Reference NSM Patron Initiated Reference Meeting 1

3/19/2010

General Principles for Physical and Virtual Service Points

• Cross-training and cross-staffing
• Collaboration on questions and sharing knowledge
• Make more and better use of SAs
• Rotate staff through different service points to share knowledge
• Separate Virtual service point(s)
• Develop consultation models
• Roving and embedded service points
• Improve Signage (and marketing in general)
• Develop consistency across service points

Requirements for any model of reference services this group develops

• Must address all disciplines
• Must list all physical and virtual service points library and campus – wide
• Must detail who staffs which desk(s)
• Must detail how cross-training occurs
• Must describe how collaborations and referrals between service points occur
• Must include options for embedded librarians and non-library spaces
• Must describe what kind/level of questions are answered at each service point

Brainstorming on Physical and Virtual Service Points

Consultations
Consultation schedule

**In person**

- All subject specialists in one physical service point on 2\textsuperscript{nd} floor of main library
- Create info desk on 1\textsuperscript{st} floor for basic questions (in ESSL; or old IRRC space; or ?)
- 1 science hub (LSD/PSED)
- 1 LSD desk
- 1 PSED desk
- 1 SSD desk
- 1 A+H desk
- 1 Area studies desk
- 1 A+H plus Area Studies desk
- 1 Special Collections desk
- RRGIS and UGL form 1 general desk
- 1 A+H, SSD, and Area Studies, and general desk
- Identify and Embed reference in appropriate campus research centers
- Develop consultation spaces in non hub/desk libraries
- Develop consultation spaces adjacent to physical desks

**Virtual**

- Float virtual space between physical libraries; staff doing virtual hours meet there for cross training
- 1 virtual desk physical location that all come to staff
- Multiple virtual desk physical locations that librarians rotate through
• Staff virtual reference from the desktop

• Staff virtual desk with generalists in early morning and late evening hours, subject specialists during the day

**Administrative/Organizational/Training**

• Centralize ongoing SA training

• Online scheduling software for patrons to make appointments

• In house stumpers list

• Develop reference specialist website with names, specialties, modes of contact, hours for all who do reference

• Develop set hours when subj specialists work

• Speed up document delivery (repurpose staff)

• Reference Meetings open to all

• Science librarians rotate through other desk locations for cross training and to provide assistance