GETTING STAFF INVOLVED: CREATING OPPORTUNITIES FOR STAFF DEVELOPMENT, NEW SERVICES AND INCREASED PRODUCTIVITY

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This presentation will examine how the Access Services Department at the University of North Texas increased staff productivity by implementing a new staff development plan with staff involvement. Areas to be discussed include interactive department meetings, staff retreats and workflow streamlining. This presentation will also highlight how these areas led to the creation of new services.
BACKGROUND

Circulation + Interlibrary Loan → Access Services
SEIZED OPPORTUNITIES

- Define our function, values and services
- Design the organization of a new department
- Examine management
- Examine workflows
- Examine skills sets of staff
- Examine staffing levels
- Examine services
DEPARTMENT FUNCTIONS AND VALUES

• Customer service
• Access to information
• Innovative services
• Team building
• Outstanding staff
• Skill development
• Workflow efficiencies
• Cost savings
BENEFITS TO NEW DEPARTMENT STRUCTURE

- Better management of staff and services
- Semester review and assessment of workflows and services to improve user satisfaction
- More skill development for staff
- More effective meetings
- More opportunities for brainstorming/feedback
- Better cross training
EVALUATION OF WORKFLOWS

- Conducted by unit managers and staff
- Input from staff-daily task sheets
- Evaluated what was no longer needed
- Identified things we could do better
- Needed to get a better understanding of workloads
# Typical Day Worksheet

<table>
<thead>
<tr>
<th>Task</th>
<th>Priority (1-High, 2-Medium, 3-Low)</th>
<th>How much time?</th>
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RESULTS FROM WORKFLOW EVALUATION = BETTER CUSTOMER SERVICE

- Develop cross-training for backups and to help with staff shortages
- Email notices instead of mailing them
- Use i-Pad for Searching
- Use QR codes in the stacks
- Created monthly ILL accounts
- Review ILL Workflows
- Reorganized workroom for better book return processing
- Types of new services to offer - review LibQual comments
- Enhance skill sets of staff
SKILL DEVELOPMENT PLAN-BACKGROUND

- Gather feedback from staff
- Identify skill sets needed
- Develop training strategies
GATHERING FEEDBACK FROM STAFF

- Interactive meetings
- Site visits to other libraries
- Researching new trends
- Online suggestion box
IDENTIFYING SKILL SETS NEEDED

- Staff management skills
- Project management skills
- Critical thinking and communication skills
- Team building skills
- Problem solving/crisis management skills
- Technology skills
- Customer service/professionalism skills
- Enhanced reference skills
- Assessment skills
- Web page editing skills
- Marketing/presentation/graphic design skills
DEVELOPING TRAINING STRATEGIES

• Blackboard Learn course for students and staff
• Department tours
• Encourage participation in university training courses
• Provide opportunities to attend conferences
• Department meeting training segments
• Presentation Workshops
• Summer training sessions
• Interactive games
• Department retreats
Access Services Retreat

9a-9:30a  Breakfast/Pep talk from Suzanne
9:30a-10a  Wonder Wall: Look how far we have come!
10a-10:30a  Moving Forward: Goals for the upcoming semester
10:30a-10:45a  Break
10:45a-11:15a  Access Services Trivia
11:15a-Noon  The Marshmallow Challenge
Noon-1p  Lunch-New York Subway
1p-2p  Timesheet processing tips
2p-2:15p  Break
2:15p-3:45p  Team building exercises including board/video games
3:45p-4:00p  Wrap up (Award Certificates)

When: Dec. 20, from 9a-4p
Where: Media Library Classroom
PLAN RESULTS

- Staff more engaged in goal planning
- Improved staff morale
- Staff feel empowered
- Better productivity
- More feedback on services
- Well informed staff able to find solutions
NEW AND EXPANDED SERVICES

- Online Holds/Self-Service Hold Shelf
- Highland Street Book Drop
- Food for Fines
- Pay Fines by Phone
- Ask a Shelver
- State of the Stacks Report
- Textbooks on reserve
- Document Delivery
  - Articles for everyone
  - Faculty Delivery Service
- Combined Services Desk
ONLINE HOLDS

Library Catalog

Search for "cat in the hat" in All Collections.

The cat in the hat
By Dr. Seuss

Request this item for pickup.

<table>
<thead>
<tr>
<th>Location</th>
<th>Call Number</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>WILLIS LL Juvenile Collection</td>
<td>JE G313ca 1985</td>
<td>AVAILABLE</td>
</tr>
<tr>
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</table>

More Info from Google Books
ONLINE HOLDS PROCESS

[Image of online holds process with two screens showing steps to request an item for pickup.]

1. Verify Account & Enter Optional Information
2. Select Item
3. Select Pickup Location
4. Done

Request Item for Pickup: The cat in the hat

Please select the item you would like to request:

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Next: Select Pickup Location

Request Item for Pickup: The cat in the hat

Please select where you wish to pick up your item:

- Willis 1st Floor Pickup Shelf
- Discovery Park Library Svc Desk
- Eagle Commons Library Svc Desk
- Media Library Svc Desk
- Music Library Svc Desk
- UNT Dallas Library
- Faculty - Deliver to Dept Office

Submit Request

Faculty Delivery Service

Faculty at UNT Denton and Discovery Park may request items to be delivered to their department office. We will deliver them to you within 2-3 business days; deliveries are made on Mondays, Wednesdays, and Fridays.

