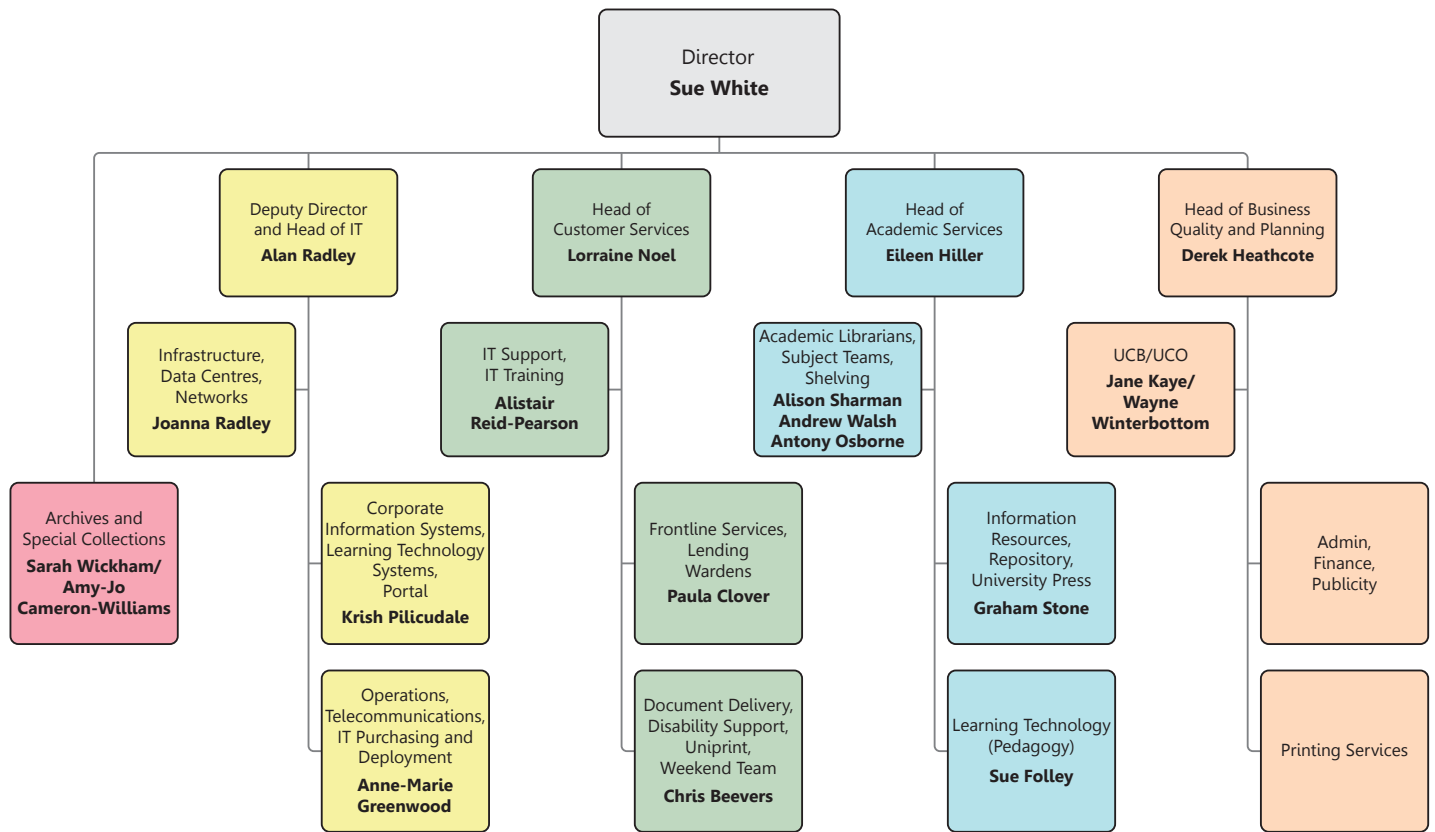


Computing and Library Services

New structure



Poster Promenade



Why have we restructured?

CLS has a new structure to enable us to better support the University Strategy as well as achieve efficiency savings. There is a greater emphasis on customer service, exemplified by the new Customer Service Team, and more joined-up working between previously separate teams. The new Academic Services team enables synergies across a range of functions, including procurement of information resources, development of information skills and support for research.

What does it mean for University staff and students?

- A single IT Support Team, through which all IT enquiries should be channelled in the first instance. Some Client Consultants join this team in the new role of IT Support Analysts.
- Convergence of subject teams, enabling sharing of good practice whilst still retaining subject specialisms.
- Academic Librarians continue to lead on liaison with Schools.
- A central subject enquiry desk on floor 4 staffed 7 days a week, complemented by roving IT and library support during the week.

When will the changes take effect?

The structure is now in place, and over the summer we will be finalising roles and undertaking training and development. The new teams will be operational for the start of the Autumn term.

Any questions?

If you have any questions on how the CLS Restructure might affect you or your department, please contact

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