RSC Focus Group Summary

Topics

Increase discovery of and access to materials
- Libguides, Bibleaves, other tools
- Short point-of-need instructional videos

Increase and improve online reference presence
- Understand strategies for conducting online reference
- Improve software; possibly use screen capture software (e.g. Jing) to supplement

Increase and improve referrals
- Improve knowledge of specialties available
- Involve more people in Hub training so we all get to meet each other
- Online discussion board, maybe in new Compass
- Have more subject specialists who staff office hours or embedded hours also log onto chat
- Identify common workflow – e.g. referral database, to increase volume/consistency

Training needs
- Chat communication best practices (length of time in a chat; when to refer; etc.)
- Communicating with diverse patron groups
- READ
- Government Information

Other
- Look at Desk Tracker categories; can they be reduced?
- Identify other measures to supplement Desk Tracker
  - E.g. libguides/websites created/used, other instruction stats

Action Items

To be discussed at July/August RSC meetings