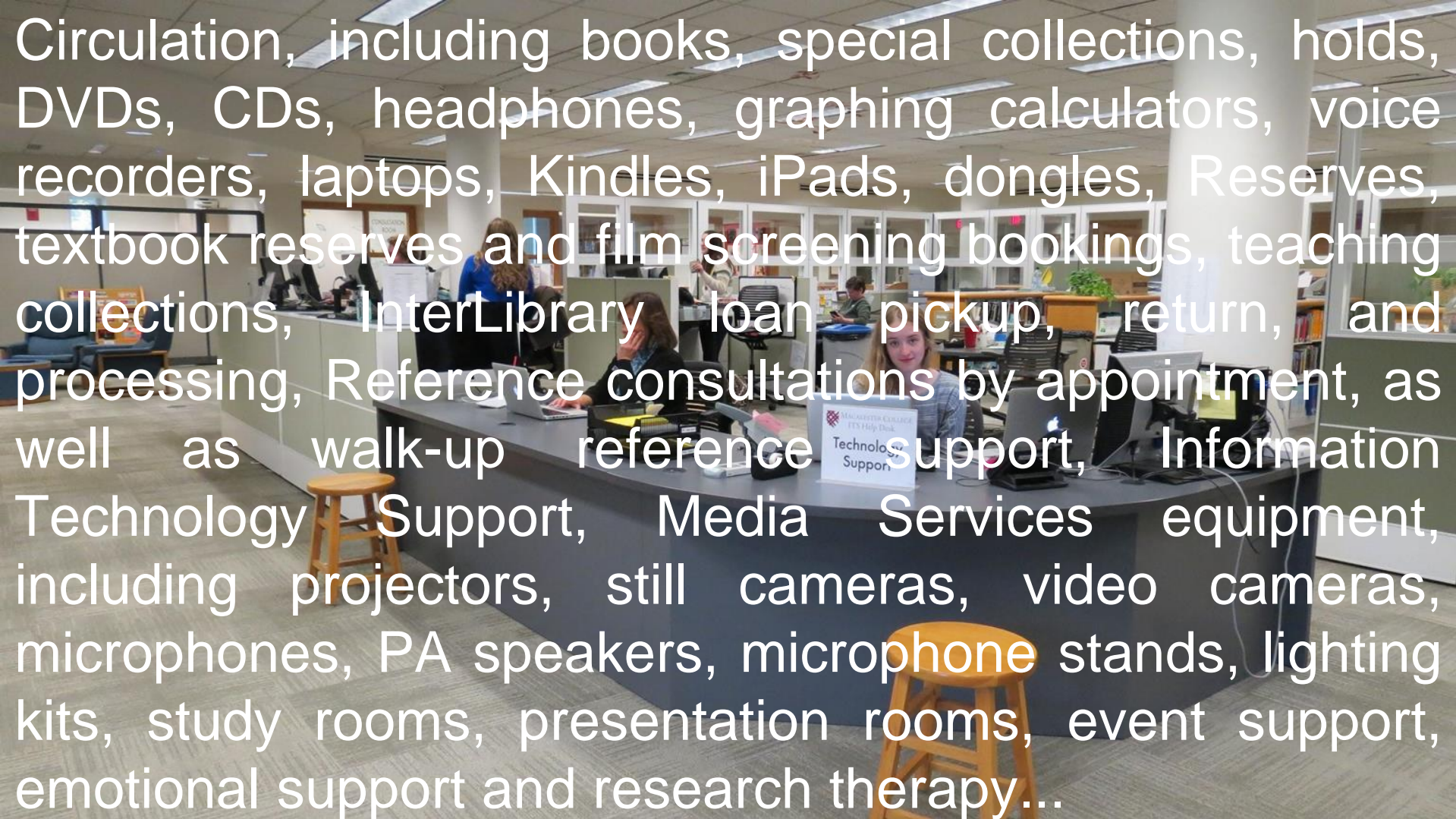


The

(Circulation/Reference/Reserves/InterLibrary
Loan/Technology Services/Media Services)

Service Desk:

Swiss Army knife or clown car?

