

Reference Hubs

Annual Report, July 1, 2016 – June 30, 2017

I Narrative

Reference Management Team (RMT) is the primary group for deliberation on reference services in the Library. According to its charge, the Reference Management Team provides guidance and advice to the Associate University Librarian for User Services by:

- Formulating and reviewing plans, goals, priorities, strategies, policies and procedures relating to reference services;
- Promoting awareness of and participation in reference-related activities;
- Engaging in and advising on the assessment of reference services;
- Assessing professional development needs for reference staff and providing appropriate opportunities for skill development;
- Collaboratively developing a consistent, high-quality user experience;
- Developing strategies to effectively facilitate referrals and interdisciplinary work;
- Actively contributing to the assessment and integration of discovery services into reference work;
- Investigating, developing, and new approaches or initiatives related to the provision of reference services.

RMT is composed of eight librarians from seven divisions. Current members are:

Erin Kerby (Life Sciences Division)
 David Ward (Central Public Services Division)
 Melanie Emerson (Arts & Humanities Division)
 Sara Holder (Central Public Services Division)
 Ali Krogman (Physical Sciences and Engineering Division)
 Beth Sheehan (Social Sciences Division)
 Cara Bertram (Special Collections Division)
 Joe Lenkart (Area Studies Division)

A. Major Activities and Accomplishments

Specific accomplishments in 2016 – 2017 include:

- **Research Consultation Scheduler**
 After successfully identifying a compatible scheduling software, the implementation team¹ designed the pilot phase, which began on January 23, 2017. Approximately 20 librarians participated in the pilot. Beth Sheehan and Ali Krogman organized training sessions and provided

¹ The implementation team members are David Ward, Ali Krogman, Beth Sheehan, Jim Hahn, and Benjamin Ryckman.

technical support to pilot participants. Currently, there are well over 32 librarians using the scheduler to set up appointments with patrons. On July 28, 2017, the implementation team invited librarians and subject specialists to use the research consultation scheduler. A robust marketing campaign and an integrated referral system will enhance this effort by the University Library to support research groups on campus.

- **Reference Training Series²**

The revamped reference training series provided 9 sessions in the fall (2016) and 16 sessions in the spring (2017). These sessions are open to all library personnel engaged in reference work (faculty, staff, academic professionals, academic hourlies, and graduate assistants). The goal of this series is to support reference hubs and departmental libraries by providing continuous training to maintain service standards and competencies required at service points. To facilitate further discussions on training and professional development opportunities, and service collaborations, RMT organized the reference services retreat in April 2017.

B. Challenges

- Lack of a functioning and up-to-date referral directory continues to pose a serious challenge for reference hubs, service providers, and patrons.

C. Assessment

- **Library reference service use and patron satisfaction³**

The RMT research team completed their assessment study on March 23, 2017. This resulted in a research article, "Beyond Satisfaction: Investigating Patron Use of Reference Information," which was published in *Internet Reference Services Quarterly*.⁴ The assessment study revealed the need for service points to develop and accommodate the full life cycle of patron research needs with active participation in the research process beyond the service desk.

D. Goals for FY18

- Develop an integrated mechanism to showcase the availability of online reference materials of online
- Expand the use of Research Consultation Scheduler among librarians and service staff
- Develop a marketing strategy to promote the Research Consultation Scheduler to campus groups
- Unveil the new referral directory and incorporate its use in the referral process at reference hubs and departmental libraries
- Develop an integrated reference metrics platform to assess service desks and the needs of user groups (ongoing goal from FY17)

II Reference Hubs Statistical Profile

² Beth Sheehan, Ali Krogman, and Melanie Emerson led the Training Sub Team for the Reference Management Team during fall 2016 and spring 2017.

