Combining Circulation And Reference Desks Into a Single Service Point
This presentation will describe how a single service point for Circulation (Checkout, Interlibrary Loan, Reserves, Fines) and Reference services was created at the University of North Texas Libraries (UNT). It will examine how the Access Services and Reference departments successfully worked together to plan, implement and assess a combined service desk. Hours of operation, desk staffing, cross training and layout will be discussed. Concerns from a staff perspective, student perspective and management perspective will be highlighted. Key external and internal benefits as they relate to staff resources, customer service, collaboration, innovation and communication will also be discussed.
Multiple Service Desks

Welcome to Willis Library First Floor
A Plan was Needed!

What’s the plan?
Summer 2012
The Planning Process

1. Goals
2. Naming the Desk
3. Services
4. Hours of Operation
5. Staffing
6. Training
7. Staff Concerns

The process flows as follows:
- From Goals, to Naming the Desk
- From Naming the Desk, to Services
- From Services, to Hours of Operation
- From Hours of Operation, to Staffing
- From Staffing, to Training
- From Training, to Staff Concerns
- From Staff Concerns, back to Goals
Goals

• Library Services Desk: One single service point for Circulation, ILL and Reference Services
• Increased cross training opportunities
• Cost savings on student assistant expenditures
• Full time staff have more time for skill development, projects, assessment
• Reference librarians have more time for liaison work
• Increased communication
Services to Offer

• Checkout
• Reserves/textbooks
• Fines
• Library Cards
• Graduate Carrels
• ILL
• Reference
Hours of operation

• Library Services Desk
  Sunday: 1p-midnight
  Monday-Thursday: 8am-midnight
  Friday: 9a-6pm
  Saturday: Noon-4pm

• Reference Staffing
  Sunday-Thursday: until 10pm
  Friday: until 6pm
  Saturday: Noon-4pm

• Willis Library
  Open 24/7
  Self Checkout Machine
Desk Layout
Desk Staffing

Graduate Library Assistant (GLA) and Student Assistants

Back-up from full time Access Services staff
  Bell set up
  Full timer desk shifts

Back-up from reference librarians
  Liaison referrals
  GLA supervisors available for more difficult reference questions
Training

- Blackboard Learn
- Basic training checklists
- Defining skill sets
- Access Services staff: basic reference training
- Reference staff: basic circulation training
Reference Training for Access Services Staff

• Catalog searching tips
  Keyword vs. Subject searching
• How to use electronic databases
• How to search UNT Digital Collections
• How to find subject and class page LibGuides
• Who are the Liaison Librarians
  How to find a liaison librarian (guide)
  Reference by appointment
• How to use on-call reference assistance-no longer use
• RefStats: inhouse question/answer database
Access Services Training for Reference Staff

• Circulation policies and procedures
  Sierra training
  Checking out books/reserves
• Interlibrary Loan policies and procedures
  ILLiad training
  Checking out ILL materials
• Ref Stats Circulation training
More cross training opportunities for Access Services Students

- Shelvers
  - Service Desk
  - Basic Reference

- Service Desk staff
  - Basic Reference
  - Shelving
Cross training Benefits

• Staff gain a more well rounded perspective
• Better service for patrons
• Managers can fill scheduling gaps more easily
• Able to expand skill development
• Opportunity to get more feedback from staff
Concerns and questions from full time staff

• Reference
  Quality of reference services
  How much Circulation training will we need
  Will there be an on-call service
  We will need to work closely with Circulation

• Access Services
  Quality of circulation services
  How much Reference training will we need
  Will there be a reference person at all hours the desk is open
  We will need to work closely with Reference
Concerns and questions from Student Assistants

• How will reduced number of desks affect employment
  Will I lose hours?
  Will there be layoffs?
• All the patrons will be coming to one desk?
• How will my job change?
Overall Results

• Better service to patrons
• Better management of staff
• Better utilization of staff time
• Better organization
• Better usage of space
• Better allocation of student expenditures
External Benefits

- Patrons not sent from desk to desk to receive help
- Reduce ‘library anxiety’
- Patrons receive quicker/higher quality service
- Easier to market services
- Positive and welcoming service desk environment for patrons
- More embedded librarians in classrooms and buildings
- More library instruction courses
Internal benefits

• More collaboration between staff
• More empowered and engaged staff
• Increased avenues of communication
• More awareness of what each area does
• Student assistants gain valuable research skills from working alongside staff
• Reference staff gain a better understanding of circulation processes and procedures in a busy service area
• Staff have more back up for busy times
Cost Savings

Cost Savings-Student Assistant Expenditures
Innovations
Online Holds
Embedded Librarian Opportunities

Need Library Help?

Ask Doug
It's okay to ask.

Call: 940-565-3295
Email: general.reference@unt.edu

A green light to greatness.
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!
Liaison in the Stacks

YOUR ANCHOR IN COMM STUDIES

Gayla Byerly
Instruction Coordinator
Liaison with Library
Follow by Phone Only: (973) 285-9374

NEED HELP WITH:
- Finding an article
- Research assistance
- Library services questions
Food for Fines

Food for Fines

20 items maximum 1 can = $1
November 24 - December 20
State of the Stacks Report

New Arrivals:
Stacks Management has
new arrivals:
Blair Woodland
Katie Williams

Remote Storage Projects:
We are currently weeding the bound periodicals (journal volumes that pre-date 2004) 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 Librarian Questions:
- 67 Questions in October
- 42 Questions in November
- 16 Questions in December
Ask a Shelver
Monthly Book Displays

2014 ALA LLAMA PR Xchange Best of Show Winner
Expanded Document Delivery/ILL
Textbooks Project

Get a jump start on the semester.
Check to see if we have your textbook, for free!
Questions?

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