

Information Desk Working Group

- User needs changing
- Reference queries declining
- Training needs of staff
- Query Desk Information Sheet
- Training Programme
- Library Referrals Process



Personnel Needs And Changing Reference Service

Julie Todaro, Mark Smith



Personnel Needs And Changing Reference Service:

Personnel Needs and Changing Reference Service Rosemarie Riechel, 1989 *Implementing an Inclusive Staffing Model for Today's Reference Services* Julia K. Nims, Paula Storm, Robert Stevens, 2013-11-26 Reference service remains a core function of modern libraries. However, how and where we provide assistance has evolved with changing technologies and the shifting habits and preferences of our users. One way libraries can provide the on-demand in-person assistance while managing and developing new services and resources that will benefit current and future users is to reconsider how their reference points and services are staffed and adopt a staff-based reference model. The authors, staff members at Eastern Michigan University, chose to address this by implementing an inclusive reference model in which staff and student assistants are trained to answer certain levels of reference questions while working at the reference desk and at other service points. The result was that librarians became more available to work with students who needed in-depth assistance and users were able to get simple questions answered throughout the library. Similar training for all staff and student assistants who work in the library results in better service, more accurate answers, and improved interdepartmental communication. In *Implementing an Inclusive Staffing Model for Today's Reference Services*, they describe step by step how to transition from the traditional librarian-staffed reference desk to an inclusive reference model where non-MLS personnel are equipped and empowered to answer reference questions wherever these questions might be asked. Users ask questions of staff at all service points, not just at the Reference Desk. It is vitally important that those who work at circulation, periodicals, maps, archives, and other public service points be trained in how to answer certain reference questions. When this is accomplished, users who have simple questions will not have to make useless treks to the Reference Desk. Topics covered include: Recognizing that nearly all staff answer reference questions but few are trained to do so; documenting the necessity for a change in reference model; gaining buy-in from all interested parties (librarians, non-MLS staff, and administrators); determining the optimal staffing level; creating training materials and schedules; monitoring the quality of reference service; supervising staff; evaluating the new model using multiple methods. Additionally, each chapter contains practical resources such as checklists, forms, and sample materials and other usable features to support readers as they implement the inclusive reference model. The book describes in detail the process of transforming traditional reference into a model that transcends departmental and job title boundaries, is focused on the user, and allows librarians to better utilize their time and talents and include non-professional staff in their reference services.

Administration of the Public Library Alice Gertzog, Edwin P. Beckerman, 1994-01-01 Combines theory and practical advice to address public library policies, procedures, resources, and human relations in a clear manner. Expect future editions of this eminently readable yet well-documented text. **LIBRARY JOURNAL**

Managing Information Technology Resources in Organizations in the Next Millennium Information Resources Management Association. International Conference, 1999-01-01 *Managing Information Technology Resources in Organizations in the Next Millennium*

contains more than 200 unique perspectives on numerous timely issues of managing information technology in organizations around the world This book featuring the latest research and applied IT practices is a valuable source in support of teaching and research agendas **Resources in Education** ,1998 Bibliographie Mensuelle United Nations Library (Geneva, Switzerland),1991 Access ,1991 *The Link* ,1986 **Training Library Staff and Volunteers to Provide Extraordinary Customer Service** Julie Todaro,Mark Smith,2006 A guide to training library staff that covers customer service essentials general training guidelines preparation assessing and anticipating the needs of patrons tracking and responding to feedback planning self development days instituting continuous learning and more Includes resource tools Biennial Report Wisconsin Free Library Commission,1896 *Reference Quarterly* ,1984 *Art Museum Libraries and Librarianship* Joan M. Benedetti,2007 Although most art museums possess a library of some kind these facilities are often hidden from the public and seldom discussed in library schools despite the important role they play as substantial research venues Co published with the Art Libraries Society of North America Art Museum Libraries and Librarianship serves as an introduction to the field of art museum librarianship and its diverse settings Editor Joan Benedetti has compiled contributions from practicing art museum librarians to present sixteen chapters that address the topics of leadership reader services automation security cataloging space planning collection development visual resources ephemera special collections archives fundraising public relations volunteers and interns professional development and solo librarianship Each chapter consists of several essays that deal with the distinct environment of art museum libraries from the largest research collections that serve many curatorial departments and multiple administrative layers to the smallest solo librarian venues whose unsung staff work in relative isolation The book concludes with a collection of brief institutional profiles which include statistical and descriptive information on fifteen diverse art museum libraries in the U S Canada and Europe appendixes that describe academic programs offering dual degrees in librarianship and art list international professional associations for art museum librarians and provide sample policies and procedures in use today in art museum libraries a bibliography and an index Art Museum Libraries and Librarianship the first publication of its kind is illustrated with over 90 black and white images of art museums their libraries and items from their collections *Moving Targets: Understanding Our Changing Landscapes* Theresa Valko,Brad Sietz,2008 **Current Index to Journals in Education** ,1992 **RQ** ,1990 Metal Worker, Plumber and Steam Fitter ,1897 Library Effectiveness, a State of the Art ,1980 **The Library Journal** ,2000 Includes beginning Sept 15 1954 and on the 15th of each month Sept May a special section School library journal ISSN 0000 0035 called Junior libraries 1954 May 1961 Also issued separately *College & Research Libraries News* ,2007 Current Awareness Abstracts ,1998

Decoding **Personnel Needs And Changing Reference Service**: Revealing the Captivating Potential of Verbal Expression

In a period characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its capability to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**Personnel Needs And Changing Reference Service**," a mesmerizing literary creation penned by way of a celebrated wordsmith, readers embark on an enlightening odyssey, unraveling the intricate significance of language and its enduring effect on our lives. In this appraisal, we shall explore the book's central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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