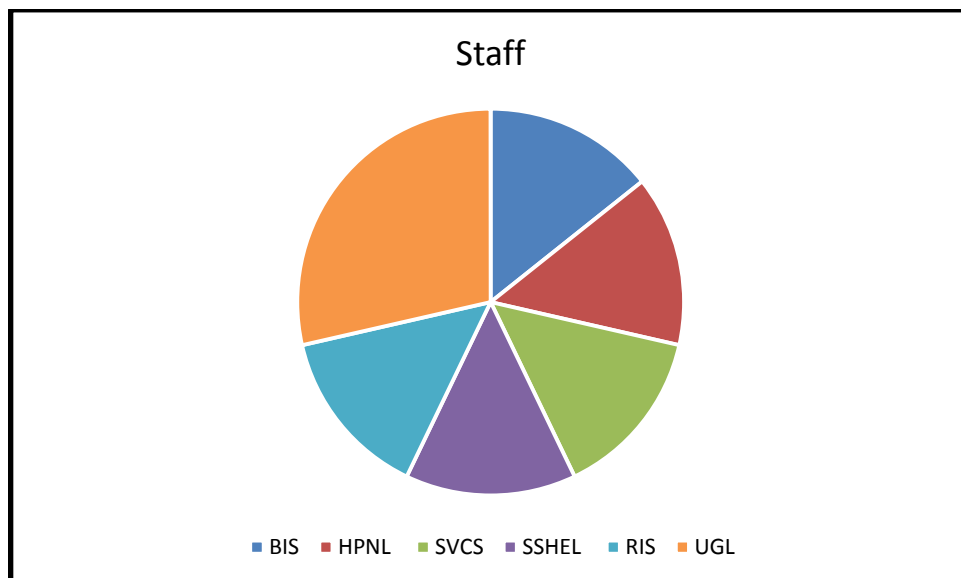
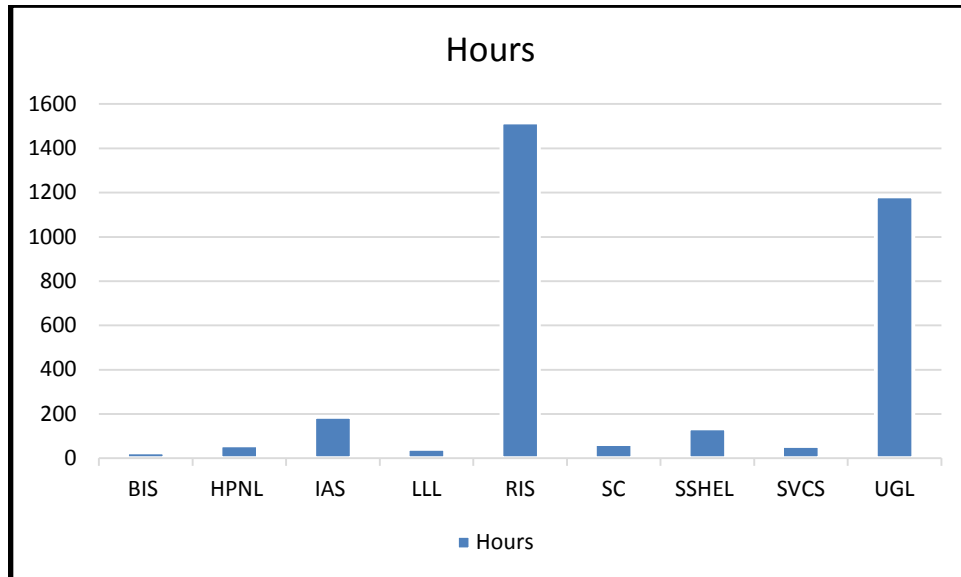
³ David Ward, Ali Krogman, and Elizabeth Morris (with contribution from Joe Lenkart) worked on this assessment study.

