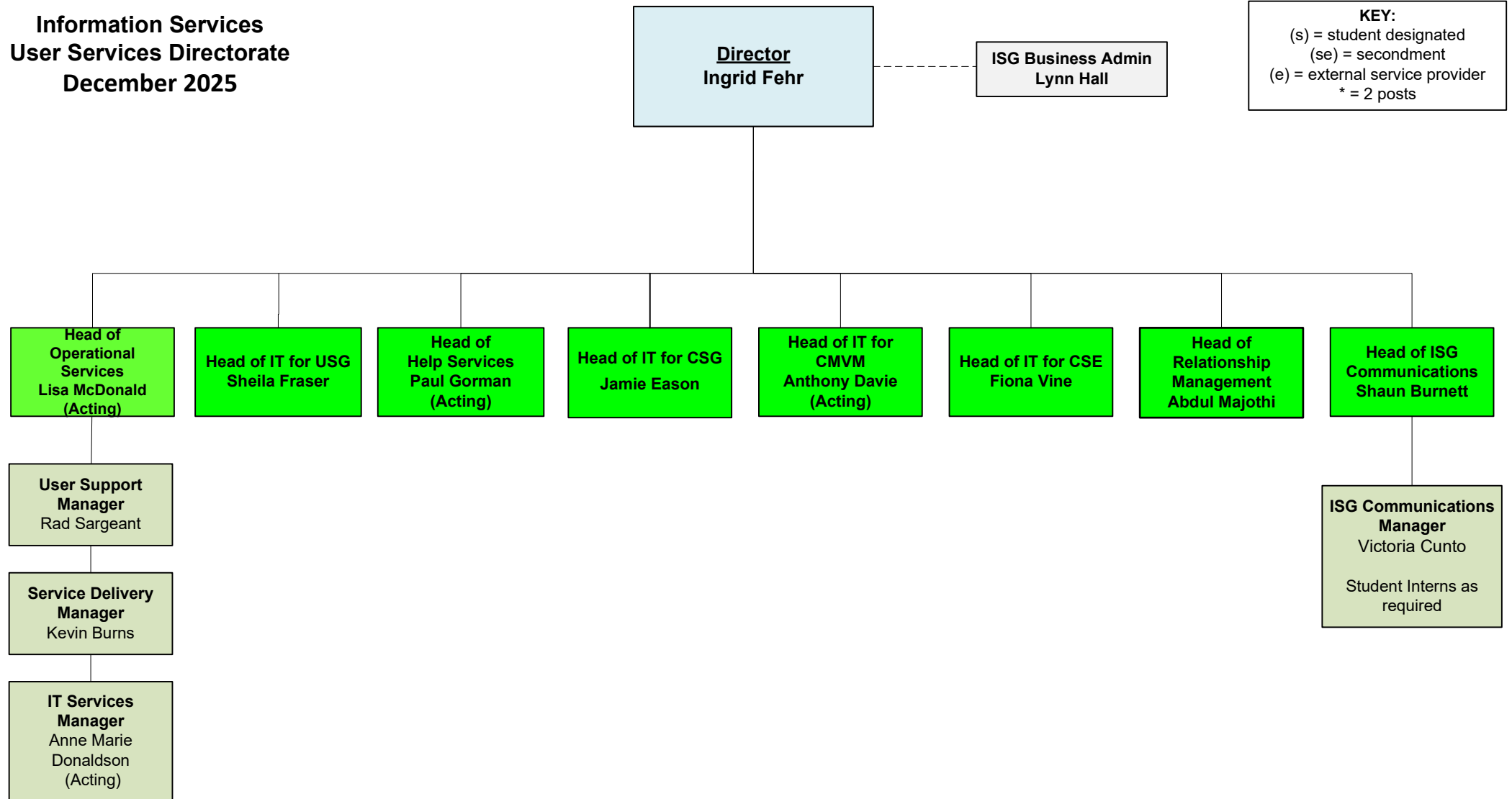


**Information Services
User Services Directorate
December 2025**



Information Services
User Services Directorate
Part 1
December 2025

Former Head of Help Services
Barry Croucher

Director
Ingrid Fehr

**Head of
Help Services**
Paul Gorman
(Acting)

Deputy Head of Help Services
Brenda Welch
(Acting)

KEY:
(s) = student designated
(se) = secondment
(e) = external service provider
* = 1 post 2 locations

