Reference Beyond the Desk: Nontraditional Modes of Reference

Beth Thomsett-Scott
Science and Engineering Librarian
University of North Texas Libraries
What’s Covered

- Virtual reference systems, other than e-mail and phone
- In library but not at desk
- On campus but not in the library
- Off campus

c. Beth Thomsett-Scott, TLA 2011
Data

- Calls to 4 listservs for current nontraditional services
- 12 responses
- Brief and informal survey of web sites
- Personal experiences

c. Beth Thomsett-Scott, TLA 2011
Virtual Reference Systems

c. Beth Thomsett-Scott, TLA 2011
VR queue. 5,000 VR chat sessions and VR 2,000 email questions in the academic year 2009-10.

Text A Librarian - the messages are picked up by us in the same environment as the traditional chat messages, so there is essentially one queue.

“Librarian in the lobby" table for a few hours a week in one of the engineering buildings.
Our newest venture is a "consultation" space adjacent to the AskUs desk. Desk staffers refer users to a reference librarian if the question requires more than a quick answer. The CR, consultation room, is staffed by one or two librarians from 10:00 a.m. to 10:00 p.m.
Use screenjelly this year to promote a service. It basically provided a screenshot video of how to sign on to a new electronic service.

http://screenjel.ly/FlClwJYGuIU
Weatherford College: Martha Tandy

- Coffee bar built from discarded bound periodicals (naming contest for Starbooks)
- Coffee provided by the library for a donation, also occasional snacks.
- By the coffee bar, 2 WI/FI tables and tables for group work
- Students walk right by reference desk and this has produced more students needing assistance with their assignments.
- Great marketing tool to get students and faculty into the library that never used the library before. The library is packed most days until at least 3:00 PM and later several days.

c. Beth Thomsett-Scott, TLA 2011
Weatherford College: Martha Tandy

- Reference librarian does most of the library instruction classes, helps familiarize students with the reference librarian so students feel comfortable asking for assistance.

- Office hours: there at least four librarians who hold regular office hours in departments they serve as liaison.

- At off campus sites have webcam cameras and software that allows students at these sites to talk to a reference librarian at main campus by calling in to the reference number.

c. Beth Thomsett-Scott, TLA 2011
Weatherford College: Martha Tandy

- The current librarians share rotation to cover one day a week at one site and infrequent visit to the other site that has mostly vocational classes that haven’t used the library

- Updated website to make it more user-friendly
Corporate Librarian

• Joined researchers for lunch at the cafeteria but groups tended to eat together so that meant barging in to a “family party”.

• Offered to sit in on their research meetings to offer on the spot information advice, rarely worked, some defensiveness
Use Meebo (www.meebo.com) since last summer and have had a great response to it.

Developing LibGuide and LibAnswer pages (www.springshare.com) and we’re seeing steady increases in the use of those as well.
Nursing and Allied Health

Essential resources for nursing and allied health students, faculty, and staff.

Last update: Feb 22nd, 2011
URL: http://libguides.tjc.edu/nah

Research Databases

We recommend the following databases for your health-related research. When searching from home, remember to begin with the Off Campus Access tab on our library webpage and follow the prompts to enter your TJC “A” number. For additional help, see our step-by-step guide.

- CINAHL Full Text (EBSCO)
  Comprehensive journal coverage for nursing and allied health. Contains English-language nursing journals and publications from the National League for Nursing and the American Nurses’ Association.

- Health Reference Center Academic (Gale)
  Full text for nursing, allied health, medicine, and personal health. Includes journals, health magazines, newsletters, pamphlets, newspaper articles, topical overviews, and reference books.

- Health Source Nursing Academic (EBSCO)
  Strong journal coverage for nursing and allied health issues and topics. Includes the Lexi-PAL Drug Guide which covers patent education sheets for generic and name brand medicine.

- Medline Full Text (EBSCO)
  Authoritative medical information for the study of medicine, nursing, dentistry, veterinary medicine, the health care system, pre-clinical sciences, and much more.

- STATRef
  Comprehensive source for online healthcare books with core titles and evidence-based resources. Includes Stedman's Medical Dictionary and MedCalc 3000 calculators for medical calculations, conversions, and references.
Is printing free in the library? How many pages can I print per day?

Answer:

Currently printing, up to 50 pages per student per day, is free. We do ask that you conserve paper when you are able to and let us know if you are having problems printing.
LibAnswers

Type your question, e.g. "How do I renew a book?"

30 Answered Questions | Browse All | Change Topic | View All Topics | Go

Popular Questions: view another
How do I cite my source?

