Reference Service NSM Team  
Minutes March 11, 2010  
Meeting Leader: Kathleen Kern  
Minute Taker: Paula Carns  

Attending: Karen Hogenboom, Lura Joseph, Kathleen Kern, Lynne Rudasill, Sue Searing, Ellen Swain, David Ward, Greg Youngen  

Agenda:  
I. Review of results of survey about patron needs and core values (see NSM website). The committee briefly reviewed the results of the survey about patron needs and core values and expressed the need to keep these results in mind as we move forward. Based on these results, the committee suggested the following four subgroups (see II).  

II. Discussion of sub-groups and how to proceed  
The committee decided to form four subgroups around the following topics: patron-initiated reference, librarian-initiated reference, administration and assessment. The first two groups will begin to meet immediately and will share rough drafts with the entire team on April 1, 2010 and have finished drafts by April 8, 2010. The goal and schedule of the last two subgroups will be determined by the first two groups.  

A. Patron-initiated reference subgroup will look at the current organizational structure of reference at the Library and propose a baseline of expectation for reference with an eye to patron needs and offer possible solutions on how best to organize reference to meet patron needs. They will consider, among other aspects: front-line reference services; reference triage; tiered reference; referrals; signage; baseline of expectation for reference; consistency of services across departments; and infrastructure. The proposed members are: David Ward (subgroup leader), Ellen Swain, Greg Youngen, Karen Hogenboom, Kathleen Kern, Sue Searing and possibly Peggy Glatthaar, Mary Burkee and Becky Smith.  

B. Librarian-initiated reference subgroup will look at current activities that librarians do to initiate and perform reference, such as webguides, webtutorials, subject specialists pages on Library Gateway, Library search tools, and marketing, and will make suggestions for improving them, a sort of best practices for reference librarians. The proposed members are: Paula Carns (subgroup leader), Lynne Rudasill, Lura Joseph, and possibly Lisa Hinchliffe, Bill Mischo and Wendy Shelburne.  

C. Administration subgroup will consider issues around the administration of reference, such as a reference coordinator, reference team, reporting lines for reference librarians; relationship of reference service points, split appointments, training, personnel, internal communication and sharing GAs across departmental libraries.
D. Assessment of reference services