Single service desk model at Swinburne University (Hawthorn)

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Benchmarking project 2001-2002

- current processes
- user survey
- inquiry types – statistics snapshot
Issues from internal data

- Staffing – Loans and Info desks
- Changing nature of information queries in an increasingly electronic environment
- Handling of equipment/software applications
- Queue management
Site visits: trends

- Increased use of self service
- Increased use of online resources & online reserve
- Polarisation of types of Information desk queries
- Use of email to answer reference queries
Site visit trends continued

- Use of centralised/automated telephone services
- Varying desk models blurring the boundaries between traditional loans and reference desks
- Increased customer expectation of service levels
- Recognised need for ongoing training of lib staff
Recommendations from project

- Introduce a single service desk model providing a centralised reception/inquiry service with referrals to a reference consultation area.

- Training and debriefing: need for initial and ongoing training for library staff - formalised and self directed
Recommendations cont.

- Maximise self checkout units: primary “loan” point and trial a self service holds pickup service

- Automated telephone service

- Statistics: to cover all enquiries to all library staff - snapshot
Implementation 2002-2003

- Training of service desk staff: front of house, catalogue, telephone service

- Partner program: service desk + consultation staff

- Automated telephone service – away from desks

- “Info desk” moved – single service desk with consultation area
Single Service Desk Model

Who does what?

The Desk
Telephone/Online Enquiry Service

- Reception
- Directional enquiries – University, Library (including collections, prefixes call nos)

Opening hours

IT/AV Equipment
- Basic help with hardware (referral to ITS)
- Creating accounts & email (referral to ITS)
- Help logging in & basic applications software
- Saving, downloading, opening files
- Printing
- Photocopiers & Monitor
- Laptops/wireless
- Help with loan & AV equipment
- Referral to ITS, eg student help desk/5000

Lending & General Services Enquiries
- Reserve & equipment
  - Borrowing charges
  - Registration of special borrowers
  - Bookings – equipment/AV
  - ILL/ICL

Finding things
- Basic catalogue search – author/title/call no/holdings
- Online reserve/exams location
- Basic navigation of Swinburne & library web pages

Consultation

- Online reserve searching/access
- Library web page – basic navigation
- Basic reference – Melways, phone books
- Disability services – basic information, passwords

- More complex catalogue
- Databases/selection/search strategies/passwords
- Internet searching
- Assignments
- Academic support with learning platforms
- Extended information requests
- Using the reference collection
- Students with learning difficulties

Serious complaints/Security Incidents

Senior staff on duty

24/10/02
Debriefing...

- Issues with the automated telephone system
- Issues with location of the “consultation area”
- Issues when to “hand over”
- Issues of when to assist at the service desk
Space planning 2003-2004:

- Maximizing the use of space
- More intuition, less need to ask
- Better access for the consultation area
- More self directed services – holds collection, open reserve room, online reserve, online exam papers
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Thank you… Q & A.