IMPLEMENTING BLENDED SERVICES AT THE LAURIER LIBRARY

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BACKGROUND
CONTEXT: TRADITIONAL MODEL

Circulation Desk
  - Access Services Department
    - Assistants
    - Students

Information Desk
  - Reference Department
    - Associates
    - Librarians
PUBLIC SERVICE REVIEW

- External review
- Internal review
  - Team
  - Process
RECOMMENDATIONS

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