PROMOTING POSITIVE CHANGES WITH ASSESSMENT IN A PUBLIC SERVICES SETTING

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- Enrollment: approximately 37,000 students
- Twelve colleges and schools
- Sixty-two academic programs ranked in the Top 100
- Tier One research university
- Four libraries, two remote storage facilities
- Public Services Division is the largest division in the UNT Libraries
No cohesiveness to public services
No customer service philosophy
Disconnect between managers and employees
Little cross training
Multiple service desks
Librarians tied to desks
Not utilizing our staff resources effectively
Minimal opportunity for feedback
Difficult to attend staff development opportunities
Assessment? What’s that and why do we need it?
SEIZED OPPORTUNITIES

- Defined our function, values, goals and services
- Designed the organization of new departments
- Examined management structures
- Examined workflows
- Examined staffing levels
- Assessed the effectiveness of our services through surveys
- Got feedback from staff through staff retreats, interactive department meetings and SWOTs
- Identified what we could let go and what we could do better
- Promoted the positive aspects of change and problem solving
- Cross trained staff
Results

- New departments
- New services
- New positions
- Programming
- Outreach
- Innovative, positive work environment
CHANGES WE MADE

Departments:
- Created the Access Services Department (merged Reference services, Circulation and Interlibrary Loan)
- Created the Library Research Support Services Department (focused on services for graduate students and faculty)
- Created the Library Learning Services Department (focused on services for undergraduate students)

Spaces:
- Created a Learning Commons
- Merged Circulation and Reference Desk
SERVICES AND STAFFING

Services
- Online Holds and a Self Service Hold shelf
- Food for Fines
- Geospatial Information System (GIS)
- Expanded document delivery and ILL services
- Faculty Delivery Service
- Ask Us Research Assistance
- Copyright services
- Workshops on demand

Staffing
- First Year Experience Librarian
- Outreach and Engagement Librarian
- GIS Librarian
- Access Services Librarian
- Scholarly Communication Librarian
PROGRAMMING AND COLLABORATIONS

- Human Library
- Dissertation Boot Camps
- Writing Center and learning center tutors and workshops
- Student Library Advisory Boards
- Learning 101 series
- Monthly book displays
- Voter registration events
OUTREACH
POSITIVE ASPECTS OF CHANGE

- Improves communication
- Inspires innovation
- Increases productivity and efficiency
- Increases engagement and mentoring
- Creates a culture of teamwork
- Fosters positive attitudes
MINI-WORKSHOP EXERCISE
THANK YOU!

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