

TITLE OF SOURCE: Recasting Roving Reference: Solving "Citation Frustration" One Student at a Time.

### Container 1

Title of container,  
"Citation Frustration: A Manual of Style."

Version,  
9.0 (Spring 2014 - present)

Publisher,  
HC Libraries Research, Teaching & Learning

Publication date,  
2014 - c2019

Location,  
<http://libguides.holycross.edu/citationhelp>.

- Annotation.
- Started at 2014 at student request
  - Run by volunteer librarians, student assistants & Writer's Workshop
  - Held at variety of locations/times around campus in weeks leading up to exams each semester.
  - Focused on point-of-need citation help
  - Completely drop-in based
  - Materials: ALL the citation manuals, laptops/ipads and FOOD.

### Container 2

Title of container,  
Collaboration on Citations

Other contributors,  
Holy Cross Writer's Workshop

Version,  
2.0

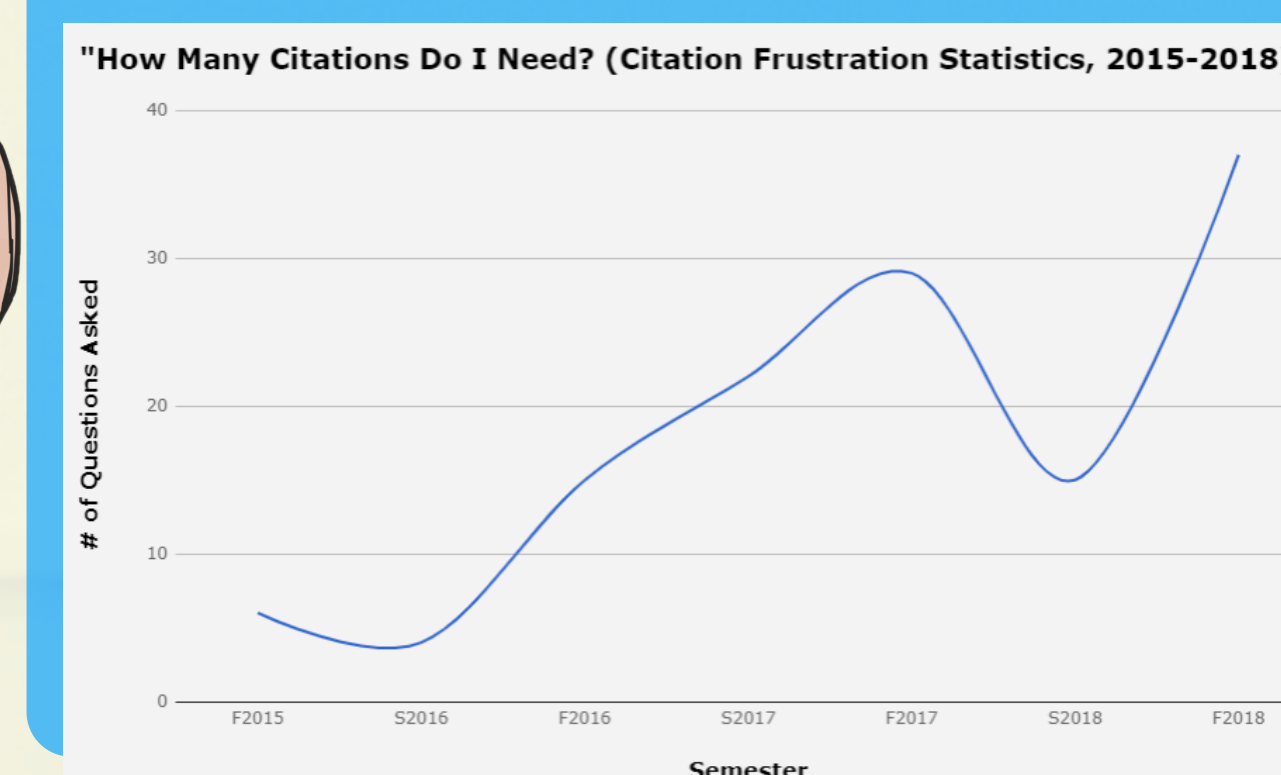
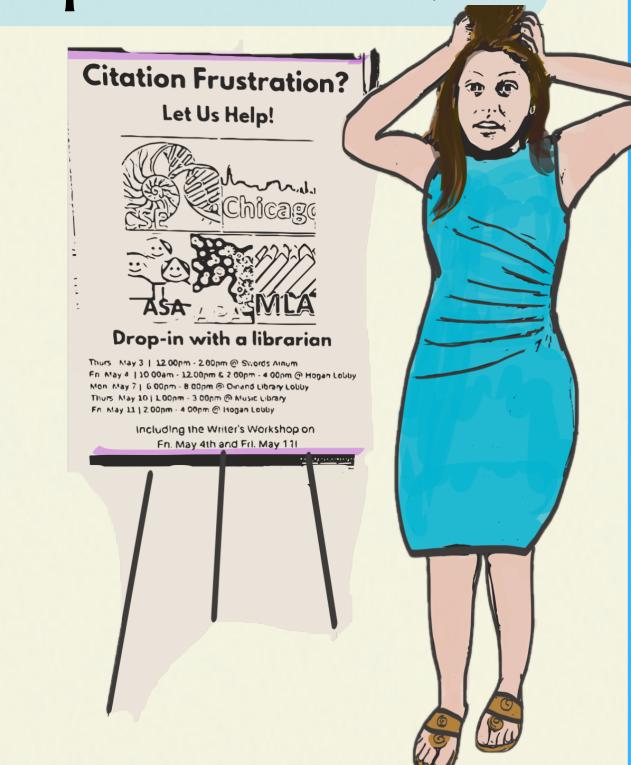
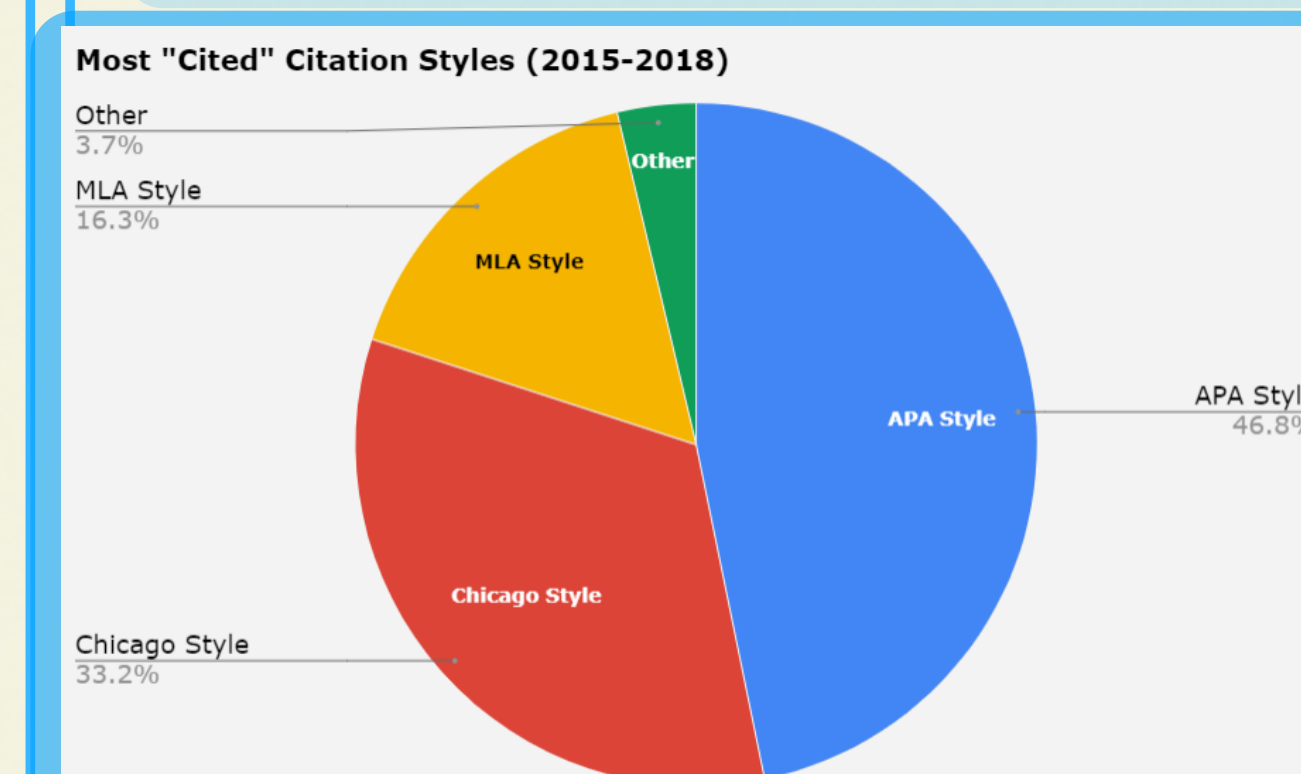
Publication date,  
2018-c.2019