EdHelp Service Delivery Manager
Karen Bonthron

Law - EdHelp Services Manager
Fran Fullarton

Moray House - EdHelp Services Manager
Sam Green

**ECA and Art & Architecture - EdHelp
Services Manager**
Andrew Baxter

New College - EdHelp Services Manager
Margaret Redpath

EdHelp Service Delivery Manager
Pam Wells

**EdHelp Services
Manager**
Miruna Cuzman

**Information & Support
Assistants (EdHelp) –
Peripatetic**
Jane Challinor
John Hayes
Alex Miller King
Aleksandra Soswa

**Main Library
Information & Support
Supervisor (EdHelp)**
Karissa Adams
Nicola Edwards
Adina Flanagan
Rong Flynn
Ornella Pantani

**Information & Support
Assistants (EdHelp)**
Michela Capelli
Andrea Cuerden
Zofia Guertin
Catherine Lynch
Evangelos Makrygiannakis
Beata Migut
Ellie Stefanidi
Monica Waters
Andrew Wiseman
Vacancy x 1

**Information & Support
Student Assistants (EdHelp)**
Callum Campbell
Liam Clark
Molly Marsella
Catalina Rincon
Muqiao Yue
Elisa Vivaldi
Elvis Wong
Derek Wu

EdHelp Service Delivery Manager
Vacancy
(Acting)

**Murray Library - EdHelp
Services Manager**
Louise Gilchrist

**Murray Library
Information & Support
Supervisor (EdHelp)**
Janice Docking

**Information & Support
Assistants (EdHelp)**
Danielle Blee
Anna Campbell
Rose Dixon
Janice Rhodes

**Information & Support
Student Assistants (EdHelp)**
Mishita Khurana
Sophia Missaghian-Schirazi
Yana Slavova
Natasha Vijendren

**Medicine and Veterinary Medicine -
EdHelp Services Manager**
Bogusia McRoberts

**Vet Library
Information & Support Supervisor
(EdHelp)**
Sandra Watt

**Information & Support Assistants
(EdHelp)**
Clova Burnet
Marta Stryjecka

**Royal Infirmary Library
Information & Support Supervisor
(EdHelp)**
Xiaowei Ji

**Information & Support Assistants
(EdHelp)**
Fern Austin-Robb
Annalisa Liverani

Ad-hoc Student Helpers

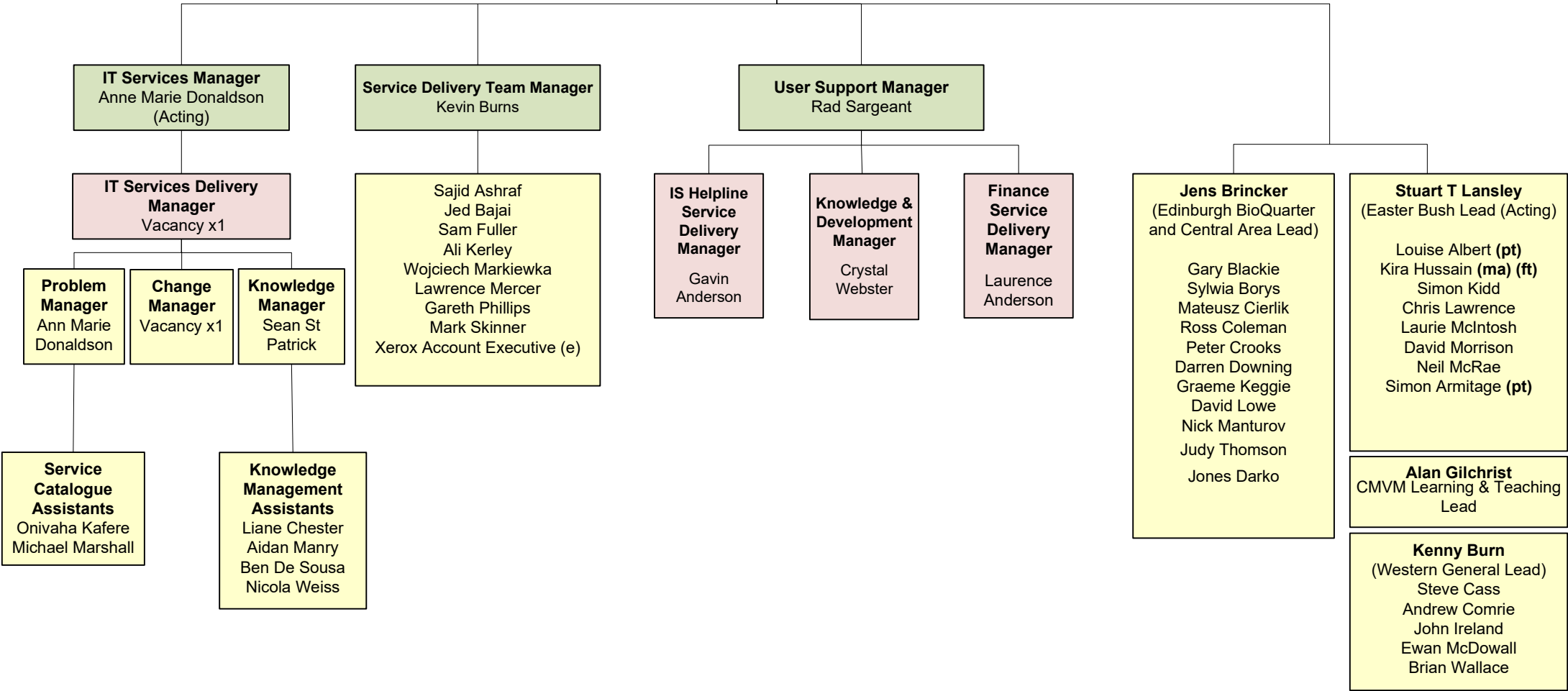
Information Services
User Services Directorate
Part 2
December 2025

