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From Separation to Integration: Creating a New Service Model for the Taylor Family Digital Library

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From Separation to Integration

Creating a New Service Model for the Taylor Family Digital Library

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Agenda

- Old models for Information Commons and Access Services
- Elements of change
- Moving to a new model – steps taken
- New models for Learning Commons and Access Services
- Lessons learned

Information Commons

Service Model: Reference and technology, one stop service, one step referral

Reference support staff, with librarians at the service desk

IT supervisor to supervise technical support (230 computers, 12 workrooms and 5 printers, 4 scanners)

Night assistants 24/5 service

One floor, 230 computers including 2 classrooms

Access Services: the old Model

- Circulation Services
- Library Facility Services
- Document Delivery
- Distance Education
- Microforms

Elements of change

- Taylor Family Digital Library and HDL, service changes, HDL services
- Collections – move to digital collections
- RFID – a late entry but significant in operational planning
- Reorganization of LCR – mandate to change (Implementation team reports, looking to ways to further integrate service Library, Archives, Museum and Press)

Split in service responsibilities: front of house and back of house

- Access: Did some homework on how back house could be different and identified some models, back of house
- Learning Commons: integrated services, single desk for reference and circulation
  - Models of integration – by person or by service – went with integration within the delivery by person
  - Expansion of responsibilities

Access: How did we decide

- Reviewed work processes with Unit heads and others with related experience
- Bucket list – what was in for Access and What was out - what happened to the outsiders?
- Based on the new service model : Review and revise job descriptions,
  - New job titles: Sorting & Distribution Assistant, etc.
  - Redefines job tasks : most public service gone, but now on-shelf holds, scanning, mailing

Access Services – the new model

- Sorting and Distribution (the behind the scenes part of Circulation)
  - Shelving and Retrieval (the bulk of LFS)
  - Circulation management, includes financial problems, on shelf holds
- Documentary Delivery – mailing and scanning now done by sorting and distribution – more integrated as cross training occurs
- Distance Education: item requests and referral
- Microforms – 2/3 collection now in HDL, retrieval is big – but the least changed unit so far

Integrated service model: Learning commons

- Reference, Circulation, Technology support, Learning support – 4 primary responsibilities
- Reference has a new service model
- Circulation front of house services
- New job description
- Implementation has been phased in.

Learning Commons

- New positions – Operations supervisor, student assistants
- Added new responsibilities for all staff: circulation, cash, card loading, building responsibility including concerns for all opening and closing, security monitoring
- Night assistants that have two floors to monitor
- Student navigators: whole building responsibilities for public printing support, classroom set up and support, plus all public workstations and collaborative workrooms

Where are we now?

- Staff and students are adapting to the new ways of doing things.
- It has been quite a shake down year.
- We have not fully taken on all that the Learning Commons can be.
- Starting to plan for the next steps: e.g. roaming peer tutors, improved virtual tools

Lessons learned

- Deadlines are moveable – no control over some
- Be prepared to expect the unexpected eg. Two locations to manage, definitely not in the plan
- New building means that everything is new and up for grabs in terms of what people have to learn, user and staff alike.
- Managing change is no picnic
- Can never have feet firmly fixed, be ready to dance and change partners
- Keep the communication flowing

Questions?

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