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After the Desk: Reference Service in a Changing Information

By Amy Paterson

Landscape





Agenda

- Responses to dropping reference desk transactions
- E-resources: killing more than just the book?
- Virtual reference options
- Is Information Literacy the new reference?
- Good practices: some key concepts





Responding to dropping desk transactions

- Cutting Hours
- Single Service Desk (combining with circulation, IT or both)
- Staffing with paraprofessionals
- On-call reference librarians
- No change





Is the Book really dead?

- Amazon Kindle book sales outpaced print starting 2012 (Malik, 2012)
- E-books still have an uneasy relationship with some libraries
- Many people believe that the end of print books is the end of libraries (Siegler, 2013)



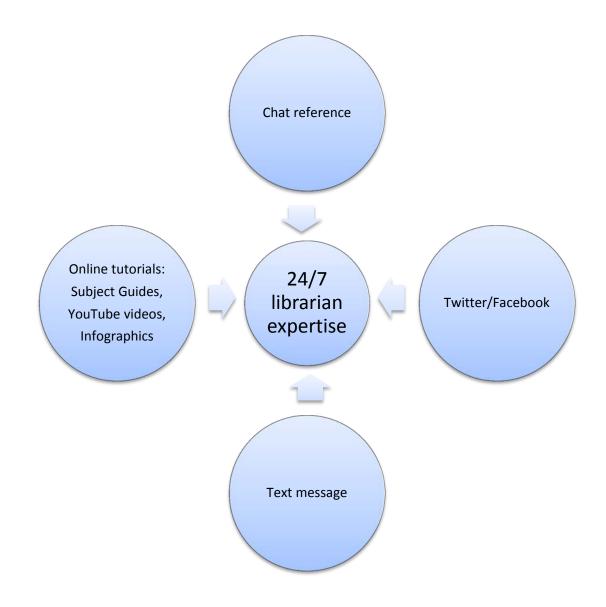


Why do we fear the Desk's decline, but not the Book's?





Virtual Reference







Information Literacy: the new Reference?

- Individual and group consultation stats increasing (Stevens, 2013)
- In-class or in-library orientations form research foundations and establish the librarian as a trusted source
- For-credit Information Literacy classes impart lasting skills and nurture a relationship between librarian and students





Good Practices: Some Key Concepts

- Outreach
- Flexibility
- Connectivity
- The result: A more organic reference department, moving with change, instead of fighting against it!





Comments? Questions?

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