

Public Services Discussion Group

ALA Annual Meeting 2011

New Orleans, Louisiana

Saturday, 25 June 2011

1:30 – 3:30 pm

Sheraton New Orleans - Napoleon D1 & D2

AGENDA

1. Call to order
2. Introductions
3. Discussion topic: What role do public service librarians and staff currently play in assisting varying levels of researchers both onsite and off-site?
 - How involved do we get in answering questions?
 - Are our answers templated, do we just point to previous answers, or do we take each one as a new interaction?
 - Do we have research guides or tutorials (print or video) online?
 - Do you find undergraduates today are much less likely to meet one-on-one for reference assistance?
 - How many of you are participating in Chat reference? How effective/successful do you feel it is?
 - Understanding that practices may vary according to size/type of institution, we are all seeing some change in the types of reference questions we receive. Is this changing our overall service module? Less personal/more automated?
4. Discussion topic (if time): How are individual institutions handling archiving their reference questions?
 - Anyone doing so and if so, how (preferably that it is searchable)?
 - Anyone still keeping paper copies? Any move to all electronic?
 - Any other type of system being used to show researchers what specific questions we have already answered (not in a general FAQ section but more pertaining to specific collections/subjects)?