Most Popular Answers | Most Recent Answers

- **How do I cite my source?**
  Asked on Sep 30, 2010 | Topics: equipment, Using sources | Views: 59

- **What are the library's hours?**
  Asked on Sep 29, 2010 | Topics: Accessing the Library | Views: 5

- **How can I find articles for my assignment?**
  Asked on Jan 25, 2011 | Topics: Accessing the Library | Views: 5

- **How do I check out a book?**
  Asked on Sep 24, 2010 | Topics: Circulation | Views: 5

- **Is there wireless access/wi-fi in the library?**
  Asked on Oct 12, 2010 | Topics: Accessing the Library | Views: 4

- **How do I get to the online databases from home?**
  Asked on Sep 20, 2010 | Topics: Accessing the Library | Views: 4

- **Why can't I get onto the database?**
  Asked on Feb 01, 2011 | Topics: Accessing the Library | Views: 3

- **Do you have textbooks in the library?**

More Ways To Get Help!

- **TXT us at 903-702-0362**
- **Call 903-510-3149 903-510-2308**
- **Email us at Ask A Librarian**
- **Make an appointment 903-510-3149 903-510-2308**

Live Chat

Library Reference

TJC Librarian is online
“Queues" at NYU - an IM queue in LibraryH3lp

Students can chat with us from our chat widget, http://nyu.libguides.com/science

Librarians at our first floor reference desk (now "multidisciplinary desk") can also chat with us in LibraryH3lp for science reference advice. They can also send a patron with a science question to us.

Virtual reference (IM, email, and SMS) is currently staffed by one person at a time, and we also use the queue as back up for that service.

Still have a science reference schedule, but we don't have our physical desk.
Welcome to the Coles Science Center!

Welcome to the home of the Coles Science Center at the NYU Libraries. Here you will find staff contact information and information on science collections, services, and events. Please do not hesitate to contact us at science@library.nyu.edu or at the chat window below if you need assistance with your research!
Reference and research services for the physical, life, and health sciences are provided by the Coles Science Center based in the Research Commons located on the 5th floor of Bobst Library. The resources in the science reference collection are housed on the 1st and 5th floors with additional resources available online. All of these resources can be identified using the library catalog, BobCat.

For more information about the Research Commons renovation, see http://library.nyu.edu/renovation.

The Coles Science Center is named for Dr. Jerome S. Coles. For more information about Dr. Coles, see http://library.nyu.edu/research/drcoles.html.

Can't Find a Reference Book?

Research Commons Reference Collection Search Request

Use this form to request a search for a Research Commons reference item that is not on the shelf. If you cannot find what you are looking for, please contact: jcc222@nyu.edu

* Required

Status *

Student

Email Address *
Cal State San Marcos: Pearl

- IM reference
- Utilize on-the-fly screencasting with Jing (free software). We make custom images/videos to share with users and they don't have to download software to see it.

C. Beth Thomsett-Scott, TLA 2011
“San Marcos are creating screencasting videos and images to enhance chat/instant messaging, e-mail, and in-person reference interactions.”

“Findings – Based on chat transcripts and anecdotal evidence, students find librarians' use of screencasting helpful in illustrating complex search strategies to find information resources.”

From Carr and Ly

c. Beth Thomsett-Scott, TLA 2011
Social Media, Text/SMS, Skype, SMS
Follow us on facebook

Register for Spring Adult Technology Classes!

Registration for our Spring Adult Technology Education Classes will take place from 9 a.m. on April 11th through 9 p.m. on April 25th. Classes begin the week of April 25th.

Click here for more information. Click here to register.

Darien Library Spring Gala!

A Night of Wonder: A World to Explore

Saturday, June 4, 2011
6:30 in the evening
$150.00 per person
Cocktails, Hors d'oeuvres, Entertainment, Silent Auction and Live Auction
Click here for more information.
To purchase tickets online, please click here.

One Book, One Community 2011

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We Answered: Finding a Last Will and Testament in Alaska:
Question: My father lived in Juneau and he passed away...
http://bit.ly/huu2H1H
3:53 PM Mar 15th via twitterfeed
Finding a Last Will and Testament in Alaska

Question: My father lived in Juneau and he passed away a few years ago. I would like to find his will. Where do I start?

Answer: Below are several methods you can use to search for your father's will. These are not necessarily all of the possible methods, and this information does not constitute legal advice. You may wish to consult a lawyer for assistance in matters concerning your father's death, his last will and testament, or his estate. The Alaska Bar Association offers a directory of bar members and a lawyer referral service.

If your father made a will, you may find a copy of it in Alaska's court records. A person who has made a will in Alaska can deposit it with the court while they are still living. For more information about this process, navigate to Alaska Law Help's list of resources on wills, and click on the link titled “Depositing Your Will.”

