

2 FOR THE PRICE OF 1

COMBINING ACCESS SERVICES AND REFERENCE DESKS

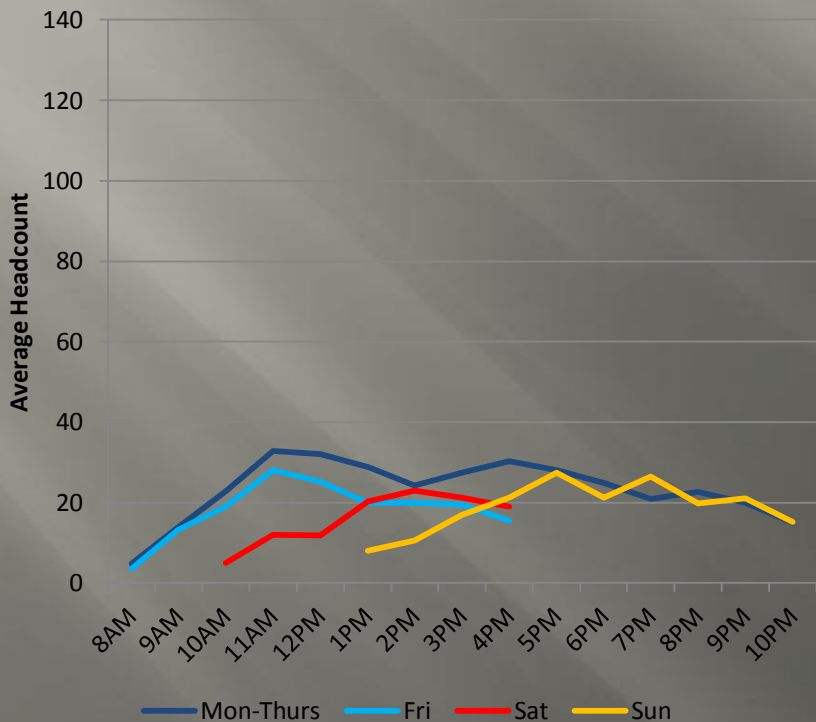
Diane Hunter, Head of Teaching and Learning Services,
University of Missouri - Kansas City

Mary E. Anderson, Head of Circulation Services,
University of Missouri - Kansas City

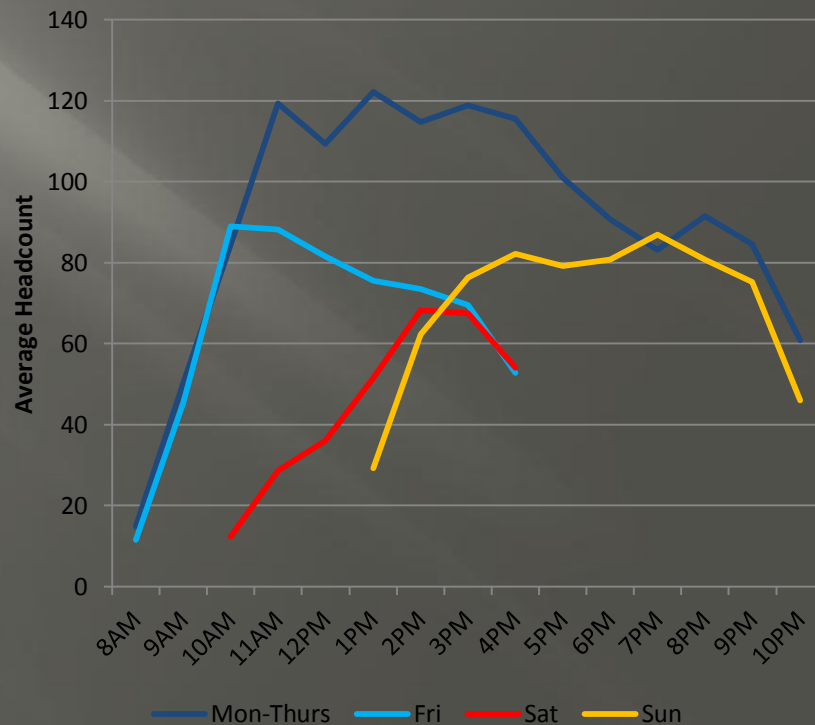
Brick & Click: An Academic Library Symposium
November 4, 2011

More Students in the Library

Average Headcount Comparison
Information Commons
Miller Nichols Library
Fall 2010