Former Head of
Operational Services
Neil Bruce

Director
Ingrid Fehr

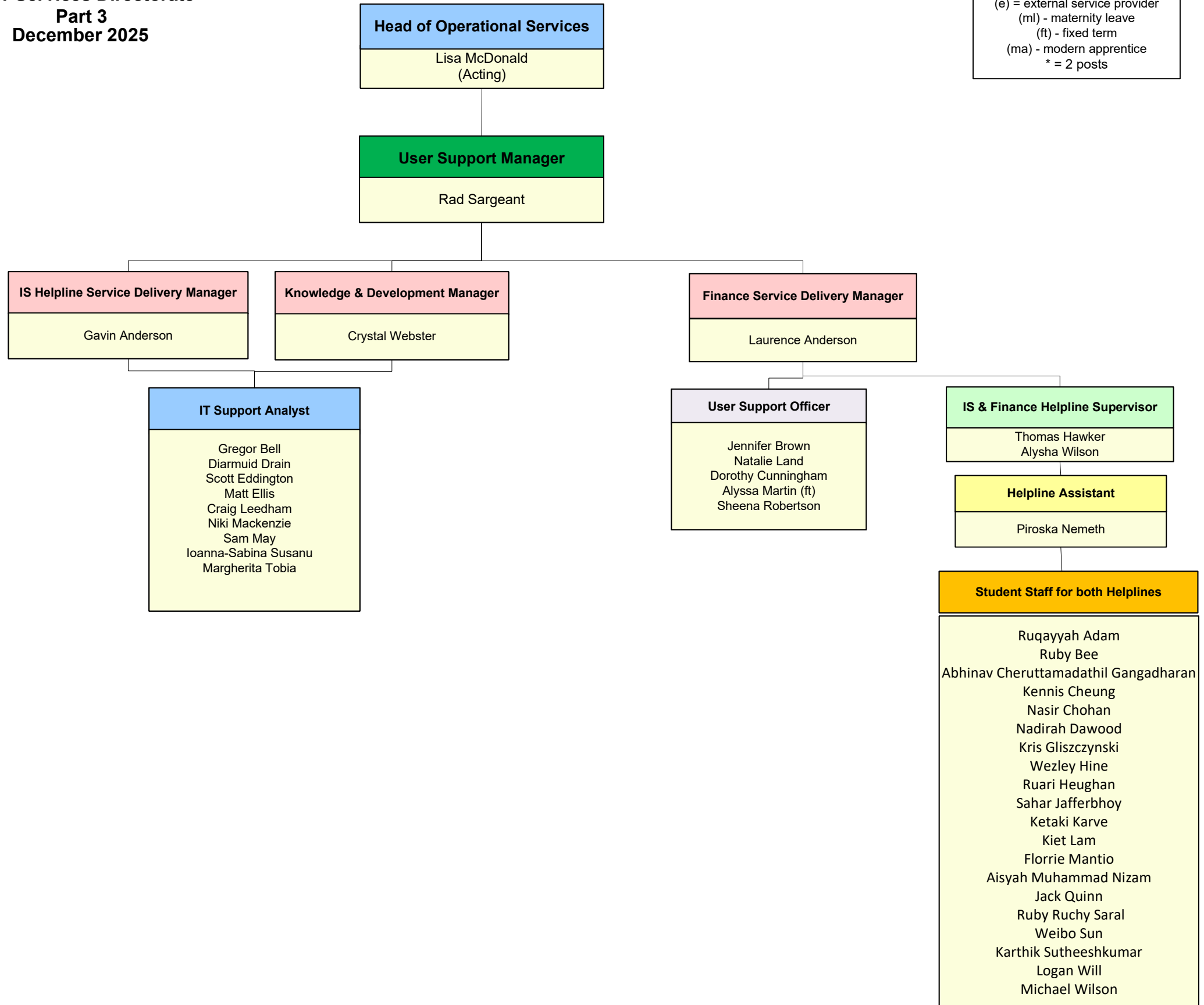
**Head of
Operational Services**
Lisa McDonald
(Acting)

