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

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

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