

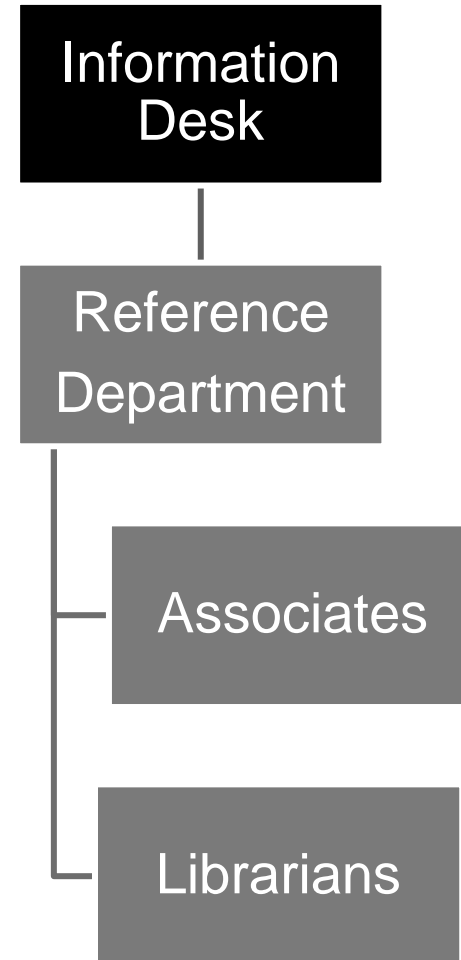
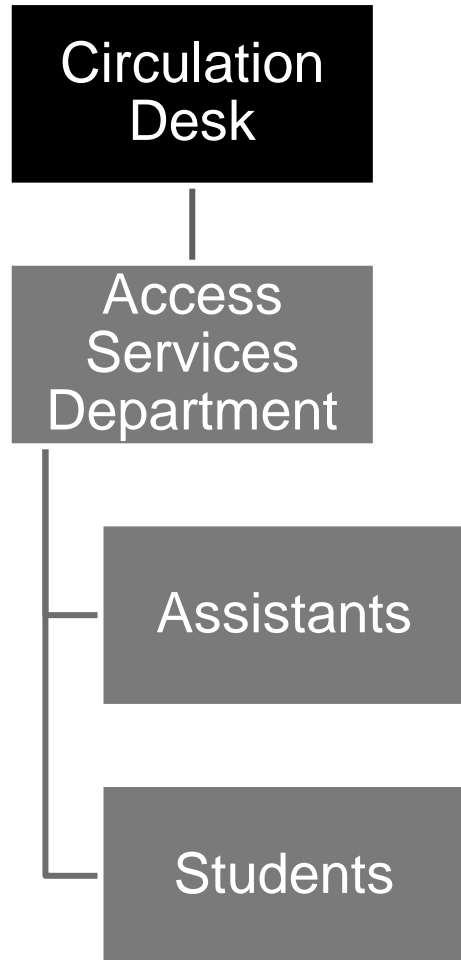
IMPLEMENTING BLENDED SERVICES AT THE LAURIER LIBRARY

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BACKGROUND

CONTEXT: TRADITIONAL MODEL



PUBLIC SERVICE REVIEW

- **External review**
- **Internal review**
 - Team
 - Process

RECOMMENDATIONS

- **Blended desk**
- **Emphasize self-service & online**
- **Cross-trained staff**
- **Librarians no longer on desk**

library.wlu.ca/about/libraryreview

IMPLEMENTATION

PROCESS

- **Coordinating group**
- **Subgroups for specific issues**

TRAINING

- **Summer program**
- **Intensive**
- **Hands-on**
- **Online in LMS**

POLICIES

- **Streamlining policies**
- **Recommendations**
 - TUG
 - Internal

SELF-SERVICE

- **Self-check pilots**
- **New machine**
- **Open shelving**

VIRTUAL SERVICES

- **Referral system**
- **Back chat**
- **Knowledgebase/faq**
- **Chat service quality**
 - Answers for common questions

ASSESSMENT

- **Assessing project goals**
- **Benchmarking**
- **Report and template**
- **To be repeated**

SPACE PLANNING

- **Planning brief**
- **Draft plans**
- **Construction this summer**

MAJOR ISSUES

SERVICE EXCELLENCE

- **Elements of a service culture:**
 - Service standards
 - Staff competencies
 - Feedback mechanisms
 - Staff empowerment
- **Issue: different department cultures**

STAFF JOB CHANGES

- **Major implications**
- **50% change = redundancy process**
- **Group decision**
- **Working through with HR, union**

LIBRARIAN JOB CHANGES

- **Changing roles: liaison review**
- **Under discussion:**
 - Referrals/consultations
 - Connection to staff
 - Maintaining skills

DEPARTMENTAL CHANGES

- **Old model doesn't make sense**
- **New structures for new model**

BUY-IN

- **Reaction: positive**
- **Some concerns**

WHY IS THIS WORKING SO FAR?

- **Good staff**
- **Trust**
- **Involvement**
- **Training**
- **Managing transitions approach**
- **Goals/vision**

IMMEDIATE BENEFITS

- **Discussion**
- **Staff involvement & leadership opportunities**
- **Participation in major change**