



# UBC Library

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# Overview

## Service Reviews

- Planning
- Implementation
- Assessment



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# Planning

- New Strategic Plan in 2010
- Three service reviews were undertaken
  - Technical services
  - Reference services
  - Circulation services



# Service Reviews

## Technical Services

Nov 2011-Jan 2012

## Circulation Services

Sept 2011-Mar 2012

## Reference Services

Jan 2011-Dec 2011



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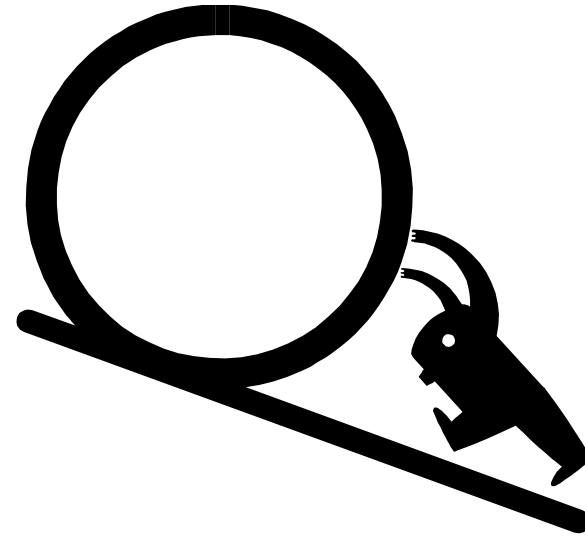
# Strategies

- Clear project charter & timelines
- Multiple employee groups
- Consultation
- Communication
- Transparency



# Challenges

- Silos
- Varied timelines
- Different approaches



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# Reference & Circulation Services Reviews

1. Align reference/research desks with circulation/entry desks
2. Place in highly visible locations
3. Enable & support use of self-check machines
4. Review training, competencies, position descriptions
5. Evaluate implementation



# Implementation



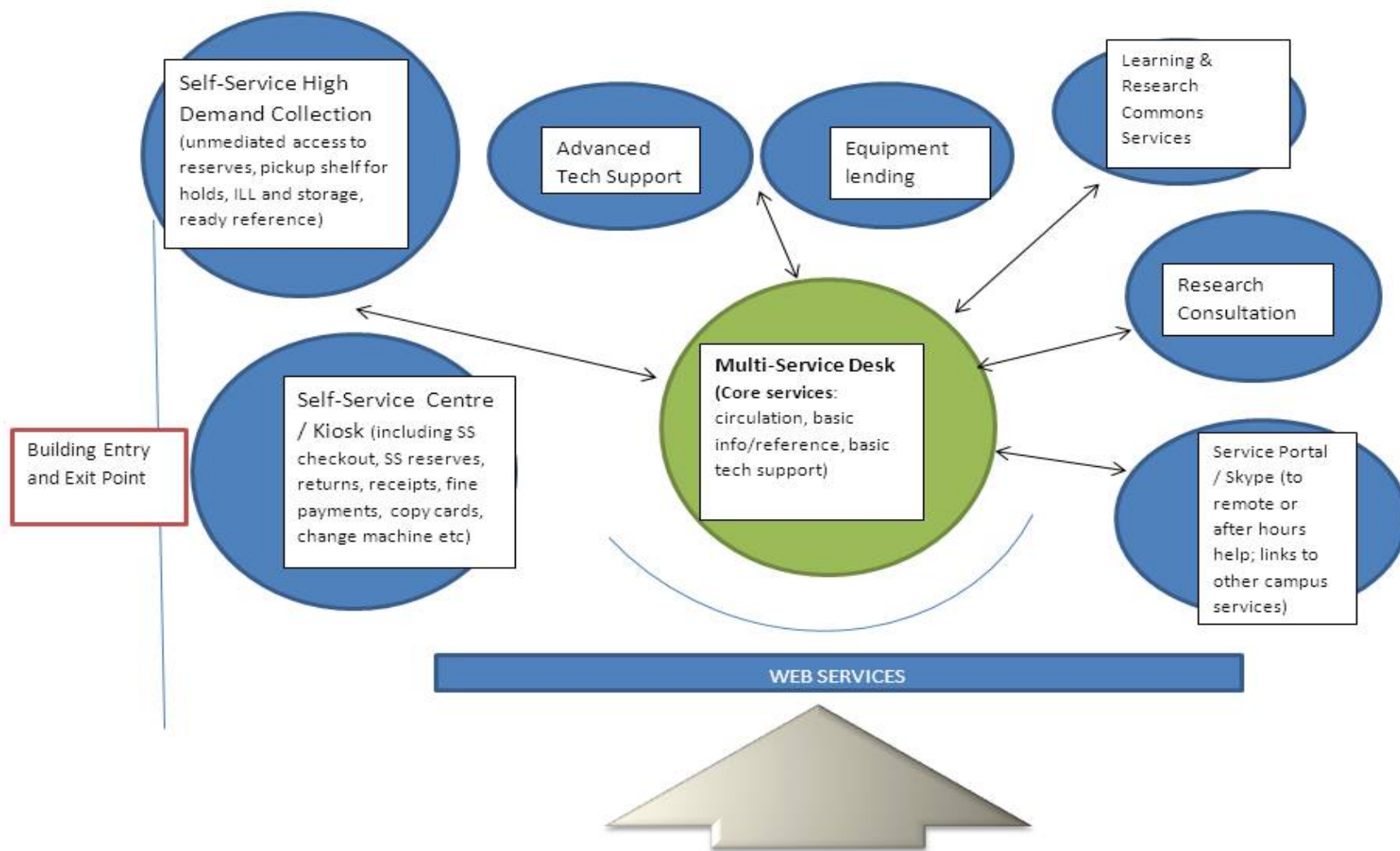
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# Multi-Service Desk: Functional Concept

Revised March 2012



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# Multi-service Desk

## Consultation & Participation:

- Reference (Sci/Eng, AaRP, Music)
- Circulation (IKBLC)
- Chapman Learning Commons
- LSIT
- Library Administration
- Library Communications
- UBC Project Services
- UBC Building Operations



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# Goals

1. Single service point
2. Visible, open connection to IKBLC north wing
3. Combined skills and expertise in one place
4. Person-to-person at desk; checkout-only shifts to machines
5. Continuous improvement





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# Transitional changes

- Reference Services – *2 moves in 5 months*
- Circulation/ASRS service – *2 moves in 2 months*
- Current CLC Help Desk – *one relocation*
- ASRS service model – *recalibration*



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# Assessment

- Short term
  - Nimble & iterative
- Longer term
  - Formal, structured models will be applied & integrated





# Questions?



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# Thank You!



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