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A Warm Welcome: Restructuring Reference Services with New Library Faculty

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A Warm Welcome: Restructuring Reference Services with New Library Faculty

EVAN SCHMOLL

SARA MAEVE WHISNANT

EAST TENNESSEE STATE UNIVERSITY

Meet the Librarians



Sara Maeve Whisnant

- ▶ Received MLIS from UNC Greensboro in 2017.
- ▶ Has worked primarily in special collections and academic libraries.
- ▶ Focus on access, outreach, and instruction.

Evan Schmoll

- ▶ Received MLS from East Carolina University in 2011
- ▶ Has varied experience in school libraries, public libraries, and academic libraries
- ▶ Interests: undergraduate students, First Gen and Transfer students, and instruction



Peer Institutions:

Institution	Location	Enrollment*	Librarians**	Staff**
Oakland University	Rochester, MI	16,000	13	25
University of Arkansas at Little Rock	Little Rock, AR	10,500	14	33
Indiana State University	Terra Haute, IN	14,000	16	30
ETSU	Johnson City, TN	15,000	18	37
Old Dominion University	Norfolk, VA	19,000	19	40
Sam Houston State University	Huntsville, TX	18,500	19	28
Ball State University	Muncie, IN	22,500	20	78
University of South Alabama	Mobile, AL	15,000	20	58
Wright State University – Main Campus	Dayton, OH	15,500	22	22
Southern Illinois University	Edwardsville, IL	11,000	22	39
University of Northern Colorado	Greeley, CO	13,000	23	22
Florida Atlantic University	Boca Raton, FL	30,000	25	51
Central MI University	Mount Pleasant, MI	22,000	26	36
Texas Woman's University	Denton, TX	15,500	26	22
Marshall University	Huntington, WV	13,000	27	22
University of Missouri – Kansas City	Kansas City, MO	11,500	27	43
Georgia Southern University	Statesboro, GA	26,000	28	42
UNC – Greensboro	Greensboro, NC	20,000	34	59
UNC – Charlotte	Charlotte, NC	24,500	37	72
East Carolina University	Greenville, NC	29,000	51	70
		18,075	24.35	41.45

ETSU Info

- ▶ About 15,000 full-time enrollment
- ▶ 10 librarians
- ▶ 25 staff members
- ▶ Main library (Sherrod) and Medical campus library



Charles C. Sherrod Library

The Ask Us Desk

- ◀ Staffing
 - ◀ Full Time Staff
 - ◀ Undergraduate & Graduate Student workers
- ◀ 8am – 10:45pm Hours during 24/5 schedule



Room 156: Anatomy Models to Research Help

Anatomy Models



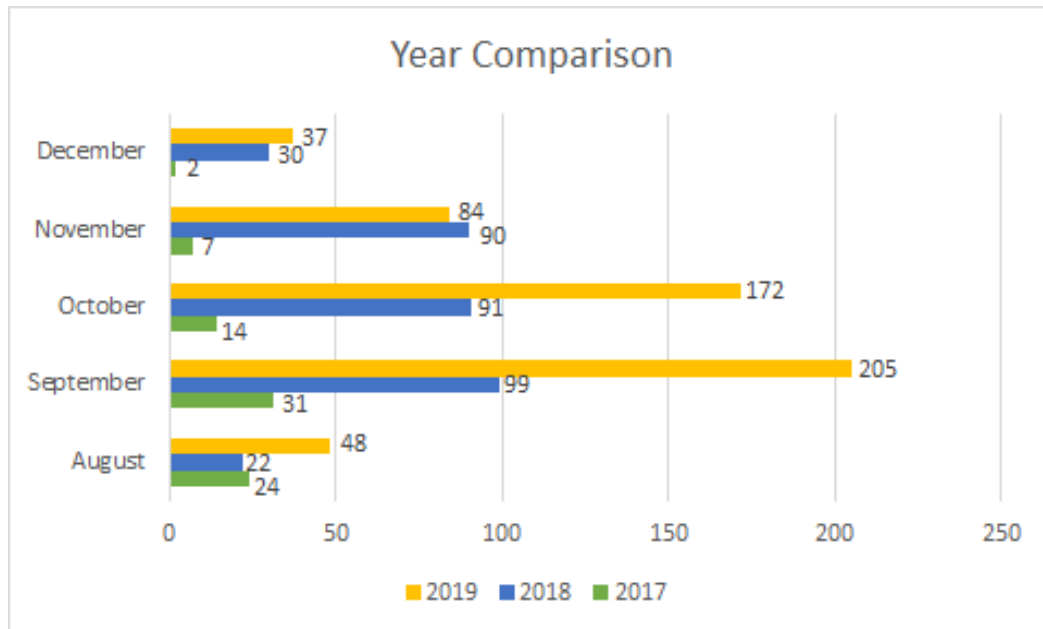
- Originally Room 156 housed the anatomy models
- Before Fall semester began, we created a reference consultation room
- Before Spring semester, we changed it again!

