

Can you go?

Building staff skills in new teams and changing service delivery

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Services and Spaces

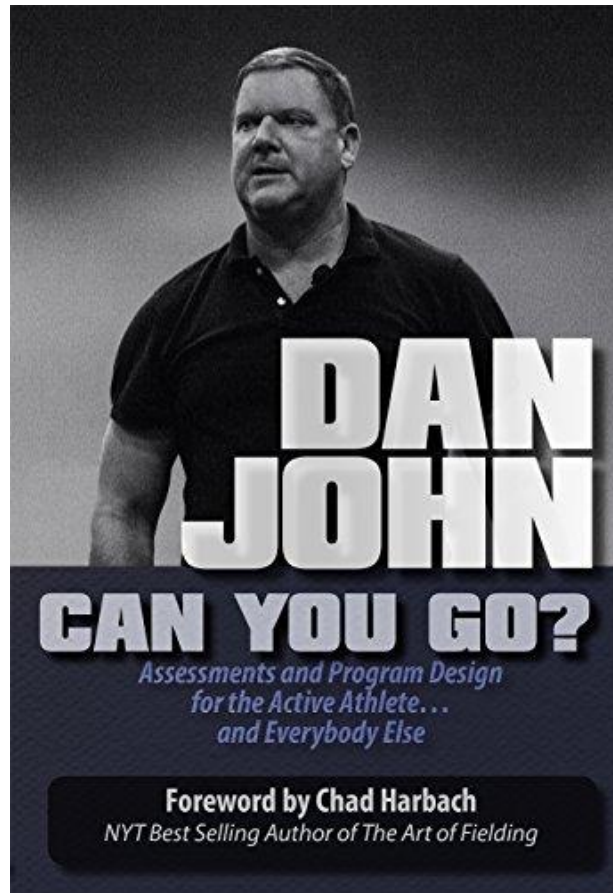


Who is Dan John?

- Strength, conditioning, track and field coach
- Athlete
- Academic
- Author



Why is he important?

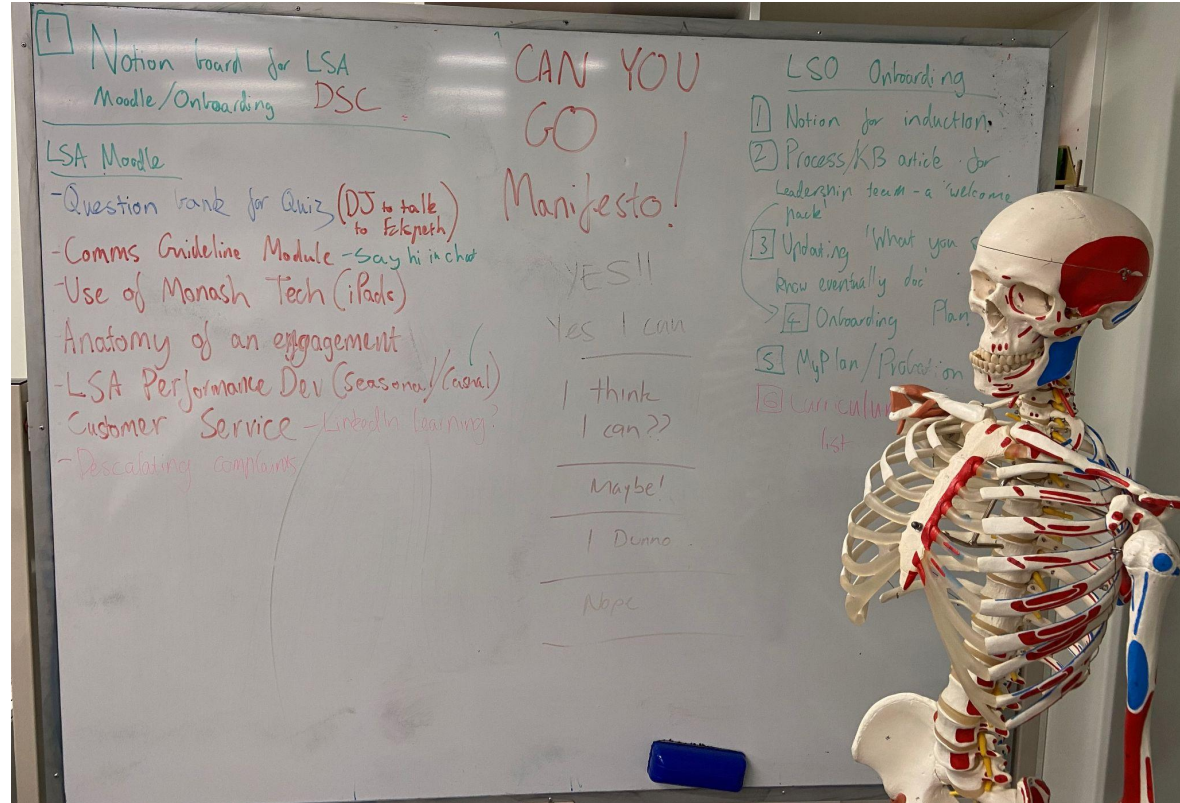


Key insights *Can You Go? Assessments and Program Design for the Active Athlete... and Everybody Else*

