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# Single service desk model at Swinburne University (Hawthorn)

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# Background

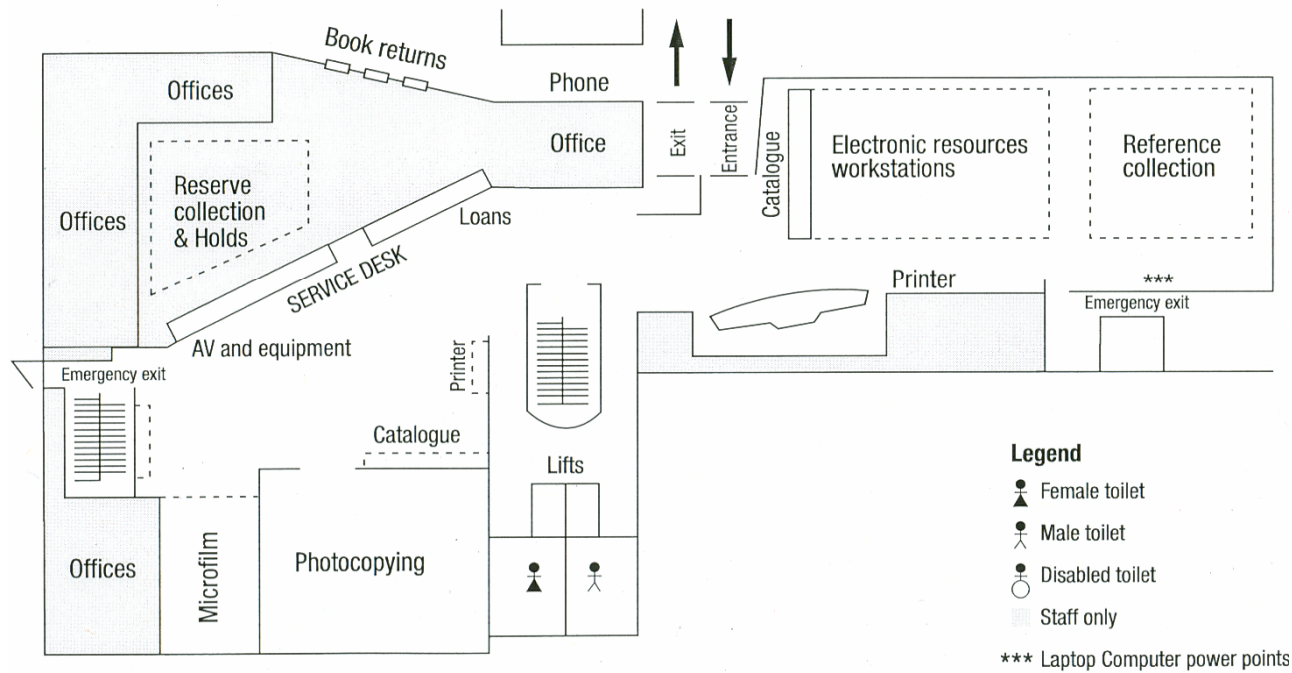
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- Benchmarking project 2001-2002
  - current processes
  - user survey
  - inquiry types – statistics snapshot



## Level 2 – Entrance level







# Issues from internal data

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- 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

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- 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

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- 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

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- 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.

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- 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

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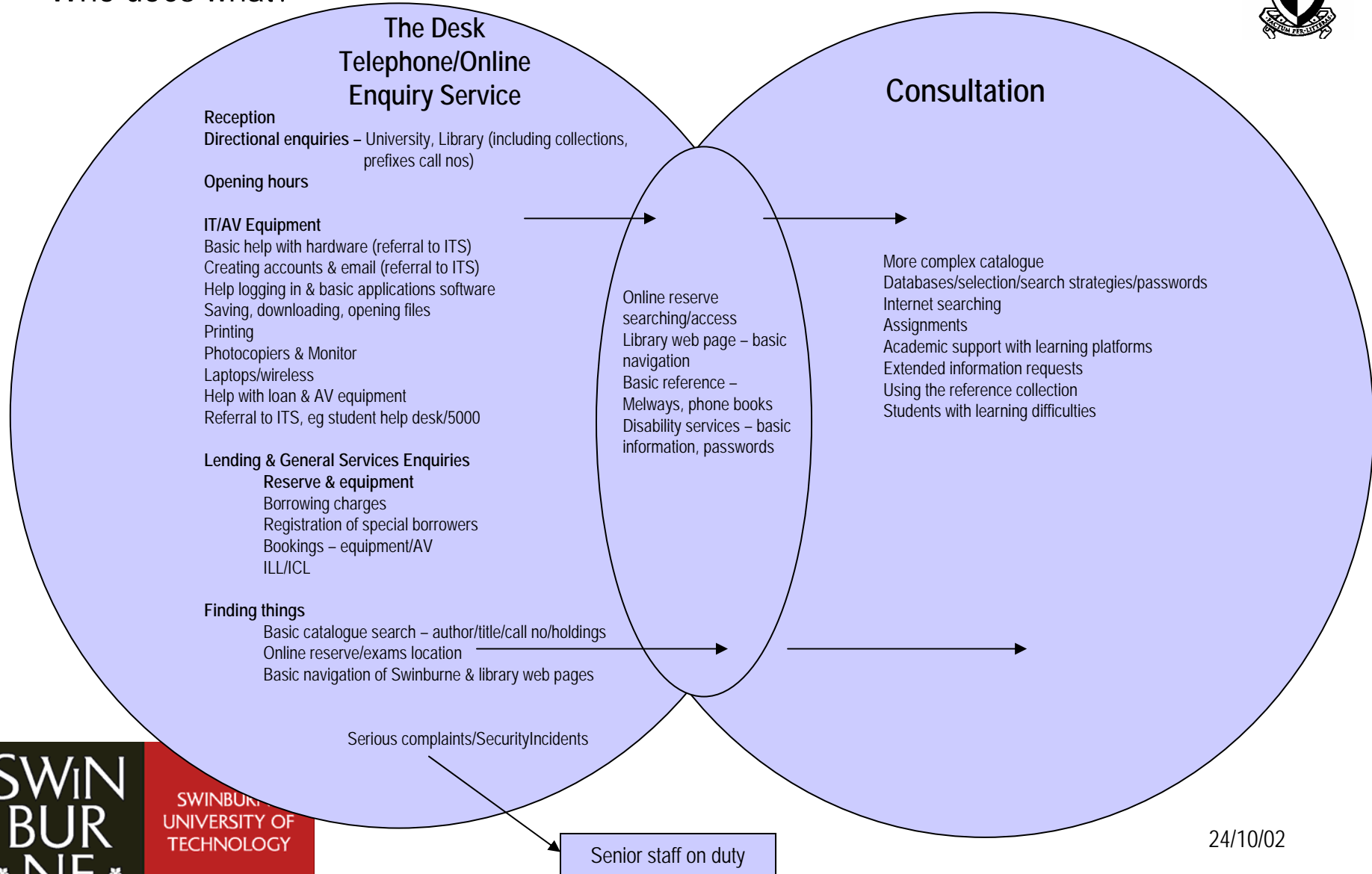


