How Less is Truly More: Merging Library Support Services

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How Less Truly is More

Merging Library Support Services

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Kendra Skellen – Library Service Desk Manager

10/8/15
History

Google Earth, 9/15
Reference Desk circa pre-2010
Circulation circa pre-2010
The Library Service Desk 2010
Next Wave of Changes: 2013-14

• Library and IT unite into Libraries and IT Services (LITS)
• Learning Commons, formerly part of the Library Services Division, transitions under Student Digital Life (SDL), part of IT
• NextGen Learning Commons—renovation of the main floor of the library
NextGen LC
Summer 2014
NextGen LC
Summer 2014
Two Separate Service Points with Tiered Service Model
A Year Has Passed…
## Statistics

<table>
<thead>
<tr>
<th>Type of transaction</th>
<th>Student Digital Life</th>
<th>Library Service Desk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning</td>
<td>12725</td>
<td></td>
</tr>
<tr>
<td>Technology</td>
<td>1859</td>
<td>2231</td>
</tr>
<tr>
<td>Directional</td>
<td>3130</td>
<td>3251</td>
</tr>
<tr>
<td>Reference</td>
<td></td>
<td>2973</td>
</tr>
<tr>
<td>Circulation</td>
<td></td>
<td>15204</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>17714</strong></td>
<td><strong>23659</strong></td>
</tr>
<tr>
<td>Desk Open Hours</td>
<td>88</td>
<td>93</td>
</tr>
<tr>
<td>Avg Students per hour</td>
<td>3</td>
<td>2.4</td>
</tr>
<tr>
<td>Avg Trans per hour</td>
<td>5</td>
<td>7</td>
</tr>
</tbody>
</table>
Plan of Action

• Integrated Service Model – all circulation, reference, directional and up to Tier 1 technology walk-up support will be shared by student staff

• Co-supervision by Student Digital Life and Library Service Desk.

• Co-supervisors will hire, train, evaluate, schedule and manage the budget for student resources.
Benefits

- Consistent support experience for all library users
- Fosters collaboration between Library units
- Offers the opportunity for cost savings in the student budget
- Better management of student resources
- Eliminates duplication of support services
- Unified training model
- Increased scope – eliminates handoffs
- Creates a model of support that is scalable (Science Commons)
Challenges

- Co-supervision adds complexity to reporting lines for student staff
- Expanded student cross-training
- Limited space for LSD expansion/adaptation
- Possible expense for LSD expansion/adaptation
- Increased scope – change management
- SDL staff not co-located with LSD staff
- Access Services and SDL use different sets of tools to manage student schedules and communications
- Differences in Student Digital Life and Access Services organizational structures
Side Benefit

• The Learning Commons Technical Support space on Level 1 transitioned to the Student Technology Support desk, which relocated from the Computing Center at Cox Hall. And, to facilitate and support this new partnership, Student Digital Life staff would relocate closer to the Library Service Desk staff.
<table>
<thead>
<tr>
<th>Z1</th>
<th>Z2</th>
<th>Z3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Josh</td>
<td>5:32</td>
<td>5:32</td>
</tr>
<tr>
<td>James</td>
<td>3:14</td>
<td></td>
</tr>
<tr>
<td>Leah</td>
<td>4:25</td>
<td></td>
</tr>
<tr>
<td>Mimi</td>
<td>6:05</td>
<td></td>
</tr>
</tbody>
</table>
Management of student employment: Are you given the support needed to do your job well? Do you know how to refer questions to appropriate staff members? Are reporting lines clear?

- Yes – 16
- Not always – 2
- No – 1
Training for new responsibilities: Was your training adequate? Are there areas you need additional training or clarity? LSD students: training on new LC responsibilities. LC students: training on LSD responsibilities (circulation & reference).

- Good - 9
- Adequate - 5
- Could have been clearer - 5
Patron feedback and perceptions: Have you received any positive or negative feedback from patrons about the merged desk services?

- No feedback on merger – 13
- Good – 2
- Think we are IT support – 2
Additional comments: Is there anything else you'd like to add about the merger, from either the student employee or patron perspective?

- Better understanding of Zoning expectations - 3
- No – 5
- Nice to have new people on staff
- Overall, great idea
- Need more staff
- Allocation of duties between LSD student and SDL students
What we have learned

• Increase the number of Student Assistants each hour
• Follow up the group training with more one on one training
• Look at Zoning expectations, stay with every 30 minutes, go to every 60 minutes?
• Reworked the Zone maintenance board.
Going Forward

• Increasing staffing levels
• Create Zoning checkoff sheets
• Create ongoing refresher training
• Hold meetings with the Desk Supervisors on a regular basis
Questions?

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