



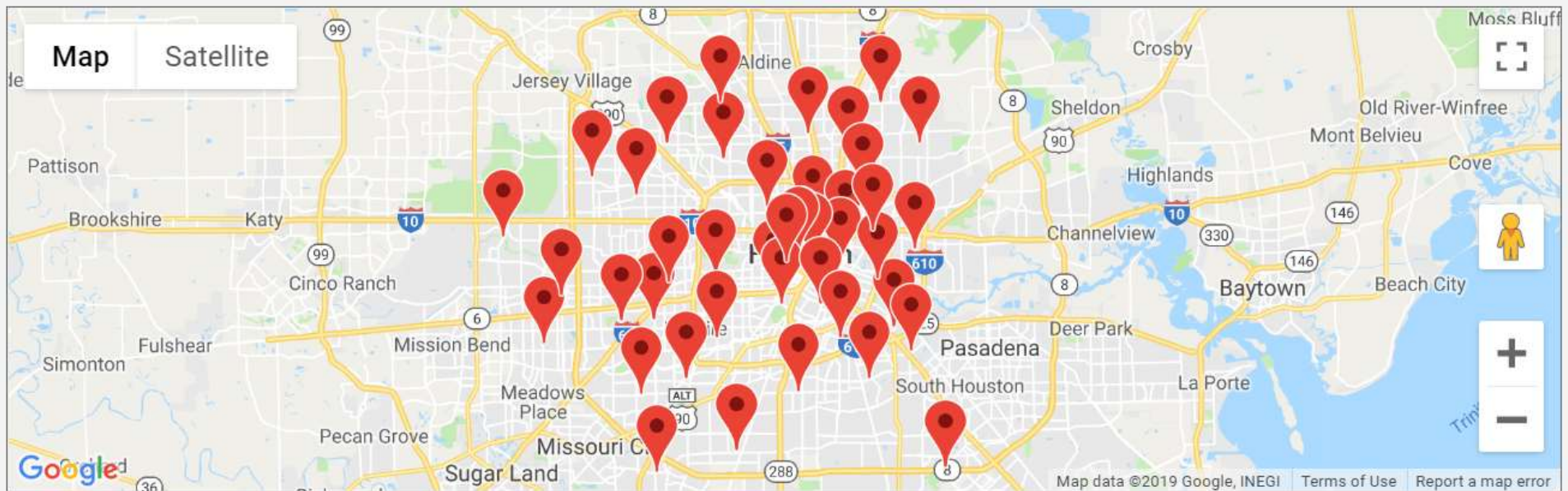
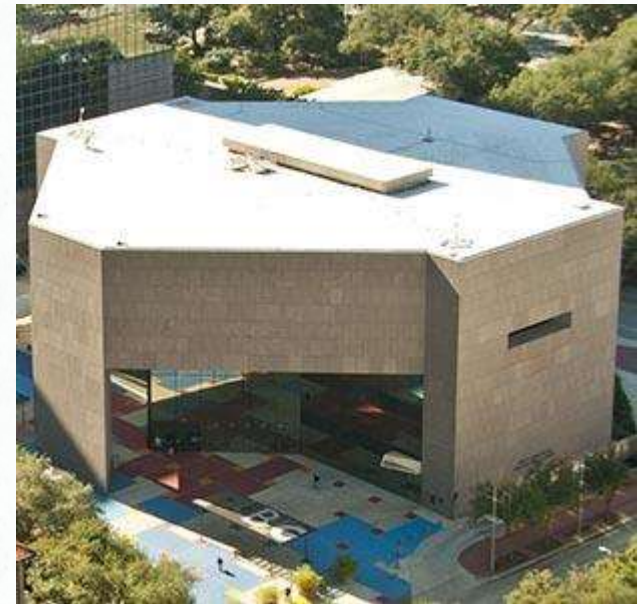
From Transactional to Interactive: Leading Change in Frontline Public Services in Academic and Public Libraries

