Service Points Working Group

**Charge:**
This working group will be responsible for the user experience as related to services provided at public desks both in person and via other methods such as email, instant messaging, and others. The group will be responsible for overseeing staffing and scheduling, and for developing a more consistent suite of services to be deployed across the Libraries. It will also be responsible for training of staff, and outreach to users, as appropriate.

**Membership Model:**
One – three members each from the following departments, ensuring that Norlin and Branch service points are represented (selected by the Department Head):

- Humanities (2 – Norlin, Music)
- STEM (2 – Earth Sci, Engineering)
- Soc Sci (3 – Norlin, Bus, Commons)
- Special Materials (1)
- Materials Management (1)
- LIT (1)

The term of service should be 3 years, staggered. An effort should be made to rotate members from departments, and to select members from both faculty and staff. WG members should not be part of the Management Team. There will also be a Management Team Liaison, chosen from among the departments listed above. The working group should invite members of other departments or working groups (Business services, Instruction, Promotions, etc) as needed.

**Leadership Model:**
The WG Coordinator will be elected by the standing membership, in keeping with the Libraries’ Working Group model, and will serve a 4 year renewable term. The Coordinator cannot be a member of the Management Team. The Coordinator and Management Team Liaison should be from different departments.

**Examples of Decisions and/or Responsibilities:**
- Determine staffing levels and coordinate scheduling and training for service desks throughout the Libraries, including branches, the Commons, and IM.
- Determine the suite of services to be offered at service desks, and desk hours.
- Recommend changes to physical environments and web pages associated with service desks in order optimize the user experience.
- Provide leadership in outreach efforts to market services to users, such as digital signage, social media, physical signage, etc.
- Determine direction and policy for Question Tracker, and provide statistics as appropriate.

**Committees replaced by WG, or that could report to WG:**

- Desk Management Group
- Desk Working Group
- IM Task Force
- Branch Representatives group
- Circulation Policy Committee
- Fines Appeal Committee

Approved by Management Team February 2012