

Three Years Later: A Review of the Single Service Desk Model at Longwood University

Why One?

- Five Service Points within 131 feet of each other
- Patrons were being bounced from service point to service point
- Changing landscape of our Library and research habits
- Staff changes
- Library trend at the time

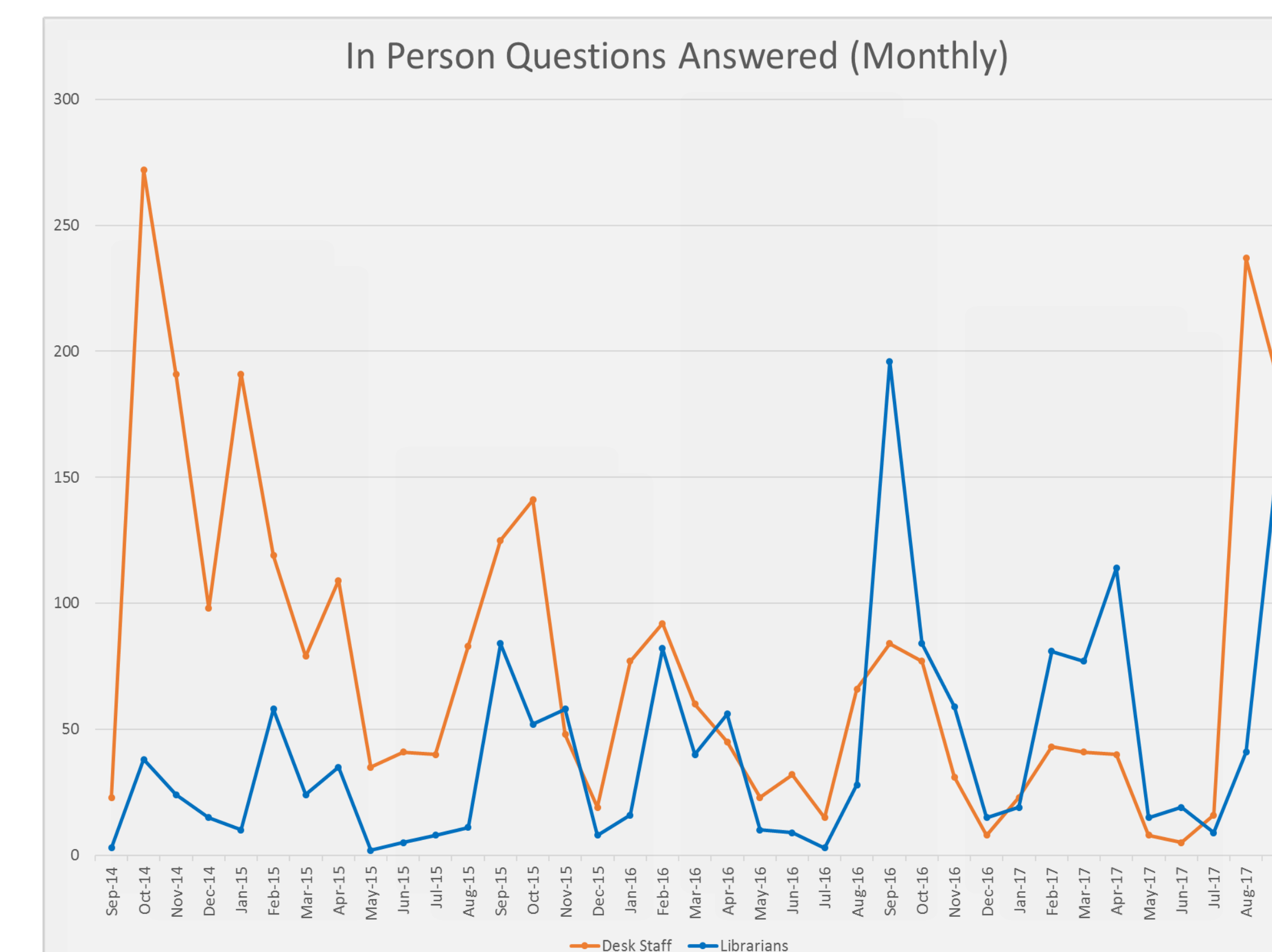