- Training of service desk staff : front of house, catalogue, telephone service
- Partner program: service desk + consultation staff
- Automated telephone service – away from desks
- “Info desk” moved – single service desk with consultation area

# Single Service Desk Model



Who does what?













# Debriefing...

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- 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:

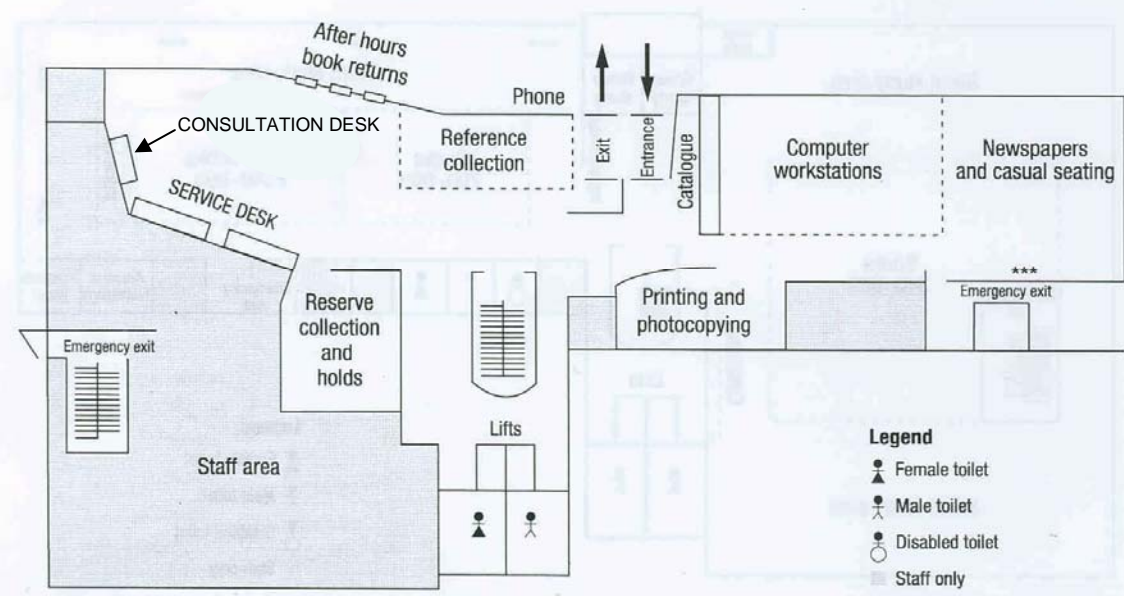
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- Maximizing the use of space
- More intuition, less need to ask
- Better access for the consultation area
- More self directed services – holds collection, open reserve room, online reserve, online exam papers



# Level 2



- Legend**
- Female toilet
  - Male toilet
  - Disabled toilet
  - Staff only
  - \*\*\* Laptop Computer power points

SP13-2/04

















**SWINBURNE** Smart Skills!  
Library Training Program

- Start Smart! – orientation
- Search Smart! – databases
- Surf Smart! – internet
- Cite Smart! – referencing
- Street Smart! – other libraries
- Select Smart! – subject sources

Program details and session times online at [www.swin.edu.au/lib/infoaskills](http://www.swin.edu.au/lib/infoaskills)

Catalogue

Electronic Resources

Reference Collection







Table 1

	<b>2002</b>		<b>2003</b>		<b>2004</b>	
	Service	Cons	Service	Cons	Service	Cons
Hawthorn Campus:	911	676	1056	326	1232	411



Table 2

	Service	Cons
Directional	168	20
Service	567	0
Info	131	288
IT/AV	316	93
Other	50	10
<b>Total</b>	<b>1232</b>	<b>411</b>
<b>Info</b>		
Basic	72	66
Complex	12	144
Internet	14	26
Swin web page	15	17
Ref coll.	3	11
Desk resources	12	18
Blackboard/WebCT	3	6
<b>Total</b>	<b>131</b>	<b>288</b>



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■ Thank you...Q & A.