In Summer 2015, HS/HSL Merged the Reference and Circulation Desks

**TWO SEPARATE DESKS, 2014**

Given the decline in reference, shelving and circulation activities, the library’s model of separate circulation and reference desks with distinct staffs and expertise no longer made sense.

**ORG CHART**

**January 2014**

Head of Information Services
33 Total FTE

Circulation Desk Staff
6 FTE
  - Evening Supervisor
  - Weekend Supervisor
  - Reserves Coordinator
  - (3) Library Technicians
  - (2) Library Assistants - Shelving/Circ Desk

Open 104 hours per week

Reference Desk Staff
5 FTE
  - Reference Services Manager
  - Library Associate
  - (3) Library Technicians

Open 72 hours per week

**SINGLE INFORMATION SERVICES DESK, 2015**

**Information Services Desk**

**ORG CHART**

**August 2015**

Head of Information Services
13.5 Total FTE

Information Services Desk Staff

- Reference Services Manager
- Evening Supervisor
- Weekend Supervisor
- Reserves Coordinator
- Library Associate
- (11) Library Specialists
- (11) Library Technician
- .5 FTE Library Assistant (evening)

Open 116 hours per week

**PROCESS OF CHANGE**

Teams of 3-4 met to design single service point:
- Renovations to the desk
- Reorganize/reconfigure space
- Furniture
- Refresh procedures
- Technology
- Reaffirm service values

**FACILITIES**

**Focus Group Discussion**

We will be creating a single service point within the library. I am interested in hearing your thoughts about how we would merge the activities of the circulation and reference desks.

1. What activities do you think we should offer at the desk? What activities should we move away from?
2. What is most important about creating a shared desk? What should we make sure we do?
3. What are your reservations about having a shared desk?
4. Where do you see as the best location for a single desk? Describe its layout.
5. This is an opportunity for change. What are your ideas for change?

**AUTHORED BY**

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