Motion for the Main Library Helpdesk to open at 8.30am

What we will do:
1. For the Students’ Association Sabbatical Officers to lobby the University to open the Main Library Helpdesk at 8.30am on weekdays during term from September 2020, ensuring the Main Library is properly resourced with extra staffing and support costs.
2. For the Students’ Association President to write a letter on behalf of the Students' Association to the Head of Information Services and the Head of Estates, declaring support for this.
3. For the 8.30am start time to be reviewed at the end of the 2020/21 academic year, through staff tallying the number of students that use the service before 9am during the year, in order to not overstaff the service if unnecessary, while still ensuring students can resolve issues before their academic day begins.

Background to this:
1. Problems can arise outside Helpdesk working hours.
2. Some students have class as early as 9am.
3. If the Helpdesk opens at 8.30am, 30 minutes earlier than it currently does, problems can be resolved before students have to head to class.
4. The proposal is limited to term time weekdays, as the focus is to help students who may have issues which need resolving before their 9am class.
5. In order to not cause too much disruption to Helpdesk staff the proposal would change the opening hours by only 30 minutes.
6. Even if only one staff member were to open the Helpdesk at 8.30 this could still help resolve pressing issues.
7. There are other UK university Helpdesks which open earlier than 9am Monday to Friday, such as: Queen Mary (8.00), Cambridge (8.30), and Dundee (8.45).

Beliefs and Motivating Actions:
1. If issues arise outside Helpdesk working hours students should be able to resolve these before they begin their academic day, particularly if these issues would affect their attendance or levels of stress, without unnecessarily creating extra costs or stressing Helpdesk staff.

Submitted with 20 Student Signatures by Alexandra Taylor.