Five recommendations

1. Consolidated reference desks
2. Coordinator of Reference Services
3. Reference Services Committee
4. Creation of a Research Support Services unit
5. Expectations for subject consultations
Tiers of service

• Tier 1: Questions about: directions, library policies, basic known-item searching (catalog and electronic journals)

• Tier 2: Basic to Intermediate research assistance: locating articles on a topic, selecting a database, introduction to library research, advanced item searching

• Tier 3: In-depth research consultations: students starting dissertation research, primary sources, comprehensive searching and use of specialized sources
1. Structure of reference services

- 4 reference desks + 1 virtual service point
  - Main
  - ACES
  - Grainger
  - Undergraduate
  - Virtual services (IM, email, phone)
Advantages

• Streamline entry for reference assistance
• Provide longer hours of service for reference assistance
• Create a reference team environment that fosters greater communication and cross-training
• Address decrease in number of librarians and GAs while maintaining quality and availability of assistance
Considerations and questions

- Not all desks are included at this point (Music, Art and Architecture, RBML, Archives)
- How many hours a week will each librarian work at one of the desks?
- A referral policy and procedures will be written to facilitate referrals at all levels and between service points
- What types of training are needed?
2. Coordinator of Reference Services

• This position is recommended at full time to:
  – Provide leadership for reference services across the Library
  – Chair a Reference Services Committee
  – Oversee the planning, operations, and assessment of the Main Research Desk, the Virtual Desk, and the Undergraduate Research Desk
  – Work at multiple reference service points
3. Reference Services Committee

• This group will be comprised of individuals with interest and involvement in providing reference

• Concerns of the committees will be:
  – Service standards
  – Training
  – New technologies and models of service
  – Assessment tools and techniques
4. Creation of a Research Support unit

- Research Support Services unit would bring together:
  - Scholarly Commons
  - Most of Reference, Research, and Government Information Services
  - Web Technologies and Content Creation
  - Coordinator of Reference Services
  - This group might change (as do so many things) over time
5. Subject/Research responsibilities

- Actively serve as liaison to departments including holding office hours in departmental spaces, where possible
- Work closely with faculty on departmental activities such as curricula and grants
- Collaborate with other librarians on interdisciplinary questions
- Connect scholars with other library services such as Scholarly Communications and data management