

Serving library users by effective communication ways in Loughborough University Library

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Abstract: *Loughborough University Library has various electronic ways in which it can communicate with users (Facebook, Twitter, Blog, e-mail, plasma screens, Library web page). These tools are a part of a complex customer centred communication and marketing strategy based on the message, style and tools of communication. The focus of the internship project is to explore the inter-relationship between these approaches and to establish better service levels for the customers. Work will also take place on how the communication of different information and services can be targeted at various customer segments. Another main focus of the project would be to assess what users wish to communicate with each other, and interaction with the Library staff (both digitally and face to face). The number of enquiries received at the Library desks are going down and it needs to be established why this is the case as part of library service context. The project ran from October 2012 until December 2012. The paper will present a summary about the findings. The whole project is appearing in a context that university libraries have to build up strong social connections towards their academic community to serve them in the most effective way, especially in an economic climate where limited amount of resources are available and are competing with many funding demands.*

Keywords: *Loughborough, Academic Libraries, strategy, service development, customer*

Introduction

This paper is a summary of some experiences during practice-based internship project by the Digital Library Learning Program that ran in the Loughborough University Library from October until December, 2012. The main topic covers the various forms and tools of digital communication with library as well as in the building. The main focus has two important elements: firstly concentrating on the use of the proper library communication in the context of a comprehensive communication and marketing strategy; secondly concentrating on the effective style, content and tools of the communication with library customers. There is a general context of this investigation where the academic libraries have to position themselves in the public policy and social arena for serving the users' needs. With a limited amount of resources libraries have to find the optimal ways to reach this goal. All kinds of communication, marketing and branding efforts must have a customer-centred scope. The library has become a major part of the university image and service range in both the physical and virtual environments. The users are justifying the library service efforts by their presence in the physical and virtual library room. There is a major turn nowadays towards a connection-orientated library management by positioning the library to best benefit an academic community. The traditional collection orientated approaches seems to be less and less relevant in order to operate a successful and well-functioning institution. The library is serving the customers with all of its physical and virtual collection. The development policies should follow this main principle.

Communication, marketing, branding, service management in the context of a customer based single institutional strategy

From the virtual interface side we could notice that Loughborough University Library has various ways in which it can communicate with the customers (Facebook, Twitter, Blog, e-mail, plasma screens, and Library web page). A common customer-centred strategy needs to be established in order to effectively and efficiently manage the communication message, the style and the tools. The use of tools is just a segment of a comprehensive communication and marketing strategy and cannot be overestimated above the other elements. A major challenge is that these tools are not fit enough to a

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