Note: Music and Media Library items must be picked up at their respective home library location.
HIGHLAND STREET BOOK DROP
FOOD FOR FINES

@ THE WILLIS LIBRARY SERVICES DESK

20 ITEMS MAXIMUM · 1 CAN = $1

NOVEMBER 24 - DECEMBER 20
PAY FINES BY PHONE

Got a Library Fine?  
No problem!

We now accept payments over the phone!

(940) 565-2414

Fines can still be paid in person at the Library Services Desk or by mail. Grab a business card for our address or visit us on the web!

*** www.library.unt.edu ***

Fine payments by check are also accepted at the Discovery Park Library, the Eagle Commons Library, and the Media Library during their hours of operation.

Paying library fines has never been so easy!
State of the Stacks
December 2013

New Shelves
Stacks Management has two new shelves: Blake Ward and Kaela Williams.

Remote Storage Projects
We are currently weeding the bound periodicals (journal volumes that pre-date 2009) in the Lower Level and the general collection on the 3rd floor.

December Book Display
The Winter Is Coming themed December book display a play off of Game of Thrones, was our most popular monthly display yet!

Number of Ask a Shelves Questions
67 October 42 November 16 December
ASK A SHELVING

- Customer service presence in the stacks
- Use walkie talkies
- Easy to contact shelvers and vice versa
TEXTBOOKS ON RESERVE

• Worked with UNT Bookstore
• Received a list of textbooks used for the semester
• Checked catalog to see if we had the items
• Placed them on reserve for the semester
FACULTY DELIVERY AND DOCUMENT DELIVERY

• Faculty book delivery
  • Request via Online Holds or ILLiad
  • Deliver via campus mail
  • 48 hour turn-around time
• Scan any UNT-owned article/chapter
  • Expanded existing Faculty E-Delivery and Distance Learning services
  • Added ILLiad queues/emails to facilitate processing
• Deliver electronically-held items
  • Convenience for patron
  • Filled request instead of cancelled
  • Fill-rate jumped from 64% to 84%
WEB INTERFACE

Request Item for Pickup: *The cat in the hat*

1. Verify Account & Enter Optional Information
   2. Select Item
   3. Select Pickup Location
   4. Done

Important Information about Requesting

Need an Article, Etc.?
Do you need a specific journal article or book chapter? Or is the item you want already checked out, and you need it soon? Or, are you a distance learning student needing an item shipped to you? **Request it through ILIAD. Instead!**

UNT Students, Staff, and Faculty

- **EUID:**
- **Password:**
- Forgot your EUID or password? [Update it here.](#)
- I am a UNT faculty member.

Visitors

- **Name:** E.g., Smith, John
- **UNT ID:** E.g., 100012345
- **4-digit PIN:**

Optional Information

- Cancel my request if not filled by: 04/20/2014
- Comments:

Next: Select Item
August 2013 – June 2014: 18,000 Online Holds!

- Increased Faculty deliveries by 32%
- Non-pick up rate for holds: 8%
- Fines collections increased by 25%
- Since implementing, about 400 requests have been submitted via ILLiad, from the online holds form
LIBRARY SERVICES DESK

- Our combined services desk for Circulation, ILL and Reference assistance
REASONS FOR COMBINING SERVICE DESKS

• Confusion for patrons
• Patrons sent from desk to desk for assistance
• Staffing costs
• Communication and management issues
• Missed opportunities
• More students: 36,000
COST SAVINGS

Cost Savings - Student Assistant Expenditures
BENEFITS OF THE COMBINED SERVICE DESK

• Reference and AS staff learning from each other as they help patrons at the desk
• Proximity of reference staff enables reference questions to be answered more quickly
• Easy to call for assistance
• Expanded training for student assistants has freed up full time staff
• Good communication between managers and staff
• Patrons like the single service point
MARKETING STRATEGIES

- Better marketing of services
  - Library Website
  - Library Newsletter
  - Digital ads
  - Facebook page
  - Bookmarks
  - Liaison in the Stacks Posters
BOOK DELIVERY SERVICE for FACULTY
Get a **jump start** on the semester.

Check to see if we have your textbook, *for free!*
YOUR ANCHOR IN COMM STUDIES

Gayla Byerly
Instruction Coordinator
Location: Willis Library
(E) Gayla.Byerly@unt.edu
(P) 940.565.2014

NEED HELP WITH:
- Finding an article
- Research assistance
- Library services questions
OVERALL RESULTS

• More input from staff
• More user-centered services
• Better communication
• Better understanding of coworkers’ work assignments
• Altered perspectives on change
ENGAGING STAFF

• Communicate the why’s of change
• Invite and welcome feedback
• Create opportunities for skill development
• Lead with a positive attitude
• Assess workflow efficiencies
• Engage staff in goal planning
• Create an innovative environment
• Marketing internally and externally
• Maintain excellent customer service as a goal
QUESTIONS?

- Mary Ann Venner
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