

# Middlesex library nominated for leading industry awards

17 April 2014

We're celebrating after being shortlisted for two prestigious Times Higher Education Leadership and Management Awards for our student services and library.

The student helpdesk service UniHelp has been recognised in the 'Outstanding Student Services Team' category and our innovative library teaching methods for the 'Outstanding Library Team' award.

## **Outstanding student services: UniHelp**

Middlesex's student helpdesk, UniHelp, has transformed the way student enquires are resolved. Providing support at dedicated desks as well as remotely, it is the first port of call for any student enquiry from course and timetable queries, to help with learning support or welfare issues. In a Students' Union survey last year, 90% of you who were questioned said you were satisfied or very satisfied with your overall experience of using the UniHelp desk.

## **OUTSTANDING LIBRARY**

Staff in the library created a new interactive way of teaching students about how to maximise the range of library resources at the disposal of students to help them complete their studies. It has particularly helped students not used to studying in the UK. The hands-on suite of group activities has been adopted by other institutions.

Pro vice-chancellor and Director of Library and Student Support Nick Bevan said: "This is fantastic news for the staff who have worked so hard to imbed these new initiatives at Middlesex, and the students who have benefitted from the services."

The University's Deputy Chief Executive Melvyn Keen said: "We are proud the support our Library and our student services give students at Middlesex has been recognised in this way. We have been delighted with the success of the student helpdesk, and are looking forward to developing it further as a beacon of best practice within the sector."

## **Full list of nominated institutions:**

### **Outstanding Library Team**

Institute of Education, University of London  
Liverpool John Moores University  
University of Manchester  
Middlesex University  
Newcastle University  
University of Sheffield

### **Outstanding Student Services Team**

University of Chichester  
University of Cumbria  
De Montfort University  
University of Gloucestershire  
Loughborough University  
Middlesex University