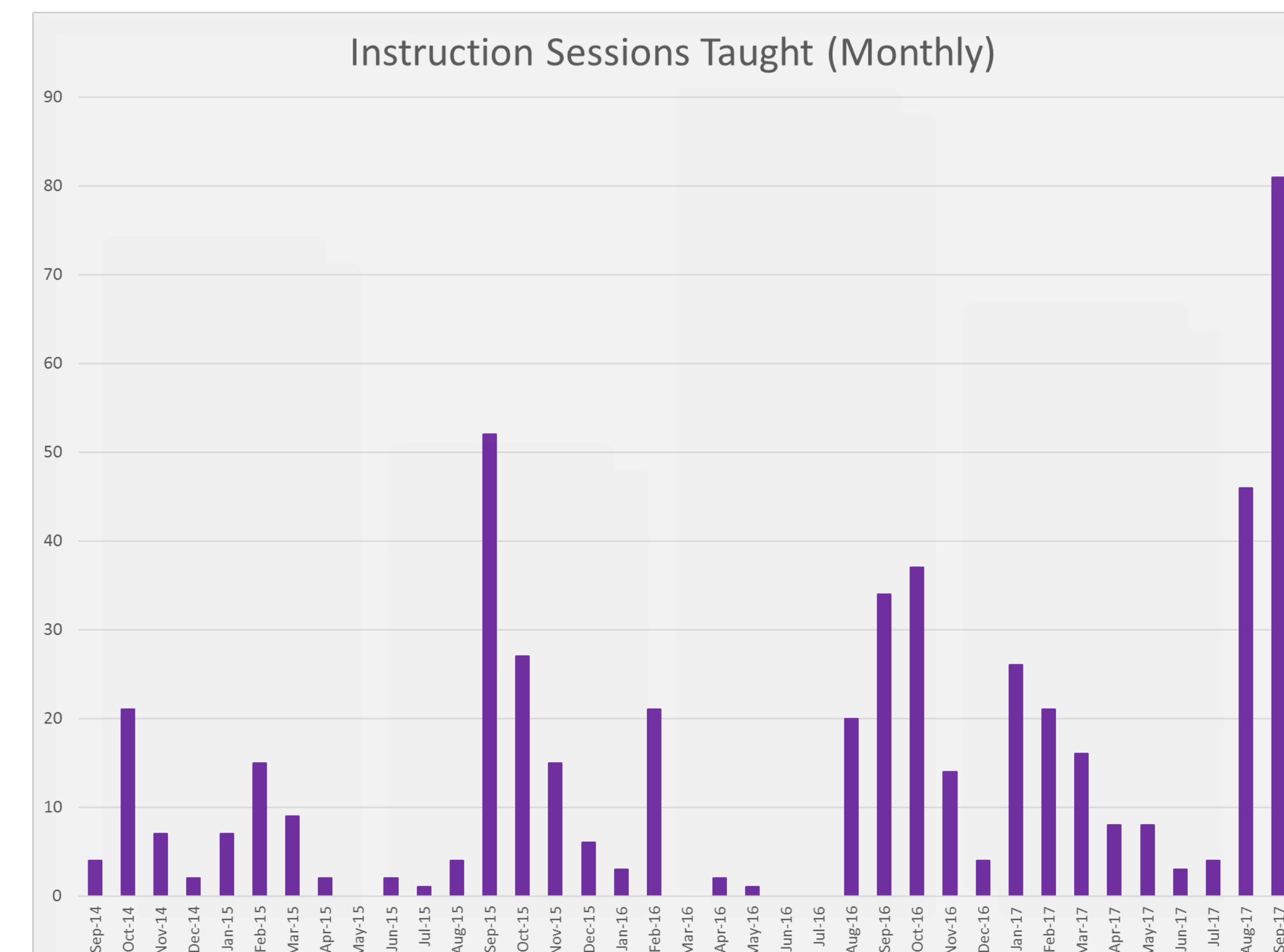
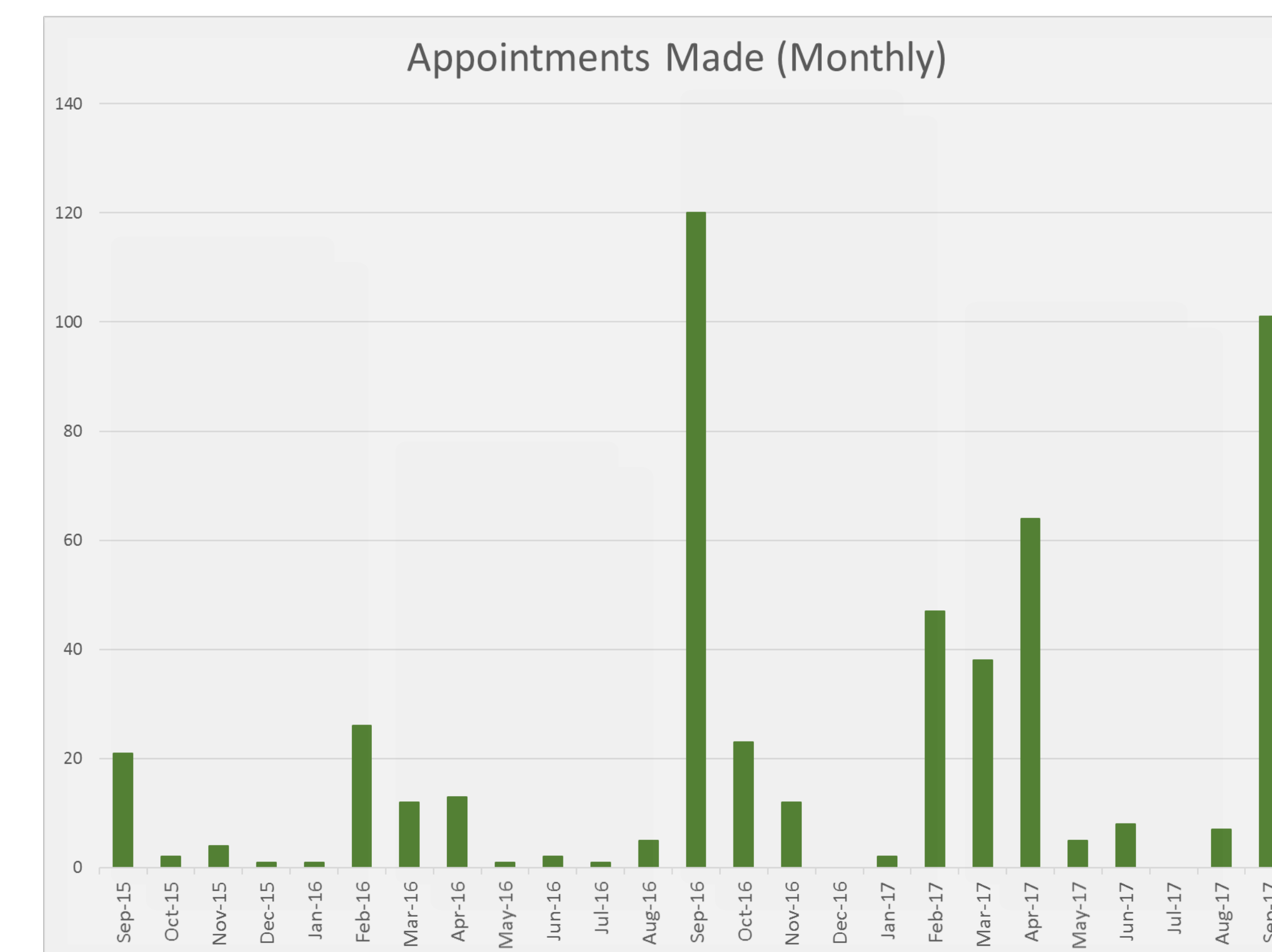
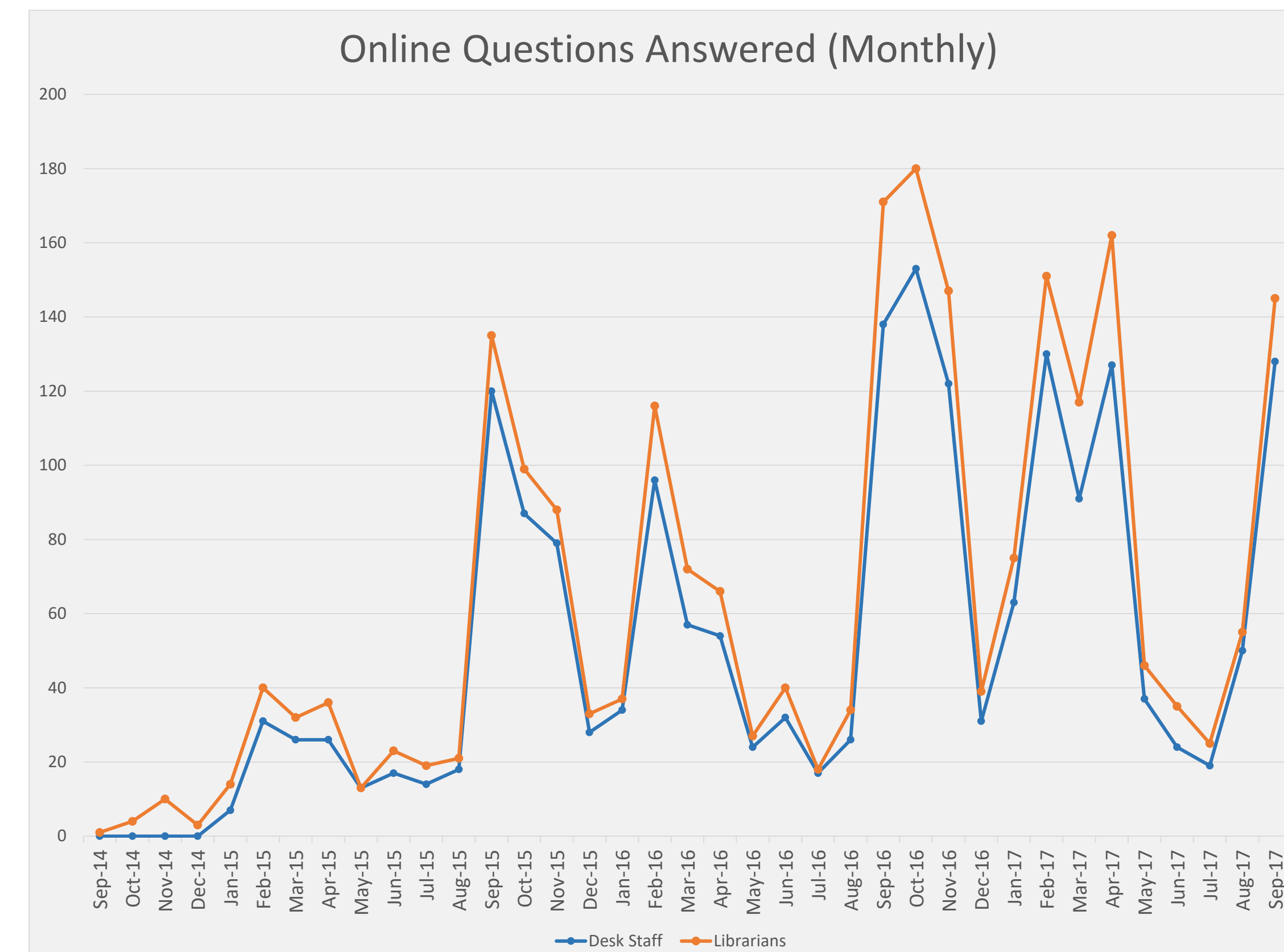
Benefits:

- All services in one location
- Cross-training of staff into multiple areas not just the Desk
- Staff cohesiveness
- Assist where students are comfortable
- Time for one-on-one appointments
- On-Call shifts are shorter

From the Staff:

“Allows more staff rotation but required more training.”
 “ONLY place to come ask a question so less confusion of what is where!!”

The Numbers



Pitfalls—Adjustments:

- Statistical Recording
- Training, Training, AND Training
- Setting Priorities
- Scheduling
- Staff Frustration/Anxiety
- Knowledge of Library Resources including the ILS
- Knowledge of Library Policies
- Email Accounts/Webpages
- Technology left unattended
- Chat training and etiquette

Tips:

- Plan for 6 months of training and start from the ground up
- Plan for refresher trainings
- Train the librarians for the Desk
- Revisit your research levels every year

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