

Reference Beyond the Desk: Nontraditional Modes of Reference

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Science and Engineering Librarian
University of North Texas Libraries



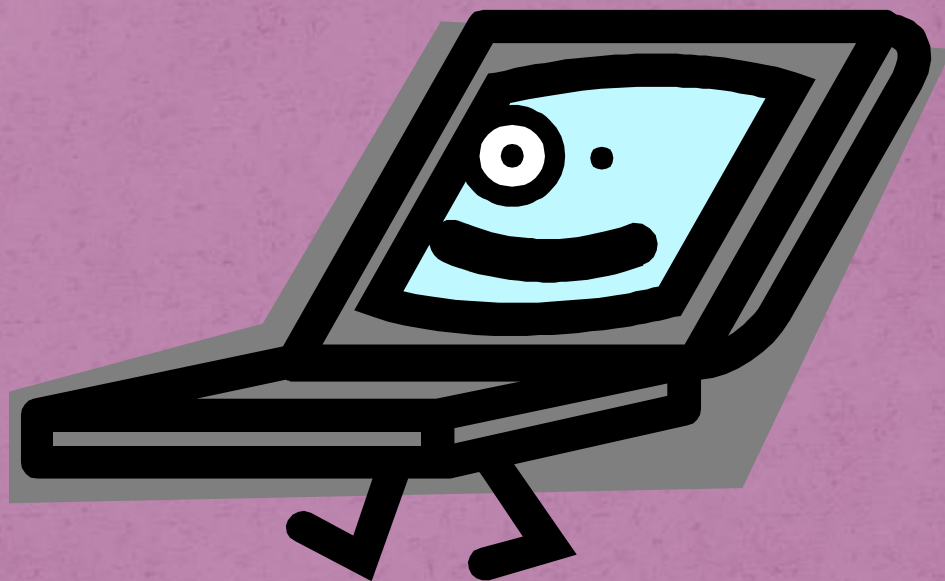
What's Covered

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

Data

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

Virtual Reference Systems



Texas A&M: Sandy Tucker

- 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.
-

Texas A&M: Sandy Tucker

-
- 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.

Keller Public Library: Carolyn Marie Booker

- 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/F1ClwJYGuIU>

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.

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.**

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

Tyler Junior College: Marian D. Jackson

- 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.
-



Library » LibGuides » Nursing and Allied Health

Admin Sign In

Nursing and Allied Health Tags: allied_health, nursing

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

Last update: Feb 22nd, 2011 | URL: <http://libguides.tjc.edu/nah> | [Print Guide](#) | [RSS Updates](#) | [SHARE](#) [f](#) [t](#) [e](#) ...

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- o [Nursing, Vocational](#)
- o [Physical Therapist](#)
- o [Radiologic Technology](#)
- o [Respiratory Care](#)
- o [Surgical Technology](#)
- o [Vision Care Technology](#)

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 patient 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.
- [STAT!Ref](#) ★★★★★
Comprehensive source for online healthcare books with core titles and evidence-based resources. Includes Stedman's Medical Dictionary and MedCal 3000 calculators for medical calculations, conversions and references.

Outreach Services Librarian



Candy Dyson

Library Reference ●

● [TJCLibrarian is online](#)



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Search



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Real world smart.



Reference Help

Text Us: (608)554-4659
Phone Us: (608)246-6640

Library » LibAnswers

Admin Sign In

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

ASK US

Useful Tip: Start typing your question and see if it has been asked before. If not, hit "Ask Us" and we will get back to you within 24 business hours.

Q Is printing free in the library? How many pages can I print per day?

Topics: [Printing](#)

Asked on Feb 18, 2011 | 13 Views

A 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.

Answered by [Jennifer Varshal \(74\)](#), Feb 18, 2011

[Email Answer](#)

[SHARE](#)

Other Answers / Comments (0)

[Improve this answer or post a comment.](#)

Related Questions Printing [View All](#)

- [Is there a color printer in the library?](#)

More Ways to Ask Questions



Via SMS: TXT your question to (608) 554-4659 [more info](#)

Live Chat

Ask a Madison College Librarian!



