

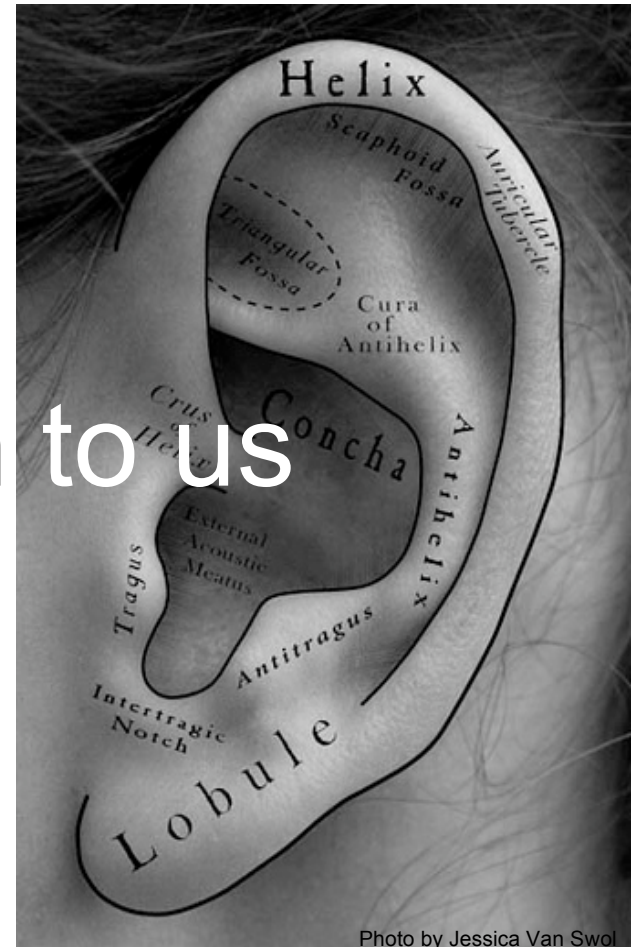
A photograph of the Golden Gate Bridge in San Francisco, California. The bridge's iconic orange-red towers and suspension cables are prominent on the left side of the frame. The bridge spans across a deep blue body of water, with a white ferry boat visible in the distance. The background shows rolling hills and a clear blue sky.

# Building Bridges:

Experiences with merging public  
service points

# Why you should listen to us

- Some of our methods worked
- Some were utter failures: Learn from our mistakes!
- Planning for the minutiae
- Foster future UC wide circ collaborations



# Reasons for merging

- Trends toward hybrid services in libraries
- Improved public service
- Budget constraints
- Space constraints
- Other reasons?

# Things to keep in mind

- Clear Communication
- Review charge regularly
- Acknowledge loss, celebrate work

# Two experiences

Bryn Mawr



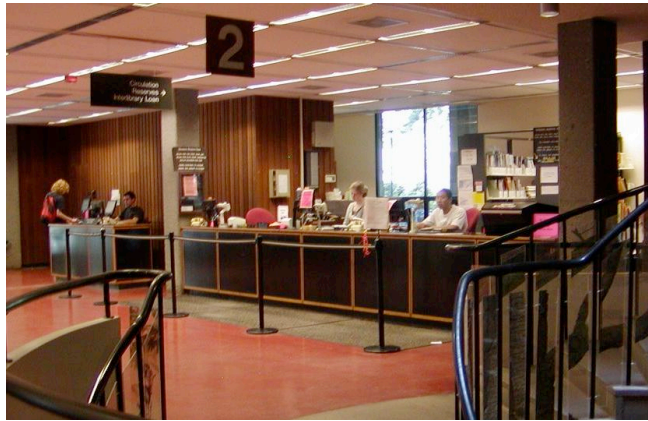
Photo by [cass-d](#)

