
we all serve

Bo Baker, UTC Library

—

**all staff and faculty
work at least one
hour per week at a
service desk**

but what happens when?

turnover in management

complete overhaul of space

changing staff demographics

new services and service points

multiple ILS migrations

staff growth

reorganization



Lupton Library c. 2002 and UTC Library 2015

org chart hopscotch

2010: Information Commons
Librarian

2013: Studio Librarian

2014: Director, Studio

2016: Studio and WCC Coordinator

2017: Department Head, Research
and Public Services

but what happens when?

2014: Access goes Public

2014: Management Reorg

2015: New Library

2015: Early Retirement Incentive

2015: “Desks and Patron
Experience”

2015: Studio launches and Writing
and Communication Center merges

2019: ~43 FTE (up ~50% from 2010)

space

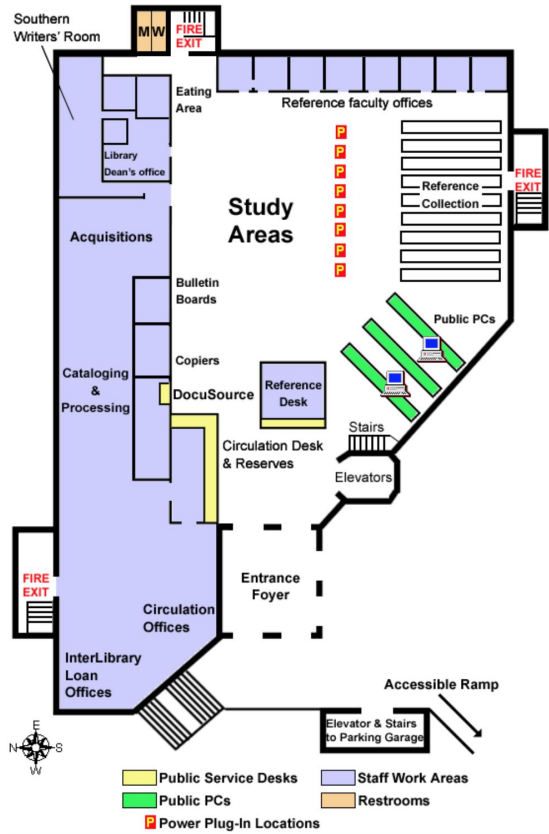
CIRCULATION



REFERENCE



old building c. 1996



old building

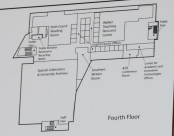


new building

WELCOME TO THE UTC LIBRARY

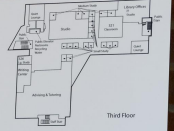
4TH FLOOR

CONFERENCE ROOM 429
ENGLISH FACULTY OFFICES
FACULTY DEVELOPMENT CENTER
ROTH GRAND READING ROOM
SOUTHERN WRITER'S ROOM
SPECIAL COLLECTIONS &
UNIVERSITY ARCHIVES



3RD FLOOR

DISCUSSING & TUTORING
CLASSROOM 321
SILENT STUDY LOUNGES
STUDIO
STUDY ROOMS
WRITING & COMMUNICATION CENTER



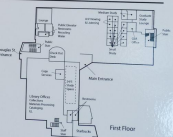
2ND FLOOR

ADAPTIVE TECHNOLOGY CENTER
CLASSROOMS 204 & 205
CONFERENCE ROOM 209
INFORMATION COMMONS
LIBRARY ADMINISTRATION
PRACTICE PRESENTATION ROOMS



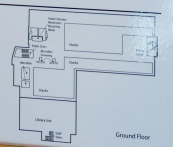
1ST FLOOR

24/5 SPACE
CHECK OUT DESK
COPY SERVICES
GRADUATE STUDENT LOUNGE
MOVIES & MUSIC
NEW MATERIALS
STARBUCKS
STUDY ROOMS



GROUND FLOOR

MICROFORM
STACKS



Directions?
Call 615-875-4444
Text 615-875-4444
or visit our service desk

new building

—

re-evaluate needs

communicate needs

update job descriptions

prepare

create backup

refresh

services

studio

circulation of a/v equipment and accessories

production suites

powerful workstations and design software

prototyping and 3D printing

instruction, consultation, and desk



Studio

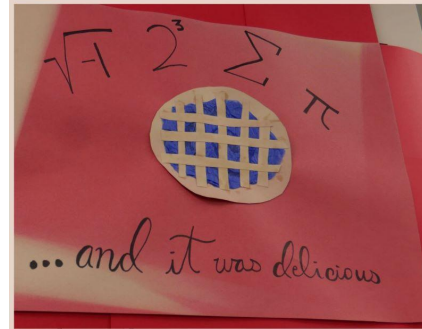
writing and communication center

peer model

graduate writing support

instruction

writers of all types



Writing and Communication Center

–
leverage interest
make it routine
define expectations
document
refresh

personnel

core desk help

identify related skills and jobs

professional development

ingrain your institutional culture



Check Out Desk



Information Desk and Information Commons

lessons learned

adopt bylaw or annual review
language

codify service levels and
expectations

document for your audience

leverage interests and prior
experience

break things up if needed

refresh training

—

thanks