Location,  
Libraries and Campus Center

- Annotation.
- Began collaborating in 2018 because librarians began to receive writing questions at CFS.
  - Writer's Workshop staff provide both writing and citation help (citation questions are still the most frequent)
  - Libraries set the CFS schedule, then WW tells us when they can attend.
  - WW is typically overwhelmed with appointments; CFS allows them to reach more students during finals.

### Container 3

Title of container,  
APA (Assessment Proves Accomplishment)



Annotation.

Faculty feedback was very positive, too!  
"...I LOVE this idea! Thanks to you and all of your fellow librarians so much for doing this!"

"Thank you...for putting together this great -- and well timed -- schedule of sessions."

Morgan Wilderman '18 - our most frequent visitor & strongest advocate!

### Suggested Reading:

Askew, Consuella. "A Mixed Methods Approach to Assessing Roaming Reference Services." *Evidence Based Library & Information Practice*, vol. 10, no. 2, June 2015, pp. 21–33. LISTA, doi:10.18438/B8F60V.

Bremer, Peter. "Librarian on the Loose: A Roving Reference Desk at a Small Liberal Arts College." *Reference Librarian*, vol. 58, no. 1, 2007, pp.106-110. LISTA, doi:10.1080/02763877.2016.1199006.

Nunn, Brent, and Elizabeth Ruane. "Marketing Gets Personal: Promoting Reference Staff to Reach Users." *Journal of Library Administration*, vol. 52, no. 6–7, 2012, pp. 571–580. LISTA, doi:10.1080/01930826.2012.707955.

Sabol, Daniel A. "Best Practices in Roving Reference: Six Steps for Success." *College & Research Libraries News*, vol. 80, no. 1, 2019, pp. 46-47. doi:10.5860/crln.80.1.46

Yap, Joseph Marmol, and May Lauren Cajes. "Where Are the Librarians?: The Roving Reference Experience of DLSU Libraries." *Information World / Bilgi Dunyasi*, vol. 17, no. 2, July 2016, pp. 232–246. LISTA, doi:10.15612/BD.2016.506