



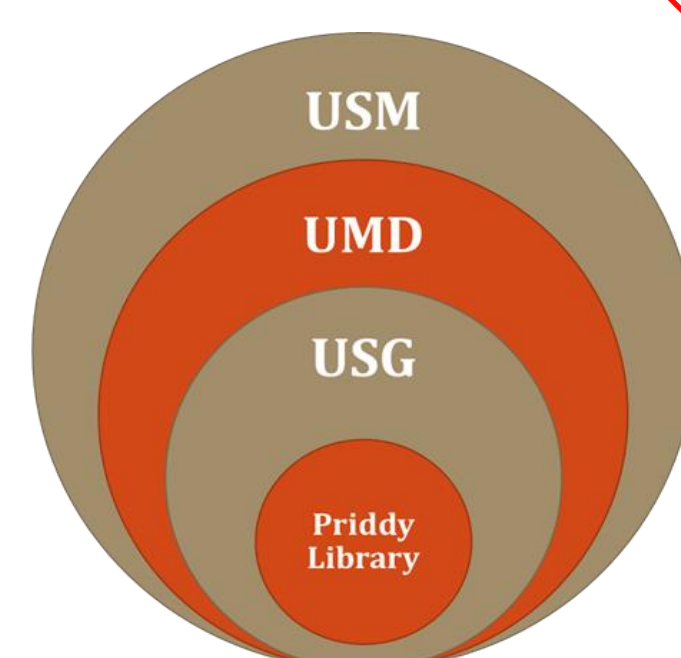
Thriving in Tough Times Through Collaboration



Madhu Singh

Priddy Library, Universities at Shady Grove, University of Maryland

Who We Are...

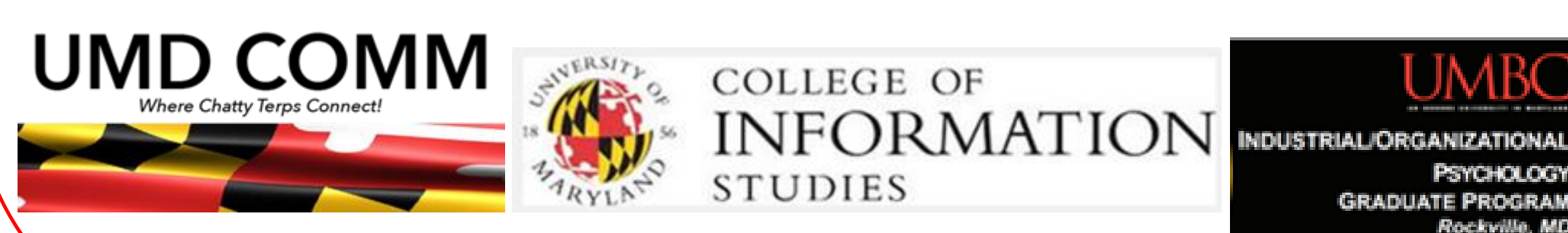


- The Priddy Library is part of the Universities at Shady Grove, which is part of the University of Maryland.
- The library supports academic activities of faculty and students from the nine partner institutions.
- Our objectives are to:
 - Excel through vision, and collaboration under budget constraints.
 - Develop low-cost tools to improve customer service and decision making.

