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

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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.

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.