Introduction

- NJ Vale Reference Services Committee Projects:
  - Explore new reference models
  - Survey of Vale Libraries: Reference Survey
  - Southeastern Oklahoma University’s survey: “Shall we get rid of the reference desk?”
- Presentations given at Vale annual conference and Palinet REFolution Conference in winter 2009

Got Reference/Research Questions??

Stop by Student Study Area in the Teaching and Learning Center for help:
Tuesday, Nov. 27th, from 1:30-3:30 PM
Wednesday, Nov. 28th from 10 AM-Noon
Friday, Nov. 30 from 9:30-11:30 AM
Pat Dawson
Science Librarian/pdawson@rider.edu

Logistics:

- Reserve space in student study lounge in Science Hall to set up reference service
- Emails sent to faculty to announce dates/times to students
- Laptop with SciFinder installed on desktop borrowed from Moore Library
- “Got Questions?” Flyer taped to cover of laptop with list of dates and times of service

FALL 2007 Results:

- Thanksgiving occurred very early; service scheduled after the holiday
- No students; contacts made with faculty
- Feedback from faculty

Comment from faculty member:

“By the way, Pat, this is a great idea. Thinking outside of the libr…er…the box. So simple, but it never occurred to me as a possibility. …Don’t get discouraged if you don’t have a great turnout. It’s such an innovation that nobody knows what to do with it. I encourage you to try it again.”
Results FALL 2008:
- Followed faculty member's advise and tried again
- Conducted “House Calls” to faculty
- Arranged more sessions before the Thanksgiving holiday
- Tried different days of the week and times

“House Calls” to faculty
- Delivered cactus donation from library
- Discussed book recommendations

Student’s professor called him on cell phone, read days and times that I would be there to help him with his research. He came by about a half hour later.

Their professor hand-delivered these students to me. We worked together for one hour on researching their topic and one of them came over to the library later while I was covering the reference desk. We found all of the needed articles for her topic and it saved them both time.

Feedback:
“I heard that the students appreciated the fact that you came over to the Science Building last year to help.” email from faculty member, 1/2009

Conclusions:
- Good feedback from students and faculty
- Opportunities to meet new faculty
- Garnered book recommendations
- Interesting discussion about citations with faculty member
- Three library instructions scheduled; one for fall semester and two for spring semester

Next Steps for Field Librarian Reference/Outreach:
- Try earlier times before Thanksgiving
- Not to early to interfere with library instruction scheduling
- Continue to explore field librarian opportunities

Next Steps for Vale Survey on Reference Services in NJ Academic Libraries:
- Purpose of survey: determine what types of reference services offered in academic libraries in NJ
- As co-chair of Vale Reference Services Committee, continue to work on Vale Reference Survey
- Pilot of draft of survey conducted in June
- Submit final draft to Vale Executive Board
- Administer survey to Vale members-September
- Analyze results during Fall 2009
- Report results at 2010 Vale annual conference

Have laptop will travel!