**Mary Wagoner,
Youth Services Advocate
Houston Public Library**

Houston Public Library

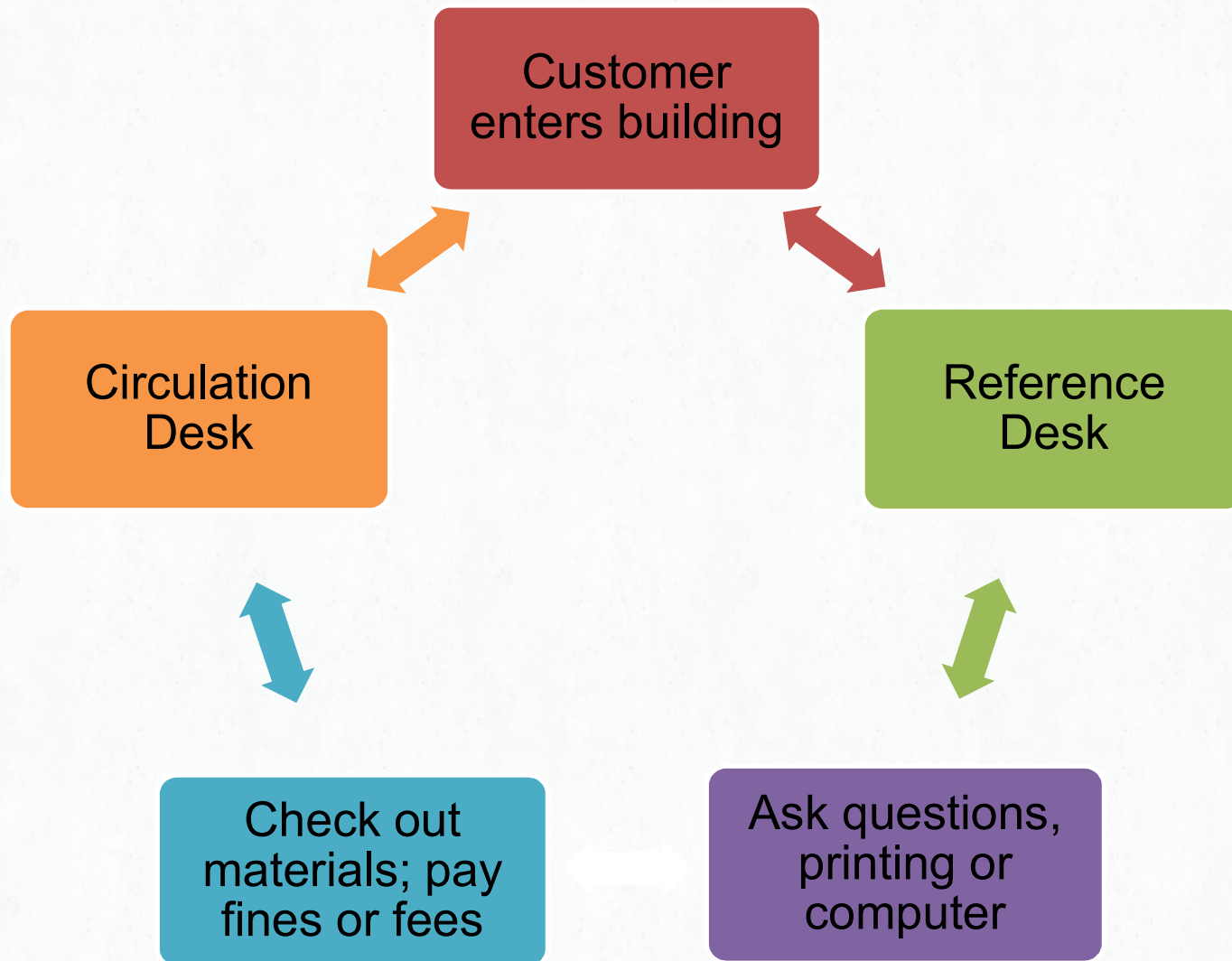


Central Library
Express Libraries
Neighborhood Libraries
Special Collection Libraries



Traditional Model:

2 - 3 points of service



Houston Public Library

Before Unified Service



Collier Regional Library's
Circulation Desk (upper
left) & Reference Desk
(lower right)



