Reference NSM Team

Stuff session presentation
4/14/2010
Model A: Cluster Model in Main

Outside of Main Library:
UGL
ACES – Life Sciences
Grainger – Physical Sciences
Arts – Music and Art/Arch

IM and phone will need to be handled on-desk due to staffing availability
Humanities will need to staff a research desk with RRGIS for availability
Model B: Consolidated Desk

Main Library – Consolidated Desk for all subjects:

- Social Sciences
- A & H
- RRGIS (General inquires and Government Info)
- International and Area Studies

Outside of Main (separate desks for each building):

- Grainger – Physical Sciences
- UGL – Undergraduate, possible locus for general virtual service
- ACES – Life Sciences
- Music
- Art and Architecture

- Desks handle basic-intermediate questions all of hours open.
- Advanced questions referred to specialist for consultation.
- Library units continue to have basic service desks and consultations.
- Virtual (phone, email, IM) may be able to be separate service point.
Virtual Organization Models

- **Virtual/Remote services**—Instant Messaging, Email, SMS and Phone
  - **Model A**— Virtual services staffed at physical desks at same time as in person services
  - **Model B**— Option for separate chat desk staffed by librarians mentoring/training GAs; physical reference desks only handle walk-up questions (and possibly telephone)
  - **For both models**— Subject Specialists can sign on to chat for virtual office hours or other service models from their offices (or wherever) + questions triaged from physical or virtual desk

- **Email**— Subject specialists also monitor their own email for referrals, consultations,/appointments, etc.

- **Telephone**— Units have own telephone as now. A central phone number exists as now, where it rings follows Ask-a-Librarian models