In addition, if your father's estate was probated or subject to other types of court proceedings, you may find a copy of his will in the court case file. In Alaska, the Superior Court handles probate cases. To determine whether a case file relating to your father

SCOPE

All of the posts on this blog were inspired by you, our patrons and web visitors. Some entries are responses to search engine queries we suspect were not fully satisfying to you. Other posts are about resources, search tips and side topics raised by your questions. Our patrons' privacy is important to us, so names and personally identifying information has been removed. Questions and answers may also have been edited for clarity and length. Do you have a question for us? See our website or ask us.
During most library staffed hours a reference librarian is available to assist you with your research.

<table>
<thead>
<tr>
<th>Method</th>
<th>Description</th>
<th>Response</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walk-In</td>
<td>Drop by any location and inquire at the Circulation Desk. At most locations, librarians are on-call ready to help you with your research.</td>
<td>immediate</td>
<td>Check library hours</td>
</tr>
<tr>
<td>Phone</td>
<td>Call us at any location during open hours.</td>
<td>immediate</td>
<td>Check library hours</td>
</tr>
<tr>
<td>E-Mail</td>
<td><a href="mailto:library@alliant.edu">library@alliant.edu</a></td>
<td>within 24 - 48 hours</td>
<td>7 days a week during fall &amp; spring semesters</td>
</tr>
<tr>
<td>Text Message</td>
<td>You can text your message or question from your cell phone to 707-YOUR LIB (707-968-7542). Text messaging rates may apply. Check your plan. Staff will be usually monitoring during 8 AM-4 PM (M-F).</td>
<td>a few minutes</td>
<td>When staff is available.</td>
</tr>
<tr>
<td>IM</td>
<td>Use IM to from work, school or home. No downloads. It’s free.</td>
<td>immediate</td>
<td>When staff is online.</td>
</tr>
<tr>
<td>Research Consultation</td>
<td>Make an appointment for in-depth help with your research.</td>
<td>within 48 hours</td>
<td>by appointment</td>
</tr>
<tr>
<td>Self-Guided</td>
<td>YouTube Tutorials, Guides and Handout FAQ</td>
<td>immediate</td>
<td>24/7 online</td>
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</table>
How do I, Tutorials

Ask-A-Librarian

For questions with your research, you can contact a Reference Librarian by:

- **Phone**: 508.626.4654
- **E-mail**: reference@framingham.edu
- **Instant Messaging** (IM): fscrefdesk
- **SMS Text**: 508.656.0687
- **Skype**: fscrefdesk
- **Reference Question Form**

**Phone**: If you are unable to ask for assistance in person, call the Reference Desk at 508.626.4654 during hour regular **hours**.

**Email**: To contact the reference librarian via e-mail, send us your questions at reference@framingham.edu.

Instant Messaging: You can IM the reference librarians from our IM Mebo widget. The library library also has IM accounts on other IM services. The screen names are below:

- **AOL Instant Messenger**: fscrefdesk
- **MSN Windows Live Messenger**: fscrefdesk
- **Yahoo Messenger**: fscrefdesk
- **Google Talk**: fscrefdesk
- **Meebo**: fscrefdesk

If you are using a public access computer and the computer does not have any of the instant messaging software mentioned above installed on the computer, you
Ask a Librarian

- By Email
  
  [Click here](#) to communicate with a Texas Tech University librarian via email.

  **NOTE:** We strive to be punctual in answering your questions. Please email us again if you do not receive an answer within 5 working days. Thank you.

- By Real Time Chat
  
  [Click here](#) to start a chat.

  **Hours**
  Monday - Friday: 9 am - 12 noon and 1 pm - 5 pm

- By Phone
  
  Reference Desk (806) 742-2236 or toll-free (888) 270-3369
  Architecture Library (806) 742-8058

- By Appointment
  
  [Contact Your Personal Librarian](#)
  Arrange to meet with the librarian who specializes in your subject area for help with research.
Ask A Librarian

Type your question (How do I renew a book?) or keywords (renew book)

Useful Tip: If your answer is not in the drop-down list already, the question will be sent to library staff and you will receive a reply by email.

Popular Questions: view another
How do I find an article?

Topics (View All Topics)

Skype (skype.com)

What does it all cost?
See what's free and how much you can get for just a little more.

