Ask Us:
A Single Service Point Success Story

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NCSU Libraries

D.H. Hill Library

Hunt Library
Hunt Library Ask Us
We come to you

Room 2305

Study Room Guide:
go.ncsu.edu/huntroom

Need Help? Ask Us:
- Come to the Ask Us center at the entrance
- Call 919-515-7110 or text 919-627-8031
- Chat with us at go.ncsu.edu/askus
The Ask Us Brand
Total Chats 2001-2015
Hill Library Ask Us Team

Nancy Kress - former Head, Access & Delivery Services
Brian Pugsley - Staff supervisor, Access & Delivery Services
Rob Rucker - Head, Research and Information Services
Sydney Thompson - Associate Head, Access & Delivery Services
David Tully - Staff, Research and Information Services
Travis Tyo - Director of Operational Project Management, Building Services
David Woodbury - Associate Head, User Experience
Which services?

- circulation transactions
- technical support
- reference questions
D.H. Hill Library: Before The Merge
Entrance Desk
Top of the stairs: Circulation Lobby
Learning Commons Desk (Reference)
Problems

Multiple service locations
- Unclear paths and locations
- Some service overlap, definite inconsistency
- Two desks can’t see each other, staff don’t know each other
- Different skills in different locations

Lines
- Line management issues
- No good way to react to surges
Problems

Service desks
- Circulation space doesn’t permit side-by-side interactions or encourage staff to step out from it.
- Learning Commons is not within sight of the entrance.

Mediated collections
- Textbooks are time-intensive
- Transfers and other material are unnecessarily mediated
Transactional Patterns

![Weekly Mean Transactions by Desk and Hour](image1)

![Monday-Friday Mean Transactions by Desk and Hour](image2)
D.H. Hill Library: After The Merge
Solutions

Service desks
- Created small touch down area for Service Manager
- Added entry to Circulation desk to allow greater passage and visibility
- Added consultation area within Ask Us

Mediated collections
- Created textbook lookup tool
- Added open hold shelf
Benefits

- Improved user experience
- Labor efficiency
- Training / communication consistencies
- Administrative overhead efficiencies
- Subject experts can do more workshops, consultations
Staffing
Which staff?

• Circulation staff (Access and Delivery Services)
  ○ 6 support staff (3 shifts, 7 days)

• Subset of Research and Information Services
  ○ 3 support staff, 3 librarians

• Subset of User Experience
  ○ 2 support staff, 1 librarian
Staff strengths

Full Time staff
- non-routine problem solving
- knowledge base
- communication with organization
- reliability of schedule
- security - accountability - access
- authority
- areas of expertise
- stakeholder

Student staff
- customer service with routine transactions
- student context
- peer-to-peer teaching
- flexible schedule
- flexible skills base
- flexible location
- technical and media skills
Training

Module 4 Material
In Module 4, we will review some of the more advanced competencies at the desk such as:

- Large Format Printing
- DSLR/Apple Watch
- Makerspace
- IT Tickets
- Movie (the basics)

CLICK HERE to begin Module 4

Training Module QUIZ
<table>
<thead>
<tr>
<th>Areas To Work On / Coaching We Should Give</th>
<th>Misc Observations / Notes</th>
<th>Responded to 9/25 Weekly update</th>
<th>1on1</th>
<th>Feedback from student from 1on1 meeting</th>
</tr>
</thead>
<tbody>
<tr>
<td>BP</td>
<td></td>
<td></td>
<td></td>
<td>Example said they really like how we handle our holds/tripsavers. They’d like to see how that work is done. In addition, they expressed interest in learning more about how photoshop works so I encouraged them to try out one of the workshops.</td>
</tr>
<tr>
<td>Spoke with Example and told them that we need to see some better attendance and attention to detail. They said they’ve been struggling to keep up with school work and work. Schedule was adjusted to ease burden a bit.</td>
<td></td>
<td></td>
<td></td>
<td>I’ve noticed that Example sometimes needs additional prompting when it comes to walking someone to where they need to go.</td>
</tr>
</tbody>
</table>
# Communication

<table>
<thead>
<tr>
<th>Phones</th>
<th>Email</th>
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</thead>
<tbody>
<tr>
<td>Radios</td>
<td>Chat (Ask Us)</td>
</tr>
<tr>
<td>FAQs</td>
<td>Staff FAQs</td>
</tr>
<tr>
<td>Confluence (intranet)</td>
<td>Website</td>
</tr>
<tr>
<td>Dashboards</td>
<td>Staff IM</td>
</tr>
<tr>
<td>Google Calendar</td>
<td>G drive</td>
</tr>
<tr>
<td>Suma (stats)</td>
<td>Listservs</td>
</tr>
<tr>
<td>Back-up</td>
<td>On-call</td>
</tr>
<tr>
<td>Expert referrals</td>
<td>Touch screens / E-boards</td>
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</tbody>
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Evolving Services
Thank you!

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