Library services for a digital library: implementation of a single service desk and enhanced outreach (Poster)

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Description:
This poster describes the planning and implementation of a new service model in a large science library. Staff involvement in planning and training for service provision from the single desk as well as enhanced outreach and liaison activities with the distributed user group are discussed.

Abstract:
The primary user group of Allyn and Betty Taylor Library at the University of Western Ontario consists of 13,000 students, faculty and staff on campus and on off-campus training, clinical practice and research sites. Due to fast growth of the digital collections, changing user behaviour and different service needs, the Library has developed and implemented a new service model to address these demands. The model was implemented in 2003, and includes library space redistribution to enhance the functionality of the library. In the new service environment, research and instructional services are delivered by subject specialist librarians to the end user on and off campus. Enhanced outreach and liaison and the use of the web for instructional purposes are an integral part of the service. In library service is provided from a single service desk where library staff deliver circulation and basic information (ready reference) services. Referral is used to direct users to a subject specialist librarian or another Instructional and Research Services staff member when appropriate. Planning of the new in-library services took place over the course of a year and involved all staff members through regular update meetings and working groups. Intensive training for all staff preceded the implementation. Additional training opportunities were provided on a regular basis after implementation of the single service desk.