A green light to greatness.

UNT
UNIVERSITY OF NORTH TEXAS
From Baristas to Books: Creating & Managing a Blended Service Desk

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Introduction

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From Many Service Points…

- Willis Library Circulation Desk
- Eagle Commons Library Circulation Desk
- Willis Library Reference Desk
- Eagle Commons Library Reference Desk
- Government Documents Service Desk
- Interlibrary Loan Desk
- Reserves Desk
- Willis Library Fines Desk
- Quick Check Desk
2009: New Library Dean

- Restructure of library administration in 2010
- Divisions with Assistant Deans
  - Administrative Office
  - Collection Management
  - Digital Libraries
  - External Relations
  - Facilities and Systems
  - Public Services
  - Special Libraries
  - Strategic Projects & Digital Scholarship
Public Services Division

• Suzanne Sears, Assistant Dean of Public Services

• Public Services Division
  • Access Services
    • Circulation
    • Fines
    • Interlibrary Loan
    • Reserves
  • Eagle Commons Library
  • Government Documents
  • Research and instructional Services
24 Hour Computing Center
Eagle Commons Library Services Desk
Preparing for the Willis Library Service Desk

- Committee of Access Services & Research and Instructional Services Staff
- Research
- Plan logistics and staff training
- Set the date!
Cross Training Staff

- Job shadowing in Access Services & Reference
- Three training sessions for Access Services:
  - Reference interview and referrals
  - The Catalog & Subject Guides
  - Electronic resource searching basics
- Librarian on Call
Willis Library Service Desk
Blended Service Points…

• **Willis Library Services Desk**
  • Access Services
    • Circulation
    • Fines
    • Interlibrary Loan
    • Reserves
  • Reference

• **Eagle Commons Service Desk**
  • Circulation
  • Reserves
  • Reference

• **Government Documents Service Desk**
  • Circulation
  • Reference
Why Cross Train?

- Better service
- Understanding and appreciation of co-worker’s skills
- Allows for experimental service outside of the library
Conclusions

• Still gathering feedback from staff and statistics
• Need to re-think how we train our graduate assistants
• Continue research
Thank You!

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