Enter Your Name Here [Chat](#)

VAUGHN LIBRARY & LEARNING RESOURCES CENTER

Library » LibAnswers

[Admin](#) [Sign In](#)

LibAnswers

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

ASK US

30 Answered Questions | [Browse All](#) | Change Topic



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 20, 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: 3

• [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



TJCLibrarian is online

New York University: Kara Whatley

- “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.

Coles Science Center

This is the virtual home of the Coles Science Center.

Last update: Mar 16th, 2011

URL: <http://nyu.libguides.com/science>

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Find Us Around the Web

Keep up with Coles on these social networking sites:

- [The Coles blog](#)
- [Twitter](#)
- [Flickr](#)
- [YouTube](#)

[Comments \(0\)](#)

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!

[Comments \(0\)](#)

Chat with a Science Librarian

Ask a Science Librarian

About Coles

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 reputation

Subject Guide



Jonathan Cain



Contact Info:

Coles Science Center
5th Floor, Reference Commons
Bobst Library
Office: Room 510
Phone: 212.998.2698
[Send Email](#)

Links:

[Website / Blog](#)
[Profile & Guides](#)

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>.

Comments (0)

Type here to chat. Press ENTER to send.

Comments (0)

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 about this form contact: joc222@nyu.edu

* Required

Status *

Student ▼

Email Address *



Contact Info:

Coles Science Center
5th Floor, Reference Commons
Bobst Library
Office: Room 510
Phone: 212.998.2698
[Send Email](#)

Links:

[Website / Blog](#)
[Profile & Guides](#)

Subject Librarian



Kara Whitley, Life Sciences Librarian

Contact Info:

Office: Bobst Library Room 516
Phone: 212-998-2624
[Send Email](#)

Links:

[Website / Blog](#)



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.
- [http://www.emeraldinsight.com/journals.htm?articleid=1823964.](http://www.emeraldinsight.com/journals.htm?articleid=1823964)

From Carr and Ly

- “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.”

Social Media, Text/SMS, Skype, SMS



Darien Library

- o Home
- o Search this site
- o Site map
- o Talk to a librarian
- o Log in

Follow us on facebook



Follow us on facebook and you'll be sure to be in-the-know about the most up-to-the-minute Darien Library news!

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.

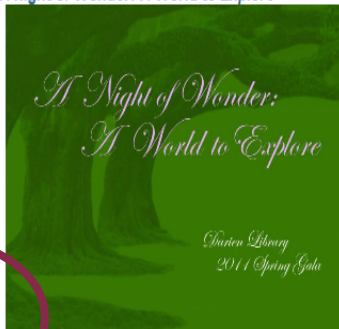
Library Hours

Mon - Thurs	9am - 9pm
Friday	9am - 6pm
Saturday	9am - 5pm
Sunday	1pm - 5pm

[Holiday Closings](#)

Darien Library Spring Gala!

A Night of Wonder: A World to Explore



Darien Library Spring Gala

Saturday, June 4, 2011

6:30 in the evening

\$130.00 per person

Cocktails, Hors D'oeuvres, Entertainment, Silent Auction and Live Auction

[Click here](#) for more information.

To purchase tickets online, please [click here](#).

Contact Us

By Phone:
(203) 655-1234

In Person:
1441 Post Road.
Darien, CT 06820

Instant Message:
deweydarien

Follow Us on Twitter!

[More Info](#)

One Book, One Community 2011

There are hundreds of thousands of reasons to support Darien Library

Please donate online to the Darien Library annual campaign

Happening Right Now!

