



Access Services Beyond the Library: Building Relationships to Improve User Services and Expand the Library's Footprint on Campus

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Access Services Through the Years:

Pre-2008:

Part of Public Services: Circulation, Reserves, ILL, Copy Center

2008-2013:

Merged with Technical Services and reformed as Information Delivery Services (IDS): Access Services, Acquisitions, Cataloging, E-Resources

2013-current:

IDS disbanded, Access Services made its own Library Division: Circulation Services, Course Reserves, Interlibrary Services, Technology Services, and Media Services.

All of this change, all of this knowledge..what to do with it?

- As KSA's develop, how do you maximize staff potential?
- Work is patron-facing, but building-centric.
- Increased requests for support create opportunity. What if partnerships were developed outside of the library?

Time to Ask:

What is Access Services?

What Did We Find:


Too reliant on external promotion
of services

Who are our potential partners
outside of the library?

Are our services duplicative with
others on campus?

A point of focus in terms of changing direction:

How do we create and nurture campus relationships ourselves vs. functioning as a mostly reactive set of services (we help when asked and largely rely on others to promote what we do)?



We open ourselves
up to partnership...



Supporting Students

- **ASAC** (Academic Support and Access Center)
- **OCL** (Office of Campus Life)
- **Online Programs**
- **DCPL** (District of Columbia Public Library)

Distribution point for accessible technologies, classrooms, and scanners.

We became the hub for on-campus printing and have had ownership, and a good deal of control in managing the service for patrons.

Help control ownership of the library and online course reserves experiences by partnering with distance ed programs.

Recognize the strengths of others (DCPL) and build upon those resources.



The Pitfalls

Too many hands in the pot.

- Designate specific contacts and precise workflows.
- Serve in joint committees and help hire.
- Clearly define duties, roles, and desired outcomes.



Outreach Services

- The Office of Enrollment
 - Residence Halls
- Student Recreation Center
- Campus Outreach

They wanted a campus tour to market. We provided workflows and distribution.

Successfully leveraged iPads for student/class use outside of the tours.

Provided programming for dorms and worked with the Rec Center to fill programming needs.

Be your own advocate!



The Pitfalls

Out of sight, out of mind?

- Workflows and the iPads were great...the tour wasn't.
- Quickly became an also-ran.
- Attempts to revive and retool the service were consistently rebuffed.
- Outreach efficacy is determined largely by how much effort you provide.



Housekeeping

- CTRL (Center for Teaching, Research & Learning)
- RTL (Research, Teaching, & Learning [Reference])
- OIT (Office of Information Technology)

Consolidated all lending technology.

Provides more high-profile usage, eliminates middle-men, and provides better usage stats.

Greatly expanded our capacity of resources and equipment types.



The Pitfalls

We've got the stuff...now what?

- These initiatives caused greatly expanded services with our existing levels of staffing.
- Training!
- If you get the gear, get the money.



Academic Support Services

- The Office of the Provost
- Three Year Live/Study Programs
- The Career Center

Supporting a new pedagogical emphasis on student presentations.

Leveraging technical presence and campus positioning to acquire new resources.

Provide instruction, outreach, and resources to engage students, participate in campus conferences, and help facilitate poster sessions.



The Pitfalls

Slow Down!

- The services had been growing too quickly.
- Maintain control, wherever possible.
- Have a plan for future service needs.

Results and where are we now?

Staff recognize a need for change and see potential

Management can't do it ourselves, need frontline staff engagement

Working to realign vision of service with internal and external perceptions about
“what we are doing”



Share the pain, spread the wealth...

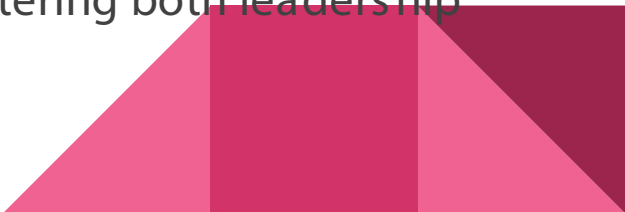
Created teams within Access Service led by a combination of managers and frontline staff.

Assessment Team

User and Collections Data Team

Service Promotion Team

Goal is to elevate expectations of responsibility while fostering both leadership and management opportunities.





Time for Questions and Thank You!