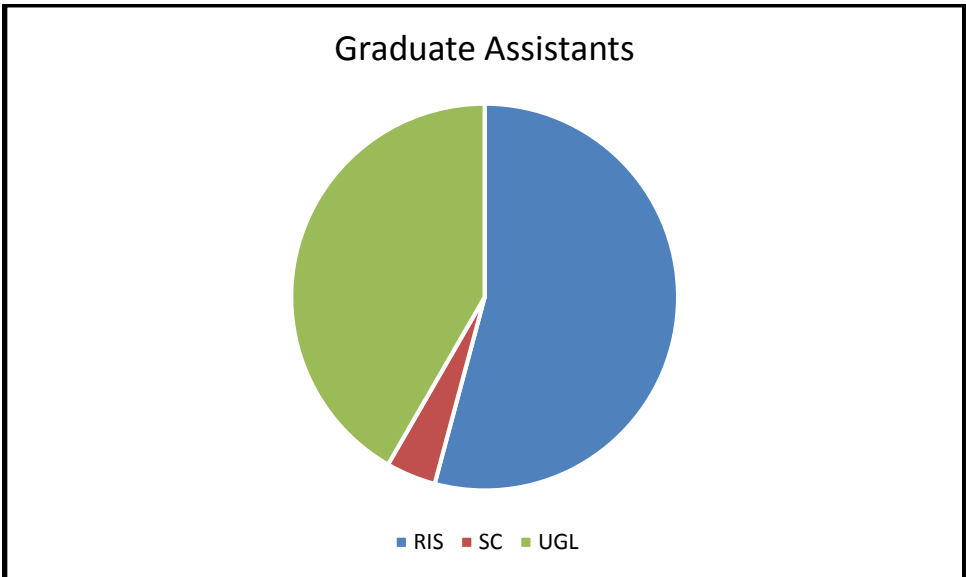
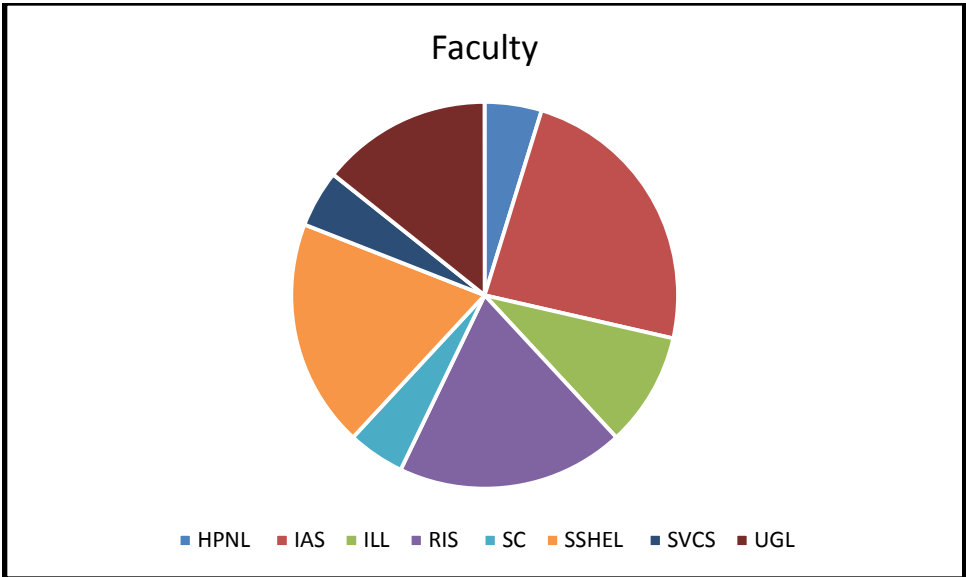
⁴ See: <http://dx.doi.org/10.1080/10875301.2017.1305476>