» All-Schools Student Art Exhibit

Starts: Wednesday March 9

Ends: Monday April 25

Where: 1441 Post Road, Darien, CT ([map](#))

» Canned Food Drive

Starts: Thursday April 7

Ends: Thursday April 21

Where: Darien Library, 1441 Post Rd., Darien ([map](#))

Happening Today

» Actors/Playwrights Workshop

Starts: Thursday April 14, 7:00 pm

Ends: Thursday April 14, 9:00 pm

Where: Community Room, First Floor, Darien Library, 1441 Post Rd., Darien ([map](#))

» Darien Story SLAM! (A One Book, One Community event)

Starts: Thursday April 14, 7:00 pm

Ends: Thursday April 14, 8:30 pm

Where: 1441 Post Road, Darien, CT 06820 ([map](#))

Happening This Week

» Tax-Aide at Darien Library

Starts: Friday April 15, 9:30 am

Ends: Friday April 15, 1:30 pm

Where: Community Room, Darien Library 1441 Post Road, Darien, CT 6820 ([map](#))

» Book Discussion - "Countdown" by Deborah Wiles (A One Book, One Community event)

Starts: Friday April 15, 11:00 am

Ends: Friday April 15, 12:00 pm

Done



AKStateLibrary

Name Alaska State Library
Location Juneau, Alaska, USA
Web <http://library.st...>
Bio We serve as the primary research library for state government, and collect, preserve, and make accessible AK-related materials. We also aid Alaska libraries.

80 following 1,523 followers 139 listed

Tweets 625

Favorites

Lists

- @AKStateLibrary/museums
- @AKStateLibrary/fed-agencies
- @AKStateLibrary/alaska-politicians
- @AKStateLibrary/alaska-media
- @AKStateLibrary/alaska-agencies
- @AKStateLibrary/libraries

View all

Following



New library exhibit Working Dogs to Racing Dogs -
<http://library.state.ak.us/hist/exhibits/WorkingDogs.html>. #ditarod

3:53 PM Mar 15th via web

We Answered: Finding a Last Will and Testament in Alaska:
 Question: My father lived in Juneau and he passed away...
<http://bit.ly/huu2HH>

3:53 PM Mar 14th via twitterfeed

Celebrate 80 years of national Braille and talking books with AK
 Talking Book Center - <http://tinyurl.com/4lwtea6>

5:00 PM Mar 3rd via web

We Liked: Photographic monitoring of landscape change in the
 Southwest Alaska Network of National Parklands, 200... <http://bit.ly/dV7KZM>

11:31 PM Feb 24th via twitterfeed

We Liked: Common sense: Common sense by Thomas Paine;
 George Vafiadis; Findaway World, LLCType: audiobookPublishe...
<http://bit.ly/i4Um64>

11:31 PM Feb 24th via twitterfeed

We Liked: Cruise of the revenue steamer Corwin in Alaska and the
 N.W. Arctic ocean in 1881 : notes and memoranda... <http://bit.ly/4sLW6i>

SINCE YOU ASKED

QUESTIONS AND ANSWERS FROM THE ALASKA STATE LIBRARY

MONDAY, MARCH 14, 2011

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](#).

FIND THE US ON THE WEB

[Hidden Gems Mined by the Alaska State Library](#)

[The Alaska State Library on Twitter](#)

[The Alaska State Library](#)



Ask-A-Librarian

During most library staffed hours a reference librarian is available to assist you with your research.

Google Voice

Available Ask-A-Librarian

Type here to chat. Press ENTER to send.

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

LA Workshops

Save vital time by learning how to research properly. No advance registration is necessary to take part in these drop-in [workshops](#). Just show up!

Quick L

- ▶ My Li
- ▶ Barco
- ▶ Rese
- ▶ Sear
- ▶ Inter
- ▶ Sugg
- ▶ Brow
- ▶ Othe
- ▶ Usefi
- Search**
- ▶ Enco
- ▶ Class
- ▶ Linkp
- Library**
- ▶ Hour
- ▶ Servi
- ▶ Make
- ▶ Freq
- ▶ Empl
- ▶ Help



HENRY WHITTEMORE LIBRARY

Books, Journals, Articles

How do I?, Tutorials

How Do I...?
Tutorials

Ask-A-Librarian

How do I borrow an electronic device?

