Indian Prairie Public Library

A New Way

This is what we know

We have identified areas in which we need to improve our service model

▶ Patrons are currently "pinballed" around the library in order to accomplish what they want.

▶ We don't provide uniformity of services (such as programming) to all demographics

▶ We need more of a presence out in the community

This is what we know

We have to provide more programming

- More topics

- Target more demographics

- More programming evenings and weekends

This is what we know

We need to provide more technology services

▶ More classes both basic and advanced

▶ Help people use technology

▶ Add more of what we have in equipment

▶ Add new technology as it comes along

▶ Provide more staff training and increase levels of knowledge

This is what we know

Librarians at the service desks spend the majority of their time answering questions and assisting patrons in ways that do not make the best use of their education and experience.

What is happening at the K&T Ask Us Desk October 2018/March 2019

- Reference – Finding specific titles, placing holds 53%

- Technology 21%

- Directional 9%

- Program Registration/Information 7%

- Supplies 5%

- Other 4%

- Behavior 1%

What is happening at the Adult Ask Us Desk October 2018/March 2019?

▶ Do You Have an Item 51.05%

▶ Room Registration 9.323%

▶ **Reference Request 8.62%**

▶ Directional 7.54%

▶ Identify an Item 7.06%

▶ Program Registration 11%

▶ **Readers' Advisory 2.71%**

▶ Training 1.65%

▶ Computer Assistance 1.06%

This is what we know

We need to develop more relationships and get more feedback from our patrons

▶ Spending more time talking with residents both inside and outside the building

▶ Staff roaming the building and being proactive in talking with members and guests rather sitting at a desk and being reactive

▶ Do more surveying and using other methods for feedback

This is what we know

We have to be out in the community more than we are

- ▶ Outreach to businesses
- ▶ Liaison with organizations
- ▶ Senior living residences
- ▶ Community events
- ▶ Being at places like Panera
- ▶ Willowbrook Corner
- ▶ Schools
- ▶ Provide programs out in the community
- ▶ Be more visible in the community

How do we do all this?
(Without additional resources.)

- Develop a purpose-based service model
  - Organize staff by what they accomplish rather than by who they serve
  - Streamline services
  - Provide uniformity of services to all groups
  - Provide uniformity of customer service
- Provide a one-stop service desk and roaming staff
  - Associates are trained to provide One Point of Service assisting patrons in all ways except answer reference questions – no more "pinballing"
  - Librarians are freed up to innovate and grow services including community outreach

Current model

- Administration
- Circulation Services
- Technical Services
- Youth Services – Kids, Teens, and their technology
- Adult Services
- Technology Services – for adults

What's missing?

Uniformity of types of collections

Uniformity of technology and technology classes

Uniformity of programming

Little outreach as well as lack of oversight of outreach efforts with a hit-or-miss impact

New service model

- Administration
- Guest Services
- Resource Services
- Programming and Outreach
- Technology and Maker Services

Guest Services

- Responsible for public service desk, roaming services, and telephone/chat services

- Assist patrons with checking out and with their accounts and holds

- Help patrons find materials

- Reader's advisory

- Easy reference

- Answer questions about the library and direct patrons

- Hand off patrons to librarians for reference questions

- Library cards, passports, notary

- Maintain café

- Program and meeting space registration

- Assist with stocking displays and other types of promotions. Assist with keeping the building looking attractive

- Troubleshoot equipment

- Check in materials

- Shelve materials

Positions in Guest Services

- Department Head
- Assistant Department Head
- Page Supervisor and Shelver Supervisor
- Shift Supervisor
- Associates

Resource Services

▶ Reference (Information) services for all ages including educating/training the public on resources, training of staff, promotion of reference services

▶ Reader's advisory services for all ages including promotion and training of staff

▶ Collection development for all ages

▶ Materials handling responsibilities including acquisitions, cataloging, and processing of all materials

▶ Programming and classes relative to services offered by the department

▶ Cross-promotion of materials

Positions in Resource Services

- Department Head
- Librarians
- Materials Handling Specialist
- Reader's Advisory Specialist
- Materials Handling Associates

Programming and Outreach

► Programming/classes for all ages and all topics

► Library-wide events

► Foster community conversations

► Bring people together to share skills/interests

► Provide programming out in the community

► Develop community partnerships

► Liaison with businesses, organizations, schools, homeschoolers, senior facilities and groups, ethnic groups, people with disabilities, veterans

► Hang out in the community

► Represent the library at community events

Positions in Programming and Outreach

- Department Head
- Assistant Department Head
- Librarians
- Associates

Technology and Maker Services

- Provide technology and maker services for all ages

- Responsible for Maker Studio

- Responsible for Technology Desk

- Technology for all ages

- DIY and crafts for all ages

- Support the Programming and Outreach Department with technology for programs

- TechTakout and STEM Kits

- Selection/maintenance of equipment for patrons to checkout

- Selection/maintenance of assistive devices

- Selection of related materials

- Manage computers for patrons

- Manage the print center, fax, copiers, etc.

- Manage technology infrastructure

Positions in Technology and Maker Services

- Department Head
- Assistant Department Head
- Network Specialist
- Digital Media Specialist
- Technology Desk Associates

Goals

- Improve customer service and experience
- Assure uniform customer service
- Assure uniformity in our delivery of services to all demographics
- Streamline and improve core services
- Improve operational functions
- Increase staff collaboration around our services and improved team building
- Provide time for librarians to develop new services
- Provide time for librarians to be out in the community
- Provide more programming and classes
- Eliminate patron confusion in where to go for services
- Improve peak load service responses
- Improve productivity of off-desk responsibilities