Paper “Improving our Reference Desk Management and Training or "I wish I had an answer to that because I'm tired of answering that question." Yogi Berra”

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Improving our Reference Desk Management and Training

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Hardin Library for the Health Sciences
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Or....as Yogi Berra said

“I wish I had an answer to that because I’m tired of answering that question.”
The 4-1-1

UIowa/Hardin Library
- Faculty and staff of five health sciences colleges
- 734-bed research-and-teaching hospital with 700+ residents
- Professional and general student population over 30,000

Dual Reference/Circ Desk staff (desk staffed 105 hours per week)
- 5 library assistants
- 7 librarians
- 4-6 students of the graduate program of the School of Library and Information Science
The Dark Ages

- Binders with printed instructions (some up-to-date and some out-of-date)
- Reference email account and the Meebo IM account
- Wiki
- No structure or requirements for reporting issues
- Trading shifts
- Paper and pen statistics
- iGoogle account for shared documents
Mission

- Improve training/orientation
- Improve communication
- Improve consistency
- Improve data practice
- Improve service
Our TA-DA! Moment
Let’s use SharePoint

- Institutional subscription
- Audience familiarity
- Technical strengths of SharePoint
  - Data retention
  - Versioning
  - Reporting
  - Back-up
  - Alert function
  - ITS support
  - Page-level access control
What’s the plan?

- Create a Task Force – what do we need/want
  - Announcements
  - Desk shift log
  - Desk shift trade board
  - Knowledge Base of information (both popular and esoteric)
  - Statistics
Our new site 2/14/11: 💓
SharePoint upgrade January 2012
New feature: Log

Log

Title

- Alex has all three staff laptops downstairs for updating
- Nothing special to report
- Nothing special to report

Created
- 4/4/2012 3:14 PM
- 4/4/2012 1:58 PM
- 4/4/2012 12:58 PM

Add new announcement

Title *

- Nothing special to report

What happened during your shift?

Body

Expires
New feature: Trade Board
New feature: Announcements

Announcements

- Circulation Information - long
- PubMed's new 'citation manager feature'
- National Library Week
- HLHS Reference Desk front page “Knowledge Base Index” removed
- Nevermind -- Please keep
- Public color laser printer
- Books being renewed for
- New Reserve book

- Title
  - Things that all staff need to know at the desk. (For example: down services, technology issues, facility or safety events)

- Expires
- Category
  - Critical
  - Standard

- Date Created: 4/12/2012 12 PM
- Posted By: [User]
New feature: Statistics

<table>
<thead>
<tr>
<th>Question Type</th>
<th>Library Resource (do we own something, questions about sms/laptops)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Policies (rules/when are things due)</td>
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<tr>
<td></td>
<td>Reference (look up information to answer a question)</td>
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<td></td>
<td>Technology (help with computers/printers/scanners/smartphones)</td>
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<td></td>
<td>Training</td>
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<tr>
<td>Patron Type</td>
<td>Faculty/Staff</td>
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<td>Resident</td>
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<td>Student</td>
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<td>In Person</td>
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<td>Meebo</td>
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<tr>
<td>Location</td>
<td>Reference Desk (3rd Floor)</td>
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<td></td>
<td>Not at Reference Desk (Everywhere else)</td>
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<tr>
<td>Duration</td>
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<tr>
<td></td>
<td>Short (five to twenty minutes)</td>
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<td>Long (over twenty minutes)</td>
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<tr>
<td>Referral</td>
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<tr>
<td>Notes</td>
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</tr>
<tr>
<td>Title (Optional)</td>
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</tbody>
</table>
New feature: Searchable Knowledge Base

What Is This Site and How Do I Use It?

Common Questions
- Citation Management
- Common Instructional Questions
- EMBASE
- Maps and Directions
- Mobile Device Serial Numbers
- Parking
- Thesis Binding
- Translation Services

Circulation & Collections
- ALEPH: Billing Tricks
- ALEPH: Delivery Request Problems
- ALEPH: How to Locate On-Hold Materials
- ALEPH: Overrides
- ALEPH: Print
- ALEPH: Returning Damaged Materials
- Borrower's Permits and Proxy Cards
- Borrower's Privileges
- Checking Things In and Out
- Course Reserves
- Creating Guest IDs
- Patron Lists
- Phone Numbers
- Purchasing
- Reference Policies

Quick Links
- Campus Technology Services
- EBP resources
- Email
- Hardin Library
- ICON
- Google
- Username
- Password
- IMS MedicalApps
- ISS
- ITS
- Launchpad
- Main Library
- Moodle
- Username
- Password
- Mobile Device Serial Numbers
- UOsho Email
- University of Iowa
- Virtual Desktop

Reference Desk Policies & Procedures
- Electronic Resource Issues
- Emergency Procedures
- Printing From the Reference Desk
- Reference Desk Procedures
- Rules at Desk
- Student Phone List
- Trainings and Tutorials

Troubleshooting Questions
- Citation Management
- HAKID and HealthCareID
- Reporting Electronic Resource Issues
- Technology for Patrons

Interlibrary Loan Information
- Basic Information

Staff Information
- Liaisons
- Staff Directory
- Where are staff located?
- Who Does What?

Technology Information
- Classrooms
- Computer Hardware
- Computer Software
- Copiers, Printer, and Scanners
- HAKID and HealthCareID
- HELP
- Library Patron Resources
- Library Staff Resources
- Mobile Devices

Facility & Building
- Alarms
- Building Information
- IRB and HSO Information
- JMBGS (Rare Book Room Information)
- Parking
- Simulation Center
- Study Rooms

Search Knowledge Base

Enter Search Terms

Advanced
1. Do you consider the reference desk website (since its launch in February 2011) to be more useful than the old toolset?

- Yes: 9 (90%)
- No: 0 (0%)
- N/A (I didn’t use the previous toolset): 1 (10%)
- N/A (Other): 0 (0%)

Total: 10
Conclusion

- We are aware of some other library SharePoint users and their implementations.
- The creation and use of this website represents a step towards the removal of obstacles between patrons and proper service.
- We expect to continue to refine and revise the tool in an ongoing process in order to meet the needs of our patrons and staff.
Questions?
Comments?
Crazy ideas?
Offers to buy us drinks?
Bibliography

Thank You!

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