A Road Map to Creating Capacity in Education & Reference

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MILE 1: PLANNING A SINGLE SERVICE DESK  2005-September 2007

• Plan for move to a new library, where we would merge 3 service desks into a Single Service desk (SSD) and move librarians to a virtual reference service.

• Key Tools for the Journey - turning over bulk of planning to staff-run task forces: Referral, Training, Customer Service.

MILE 2: VIRTUAL REFERENCE SERVICE  October 2007-2011

• Ask A Librarian (AAL) Team consisted of Librarians from multiple departments.

• Scheduled AAL hours are covered from librarians' offices with triage occurring at SSD. Emails come directly via listserv.

• Monthly Public Services meetings held to discuss all matters related to SSD, Reference services, Education services, public computing and printing.

MILE 3: DEPARTMENTS MERGED  Fall 2011

Education Department merged with Reference & Research Department:

• Efficiencies in staffing and management; and

• Increased team productivity

MILE 4: ASK US STAFFING CHANGES  2012-

• Changed name to Ask Us.

• Converted faculty position to Library Technician III to handle scheduling, admin tasks, up to 15 hours of 40 Ask Us Hours.

• Hired 2 part time LIS students to cover 30 hours per week, teach, and work on projects.

MILE 5: MOVE TO LIBANSWERS  2013-

• Move to Springshare LibAnswers added embedded chat and text messaging, as well as dashboard and knowledge base answers.

The Road Ahead: ADD ED STAFF = EVEN MORE CAPACITY

• Librarians cover Ask Us in staffing emergencies.

• Increased reference questions, consultations, expert searches, classes within curriculum, campus partnerships, research projects

• Ability to rewrite librarian job descriptions - recruiting a research specialist

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