McHenry Library,  
UCSC

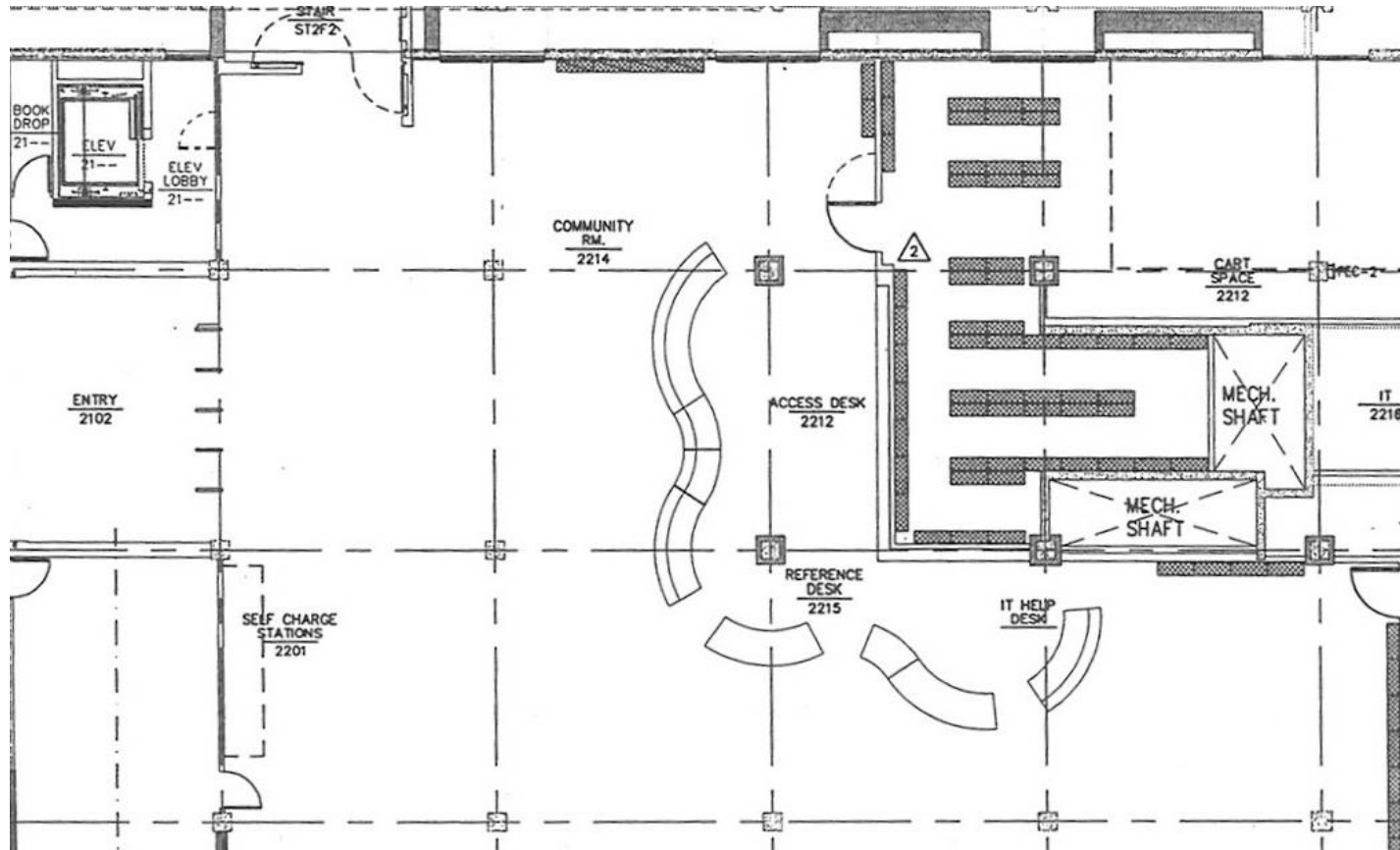


Photo by Don Fulano

# Three Service Points



# Single Service Point





We knew where we were headed...

...but we needed to decide how to get there.



