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Roots of Success: Cultivating a Strong Program by Reaching Out to Your Users

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Bethany Nash & Melanie Kowalski

Outcomes:

- Workout attendance
- Office hour consultations
- Help ticket counts
- # of questions @ Library Service Desk
- ETD statistics tracking

Documentation and distribution of service policies and procedures

Distance consultations – using Skype, email, and phone

Public office hours for service

Metrics – analysis of help tickets

Metrics – student surveys at instruction sessions

Usability testing for service system

Relevant staff at all information sessions

More instruction sessions, in more places, and at more times!

Increased marketing for on-campus instruction sessions

Online informational presentation – anytime access for users

New user-centric web presence for service information

Context:

- What: Revamping of an Electronic Theses and Dissertations program
- Who: Two Research Library Fellows, One ETD Coordinator (30% time allocation each)
- When: 2012-2013 Academic Year
- Where: Emory University Libraries
- How: User-centric approach to library services



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