STEPS

- Space, Technology, Education, & People for Success

- to redefining the reference service at the Glucksman Library, University of Limerick.

Liz Dore & Donna Ó Doibhlin
STEPS

- Why?
- What we did?
- Outcomes
Why?
- Skills-set
- Quality
- Self-Issue
- User needs
- Merging
- refurbishment
- Queries
- Subject Specialist
- Single-Service
- Reference Interview

What?
- Staff
- Training

How?
Information Desk Working Group

- User needs changing
- Reference queries declining
- Training needs of staff
- Query Desk Information Sheet
- Training Programme
- Library Referrals Process
# Sample Query Sheet – April 2012

<table>
<thead>
<tr>
<th>Query 1</th>
<th>Desk</th>
<th>Phone</th>
<th>&lt; 5 mins</th>
<th>&gt; 10 mins or referred (include faculty librarian’s initials)</th>
<th>Student</th>
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Sample Query Sheet – February 2014

Daily 09:00 - 17:00

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<th>Date</th>
<th>INFORMATION QUERIES</th>
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<td>Help Required</td>
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<td>SUBJECT AREA (Use notes section to identify specific resources library users need help with eg Westlaw)</td>
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<tr>
<th>Query No.</th>
<th>Phone</th>
<th>Email</th>
<th>Catalogue</th>
<th>Research help e.g. e-resources</th>
<th>Access from home</th>
<th>Referencing e.g. endnote help</th>
<th>Arts &amp; Humanities</th>
<th>Engineering</th>
<th>Science &amp; Architecture</th>
<th>Education &amp; Health Sciences</th>
<th>Business</th>
<th>Research Support</th>
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December 2012

Overall query breakdown by type

- Catalogue: 74%
- Research Help: 16%
- Remote access: 7%
- Referencing - Endnote: 3%
- quick look catalogue: 0%

January 2014

Overall query breakdown by type

- Catalogue: 26%
- Research Help: 29%
- Remote access: 3%
- Referencing - Endnote: 16%
- quick look catalogue: 0%

Breakdown of total queries

- Procedural: 98%
- Information: 2%

Breakdown of total queries

- Procedural: 96%
- Information: 4%
Programme for Staff Training

- In house
  - Reference Interview
  - Query Desk Sheet
  - Referrals Process
  - Subject Specific Resources
  - Feedback Sessions

- External
  - Planning and Conducting Searches
  - Google tips for the Web
  - ‘Understanding User needs in an academic environment’
Gathering Feedback.........

Sample In-house form


Checklist for training received on resources.

Please tick the box to indicate that you have received a basic knowledge of the following resources and their content in order to guide a library user for their research:

Architecture –

- ArtSTOR
- Avery Index to Periodicals
- PADDI

Feedback Questions.

1. What have you learnt from your training to date?

2. Are there any particular areas that you would like more training on?

The basic skills to navigate databases to help students

More reviews of databases and journals to become more familiar
Library Referrals Process established . . .

- Three Tier approach to answering queries...
How we kept the momentum going initially......

- Training Screenshots / Subject portals / Resource Classes

Challenges & Benefits:

- Difficult to sustain the project with other responsibilities
- Maintaining focus on task at hand
- Encouraging attendance of non core desk staff
- A more efficient desk service
- A closer working relationship between desk staff & IS librarians
Staff/Focus Changes

- Maternity leave
- Front of House Committee
- Realising your research value workshops
- Library Quality Review
- Reviews of QuestionPoint & Chat service
In redefining the reference service
In the interim . . .

- We moved from here:
In the interim . . .

- To here – new single service area & self-issue
In the interim . . .

- Consultation area, appointment cards & LOD mobile
In the interim . . .

Statistics:
Sept 2012 - 68 QP queries
&
Sept 2013 - 177 QP queries
LISD Quality Review

- Library priorities changed - all staff had to focus on the LISD Quality Review

- Front of house group kind of lost its mojo . . but the pace of change never abated
Front of House Committee

- Recently re-established
- Representatives from all sections within library:
  - Information services
  - Technical & Digital Services
  - Readers’ Services
  - Administration
Front of House Committee

Terms of reference:

- To formulate and oversee policies for front-of-house library services in line with library strategies & objectives

- To develop mechanisms for the translation of such policies into achievable operational criteria

- To monitor the application & consequences of agreed policies
Immediate agenda for the FOH Committee

- Conduct staff training needs analysis
- Evaluate virtual interfaces & training requirements
- Review statistics collected
- Survey staff formally/informally
Potential agenda:

- QuestionPoint queries Readers’ Services?
- Knowledge Bank
- Chat – Readers’ Services
- Review of statistics – KPIs – analyse strategically
- Library suggestions
- Signage
also . . . potentially:

- Training for all library staff
- Displaying Library & Faculty publications
- First 7 weeks/peer advisors programmes
- Future-proofing our library & staff
The Reference Service Redefined?