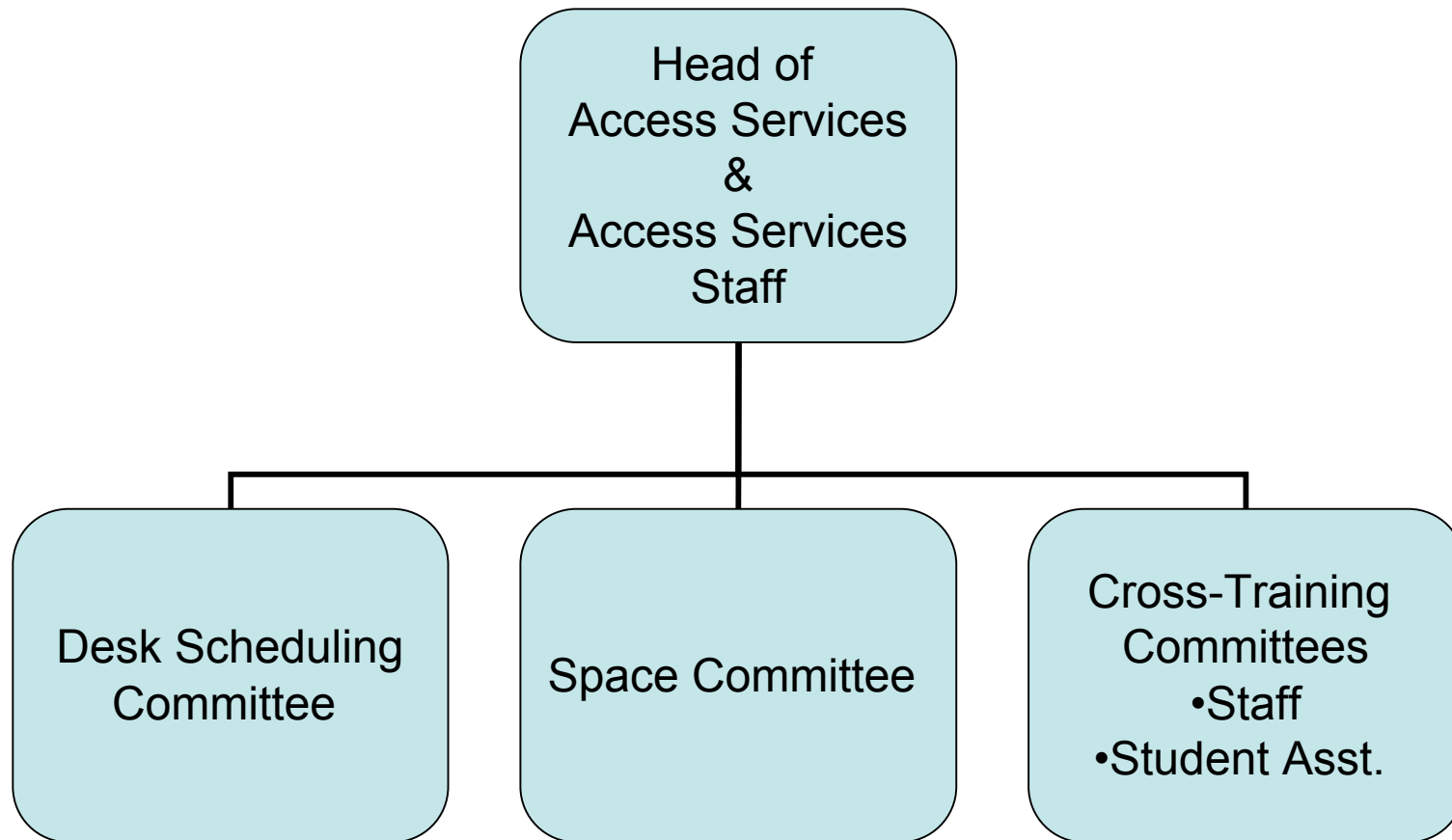
# Timeline



**Summer 2005 – Fall 2006**



# Committee Structure

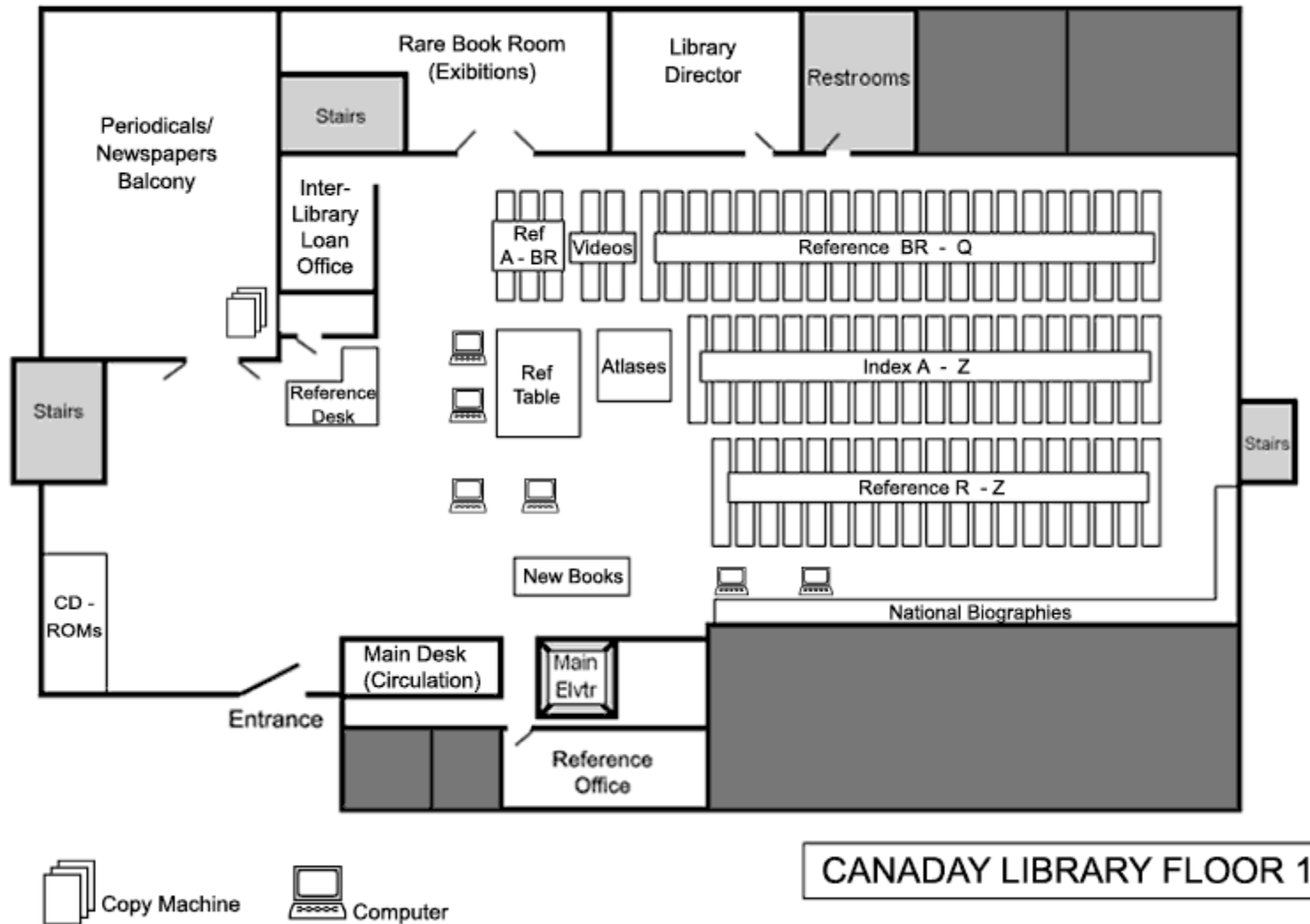


# Bryn Mawr College

- Located in the Philadelphia region
- Small liberal arts college
- Merged Library and IT Departments
- Main library and 2 branch libraries