- Can You Go? - Athletes, parents and library staff...?
- Where are you going?
- Constant assessment
 - Where you begin
 - Correcting the training
- Tools and training plans
- Tiny habits and changes
- Facilitating support

What does it mean for us?

- Transferrable approach
- What is our goal?
Answer or triage user queries
- What is our pathway?
Infrastructure & Training
- How do we know we are on the right track?
Assessment & review
 - Regular check in
 - Case studies
 - Queries coming back



Where we were

6 Different branches

6 Different teams

Not much crossover

Different approaches

Inconsistent experience
for users



Where we are now

- Post restructure 2021
- One Library - One Frontline Services team still across multiple branches
- Shared service points - Face to Face, Ask.Monash, Telephone Help, Chat and Special Collections Reading Room + more...
- Diverse staffing - expertise, experience, qualifications and backgrounds
- Service - big door, generalist advice, answering or triaging everything and managing welcoming spaces



Tool #1 - Infrastructure



Frontline Services Knowledge Base and Processes

Table List All Data + Notes +

Filter Sort Q ... New

Aa Subject/Topic	Link to information		Text	+ ...
A				
Access to Library electronic resources - eligibility	https://docs.go...	eResources	Published May 22, 2023	
Act as a first responder	https://au.prom...	emergency, hazard, risk, SARAH, safety, security, incident, situation	Published 2022	
Adaptive Technology Rooms (ATRs)	https://docs.go...	Disability, Assistive Equipment, DSS	Published 2022	
Add a Monash Sunway (Malaysia)/South Africa student to Alma	https://au.prom...	Malaysia, Alma	Published 2022	
Add a note to an item record	https://docs.go...	Alma	Published March 22, 2023	
Alternative study spaces	https://docs.go...	Learning and Teaching, LTB, 24/7, swipe card access	Published May 30, 2023	
Alumni (memberships, cards)	https://docs.go...	Graduates, postgraduates	Published 2022	
Alumni memberships troubleshooting	https://docs.go...	password, retrieval, email address, card, user ID	Published 2022	
Answer ask.Monash emails through Salesforce	https://au.prom...	enquiry, UniCRM, virtual services	Published 2022	
Answer Live Chats through Salesforce	https://au.prom...	enquiry, UniCRM, virtual services	Published 2022	
Approve or deny an Adaptive Technology Room (ATR) or resting room re	https://au.prom...	bookings, DSS, disability	Published 2022	
B				
Book an Adaptive Technology Room (ATR) and Resting rooms	https://au.prom...	bookings, DSS, disability	Published 2022	
Borrowing a suppressed missing/lost/ withdrawn item	https://docs.go...	Alma	Updated May 31, 2023	
Branch locations and opening hours	https://docs.go...	Address, locations, open, library, located, Caulfield, Hargrave-Andrew, Law, Matheson, Peninsula, Pharmacy, Law Chambers, Indonesia, Malaysia, Hospital, City, Collins Street, Node	Published 2022	
Building issues	https://docs.go...	toilets, cleaning, break, broke, power, damage, water, lift, elevator, heating, cooling, air conditioning, flood, leak, storm, sewerage, facilities, urgent, security	Updated March, 2023	
C				
Citing and referencing enquiry	https://docs.go...	research, assignments, help, meet with a librarian, MWAL	Published 2023	
Claims [claimed] returned	https://docs.go...	books, borrowing, overdue, return, record, incorrect, shelf check, fines, Frontline escalations, FLEX, claim	Updated March 27, 2023	

Tool #2 - Case studies

A user is having trouble accessing a database - what do you do?

Tool #2 - Case studies

A user is having trouble accessing a database - what do you do?

Run

... to our useful resources?

Monash VPN

Are the links from the database/reading list/ library search correct? Are they going to the right spot in the database?

Identify if the issue is user specific or a broader issue (try yourself to see if issue can be replicated)

Check Subject Guide for any account making requirements

Where is the user? On campus, off campus etc?

What type of user are they? Alumni? Adjunct etc?

At what stage did they have a problem?

Try A-Z list of databases instead of Search

Use different internet browser

Clear cache

Ask for the title and attempt it myself

Define the issue: where exactly are they having a problem?

Do they have access/know how to use the Monash VPN if off campus?