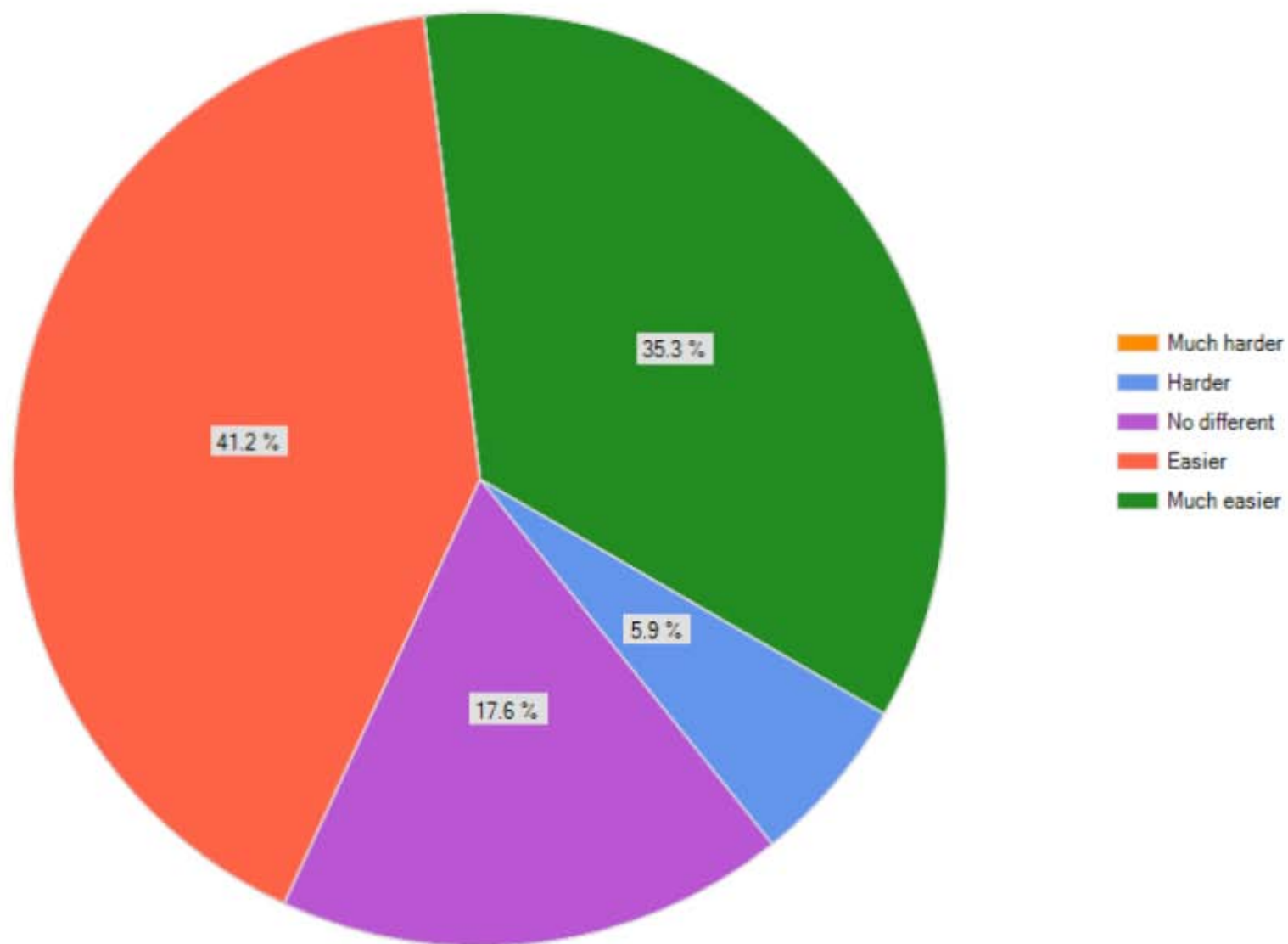
Average Headcount Comparison
Information Commons
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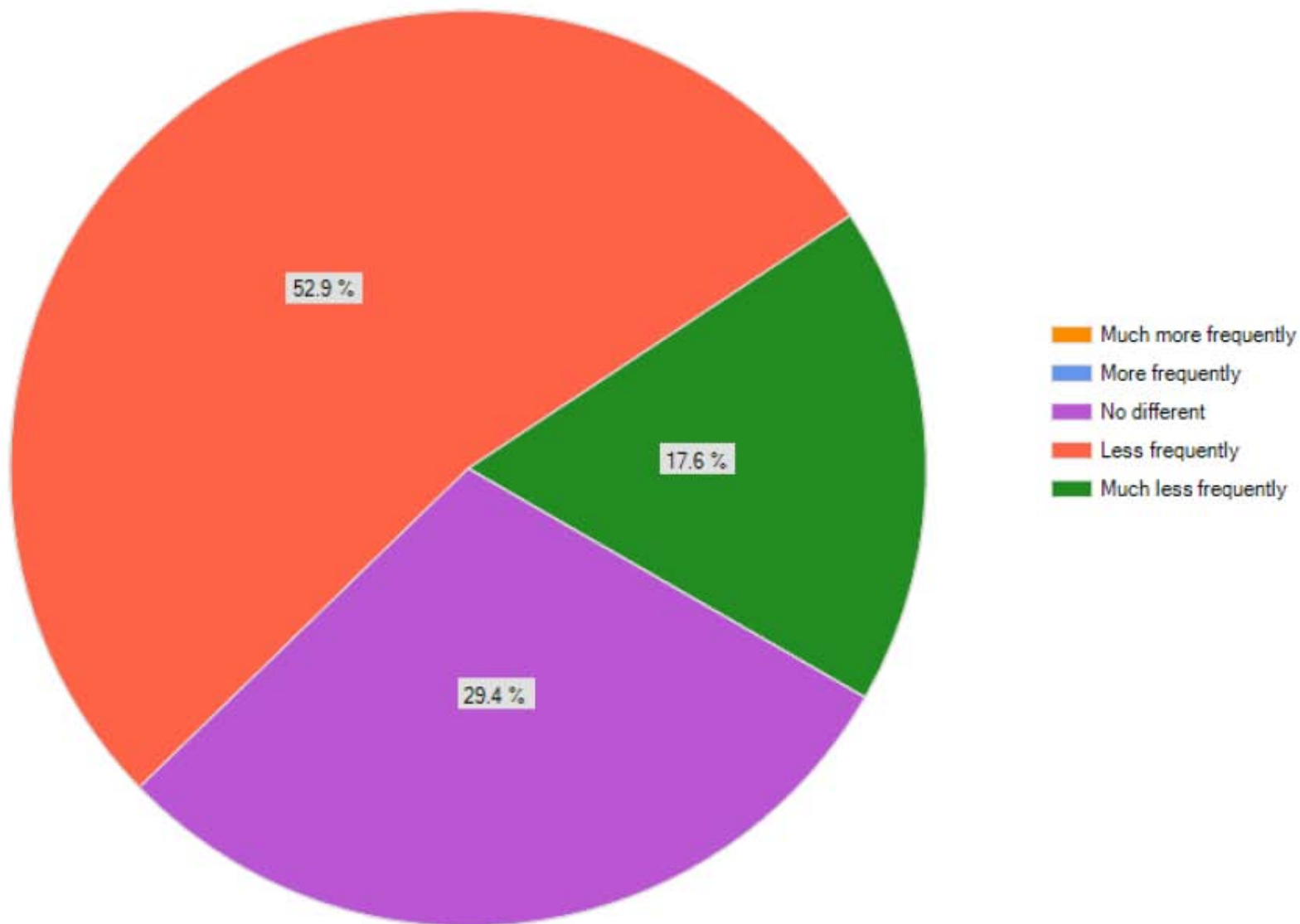
Separate Services - Separate Desks