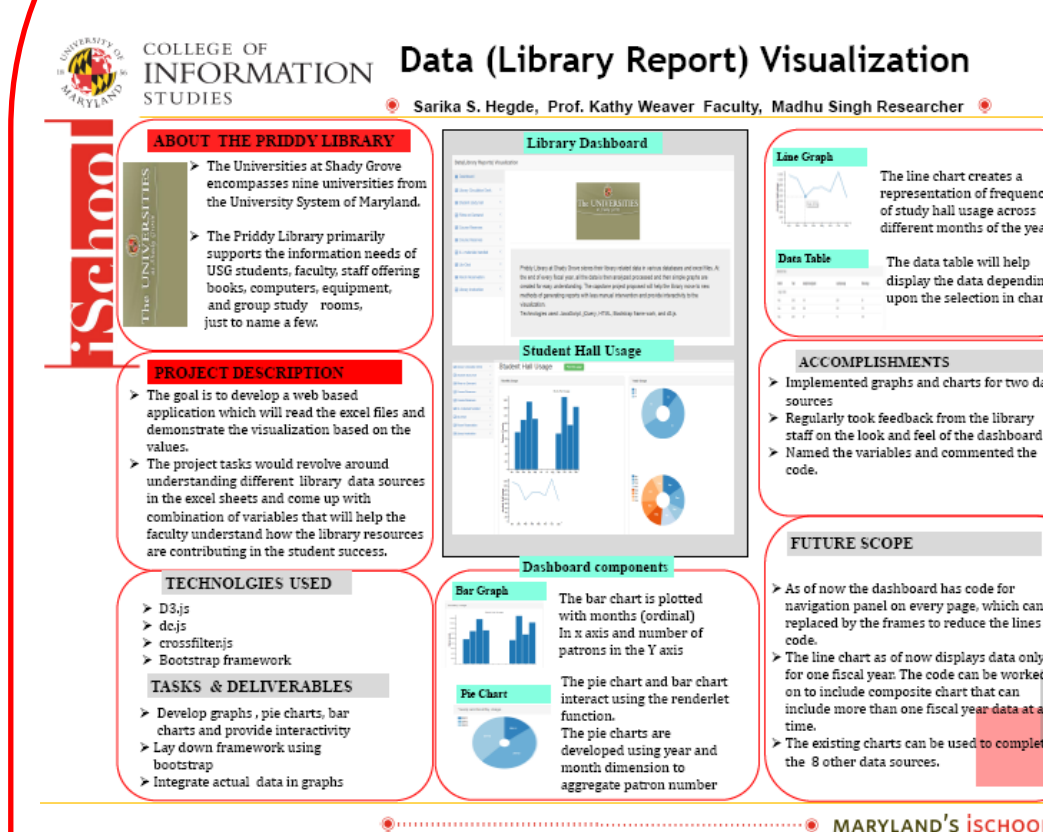
Thriving Through Collaboration

- Discussed challenges, identified collaboration opportunities, and brainstormed solutions
- Discussed ideas and project outlines for developing solutions with iSchool graduate students
- Environmental scan – collaboration with UMBC Organizational Psychology Department - a graduate student's capstone project study based on observation, survey, focus group, and interviews
- Library project integration into student assignments – collaboration with UMD Communication Program – students developed brochures, flyers, and videos to market library services as their assignment

Collaboration Partners:

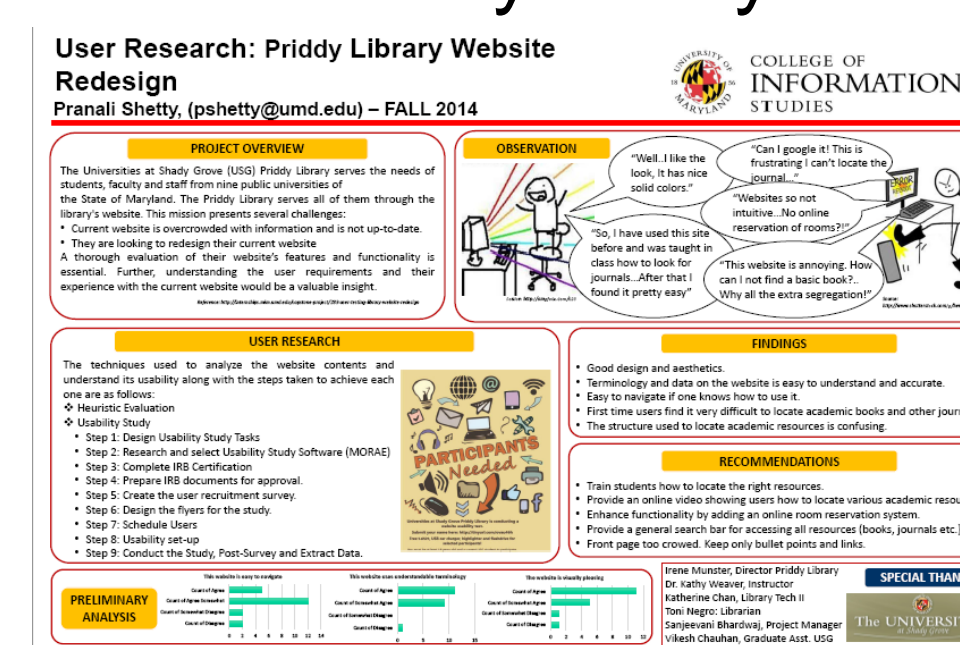


Interactive Dashboard

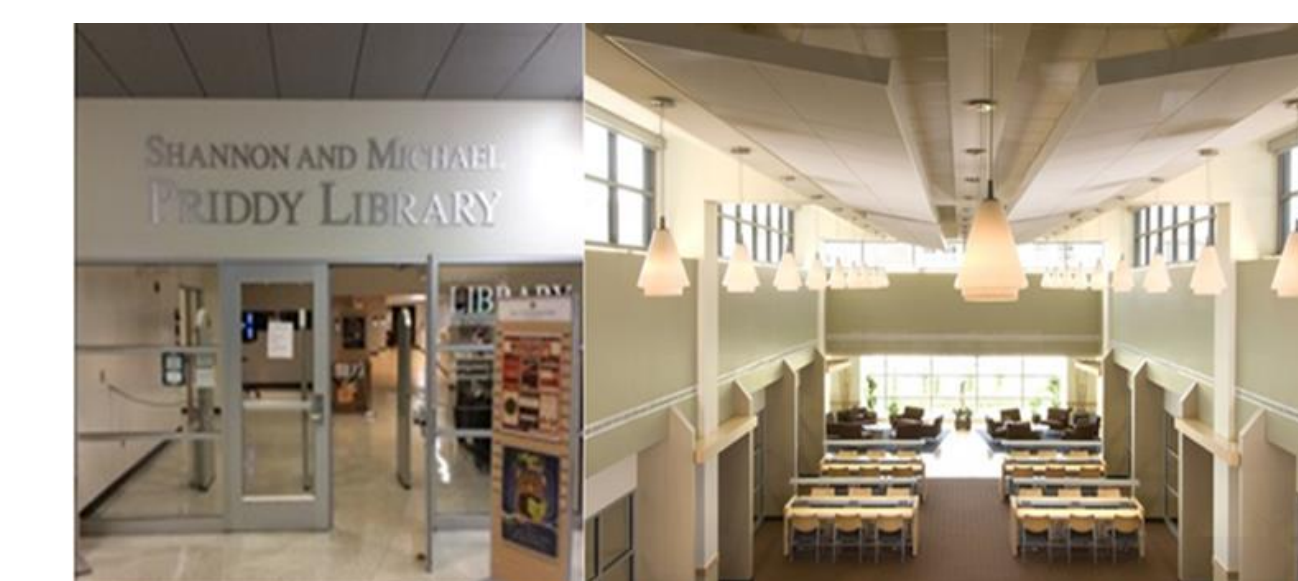


- Merged Service Desk Pilot Study is underway in collaboration with UMBC Industrial Psychology graduate student.
- Priddy Library offers internship opportunities for the graduate students in iSchool – A great opportunity for students to gain valuable practical experience!