Research Help

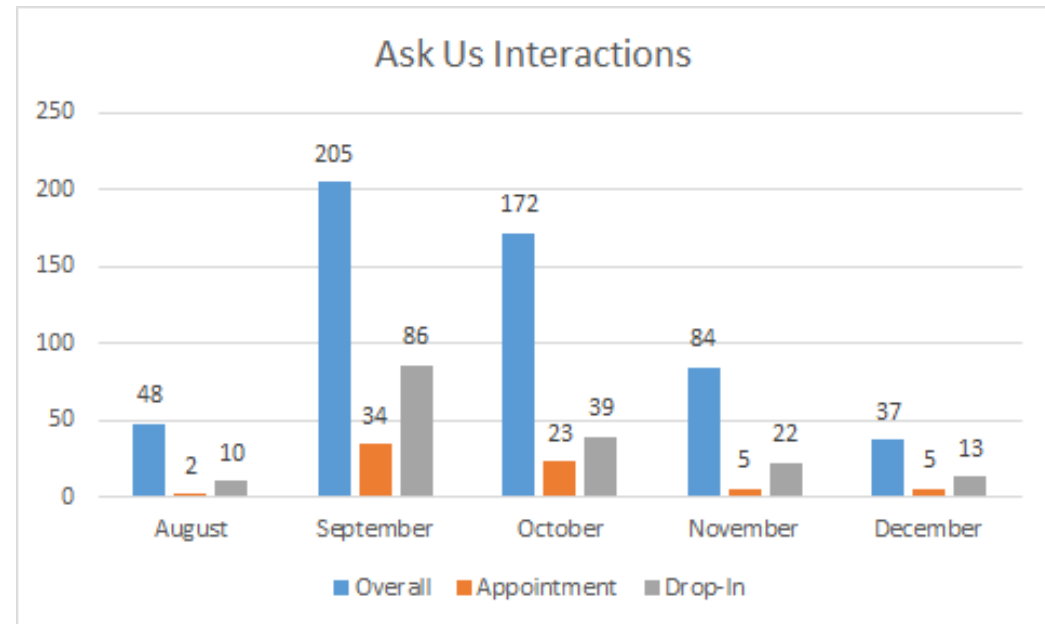


Reference Desk Statistics

Fall 2019, 2018, 2017



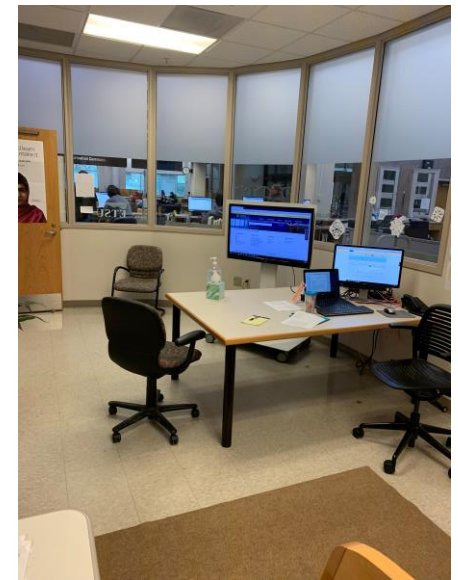
Fall 2019



Spring 2020 Change



- ▶ Decided in January to scale back evenings and weekends
- ▶ With 2 librarians leaving, we were needed during the week
- ▶ Began instruction along with Research help
- ▶ Will most likely change in Fall 2020



The "Pros"

- ▶ We had a 2-week "orientation" to the library & campus before classes began
- ▶ There has been a lot of support from our department (and other library staff)
- ▶ Feeling accomplished in providing expanded service hours and needs for students and faculty

The "Cons"

- ▶ Lack of outreach
- ▶ The new service has created a lot of "dead" time
- ▶ Lack of organization of resources (staffing, stats, etc)
- ▶ There are other opportunities outside this model that aren't being addressed

Lessons Learned

RESEARCH HELP DESK
Walk-in or Appointment!

Located in Sherrod Library Room 156 (behind the Ask Us! Desk)

OUT OF SOURCES? TALK TO A LIBRARIAN!
RESEARCH IS OUR BUSINESS.

Sherrod Library has Research and Instruction Librarians who can help you do research on any subject!

TOPIC HELP
Have a topic but not sure how to narrow it down or where to start? We can help you develop the research skills to form a solid topic and discover keywords for searching!

DATABASE SEARCHING
We can help you find the best databases for your topic!

DATA SERVICES
Need help finding datasets? We have a growing number of resources for your needs!

MAKE AN APPOINTMENT
You can make an appointment with us at <http://libcal.etsu.edu/appointments/>

CHECK OUT OUR RESEARCH GUIDES!

- Citation Style Guides
- Research Methods
- Source Evaluation
- Subject Guides
- Open Educational Resources

THE TOOLS TO HELP YOU GRADUATE

Ask Reference Help!

Looking for sources?

Narrow it down. _____

Class: _____

What's the topic? _____

3 Key Words: _____

Have you seen your subject guide?
libraries.etsu.edu/research/guides

Need an appointment?
<http://libcal.etsu.edu/appointments/>

- ▶ If the Reference Desk must be staffed evenings and weekends, utilize GAs.
- ▶ More marketing and outreach.
- ▶ Aim for more consultations versus drop ins.



Have you combined service desks? Thinking about it?

Please share!