

## Librarians' Meeting

7/22/2020

Present: Dr. Richard Hodges, Arentia Herren, Tim Bishop, Catherine Carney, Jane Charles, Frank Dowd, Jerry Franz, Karen Kalisz, Bill Shuluk, Tony Valenti

### **Purpose: Discuss Reference Models**

- Librarians discussed various models for providing reference:
- Convert the 2 study rooms beside the 3 librarian offices on the 3<sup>rd</sup> floor into offices for the 2 librarians whose offices are on the 2<sup>nd</sup> floor
- Hire work study students to staff the 2 desks opposite the elevator on the 3<sup>rd</sup> floor. Student workers would direct students who need reference help to librarians, and field calls from the Circ Desk from students who ask for research help at Circ.
- Rebrand J-326 a Research Lab/Quiet Study Space: install 6 to 8 computer stations in J-326 and implement a roving librarian model
- On call research consultation model: Circ staff refer students who ask for research help to librarians, who work with students in their offices. Convert the Research Lab into a quiet study room.
- Convert the Research Lab into a quiet study room
- Convert the vacated 2<sup>nd</sup> floor librarians' offices into 2 group study rooms
- Convert the vacated 2<sup>nd</sup> floor librarians' offices into an adjunct office and...?
- Embedded librarianship: librarians respond to reference questions online, in real time
- Use Zoom for reference
- Concierge reference and library liaisons
- Remove some shelving from the stacks to create more open study space for students

### **Other Campuses**

- Charlotte has a Circulation Desk and a Reference Desk

- H/G has 1 multipurpose desk
  - Bill uses Zoom and online chat
- Collier only has a Circulation desk.
  - Tony works with students on the floor, in the computer lab, and in his office.

### **To Consider**

- Online reference as the primary mode for reference instruction
- A different model needs to work for students
- Multiple layers: not 1 answer to shifting to a new model
- Variety of modalities: Zoom, AAL, pop up chats on the library homepage, F2F
- Implement a model that is welcoming for students
- Consider the value of reference desk: Is it a valuable tool?
- Use LibAnswers to compile an FAQ of reference questions
- Library Liaisons will be established
- Scheduling

### **Action Item**

- The librarians collaborate to brainstorm a new reference model with which all librarians are comfortable.
- As a group, librarians put together a framework for a proposal with some bullet points. The proposal would be implemented post Covid-19.
- Librarians will discuss a proposal during the next Faculty Librarians' Meeting.
- Dr. Hodges and the librarians will have a discussion about the proposal in 2 weeks.

Minutes recorded by Jane Charles