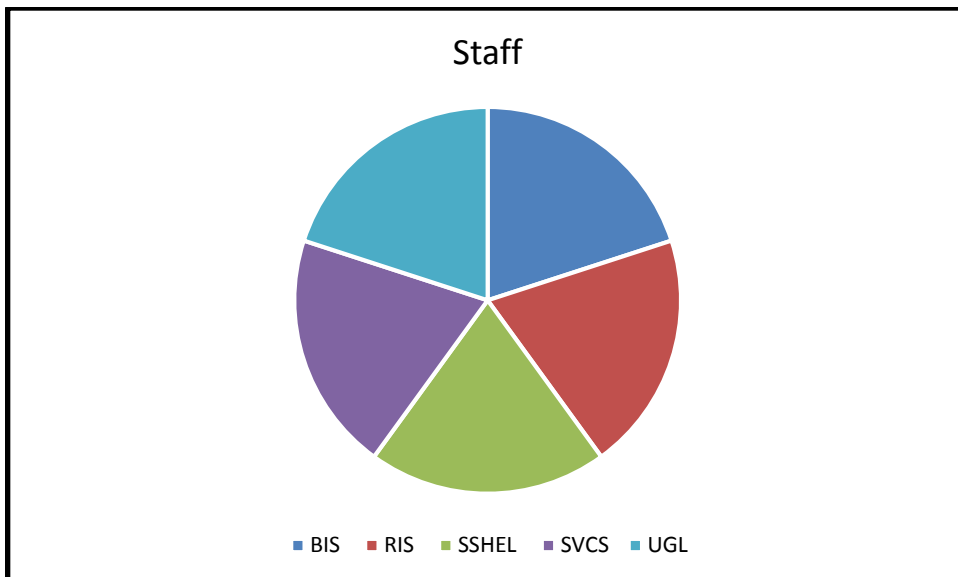
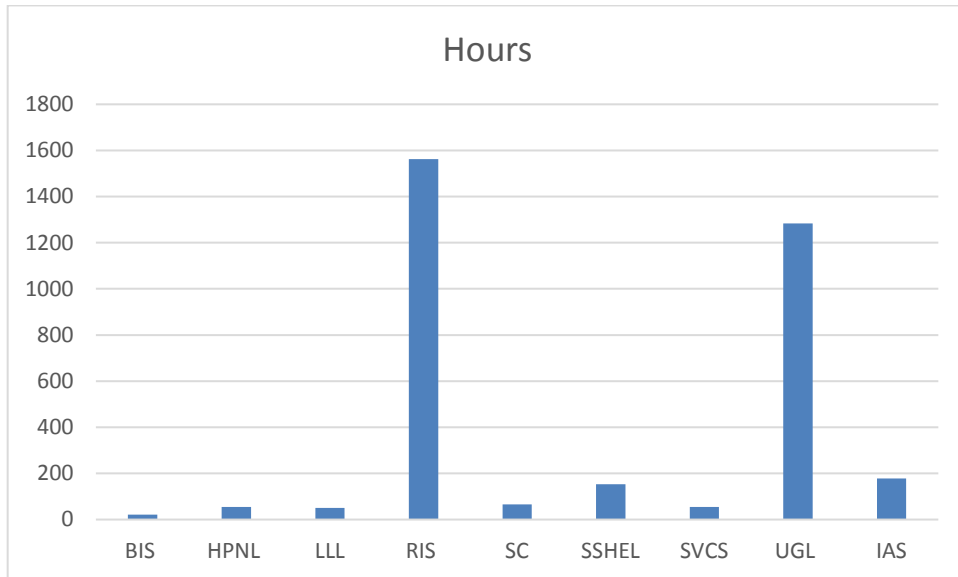
The three reference hubs are the main conduits for research inquiries from students, faculty, and the public. Faculty librarians, civil service staff, academic professionals, graduate assistants, and academic hourlies from departmental units help maintain day-to-day operation of reference hubs. Understanding patron and professional interactions at these service points remains a critical area for the Reference Management Team. The statistical analysis below is not comprehensive in scope, but rather a selective representation of some of the activity at reference hubs.