Borrowing and Interlibrary Loan

Curriculum Library

Archives and Special Collections

Citing, Copyright, Fair Use

Online Students, Faculty, Alumni

What's New

About Us

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:** fscrefedesk

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



Additional Information

- » Hours
- » Contact us
- » Ask-A-Librarian (by email, phone, IM or text)
- » Blog
- » Database Trials

Social Media

Whittemore Library
whittemorelib

Photos of library: Mass Library Snapshot Day
<http://whittemorelibrary...>
yesterday · reply · retweet · favorite

Ben Cosgrove performance in the library cafe:
<http://whittemorelibrary...>
yesterday · reply · retweet · favorite

Zombies rule! Pride and Prejudice and Zombies won the Pimp Your Library Cart Contest.
2 days ago · reply · retweet · favorite

twitter
Join the conversation

Texas Tech University Libraries :: Ask a Librarian - Flock





File Edit View History Favorites Tools Help

http://library.ttu.edu/help/ask.php

LibAnswers x Texas Tech University Libraries :: ... x

- Library Catalog
- Electronic Resources
- Theses and Dissertations
- Digital Collections
- SERVICES:**
- Circulation
- Course Reserves
- Document Delivery/ILLiad
- Personal Librarians
- Technology
- Library Instruction
- Scholarly Communications
- Disability Resources
- ABOUT THE LIBRARIES:**
- Collections
- Facility
- Administration
- Employment
- Campus Libraries
- GIVE TO THE LIBRARIES**
- TTU HOME**

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.

Done

Ask A Librarian

Tag cloud

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

ASK US

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.

108 Answered Questions | [Browse All](#) | Change Topic [View All Topics](#)



Popular Questions: [view another](#)
How do I find an article?

Topics (View All Topics)

About the Library – Art, Music, Theatre, etc – Biology, Chemistry, Physics, Math, etc – Borrowing – Business, Management, Economics, etc – Campus information – Citing Sources – Computers, Wireless, – Course Reserves – Databases – Distance Education – E-resources – Education, Psychology, etc – Engineering – English, Linguistics, Languages, etc – Faculty Services – **Finding Materials** – History, Archives, Special Collections, Women's Studies, etc – Hours, Location, Directions – Librarian – Library::Architecture and Fine Arts – Library::Business Bldg. – Library::Central – Library::Science and Engineering Library – Library::Social Work Bldg. – Local Government – Nursing, Medicine, Kinesiology, Health Sciences, etc – Policies – Political Science 4326 – Printing, Scanning, Photocopying – Research Tips – Social Work, Sociology, Criminology, Political Science, etc – Student Services – Technology:

More Ways to Ask Questions



Text your question to 817.727.8395



Call us at 817.272.3394 or 888.565.9023



Make an appointment



Email us at library-ref@uta.edu

Live Help



utalibrary is online

Type **here** and hit enter to send a private message.

edit nickname: meeboguest613141



get meebop

Skype (skype.com)

[Features](#)[Get Skype](#)[Prices](#)[Accessories](#)[Business](#)[Support](#)[Special offers](#)

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

LibraryH3lp <http://libraryh3lp.com/>

LibraryH3lp_Features - libraryh3lp - List of LibraryH3lp Features - An integrated IM/web-chat help system designed specifically for libraries

File Edit View History Favorites Tools Help

http://code.google.com/p/libraryh3lp/wiki/LibraryH3lp_Features

Cheap Calls and Group Video Calls ... x LibraryH3lp Documentation x Since You Asked: Finding a Last Will... x

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



AskColorado & AskAcademic



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Kids and Teens

[Click here](#) to get help finding information for homework and research.

General

[Click here](#) to get help finding facts, data and other information.



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.



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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).

My Info Quest - Flock

File Edit View History Favorites Tools Help

http://www.myinfoquest.info/ myinfoquest

Flock - Getting Started x My Info Quest x Since You Asked: Finding a Last Will... x

1 ABC	2 DEF	My Info Quest www.myinfoquest.info
3 GHI	SEND	

Home

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 librarys 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.

Done

Facebook (100) - ... NonTraditional R... My Info Quest - F... Microsoft PowerP...

