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Helming the change: navigating the murky waters when combining service points

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Helming the change: Navigating the murky waters when combining service points

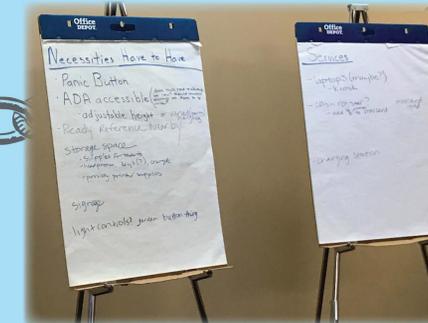
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Getting your crew on board

Staff buy-in is crucial to the success of any major project. We went through a multi-step process to obtain as much buy-in as possible.

- Brainstorming meeting with faculty and associates to determine initial desk staffing levels and services
- Survey to vote on options developed during initial brainstorming session
- Meeting to discuss results of survey and next steps
- Second brainstorming session to finalize services, staffing levels, and desk placement

By listening to the ideas and evidence of the front line staff we often changed our thinking as well. Our willingness to adopt staff ideas built trust.



Brainstorming session

Service desk choices

Rank each choice based on preference

No services on lower level (Only directional questions answered here. All questions/services are directed to main level or someone called down to help if needed. There is one main service desk on the second floor. The lower level desk is staffed by a student.)

Worst choice ever.	1	2	3	4	5	YES!!!! Do this!
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Minimal services on lower level (Renewals, book drop, checkouts, 1st floor keys, change. Most reference questions will be referred to main desk. This desk is staffed by a student; reference and circulation associates work at main desk.)

Worst choice ever.	1	2	3	4	5	YES!!!! Do this!
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Mid-range services on lower level. (Renewals, book drop, checkouts, 1st floor keys, change, reference questions of READ scale 1-3/4, laptops, headphones. Both this desk and the 2nd floor desk could be staffed by circulation, RIS staff, or student workers interchangeably.)

Worst choice ever.	1	2	3	4	5	YES!!!! Do this!
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	



First location of new desk



Old reference desk

Setting sail

Because there is a computer lab on the lower level we could not leave the space unstaffed. We also wanted to open a second entrance on the lower level. The brainstorming session and survey results led us to developing two fully staffed service points. One for each entrance.

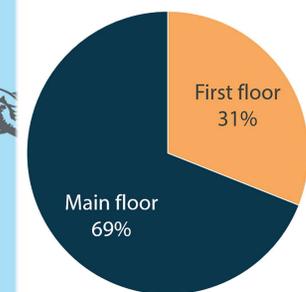
Each service point provides circulation and basic reference help. Holds, ILL items, reserves, and most equipment are only available at the main service desk. Faculty no longer staff any service desk, but instead use a scheduling system for research consultations.

Course correction

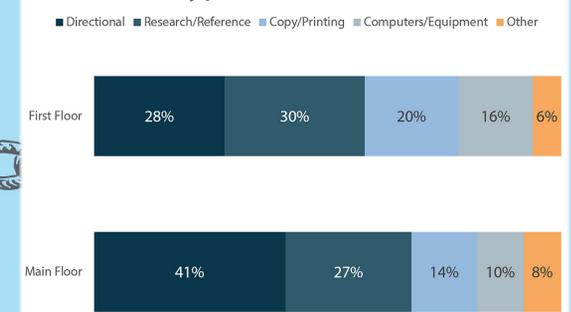
We used LibAnswers and gate count data to adjust staffing levels at the first floor desk.

- Started out with two staff, or one staff and one student worker at all times
- Gate count data showed that the first floor had significantly less traffic
- Moved to one employee at the desk during slow times
- Initially the first floor desk received more research related questions than the main desk, however these numbers began to even out as library patrons got used to having two full service desks and patron services staff became more comfortable answering research questions

Fall 2016 Gate Count



Type of Questions

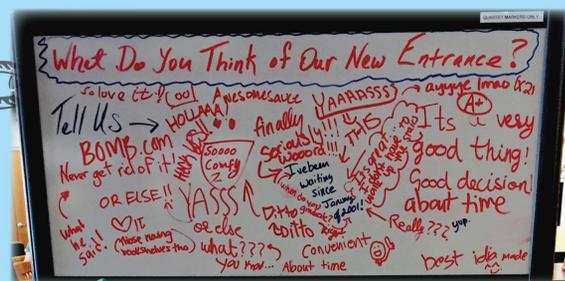


Full steam ahead

How we maintain momentum:

- Continue to listen to staff, creating a climate where all concerns are discussed and addressed
- Make changes based on staff needs not administration wants, for example we moved the first floor desk when staff expressed problems with the first location.
- As much as possible flip the top-down model to bottom-up

Currently we have Service Desk weekly meetings that include both patron and research & instruction services staff.



Current location of new desk