Free
See how much you can do for free
Get Skype and start talking to the world
- Skype-to-Skype calls
- One-to-one video calls
- Instant messaging
- Screen sharing

Pay As You Go
From 2.3¢¹ a minute
Great for regular calls to phones. And add features when you need them with Skype Credit.
- Call phones and mobiles
- SMS
- Call forwarding

Subscriptions
From 1.2¢ a minute
Perfect for frequent calling and to get Skype's lowest calling rates when calling abroad.
- Lowest calling rates
- Choose unlimited calling²
- Best rates with a 3 or 12 month subscription

Skype Premium
Group video from $8.99/month
Get together with three or more³ people over group video.
- Group video calling
- Get help when you need it with live chat support
- Day pass or monthly subscription available
Widgets for Your Webpages

- Fully customize your widget's appearance.
- Provide your own CSS if you want to!
- Embed your chat box OR create pop-up widgets.
- Try our unique follow-me widget.
- Patrons can e-mail their own transcripts.
- Optional alert sound for your patrons.
- Patrons can send you files, or you can disable this.
- Works with screen readers.
- Customize your online AND offline appearance.
- Lightweight widget written in JavaScript, Flash not required.
- Works on all major browsers, including Firefox, IE, Safari, Opera, iPhone/iPod Touch, and Nintendo Wii.
- Developer-friendly: powerful presence API, hackable code.
- Facebook integration.

IM Integration

- AIM, MSN, Yahoo!, ICQ, Google Talk, and Meebo Me gateways.
- Works with "AIM SMS Hack."
- ANY number of your librarians can be connected at the same time.
- No disconnects at shift change!
- Transfer IMs to any other LibraryH3lp queue or operator on your system.

SMS Gateways

- Our SMS gateways lets patrons text you at a phone number, not a short code/library ID combination.
- Use library-supplied Android phone and messaging package OR try our new Google Voice SMS gateway.
- Text messages can be transferred just like chats and IMs.
- Text messages answered in our webchat client get a character countdown.

Robust Queueing and Routing System

- Create unlimited numbers of queues.
- Staff your queues with only one librarian or many librarians.
- Only first librarian to respond to patron gets connected.
- All librarians on a queue can tell which librarian answered the chat.
Collaborations

c. Beth Thomsett-Scott, TLA 2011
AskColorado & AskAcademic

Got Questions?
AskColorado

Powered by Colorado's Libraries

Welcome to AskColorado

An online information service provided by Colorado libraries.

- Ask your questions anytime - 24 hours a day, 7 days a week except holidays
- Receive expert assistance from a qualified information professional...a librarian!
- Get help researching facts and information
- For all Colorado students and residents

AskColorado is a human-powered search engine.

© 2003-2011 - AskColorado.org
Ask a Question / Contact Us / Disclaimer / Privacy

AskColorado (TM) is funded through a combination of local contributions from Colorado libraries and federal funds provided by the Colorado State Library under the Library Services and Technology Act (LSTA).
Welcome to My Info Quest!

On the go and need an answer? Text your question to an My Info Quest librarian and have the answer delivered to your phone within minutes!

- Text your library's keyword to 66746 for instructions (see list of library keywords below)
- Our goal is for a librarian to text an expert answer within 10 minutes during the hours of service
- It's easy and accurate!

My Info Quest is brought to you by your library and other participating libraries across the U.S.!

If you are a library that would like to join, we are accepting new members. Please contact Lori Bell or Mary-Carol Lindbloom.

Hours of Service

Central Time Monday - Thursday 8:00 A.M. - 10:00 P.M.
Librarians Out and About

c. Beth Thomsett-Scott, TLA 2011
Texas Tech: Librarians @ Your Service

- Library liaison service for the staff and faculty at the Texas Tech University HSC
- Purpose to provide a link between the library and the HSC by establishing an ongoing partnership with faculty and staff to support their teaching, clinical, and research endeavors.
- Liaisons can visit department to provide information regarding library resources and services. TTUHSC faculty and staff are encouraged to contact liaisons about library collections and services, scheduling training sessions, and procedures for requesting materials for the library.
- Liaisons provide the following services:
  - Research assistance
  - Training and orientations
  - Citation management assistance
  - Quick time-of-need instruction
  - Purchase suggestions

c. Beth Thomsett-Scott, TLA 2011
FOCUSED ON: Texas Tech University Libraries, Texas Tech University
Entry submitted by: JULIE TOLAND BARNETT, Asst Director, Comm & Marketing
Pictured: Librarian Cynthia Henry

Walking amid the beautiful Spanish architecture of the vast Texas Tech University campus, students may just get a glimpse of her. But she is unmistakable, with her bright red T-shirt sporting the word ‘Lost?’ and her cart also covered in red, as she roves the campus, seeking out those who might need help. She is Roving Reference, one of three alternating librarians from Texas Tech University Libraries who, laptop in tow, takes the Library to the students — wherever they are across campus.