Usability Study

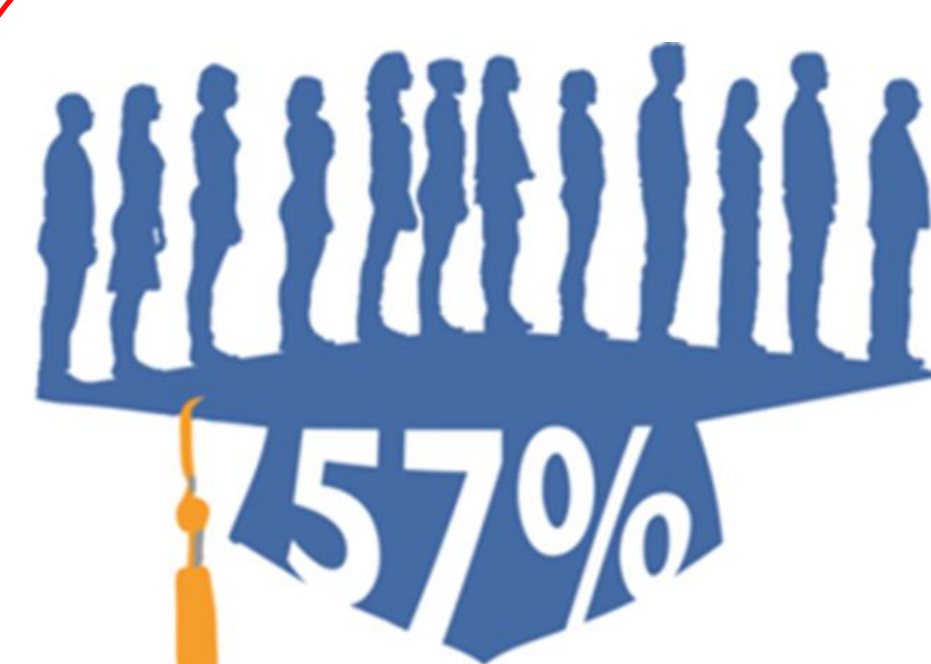


Conclusions



- Developed and implemented three solutions - Course Reserves System, Equipment Management System, and an iPad -Based Statistics System with very little additional cost to the organization
- Opportunities for staff to grow professionally
- Streamlined staff work flow
- Facilitated evidence-based decision making
- Enabled library to serve larger clientele with minimum staffing
- Improved library visibility across the organization
- Opportunities for students to gain valuable real life experiences – more competitive for the job market

Challenges

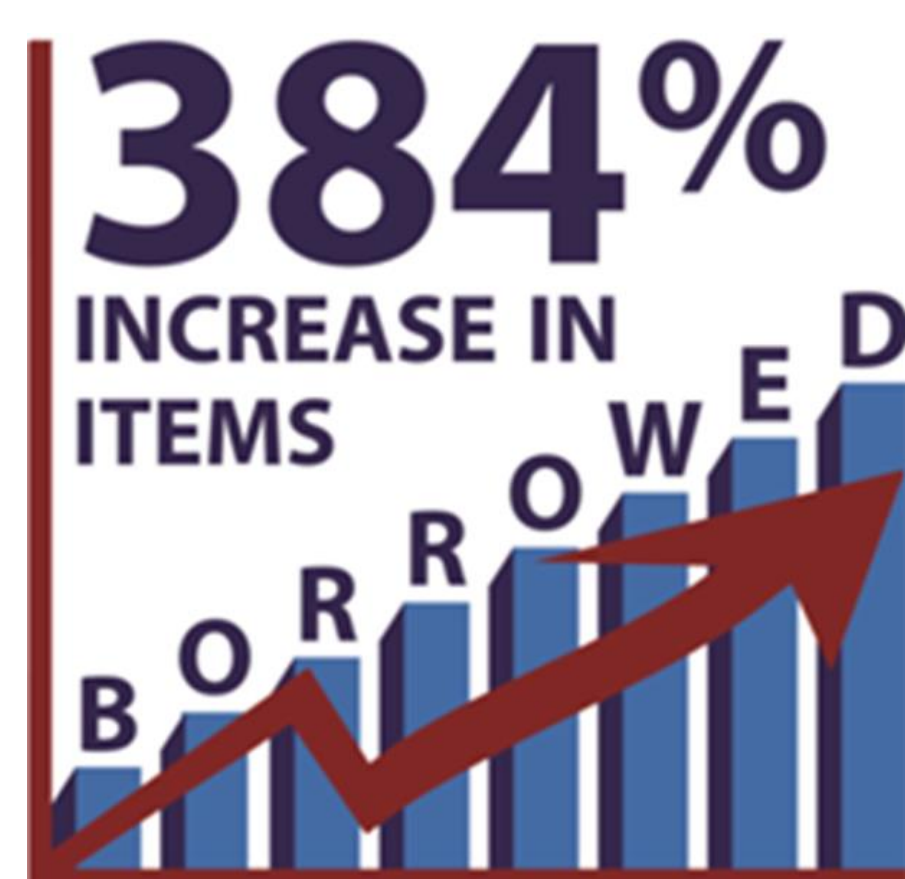


INCREASE IN STUDENT ENROLLMENT

- Limited resources
- Increased student enrollment
- Increased number of people visiting library
- Increased demand for library services

number of hours library staffed

48% INCREASE



Developing Solutions

Customized online course reserve system: A product of collaboration with MIM Program



