Library Impact Case Study

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<tr>
<td colspan="2">Library concerned: Walsall Healthcare NHS Trust
Name of case study: Implementation of a new online article request management system.</td>
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<td>Interviewee</td>
<td>Name: Jacqui Watkeys
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Please note: you should only provide interviewee details here if consent to share on the national blog has been obtained</td>
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<td>Summary of problem or reason for enquiry</td>
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Only registered members of the library are able request an article using the online article request management system.
Users need to know their 7 digit User ID to use the system.
Accounts need to be validated by the library team before new users can use the system. This can take a couple of days.
Library staff require training to use the system.
The system is hosted offsite and is not integrated with the library's website or the library management system.
When user's details change, the information has to be updated on two different systems.
The request management system is utilised by a number of libraries. Changes therefore can only be made after reaching an agreement with a consortium.
The system is administered offsite. No one in the team/Trust can assist with technical issues if the administrator is unavailable.
There is an annual charge for this service.

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<td>Brief description of the information found / service provided</td>
<td>A new online article request management system was created in-house to replace the old system. It can be accessed here: https://bit.ly/2V7enXl</td>
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<td>Summary of outcome and impact</td>
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Requesters no longer need to be library members.
A 7 digit User ID is no longer required
Accounts no longer require validation.
Staff do not require training to use the system.

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	• The service is integrated with the library's website. • Information is now on one system • Autonomy to make changes. • Website is hosted internally. Support is available from our IT and Communications colleagues. • No annual charge.
Immediate Impact	• The new online article request management system is more user-friendly than its predecessor. • Articles can be requested without having to join the library which makes the process more convenient for our users. • The online form is easier to find now that it forms part of the library website and it is no longer 'hidden' behind an interface requiring a User ID to login. • Administration has been simplified so library staff do not require training to manage the system. *"Document supply is a key service and we always endeavour to seek the best technological solution to enhance delivery and optimise user experience. The implementation of the new online article request management system has unquestionably eliminated a number of barriers to our users and produced a leaner system for the library team to manage"* **– Jacqui Watkeys.**
Probable future Impact	• Future developments will now be managed internally by the library service. • When changes become necessary, they can be put into immediate effect. • The service is now self-sufficient and in future it will not be reliant on the availability of an external administrator and provider. • Proposed changes to the system will no longer need to be discussed and agreed with a consortium. • No annual charge. *"Library and Knowledge Services now have an autonomous self-contained online article request management system with all of the benefits enumerated above. An ongoing cost saving has been achieved by cancelling the annual subscription to a third party supplier."* **– Jacqui Watkeys.**