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

Melanie Kowalski, Emory University
Bethany Nash, Emory University

Conference Name: South Carolina/Southeastern Library Association Joint Conference 2013
Publication Date: 2013-11-13
Type of Work: Poster
Permanent URL: https://pid.emory.edu/ark:/25593/rhrfv

Copyright information:
© the authors

Accessed August 4, 2017 11:53 AM EDT
Roots of Success: Cultivating a Strong Program by Reaching Out to Your Users

Bethany Nash & Melanie Kowalski

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

Online informational presentation – anytime access for users

Increased marketing for on-campus instruction sessions

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

Relevant staff at all information sessions

Usability testing for service system

Metrics – student surveys at instruction sessions

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

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