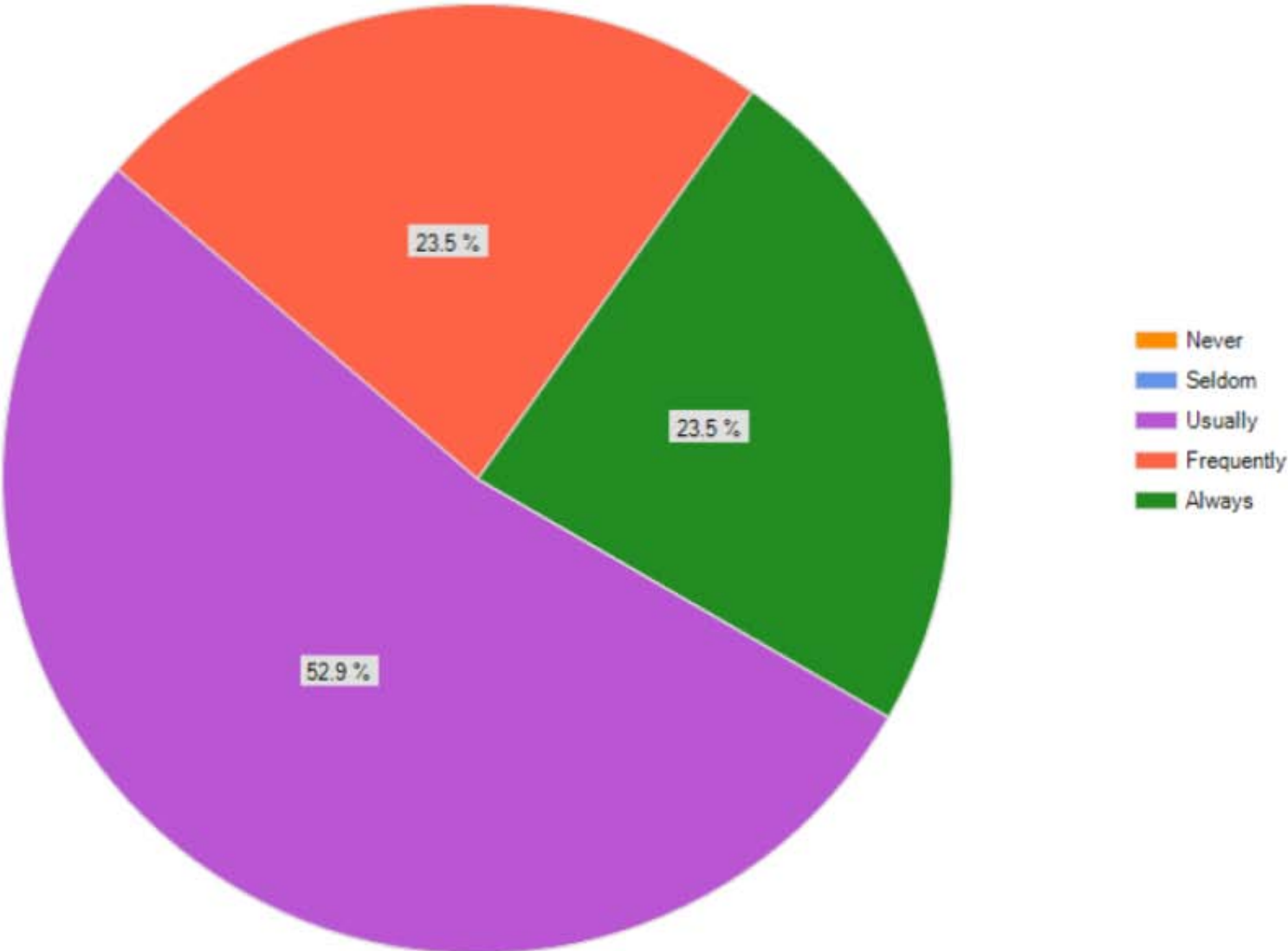
Addressing patron needs that require assistance from both Access Services and Research and Instruction staff is now



