COMING TOGETHER LIKE VOLTRON

Strategies for intentional reference

Becky Canovan & Joe Letriz
WHO WE ARE

BECKY CANOVAN
ASSISTANT DIRECTOR
OF PUBLIC SERVICES

JOE LETRIZ
DIGITAL MANAGEMENT
&REFERENCE ASSISTANT
INTENTIONAL REFERENCE

Structure

Training

Support
STRUCTURE

Coordinating reference, instruction, and personal schedules

Building and maintaining reference LibGuide

Regular reference team meetings
TRAINING

Train personnel with complimentary skills together

Periodic instruction specific trainings

Skill, philosophy, and service-based training
Paraprofessionals assisting in class

Acknowledge the limitations of the desk and personnel

Be clear and purposeful about why reference is being staffed
RESULTS

Actually gathering stats that fit ALL the standards & help us make decisions

Community environment at the reference desk both for students and the reference staff

Reference is now collaborative
QUESTIONS?

BECKY CANOVAN
Assistant Director of Public Services
bcanovan@dbq.edu
563-589-3649

JOE LETRIZ
Digital Management & Reference Assistant
jletriz@dbq.edu
563-589-3596