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Building Your Program by Building Your Team
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Available at: https://works.bepress.com/bruce-lowell-keisling/10/
BUILD YOUR PROGRAM BY BUILDING YOUR TEAM:
INCLUSIVELY TRANSFORMING SERVICES, STAFFING AND SPACES

DISCOVER

**METHODS**

In the fall of 2013, we began a 6-month discovery process to understand unmet needs of students, staff and faculty and to discover the opportunities we had to improve our services to them. We used a combination of the following methods to collect information about how people used the first floor and what they valued about spaces and services.

**Observations:** Student assistants collected information on usage of spaces. Data were collected at strategic intervals based on semester and daily patterns.

**White Boards:** We placed them in strategically trafficked locations periodically giving users the opportunity to interact with prompts asking how and why they used a space – and how the space could be improved.

**Focus Groups:** We conducted several rounds of focus groups for library personnel, users and academic support units.

**Design Charrettes:** Later in the discovery process, the Library Student Advisory Board participated in this exercise using identified trends.

**Datasets:** Traffic counts, circulation statistics and computer usage were some of the datasets analyzed for user patterns and trends.

**INCLUSIVE PROCESS**

We began with participation from within Ekstrom Library’s faculty and staff and broadened the conversation partners to include students, university faculty, and academic support units.

**THE REPORT**

The report included broad-based recommendations in the following areas:

- Spaces
- Services
- Furniture
- Color and Light
- Services
- Function and Placement of Services
- Signage
- Technology
- Printing

The full text of the report is available at: http://louisville.edu/library/ekstrom/reno/docs/1E_Assessment_Report.pdf

SUSTAIN

Sustainability here meant facility updates should be environmentally sustainable, staffing modifications had to be scalable, and all changes had to be financially affordable in future budgets.

FACILITIES

TRANSFORMING THE SPACE

RESPOND

**Staffing**

- Create and co-locate first floor activities in ways that made sense to users
- Unify the aesthetics between the older and newer portions of the building
- Increase light and openness
- Improve sight lines and wayfinding

**Spaces**

- Storage consolidation
- Improved salmon space
- Lighting upgrades
- HVAC System upgraded for energy efficiency
- LED lighting added in all renovated spaces

**Services**

- One-stop shopping for student support services
- Consolidated and centralized service desk
- Focused IT/printing help
- Greater awareness of services

**STAFF and BUDGET**

Consolidating service points and cross-training full-time staff allowed greater flexibility in scheduling and reduced the need for student assistants. Moving librarians from a reference desk model to a consultation/appointment model combined with offering more asynchronous instruction provided a more scalable service framework. The staffing changes and the facilities changes produced ongoing budget savings.