Inappropriate referrals based on a misunderstanding of the patron's need now occur



Staff with the needed skills and knowledge are now available when needed



Effective Use of Staff ?



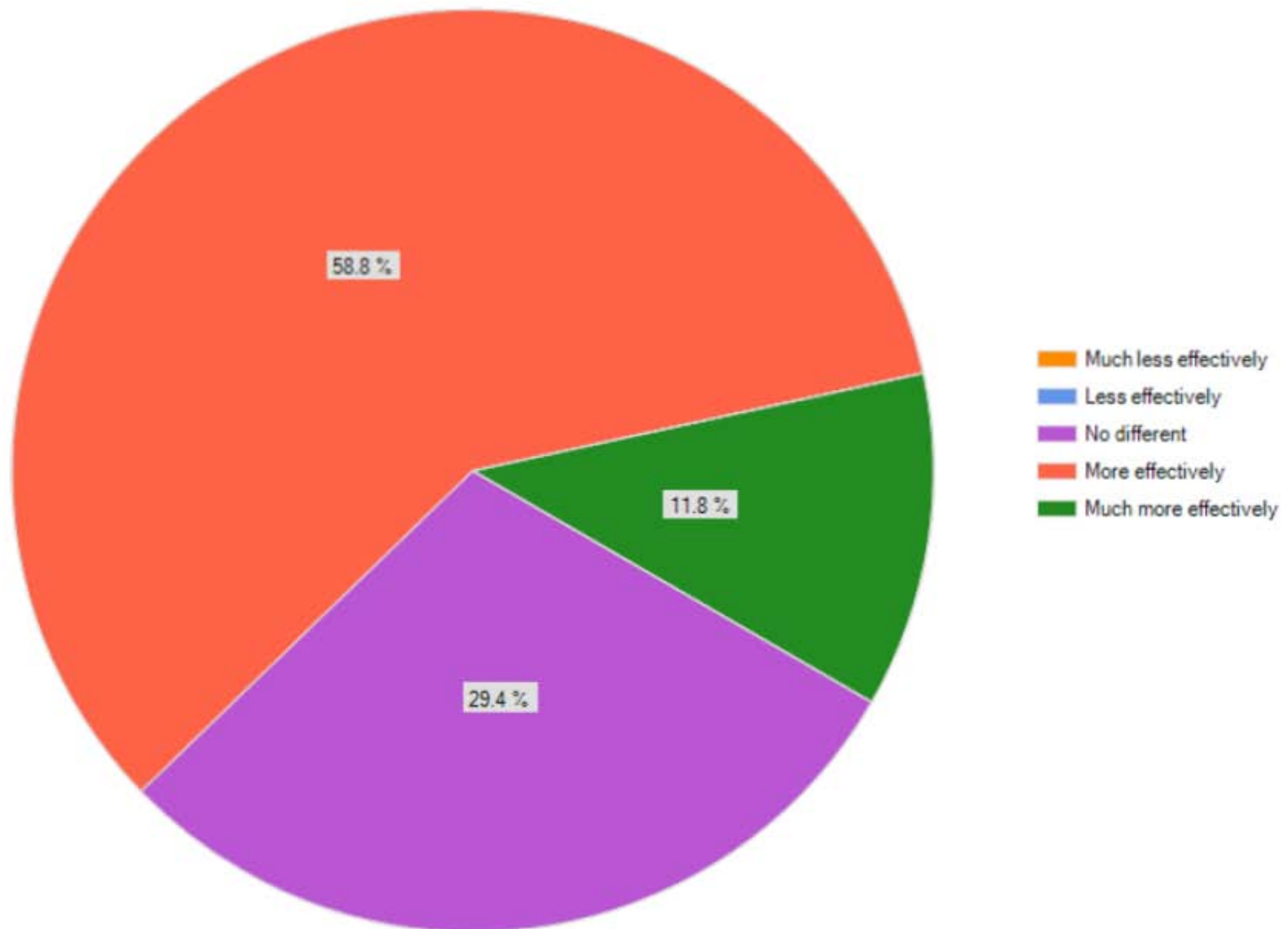
One Desk



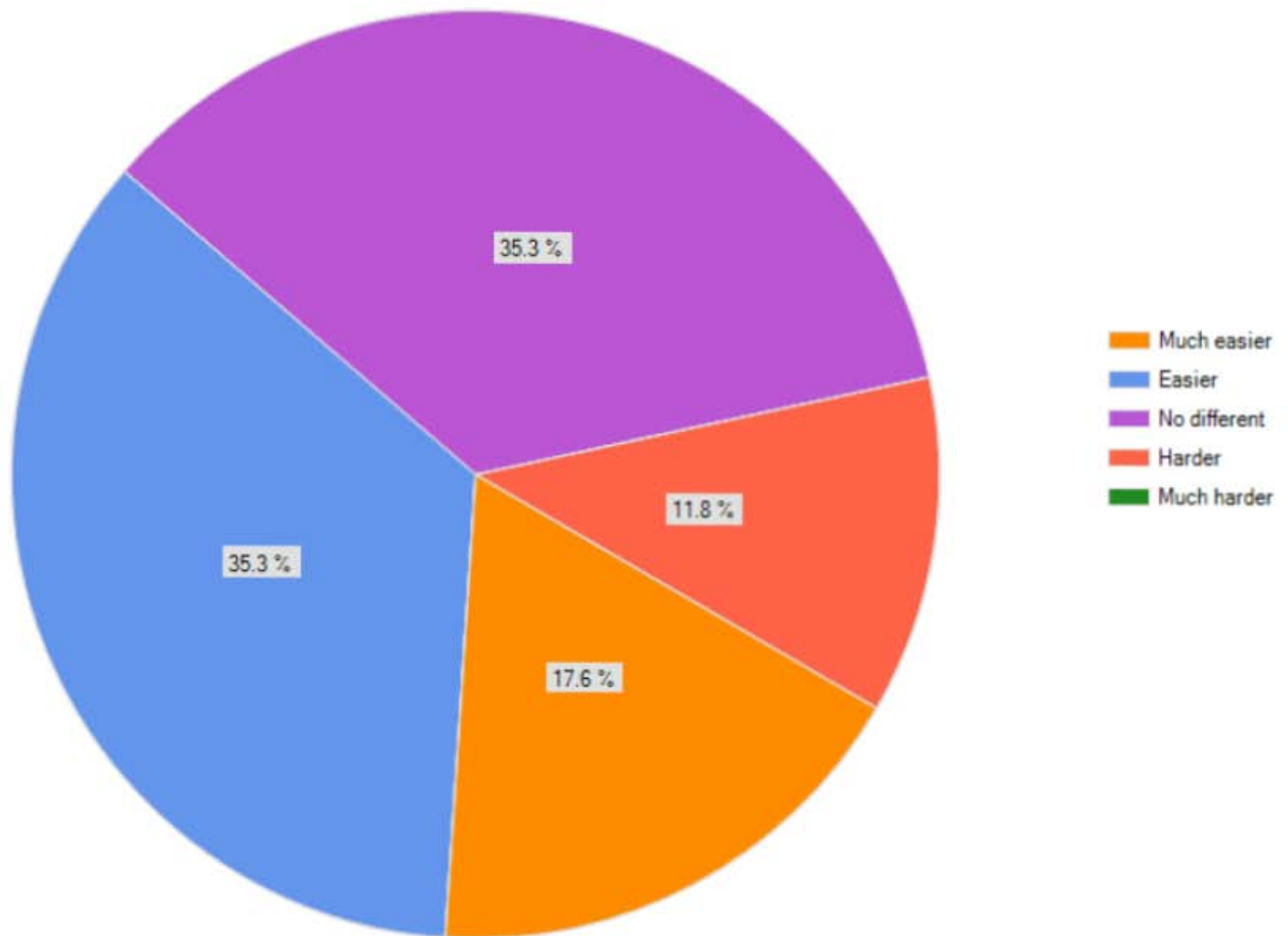
Circulation Staff on Back-up



My skills and knowledge are now used



Determining who is the most appropriate person available to answer a patron's question is now



Phone Calls



Phone Questions

- ▣ **Phone questions answered at reference desk:**
 - 7 month period (Apr-Oct 2010)
 - 970 phone calls

- ▣ **Phone questions answered at reference desk:**
 - 7 month period (Apr-Oct 2011)
 - 264 phone calls (88% reference questions)

- ▣ **Phone questions answered at circulation:**
 - 7 month period (Apr-Oct 2011)
 - 507 phone calls (43.4% reference questions)

