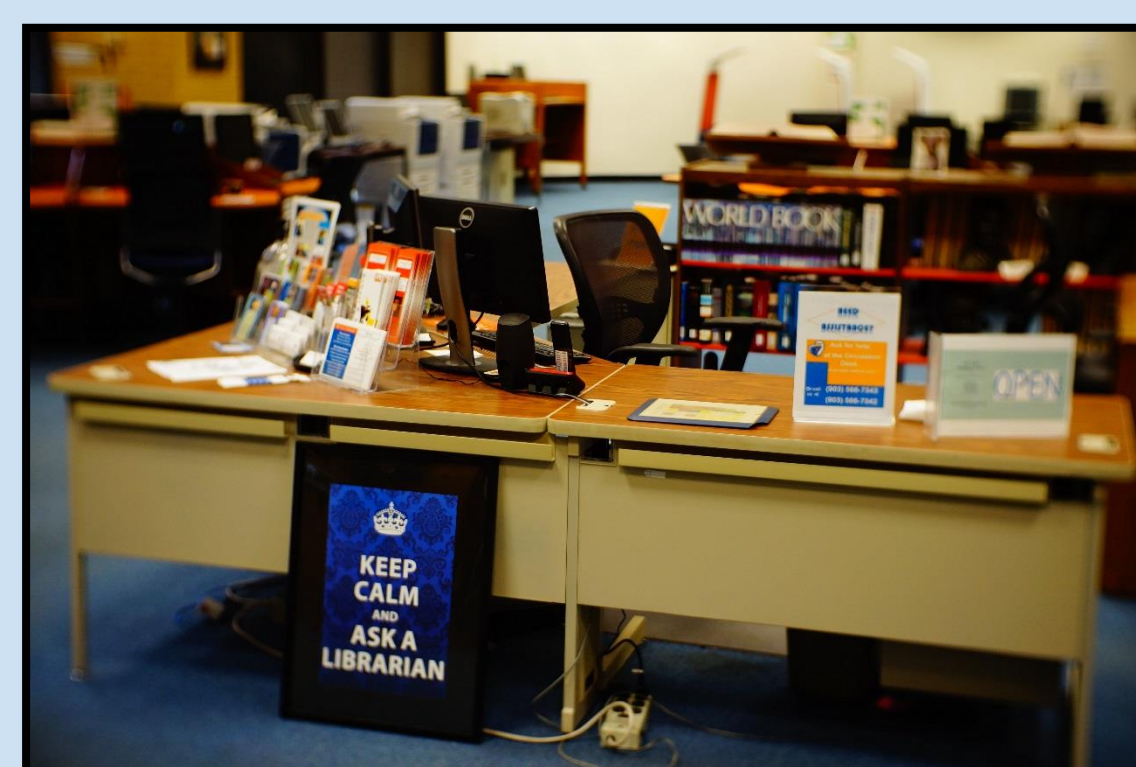


Becoming a **One Service** Desk at Robert R. Muntz Library



INTRODUCTION



This poster seeks to share the UT Tyler Robert R. Muntz Library journey to a One Service Desk.

A space planning assessment was completed the prior year, but at the time, we were not considering becoming a one service desk.

Getting Started

We began by:

- Assessing the current setup
- Getting Buy-In from Staff
- Visiting other institutions
- Searching online
- Asking on List Serves



The Hayden Library
(Columbia University)



UNT Digital Library

Findings

1. Not as many staff are needed at the desk.
2. The desk is not as flexible for reference as we thought.
3. It allows librarians more time away from the desk.
4. It has increased the workload of Circulation Staff.

The Dilemma



We found that due to the changing needs of our users and a decrease in staffing, the traditional setup was no longer conducive for our Library. We began brain storming becoming a One Service Desk in the Fall of 2015.

The Road to One Service

1. The Space Planning assessment in 2014 included a new set up for Public Services, but it only involved moving to a new location.
2. In 2015 the Executive Library Director mentioned an interest in changing the structure of Public Services to a One Service Point.
3. Two years later, discussion continued, while studying other facilities, both in person and online.
4. Finally in 2017, funds were available to begin the set up of a One Service Point.
5. Early Spring 2018, the One Service Desk was installed.

End Result



The Robert R. Muntz Library
“Help Desk”