# Pre-renovation Floor Plan

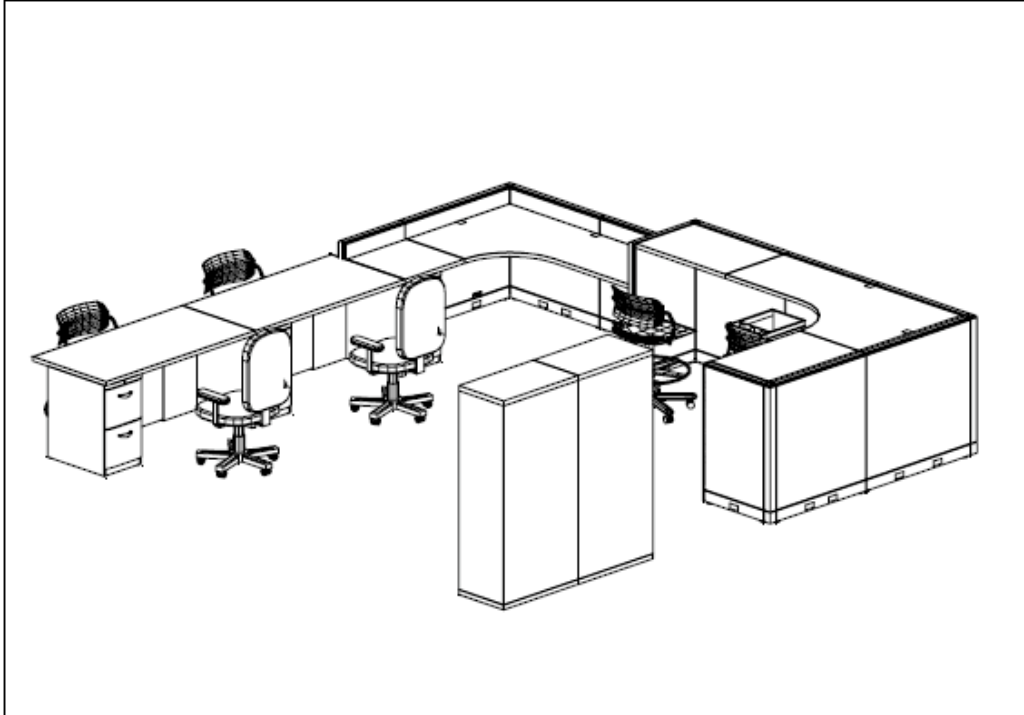
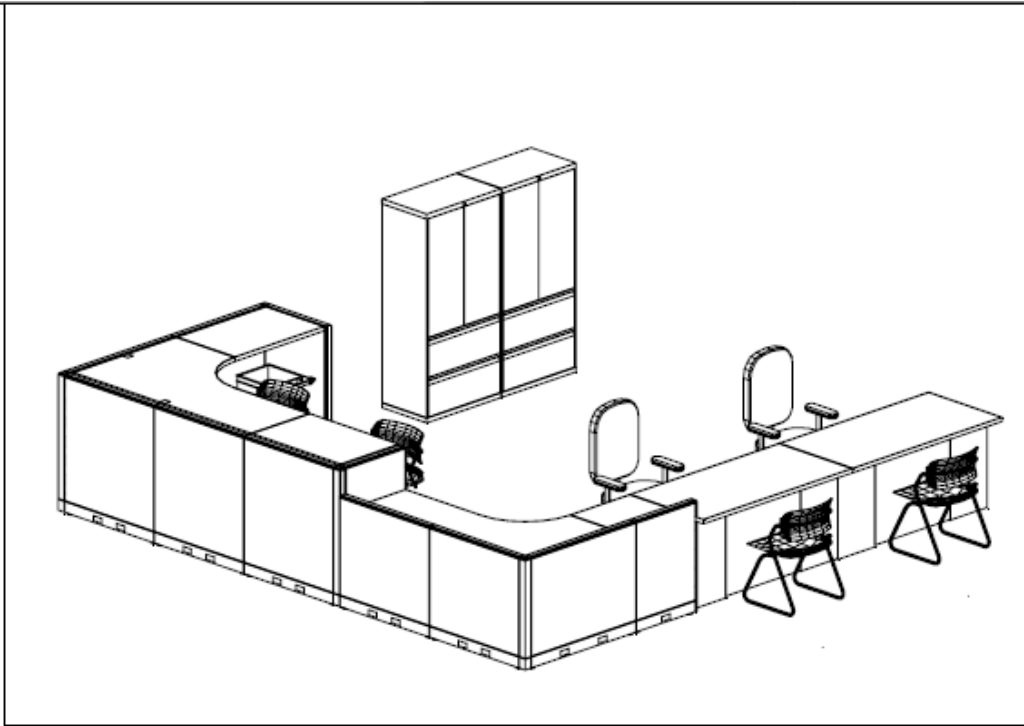




Reference  
Desk

Circulation  
Desk





# New Single Service Desk

A photograph of a modern library interior. The space is bright and open, with a new computing area in the foreground. The computing area features several computer workstations with monitors and keyboards. In the background, there are bookshelves and a study area with tables and chairs. The text "Brighter Open Space" is overlaid in the upper left, and "New Computing Area" is overlaid in the lower right.

Brighter Open Space

New Computing Area

# Issues we encountered

- Expect Changes: Flexibility is key
  - Desk scheduling, Student supervision
- Relocating staff workspaces
- Unique software requirements
- Regular revisiting of documentation
  - Training materials, job descriptions



# Current State of the Access Desk

- Scheduling
- Training
- Public service
- Student management
- Access Services: a unified front
- Influence on training in other library departments



# Questions? Comments?



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