One Desk



In Transition



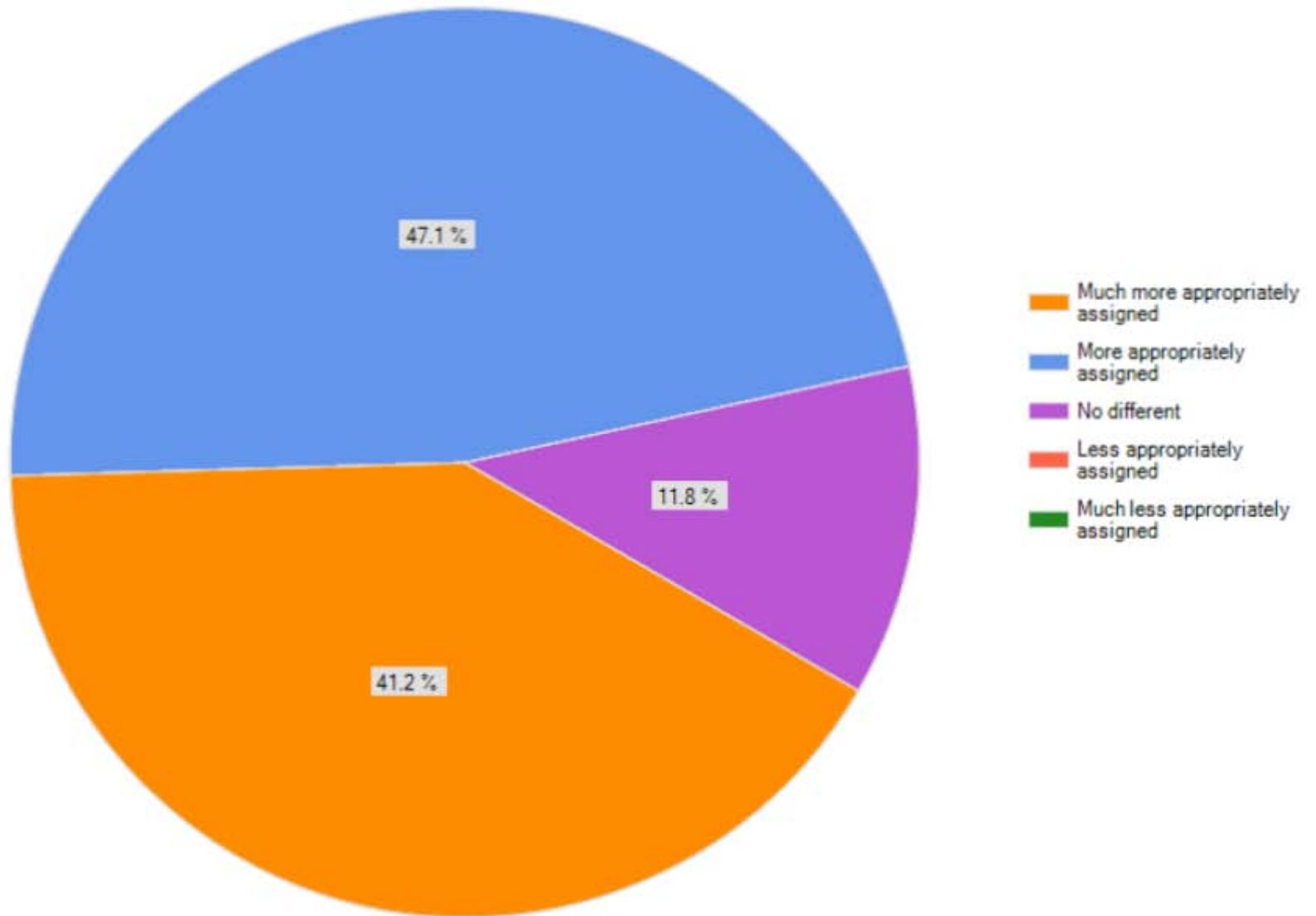
One Desk



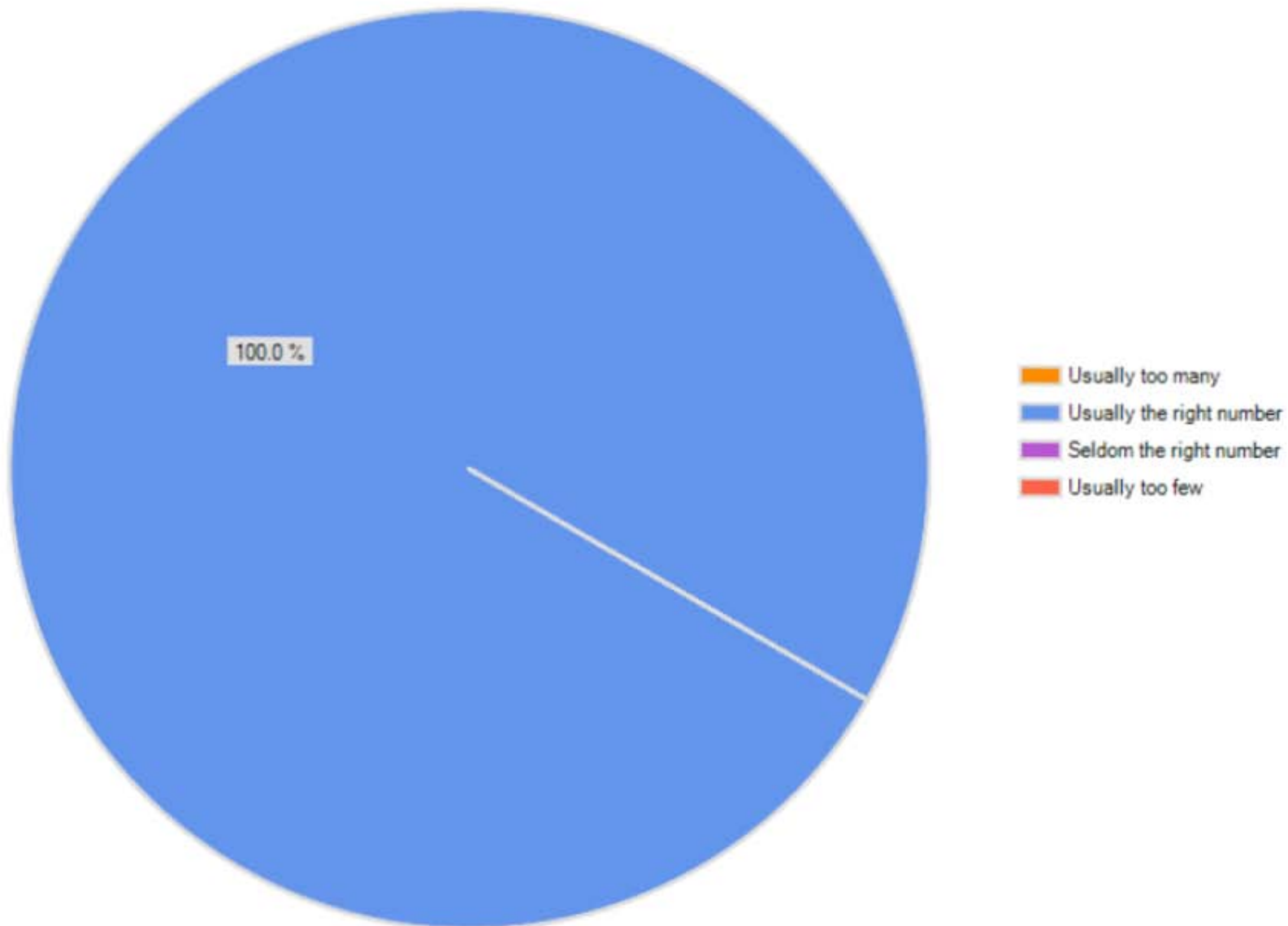
Circulation Staff on Alert



New tasks assigned to student assistants, including guest logons, printer maintenance, supply maintenance, etc. are now



