THE HUMAN FACTOR

PROMOTING THE PEOPLE BEHIND THE SERVICE
DIRECTOR OF USER SERVICES and RESOURCE SHARING

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RESOURCE SHARING COORDINATOR

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Claremont Colleges Library

- 7 private colleges
- 5 Undergraduate Colleges
- 2 Graduate Institutions
- Approximately 7,000 FTE
Agenda

• Landscape of Resource Sharing
• Changes and Workflows
• The Process and the People
• Making Connections: Assessment, Outreach, Value, and Heart
THE CHANGING LANDSCAPE

- Books and Copies
- Local collection failure
- Last resort
- Time constraints

NEW WAY

OLD WAY

- Acquisitions integration
- Open Access
- Shared collections
- Information literacy integration
COMMUNITIES: LOCAL TO GLOBAL

- Assessment for stakeholders
- Library community as stakeholders
- Human factor plugged into the assessment equation
Traditional Assessment

Strategic Plans

Reporting bodies

General Stats

1. Fully align our resources and services to the colleges’ educational and research missions.
2. Expand the universe of discoverable information and create new pathways to knowledge.
3. Empower confident, critical, and creative information users and producers.
4. Establish the Next Generation Library as the vital intellectual engagement hub of the academic community, bolstering the Claremont Colleges’ distinction of the colleges.
5. Contribute to faculty and student success and human resources within a sustainable financial model.
6. Cultivate and manage information resources, services, physical and virtual spaces, and human resources.
7. Partner with the colleges and the CUC to determine, attain, and sustain the funding required for this plan to succeed.

2020 Planning
Resource Sharing Goals

- Improve User Experience
- Improve ease of access
  - Request Submission
  - Speed of Delivery
  - Method of Delivery
  - Account Management
- Improve Communications
- Integrate expanded Services
• 90% Article requests filled within the first 3 days
  — 55% of those being within the first 48 hours.
• 90% Loan requests filled within 6 six days
  — 41% of those being filled within the first 3 to 5 days.
• 77% of requests filled by CA libraries.
  — 32% of CA requests are LINK+ libraries

Traditional Assessment
Library Stakeholders
Campus Stakeholders
Traditional Assessment

Library Stakeholders

Campus Stakeholders
Extended Assessment

Library Stakeholders

Campus Stakeholders

Library Community

16% of HDC Borrowing Request filled by GWLA members in Fall 2015

19% of HDC Lending Requests filled to GWLA member libraries in Fall 2015
Where are the people?
BEHIND THE SCENES

- Increased workload
- Changing workflows
- Human factor impact
Increase in Workflow

- Additional Services
- Policy Changes
- ils System Changes
Increase in Workflow

- Additional Services
- Policy Changes
- ils System Changes
System Workflow Changes

- OCLC WMS integration
  - Shared account
  - Automatic renewals

- GWLA Incorporation

- IDS Logic
Service Workflow Changes

- Faculty Delivery
- Purchase on Demand
- Expanded shared workflows
Human Factor Impact & Opportunities

- Shared responsibilities with colleagues
- Collaboration across the division
- Better connected with our Users
Resource Sharing Goals

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Traditional Assessment
Resource Sharing Goals

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EXAMPLES IN ACTION:
THE FACES

- Workflow: The process visualized
- Service: Face of patrons impacted by service
- Community:
  - Face of library shared with library community
  - Face of team behind workflows across organizational/divisions
THE PROCESS: VISUALIZED
Meet NICOLE PEÑA
Library Student Assistant, User Services
Economics major | Pomona ’17
Working here since Spring 2016

What do you do in the library?

“I spend a lot of time looking for books. That’s my thing!”

What do you like about working in the library?

“It makes me more aware of the resources available to students, like Resource Sharing."

What’s a personal interest or hobby of yours?

“I love podcasts!”
Recommended:
- The Read
- Two Dope Queens

Face of our patrons
Face of service
to library community

Antoinette Anderson
Borrowing Specialist
illiad@claremont.edu

Borrowing Specialist
Antoinette processes more than 200+ requests a day!

Our Resource Sharing theme for 2017 is “contextual communication” — we’re striving to connect you with more than resources!

How are we doing?
https://tinyurl.feedback
Next Steps

Implementation

Team stats and goals - collaboration with Director of Organizational Effectiveness

More digital initiatives online and on signage
Thank You!

Questions?