Desktop Links 4:09 PM 4/14/2011

Librarians Out and About



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

o.science.thomsonreuters.biz/e/es.aspx?s=1556&e=10109&elq=528226fa8cba4d44a5fcc2cd534c2af3

h University Health Scienc... x



Texas Tech University x

[View as a Web page](#)

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.



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.

Case Western Reserve U: Brian Gray

- 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

- Wagner, A. Ben, Cynthia Tysick. “Onsite Reference and Instruction Services: Setting Up Shop Where Our Patrons Live.” *Reference and User Services Quarterly* 46(4): 60-65. 2007.
- <http://www.rusq.org/2008/01/06/onsite-reference-and-instruction-services-setting-up-shop-where-our-patrons-live/>

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

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.

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



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.

Roving Librarians: Inside and Outside the Library! - Roving Librarian Service - LibGuides at Kutztown University of Pennsylvania - Flock

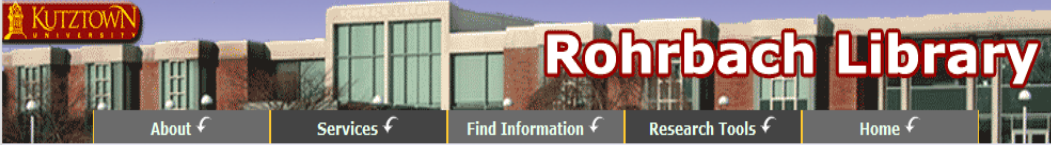
File Edit View History Favorites Tools Help

http://libguides.kutztown.edu/roving

nsburg public library

Cheap Calls and Group Video Calls ... x Kelvin Smith Library: Engineering Re... x Since You Asked: Finding a Last Will... x Research Help x **KU Roving Librarians: Inside and Outsi...** x Welcome to the Brownsburg Public ... x

Library phone: 610-683-4480



Rohrbach Library

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Library » LibGuides » Roving Librarian Service [Admin Sign In](#)

Roving Librarian Service

Tags: roving

Last update: Nov 11th, 2010 URL: http://libguides.kutztown.edu/roving [Print Guide](#) [RSS Updates](#) [Email Alerts](#) [SHARE](#) [f](#) [t](#) [e](#)

[Roving Librarians: Inside and Outside the Library!](#) [Other Ways To Get Research Help](#)

Roving Librarians: Inside and Outside the Library! [Comments \(0\)](#) [Print Page](#) **Search:** [This Guide](#) [Search](#)

Roving Librarians

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?

Librarian Profile



Sylvia Pham

Contact Info:
Rohrbach Library, 103B
610-683-4813
[Send Email](#)

Links:
[Website / Blog](#)
[Profile & Guides](#)

Subjects:
[Maps, Geography, Social Work, Hispanic Culture](#)

Done

FrontierVille on Fa... NonTraditional R... Roving Librarians... Microsoft PowerP...

Desktop Links 5:11 PM 4/14/2011

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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The phone number for the research desk is

(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:

[Comments \(0\)](#)



Sylvia Pham

Contact Info:

Rorhbach Library, 103B
610-683-4813

[Send Email](#)

Links:

[Website / Blog](#)
[Profile & Guides](#)

Subjects:

[Maps, Geography, Social Work,](#)
[Hispanic Culture](#)



[Home](#) > [Faculty](#) > [Roving Librarian Request Form](#)

Roving Librarian Request Form

- Faculty**
- Library Tour Request
- Roving Librarian Request
- New Materials Request
- Course Reserves Request
- Textbooks for Instructors
- Luna Information
- Borrowing Privileges
- CyberCampus 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: <input type="text"/>	Any special topics you would like to cover: <input type="text"/>
* Your AAU Faculty ID number: <input type="text"/>	
* Class or Subject: <input type="text"/>	
* Preferred time frame and day: <input type="text"/>	* Email Address: <input type="text"/>
	* Phone Number: <input type="text"/>

Librarians Off Campus

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

Questions?

Comments?

Insights?

Applause?