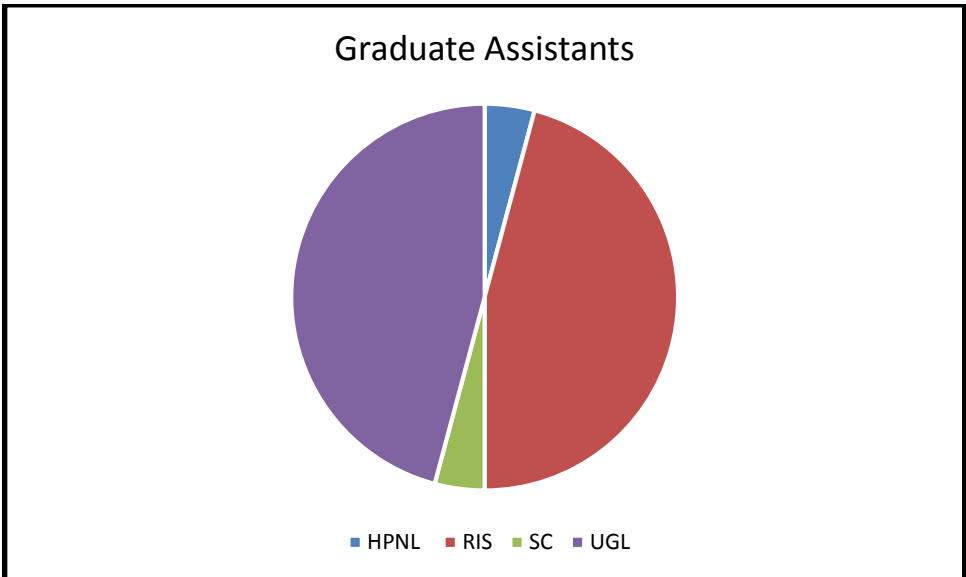
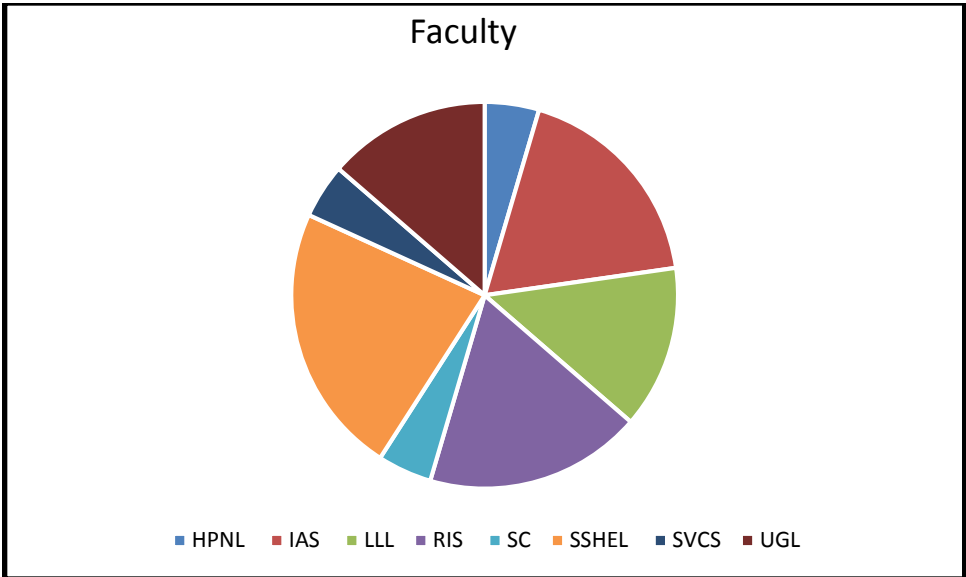
1. Personnel and Unit Contributions

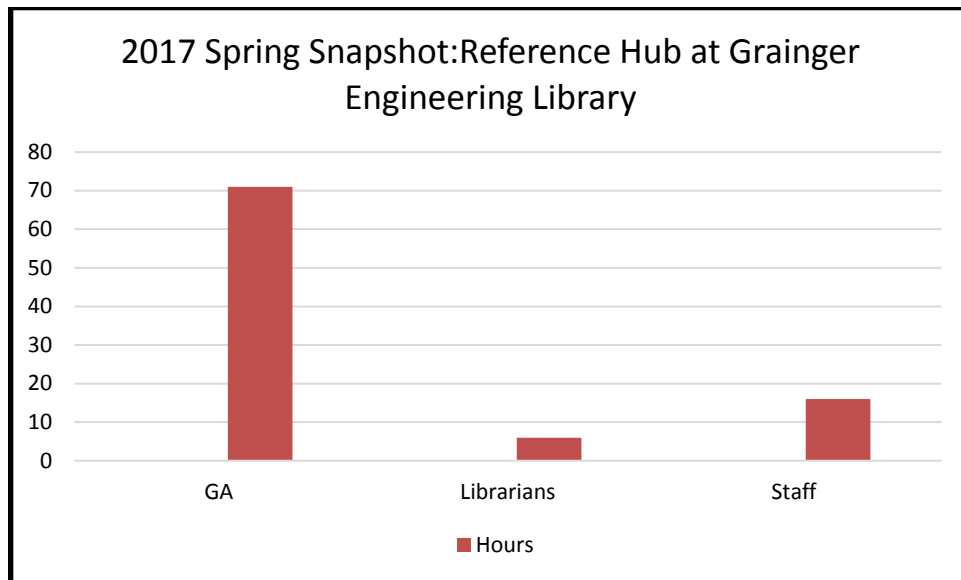
Main/UGL (Fall 2016)





Main/UGL (Spring 2017)



Grainger (Spring 2017)**Funk ACES (Fall 2016-Summer 2017)****Snapshot Reference Hub at Funk ACES Library**

Period	Personnel	Hours
Summer 2016	Academic Hourlies	42.5 hours per week
Fall 2016	Graduate Assistants	60 hours per week
Spring 2017	Graduate Assistants	60 hours per week
	Graduate Hourly	11 hours per week
	Staff	10 hours per week
Summer 2017	Graduate Hourlies	42.5 hours per week

2. Reference Transactions

