#### One phone number to rule them all

Welcome to Multnomah County Library's

# Contact Center

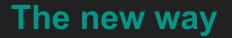
### The old way

#### Available only during Central Library hours: Account Services (aka "renewal line") 503.988.5342 Ask a Librarian (aka "info line") 503.988.5234

Available Monday-Friday, 8:00-5:00: Switchboard 503-988-5402 Isom Library Operations Center 503-988-5402 Library Administration 503-988-5402 (all listed separately, but all same number)

InterLibrary Loan 503-988-5245

Available mostly as a callback service Account Management 503-988-4040 Available a variety of different open hours, depending on library location and day of the week: Albina Library 503-988-5362 Belmont Library 503-988-5382 Capitol Hill Library 503-988-5385 Central Library 503-988-5123 Fairview-Columbia Library 503-988-5655 Gregory Heights Library 503-988-5368 Gresham Library 503-988-5387 Hillsdale Library 503-988-5388 Holgate Library 503-988-5389 Hollywood Library 503-988-5391 Kenton Library 503-988-5370 Midland Library 503-988-5392 North Portland Library 503-988-5394 Northwest Library 503-988-5560 Rockwood Library 503-988-5396 Sellwood-Moreland Library 503-988-5398 St Johns Library 503-988-5397 Troutdale Library 503-988-5355 Woodstock Library 503-988-5399



Available one hour before any library opens, and open until the last library closes for the evening.

### 503-988-5123

**Before / After** 

Old Contact Page Old Location Page Old ILL Contact Page

**Current Contact Page** 

#### **Services covered currently**

All account help, including the highest level account management

Ready Reference / Brief Facts

Help navigating library website, events, services, policies, e-resources, databases

Access to deeper reference service - reference interview conducted, email ticket created for response from Information Services staff

Help available in 5 languages

#### **Services that were lost**

Mid-level reference (some questions that currently end up as reference tickets would have been answered via phone prior to the Contact Center)

Access to help in some of the languages spoken by MCL staff

- Initially, only English and Spanish were available
- Recently added: Cantonese, Mandarin, Vietnamese
- Still missing: Russian, Somali

#### Next steps

Phone services are being re-integrated with existing chat and email reference services. This is in very early stages, but I hope that we can reinstate some mid-level reference service.

Add staff to phone service to serve Russian- and Somali-speaking patrons.

#### **Office work / telework**

Original location of the Contact Center was the Central Library. An office space of cubicles was created. Each of the 8 spaces was outfitted with a sit/stand desk, two adjustable monitors, noise-cancelling bluetooth headset, and ergonomic chair. A separate quiet room was established so staff could answer patrons' email questions away from the distractions of the busy and noisy phone room.

During the pandemic, all operations (and peripherals) went remote. A \$500 stipend was given to staff to purchase desks/chairs etc for their home offices. Staff still telework, with no plans for a return to the office at this time.



Catch up with me at the conference or...

## Ama Bentley - amab@multco.us Community Information Administrator