Quality Customer Service on a Budget

Mary Ann Venner
Head of Access Services
UNT Libraries
Background
Access Services Department
November 2011

Access Services Librarian

- Fines Manager
- Reserves/Night Manager
- Stacks Manager
- Document Delivery Manager
- Outreach Coordinator
- Student Assistant Manager
- Book Repair Manager
- Office Manager
- Interlibrary Loan Supervisor

- Student Assistants (10)
- Student Assistants (19)

- Lending Manager
- Borrowing Manager

- Graduate Library Assistants
Seized Opportunities

- Restructured the Department
- Examined Services
- Examined Workflows
A Typical Work Day

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<th>Task</th>
<th>Priority (1-High, 2-Medium, 3-Low)</th>
<th>How much time?</th>
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Things I would like to see us do:
Access Services Department Structure
April 2013

Head of Access Services

Circulation Support Supervisor
- Catalog Maintenance Manager
- Document Delivery/Faculty Delivery Manager
- Holds Manager
- Student Assistants (4)
- Graduate Library Assistants (2)

Services Desk Supervisor
- Student Assistants (10)

Stacks Management Supervisor
- Student Assistants (9)

Interlibrary Loan Supervisor
- Borrowing Manager
- Lending Manager
- Graduate Library Assistant
- Student Assistants (8)
Benefits

- Better management of services and staff
- Increased opportunities to assess services and workflows to improve user satisfaction
- Management skills development for staff
- Provided more avenues for input
Improved Workflows = Better Customer Service

- Streamlined book return processing
- Email all notices
- Use an i-Pad for stacks searching
- Created Monthly ILL accounts
- Reviewed reasons for cancelling ILL requests
- Use of QR codes on brochures/in stacks
New and Improved Services

- Pay fines by phone
- Food for Fines
- Ask a Shelver
- Faculty Delivery Service
- Expanded Document Delivery and ILL
- Liaison in the Stacks Posters
- Combined Service Desk
Desks Access Services Staffed
November 2011
Desks Access Services Now Staffs

- The Library Services Desk
Library Services Desk

- Fines
- Reserves
- Checkout
- ILL
- Library Cards
- Graduate Carrels
- Reference (added in June 2012)
Benefits

- Better customer service for patrons
- Ability for full time staff to work on projects
- Cross training-builds skill set
- On the job mentoring
- Cost savings on student assistant expenditures
Cost Savings - Student Assistant Expenditures

- 2010/11
- 2011/12
- 2012/13 (Projected)
Other Areas of Cost Savings

- 40% reduction in printing
- Attending free webinars
Lessons Learned

• Create an innovative environment
• Embrace change
• Invite and welcome feedback
• Assess strategies and workflows each semester
• Engage your staff and your patrons in the process
• Market internally and externally
• Always think of your customers
Future services

- Online holds
- Emailing due dates/eliminating use of receipt printers
- Expanded use of QR codes
- Mobile apps
Thank You

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