Reference Services NSM: Radical Ideas
March 2, 2010

Organization

Centralization of reference in Main Library—either at current info desk or in former ILL office
Two or three service points in main library around broad disciplines
Virtual reference from a shared office space rather than a reference desk
Reference service should be flexible at meeting the user in a variety of venues.
Allow for easy access to reference librarians
Reference librarians should be highly visible—easy to find
Tiered system with triage – librarians available as needed
Less tiering—specialists on the front line

Personnel

Coordinator of Reference
Reference team/committee
Coordinator of Interdisciplinary Reference
GA coordinator; GAs as library resources and not unit resources
Reference librarians, subject specialists and well-trained staff stationed together at a central point

Services—besides answering reference questions

More online tutorials
Referrals
Webpages listing courses taught, links to subject pages, contact information, current events
Outreach reference services
“Transparent” webpages that makes finding librarians’ contact info easy
Advertise Library offerings
More information sharing—have a system that allows for greater sharing and educating
In-house stumper list
RRGIS's online Rolodex as a library-wide, communally constructed resource
developing a variety of online tutorials and include in this suite a TILT style tutorial that can be customized for various subject areas
GA training

Assessment

Assessment should be more nuanced
Assessment tool that measures the quality of the interaction over a period of time Develop an Assessment tool related to the way students use class-related web pages to ascertain when and how their questions are being answered.
Feedback on referrals
Issues to address

Isolation of reference and subject-specialists librarians in Main Library
Using new and emerging technology
Lack of connectivity between librarians who perform reference
Difficulty of connecting patrons with reference librarians and subject specialists in Main Library
Difficulties of navigating Main Library