve *Customer Service Excellence* accreditation
- Continued representation for ILL community

# Any questions?