Houston Public Library

After Unified Service



Collier Regional Library's One Desk

Houston Public Library

After Unified Service



Jungman Unified Service Desk

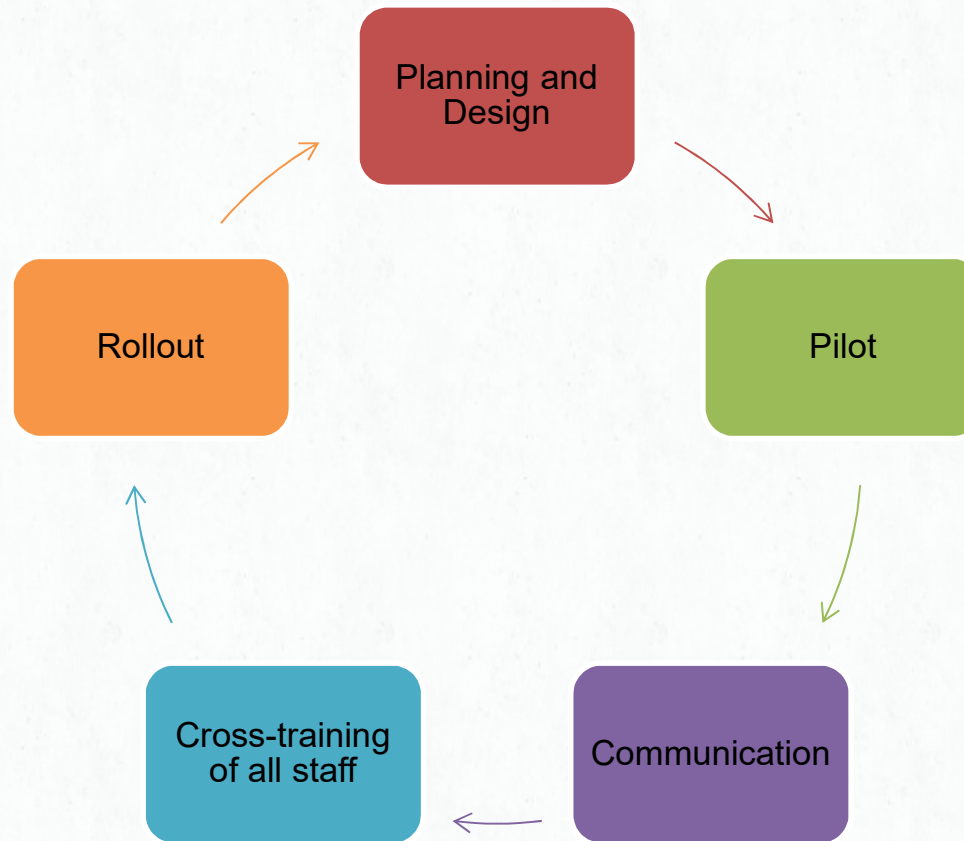
Houston Public Library

After Unified Service

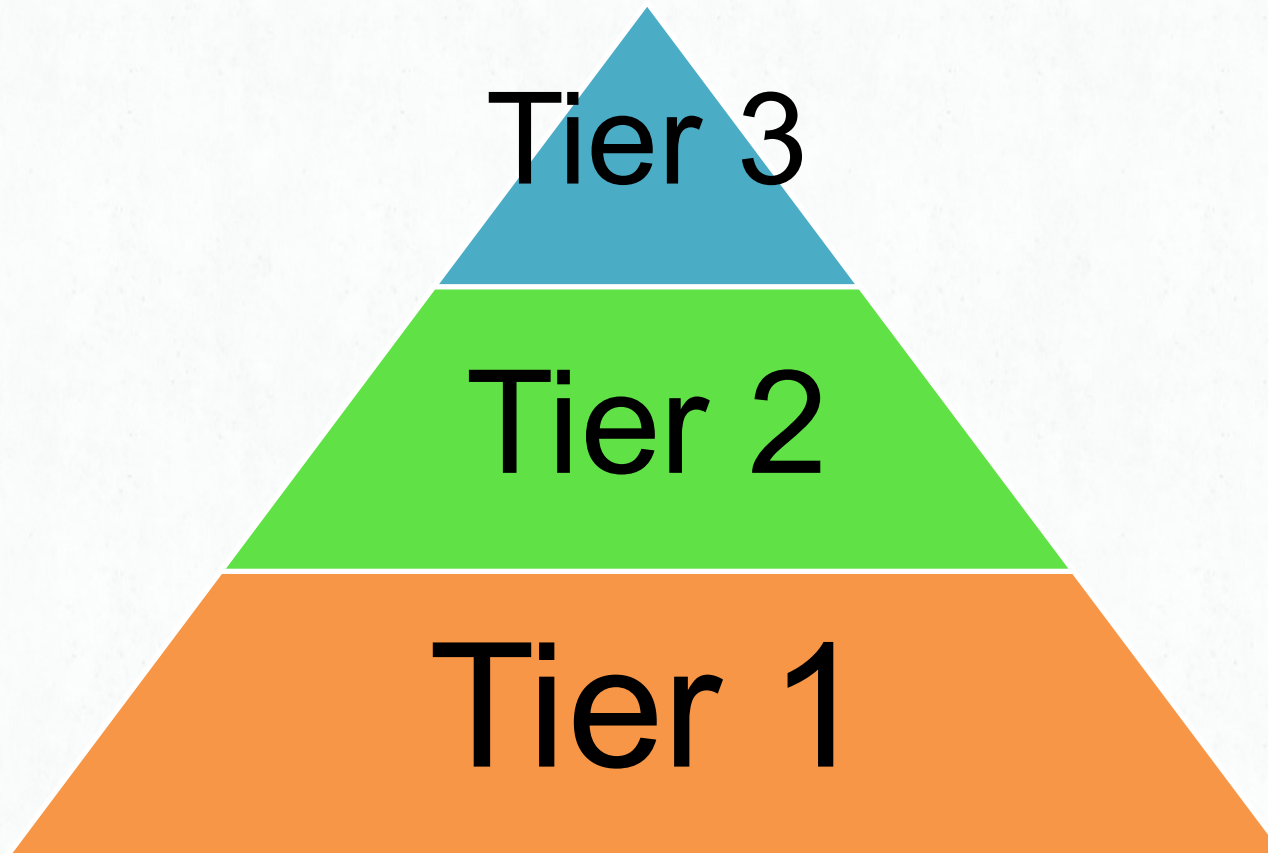


Stanaker Unified Service Desk

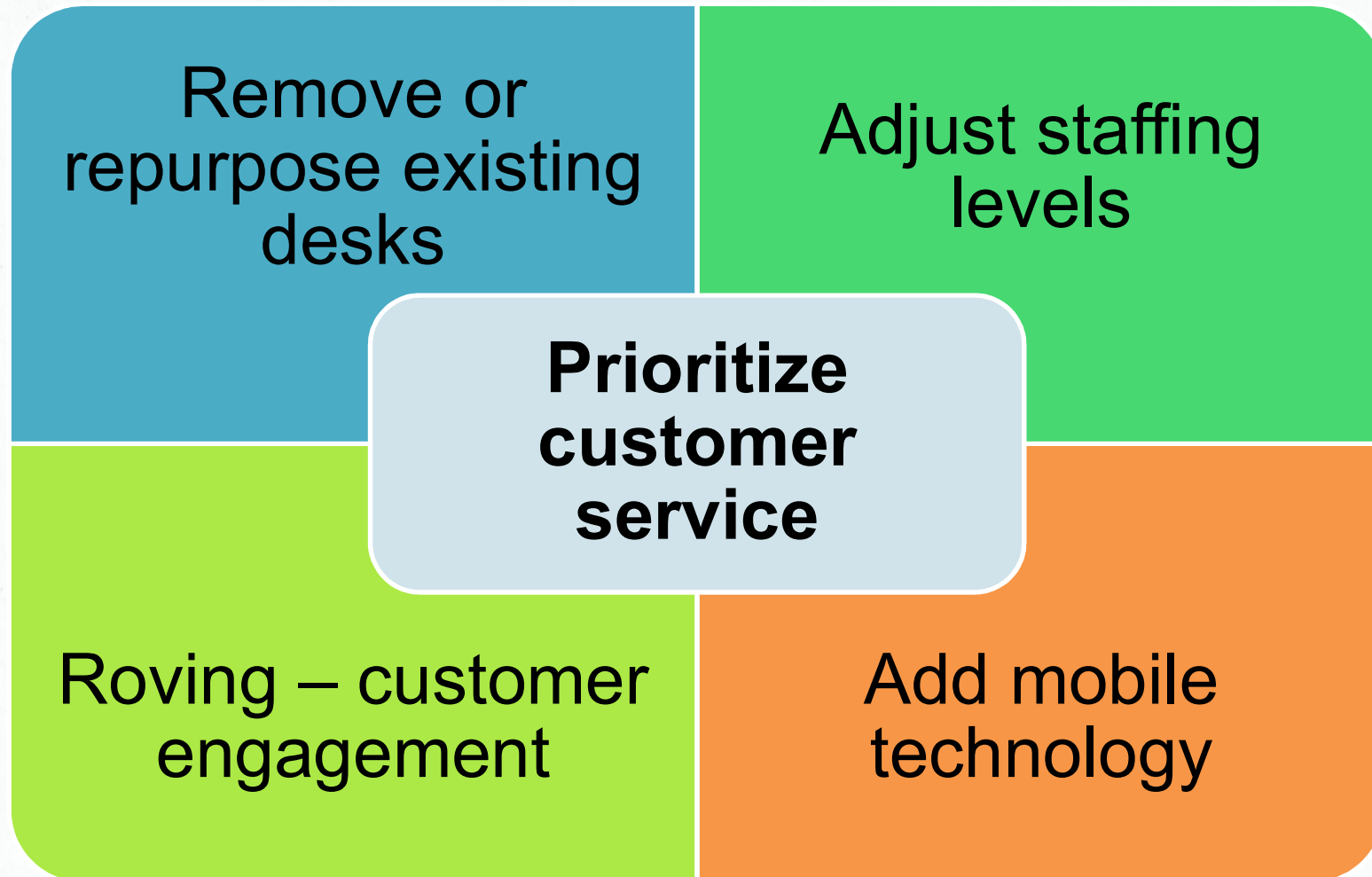
The Process



3 Tiers



Supporting Environment:



Results

Customer

- Can easily identify staff
- Can easily find one service point
- Spends less time waiting

Staff

- Transaction completed by one person
- Proactive service at point of need

Improves

- Staff efficiency
- Staff productivity
- Utilization of floor space
- Self-check

Frequently asked questions

Biggest
obstacles

Adjust
wages

Rewrite job
descriptions

Biggest
successes &
failures

Staff
contributions

Rename
service
points

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