Do you have a stapler?

Evenings at the Reference Desk

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Death of the Reference Desk??

- Decrease in individuals with MLS providing front line reference services (applicable to our department)

- Libraries are deciding to combine service desks.

- Some reference desks are closing completely in favor of consultation and online reference services.
Decline at UK Libraries

University of Kentucky
Reference Transactions, 1995-2016
Locations for Reference Help

Reference Desk - 2nd floor

Ask Us page on our website
Circulation Desk

First floor lobby

Services offered
- Interlibrary Loan
- Group Study rooms
- Basic help finding books and using library resources
2nd floor reference desk in the evenings

- Loud
- Tables and chairs all occupied by students
- Heavy use of computers and printers
- Those who came to the desk inquired about printing, staplers, and directions to various locations in the building (e.g. Starbucks, bathrooms, study rooms)
- Reference questions were minimal
Moving Downstairs...

Reasons for the change:

- staffing
- curiosity
- trend of combining service desks (currently four in W.T. Young)
- low number of reference questions
1st floor reference desk at Circulation

- Lots of activity with students checking out books and study rooms (which the GAs were trained to do)
- Better feel for patrons entering the building
- Few reference questions
1st floor challenges

- Hidden behind pillars
- Patrons not used to the reference desk upstairs being closed at 5 p.m.
- Lack of signage
- Unaware of printing issues
- Unable to directly assist with computer problems, especially public patrons
- Unable to share computer screen with patron
- Cannot work comfortably one-on-one with patron
What is next?

Evening reference services will be offered at the Periodicals desk on the 2nd floor until 9:00 p.m.

During the day (9 a.m.-5 p.m.) the reference desk will remain opened.

Chat might be monitored by the new Circulation second shift supervisor.
Moving Forward

Should the reference desk remained opened in the evenings? Should the service desks combine?

What we do know is that less students are utilizing reference services overall (In person, chat, phone, in person, etc.)
Let’s get out of the library!

It is important for reference librarians to be there for students when and where they need help, meaning that they must reach out in new ways.

- Librarians embedded in Canvas courses
- Librarians working with living learning communities and student support services
Welcome!

I am Katie Smith, a librarian at UK. Professor Bohl has added me to your Canvas course to assist you with any library/research needs you have this semester. I'm located in Young Library in the second floor staff area behind the Reference Desk. You can also reach me by phone (859-218-1220), email (katie.e.smith@uky.edu), or via Canvas. You may also make an appointment to meet with me in person for assistance.

A librarian can help you get started with your research, help you navigate the huge number of databases and resources we have available, and answer other questions that may come up as you work. There are a large number of resources available online on the library’s website that you can use. Our new catalog, Intotek Discovery, gives you the option to look for a book, a database, an online journal, and more. I have created a guide that will help you to find the best resources for this class.

I am not the only librarian you can contact, of course. You can get library help by coming into the Reference Desk at Young Library, by email, phone, or by using our chat service (see [http://libraries.uky.edu/help](http://libraries.uky.edu/help) for links and information). But consider me your friendly personal librarian for the semester, and feel free to reach out any time!
Questions?