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The New Service Desk Model at UWO’s Allyn & Betty Taylor Library

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The New Service Desk Model at UWO’s Allyn & Betty Taylor Library

Presented by: Rachel Sandieson and Bridget Morant

SERVICE DESK LAYOUT

**Before:**
The front of the desk faced away from the front doors of the library.

**After:**
Now the desk faces the entry, so that users are immediately greeted and can see our helpful staff.

SELF-CHECKOUT MACHINES

**Before:**
Only one machine that was confusing to use.

**After:**
Two new self-checkout machines with touch screens make it easy for users to sign out and renew materials when staff are not at the desk, including academic study hall hours.

HOLD SHELF

**Before:**
Placed behind the Service Desk.

**After:**
Moved in front of the Service Desk. Users can now access holds themselves and use the self-checkout machines to sign them out.

SERVICE DESK SIGNAGE

**Before:**
One sign under the desk that read “Service Desk.”

**After:**
Increased signage, including signs with instructions for self-checkout and a list of services available.

TELEPHONE:

**Before:**
Two phones located behind the Service Desk, primarily for staff use.

**After:**
One phone moved onto the Service Desk to encourage users to call their subject librarians. Phone numbers for librarians and “General Research Help” are listed (right). Librarians’ names, subject areas, and business cards are also displayed (left).

IN-PERSON HELP:

**Before:**
Reference Desk was staffed by Research & Instructional staff during Research Help hours. This was the only visual form of Research Help at the desk.

**After:**
Desk is unstaffed except when used as an additional consultation space for Research & Instructional staff.

CHAT TERMINAL

**Before:**
No terminal and little promotion of chat.

**After:**
A new chat terminal with promotional material, including desk signage and a poster with research help business cards listing the chat URL.