A photograph of a modern library service desk. The desk is a long, curved, dark grey counter. Several staff members are visible behind the counter, some working on laptops. A sign on the desk reads "MASSACHUSETTS COLLEGE ITS Help Desk Technology Support". The background shows a bright, open-plan library space with bookshelves, study tables, and other patrons. The text is overlaid on the image in a large, white, sans-serif font.

Circulation, including books, special collections, holds, DVDs, CDs, headphones, graphing calculators, voice recorders, laptops, Kindles, iPads, dongles, Reserves, textbook reserves and film screening bookings, teaching collections, InterLibrary loan pickup, return, and processing, Reference consultations by appointment, as well as walk-up reference support, Information Technology Support, Media Services equipment, including projectors, still cameras, video cameras, microphones, PA speakers, microphone stands, lighting kits, study rooms, presentation rooms, event support, emotional support and research therapy...

The Process:

Or, How and why we did this to ourselves!

Our Past

- Circulation/Reserves
- Reference
- Technology (Library)
- Technology help (Library)
- Media Services
- ITS Help Desk
- All separate student employment

- December 2010 external review recommendation
- (2011-13) Public Services library staff meet (often)
- Goals emerge for the combined service desk, tied to library Vision and Mission statements.
- New desk in place Fall 2013.
- Media Services collection and equipment added to service desk in Fall 2014

What We Wanted To Do

- Avoid “ping pong” effect and confusion for patrons
- Increase visibility and security
- Consolidate and improve workflows
- Improve staff collaboration
- Flexible space

What Was in Our Favor

- Organization structure
- History of collaboration
- Staff buy-in (more or less)
- Good will

Our Challenges

- Fear of the unknown
- Varying visions
- “Cliff” folks vs. “step-by-step plan” folks (although this was also a strength)

What We Did

- Lots and lots and lots of meetings (plus a half-day retreat)
- Formal consensus model, when needed
 - Every voice heard
 - Fears acknowledged and dealt with immediately

What Actually Happened

- Desk layout plan changed
 - “Consultation” room developed
- ITS was brought in
- Student training plan and documents tested on summer ~~guinea pigs~~ students



Circulation at the Desk

- Traditional Circulation Stuff
 - Also Interlibrary Loan and Reserves
- Evening/Weekend Staff Change
 - Moodle forum opening/closing reports
- Student Managers (aka: our heroes)
- OCLC WMS (new system)

Reference at the Desk

- Staffing
- Consultations
- Chat
- Challenges with desk
 - Design
 - Table vs. front
 - Supervision vs. service
- The new “quick reference”?

Media Services at the Desk

- What? Something *e/se*?
 - Media Services move
- What could be done at the Desk?
 - Media, reserves, equipment, etc.
 - What about the other stuff?
- How we managed/manage
 - Ongoing check-ins

Ownership of the Desk

- Issues
 - Who does what?
 - Letting go
- Collaborative/socializing space vs. individual work space
- Opening shifts

Student Employees

- Merging of ~~three~~ four areas
- Training, scheduling, supervising
 - Who?
 - How?
- Documentation
 - Launchpads
 - Online manual
 - Checklists
 - Performance reports

How Have We Done?

- Avoid “ping pong” effect and confusion for patrons
 - reference statistics: 268 to 403 consultations
- Increase visibility and security
- Consolidate and improve workflows
 - forum posts
- Improve staff collaboration
 - e.g. comments on students
- flexible space

Evaluation, Re-evaluation

- White board query
- Library staff survey in fall 2013
- ITS student town meeting fall 2013
- Student quick survey in May 2014
 - “most of the time” get the help they need; more found it “easier” to know where to get help
- Ethnographic study spring 2015

Ongoing...

In the End...

- How have we changed?
- Would we do it again?

Questions?

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