If you run through triaging levels we can do, then put it through FLEX

Are they accessing through the correct method? i.e. via database list or library search? Is it available to our users

Ask which database user have trouble to access

Ask them to refresh the page

Try out the database yourself, what is my experience getting access?

Have they signed in?

Check if they're alumni or current student/staff, and if so are they logging in through alumni page

Are they logged in correctly?

How are they trying to login? Through moodle, reading list, library search? Are they actually logged in?

When they have to create an account are they using their Monash email and not a personal email?

Capture issues on some databases (i.e. when you do the 'are you a robot?') that can get stuck - need to contact eResources team

Are they at home - does it require VPN?

Ask what user group they belong to, e.g. if Alumni then maybe don't have access

Escalation: no-one can get access, contact eResources

Check if they are entitled to access (Monash staff & students) and if entitled: are they current / active as well as logged in.

If database that requires separate login, make sure user has followed instructions

Sometimes people think they have signed in when they haven't

Check if they're current student/staff (eg: not on intermission)

Try an alternative database if we have access to something in multiple places

Ask which browser



Tool #2 - Case studies

Information displayed in Library

Can we display posters etc in the library?
NO

Coordinators and SD&C

Triage to SD&C or FLS Coordinators?

Very clear

KB Articles - Request to create resource/class

Academics wanting to create learning resource or class contact us

Make sure you understand exactly what they want - what language/wording are they using?

Challenges of understanding exactly what the academic wants or needs

AS - but which area specifically?

Send requests through to AS team (if you have the information, include the appropriate faculty)

None

Hudson Institute

Triaging query to one of two responses based on four user types.

It is very comprehensive

Hudson

Not really

WHAT is this about?

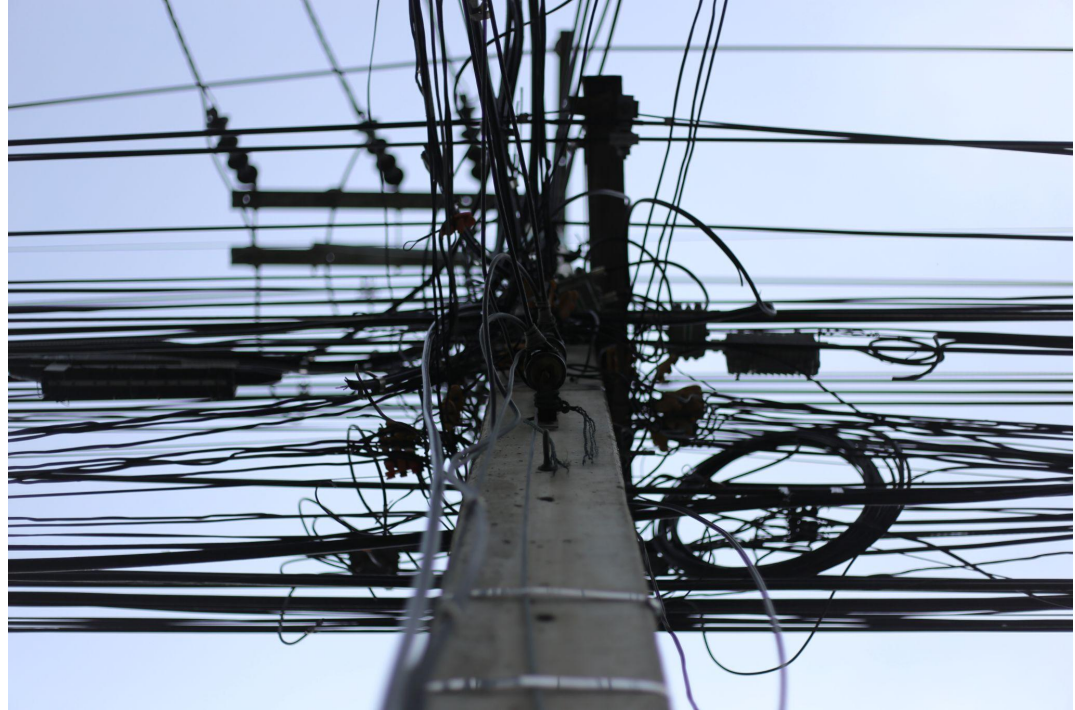
WHO is responsible for this?

CAN we do anything to help with this?

Improvements or thoughts? Gaps?

What can we do better

- Time limitations and closing of loops
- Collaboration (not for lack of desire)
- Change management
- Better assessment and quality assurance
- Strategic focus on project management and partnerships
- Simplification and reflection
- Acknowledging vulnerability



What has improved

- Becoming one team
- Team ownership of knowledge and improvement
- Accountability
- Transparency
- Consistency and quality of service
- Communications and messaging
- UniCRM