Whether helping a student look up their class schedule or locate an electronic resource, Roving Reference is another way we are making a personal connection with students. The Libraries also feature 16 personal librarians to assist students and faculty from every major in navigating the numerous resources available to help them successfully achieve their academic goals.

c. Beth Thomsett-Scott, TLA 2011
Wilfrid Laurier University:
Debbie Chaves

- Mobile Reference in the Science Atrium once a week from 1-3 pm
- Used 18 times for the 2010-2011 year, increase in faculty contacting me by email on same afternoons. See me and remember that they have to talk to me.
- Service seems to be more of a promotion and access than of answering reference questions. They like to know that you are available.
- When I tell students they can meet me in the Atrium - they don't want to show up in such an open place - they only want to meet in my office. Also do this service with the writing centre which has promoted a collaboration between the library and the writing centre.
- We also do chat reference using Meebo.
I hold regular office hours in the School of Engineering. See: http://library.case.edu/ksl/collections/other/engineering/

Originally "college-based librarian"

started with a double office in engineering

now just use public spaces such as near the coffee and bagel place in the lobby of the main engineering building.
Departmental Hours


From Wagner and Tysick

Reaching users:
Orientation outreach
Workshops, forums
Resident hall book clubs to reach underserved
Tailored websites (portals) for specific populations
Attending campus and departmental events
Dedicated faculty outreach librarian position

c. Beth Thomsett-Scott, TLA 2011
Wagner and Tysick

- Visits to faculty and administrators in their offices
- Attending seminars (especially given by one’s own faculty) and other departmental events at least once a month;
- Brown bag lunches with faculty
- Participation in curriculum planning
Wagner and Tysick

- Departmental Hours
- “college librarian” or “field librarian”
- Virginia Tech: As a result of dedicating field librarians to specific departments, strong interpersonal ties and interactions between the departments and librarians occurred.

c. Beth Thomsett-Scott, TLA 2011
Wagner and Tysick

- Room or space in department, set hours (and have as first priority)
- Can include food, giveaways (IOP flashing badges, other vendor promotions)
- The most common opening line ran something like this, “I was just passing by and was wondering if... .”
- Overall, the key to successful outreach is attitude, commitment, and consistency.
Roving Within

c. Beth Thomsett-Scott, TLA 2011
Roving Within

• Roving Reference/Roving Librarians – be identifiable (vest, name tag), assessment, warm and friendly

• Train shelvers – basic catalog searching, where and when to refer, customer service training. These folks are often the face of the library.
There's a new service here at the library, Roving Librarians! 

No, they are not robots; but real human beings (who happen to be librarians) who can help you with your research questions wherever you are working in the library. There's no need to stop at the research desk- the research desk can now come to you!

How does this work? There are two ways:

1. The roving librarians make walking rounds during their shift at the research desk...feel free to approach him or her with a question. First come, first served!

2. If a roving librarian is nowhere to be found, then you can call the research desk. The roving librarian on call can help you over the phone and will determine what needs to be done next.

The phone number for the research desk is

(610) 683-4165

When does the roving librarian rove?
There's a new service here at the library. Roving Librarians!

No, they are not robots, but real human beings (who happen to be librarians) who can help you with your research questions wherever you are working in the library. There's no need to stop at the research desk— the research desk can now come to you!

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(610) 683-4165

When does the roving librarian rove?

When the research desk is staffed, there's a chance that a librarian may be available to rove to you!

It may not always be possible—but it doesn't hurt to ask. This is a new program with a small staff, so please be patient! If you have any thoughts or comments, feel free to send me an email anytime!

**New Roving Service for Faculty! Roving Librarians for Information Literacy Instruction!**

Roving Librarians can also bring the library to your classroom! Follow this link for additional info:
Roving Librarian Request Form

Do you want to familiarize your students with the library, but don’t have time? Do your assignments require research? Let a librarian come to you! One of our Academy of Art librarians can conduct a 15-minute presentation right in your classroom. It can be a general overview of library resources or tips for doing research on a specific assignment.

Please contact Debra Sampson, Library Director, to schedule a presentation.

Email: dsampson@academyart.edu
Phone: (415) 618-3899

Or fill out the following form.

Thank you for your interest!

* Required Fields

* Name: 

* Your AAU Faculty ID number: 

* Class or Subject: 

* Preferred time frame and day: 

Any special topics you would like to cover: 

* Email Address: 

* Phone Number: 

Search Library Resources

Keyword Title Author Advanced Search
Librarians Off Campus

- Tend to be informal or “office hours” for those giving classes
- UNT/TWU Librarians on the Square
- Coffee Shops