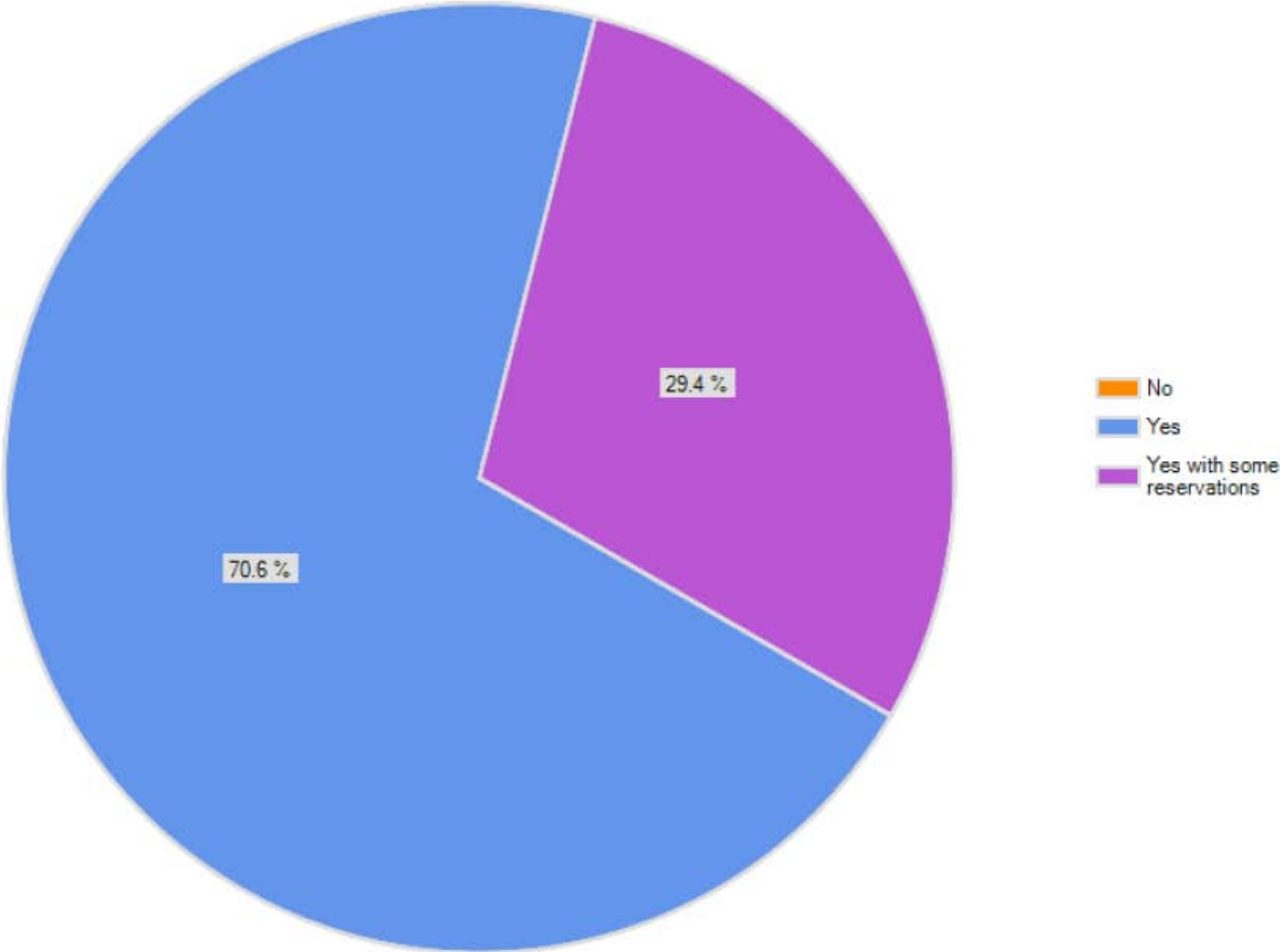
The number of staff available is now



One Desk



In general, do you like working at the new combined service desk?



One Desk



Questions?

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