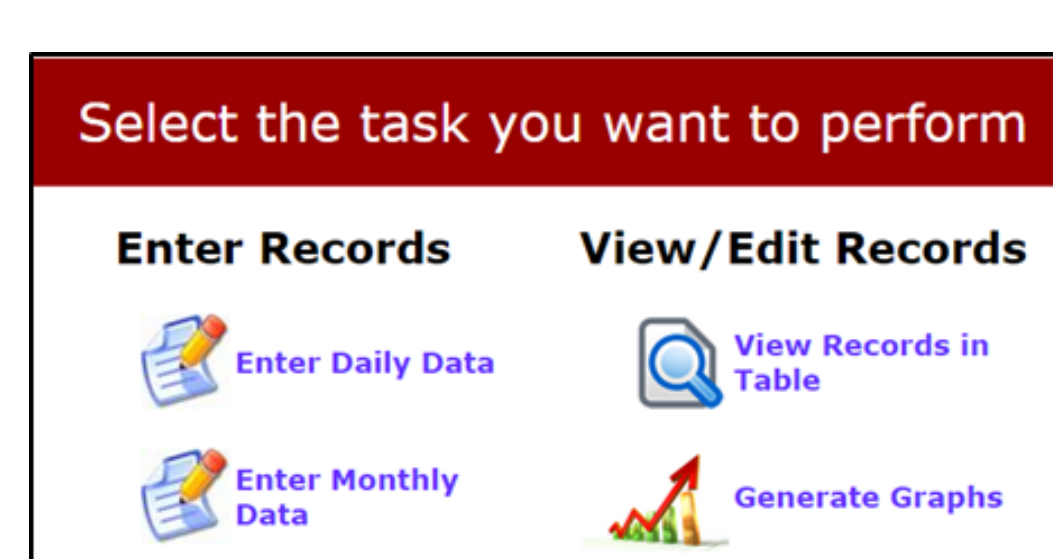
- User-friendly application
- Sends acknowledgement to faculty and notifies library staff about the course reserve request submission
- Eliminates multiple course reserve request formats; one online request form for all
- Serves faculty from all 9 partner institutions
- Allows prompt response to faculty inquiries
- Provides efficient workflow and Increased productivity

Equipment Management System: Staff are developing application - professional development pays off

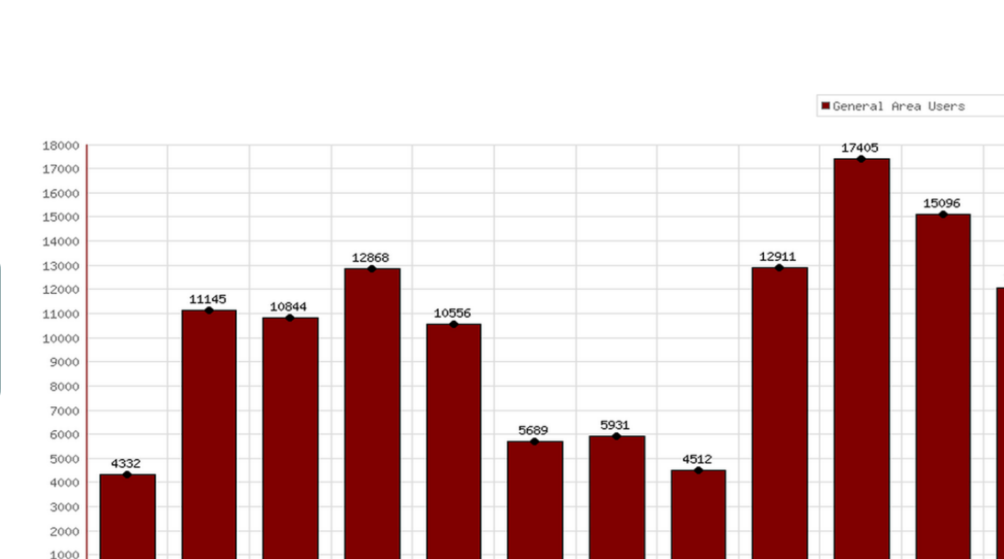
- Online equipment reservation
- Staff mediated equipment booking
- Patron notification feature upon equipment reservation
- Allow patrons to view equipment availability
- Synced with ALEPH Circulation
- Track equipment booking
- Modify or delete reservation based on priority



iPad Based Statistics Application for data collection



- Enhanced built-in graphical user interface
- View data in a table by date, by between two dates, by month, or by year
- Allows staff to enter hourly, daily, and monthly data
- Generate graph for the selected parameters
- Expedited work flow & real-time reporting
- Evidence based decision making



Technologies used:



Resources

- Course Reserves System: https://github.com/MadhuSingh/Reserves_System.git
- Equipment Management System: https://github.com/MadhuSingh/Equipment_Management_System.git
- iPad-Based Statistics Application: https://github.com/MadhuSingh/Statistics_Database.git

Acknowledgements

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- Ambarish Dongre – Graduate Assistant
- Vikesh Chauhan – Graduate Assistant
- Abha Molri - Graduate Assistant
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