KEY:
(s) = student designated
(se) = secondment
(e) = external service provider
(pt) = part time
(ft) - fixed term
(ma) - modern apprentice
* = 2 posts

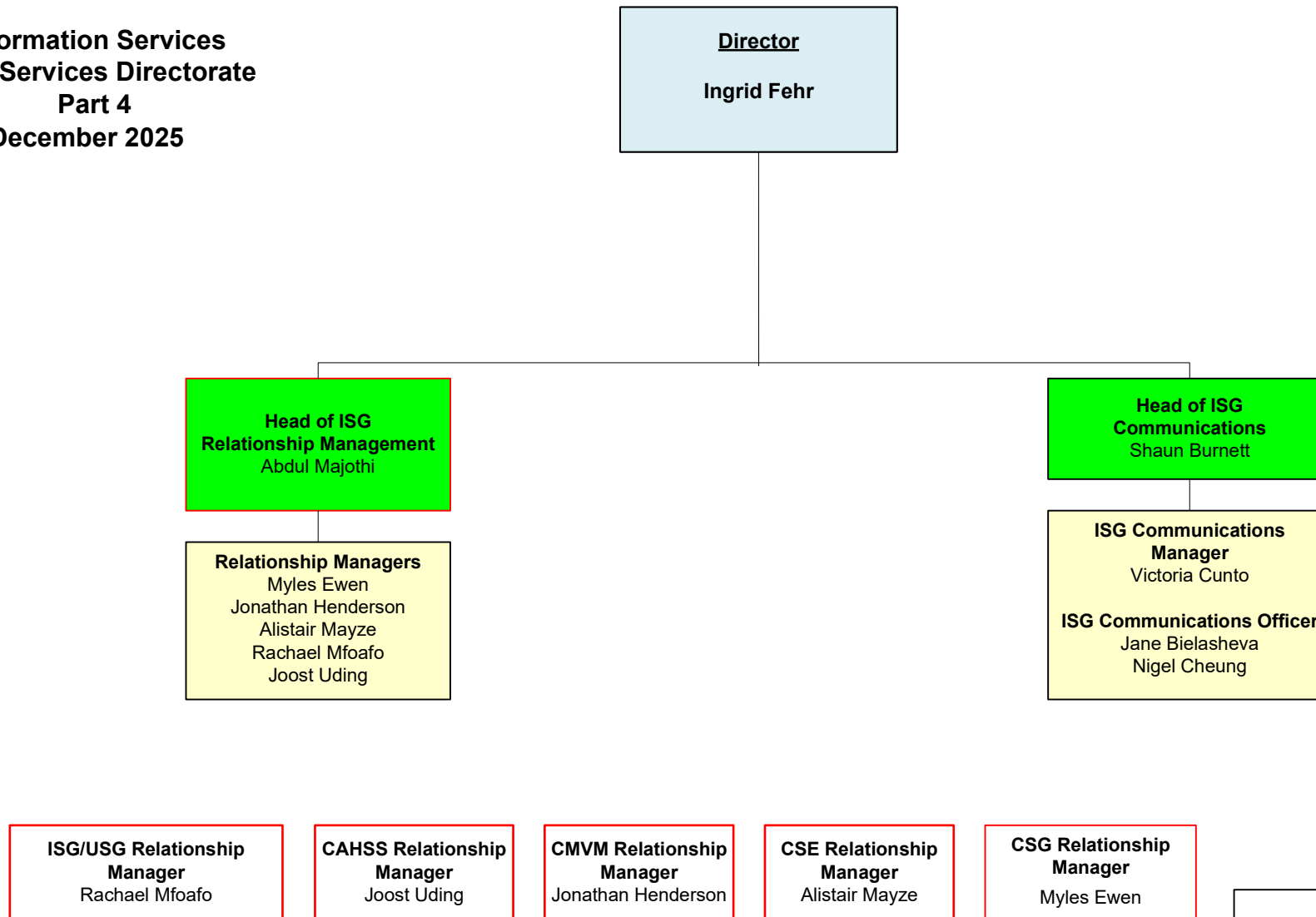


**Information Services
User Services Directorate
Part 3
December 2025**

KEY:
(s) = student designated
(se) = secondment
(e) = external service provider
(ml) - maternity leave
(ft) - fixed term
(ma) - modern apprentice
* = 2 posts



Information Services
User Services Directorate
Part 4
December 2025



KEY:
(s) = student designated
(se) = secondment
(e) = external service provider
* = 2 posts
= Aligned with College IT Strategy, line Management remains within USD (Head of Relationship Management)