



"Feed Me Seymour!":

Technical Services Cooks Supporting
Public Services Wait Staff

Crew:
Texas State University
Librarians

Comment Card

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Reference, Instruction & Subject Librarian

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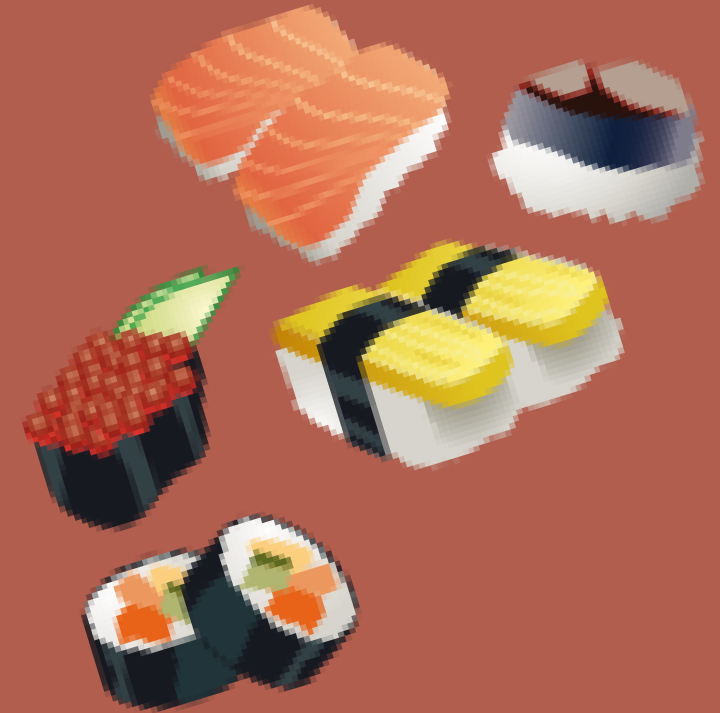
Appetizers: quick services to satisfy hungry researchers

Some Tasty Examples: Users/Researchers/Patrons are our top priority

- RUSH processing for onsite patrons
- Quick turnaround for e-resource
- Call No. Labels for satellite library

Communication between Tech & Public Services is paramount!

- Build & nurture 2-way communication between Tech Services & Public Services
 - Tech Services offers & executes quick services to support patrons & public services staff
 - Clearly defined list of contacts for Tech Services support & assistance
 - Public Services & Tech Services collaboratively brainstorm to improve services and collections



Main Course: long term filling relationships

- How Tech Services cooks up a delicious meal:
 - No backlogs
 - Strong vendor relations for acquiring library resources
 - Strong collection development strategies & policies
 - Clean catalog for simplified searching
- How Public Services serves the feast:
 - Develops subject specific collections
 - Fosters relationships with faculty and departments
 - Understands user needs & communicates these to Tech Services



Dessert: long term sweet support

- Tech Services delicacies

- Customized catalog meeting local needs (merged records, local headings, etc.)
- Collection Development (collection evaluation, streamline collections, etc.)
- Acquisitions
 - Quick turnarounds for new materials
 - Communicate processes and budget realities concisely without jargon.
 - Foster open, respectful communication and relationships with Public Services – **you are a Team!**
 - Provide Public Services concise, clear "soundbites" that can be conveyed or forwarded for unpurchaseable items/content or budget challenges.

- Public Services deliveries

- Bringing brilliant ideas to Tech Services for improved access
- Comprehensive knowledge of how databases/catalogs are used and sharing insights
- Subject area knowledge to help facilitate wise purchasing





Working to get our Michelin Star!

Happy & full (of knowledge) customers!

Create a positive, collaborative culture together!

"Be the change you want to see in the world."

- Gandhi

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