

# Mini-profile:

## a day in the life of a customer services online co-ordinator



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I am an Online Co-ordinator for T&F and my role is to provide support for our customers in enabling access to our range of journals. My first job when I get into the office is to open my e-mail and sort out the work e-mails from the spam. The e-mails that I receive from customers cover a wide range of queries from updating IP ranges, requesting access to journals they subscribe to, ordering articles and many more. Some customers have even asked me for medical advice on articles they have read!

The most important part of my job is ensuring that customers get access to the journals they subscribe to quickly, and we aim to do this within two days of an enquiry, although at this time of year, with all the renewals and new orders coming in, it is very hectic.

Customers are able to set up access to journals themselves via our web site and when a customer does this it triggers the service to send me an e-mail to say which customer has selected access to which journals. This can range from 1 to 1,000 journals, and for each e-mail I have to go into our database and check that they do have valid subscriptions to the journals they have requested access to, which can take a long time if customers have selected access to many journals. If I find a valid subscription I verify

the access on MetaPress. Sometimes we can't find the details – for example if a customer has consolidated journals receipts via one of the agents, or a library has a number of delivery addresses for their print journals – and there can be a lot of to-ing and fro-ing to get the right information.

A lot of the queries I get are from individuals within institutions who can access some journals but not others, and don't understand why. In these cases, we do our best to explain and refer them to their librarian, or point them to another platform if their institution is registered there.

I naturally have to work closely with the sales team who arrange the special deals with our large customers, and I will meet for regular briefings with Ashleigh Bell, our Sales Manager. She also arranges for potential customers to have trial access, and this is something else that it is my job to set up. Trials can be for any length of time, depending on what has been arranged with the customers. When a trial reaches its expiry date there is no need for us to switch off the access as it expires automatically.

At the end of each day I sort out my e-mail correspondence before going home to recharge my batteries ready to deal with the next day's enquiries!