

Do you have a stapler?

Evenings at the Reference Desk

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Death of the Reference Desk??

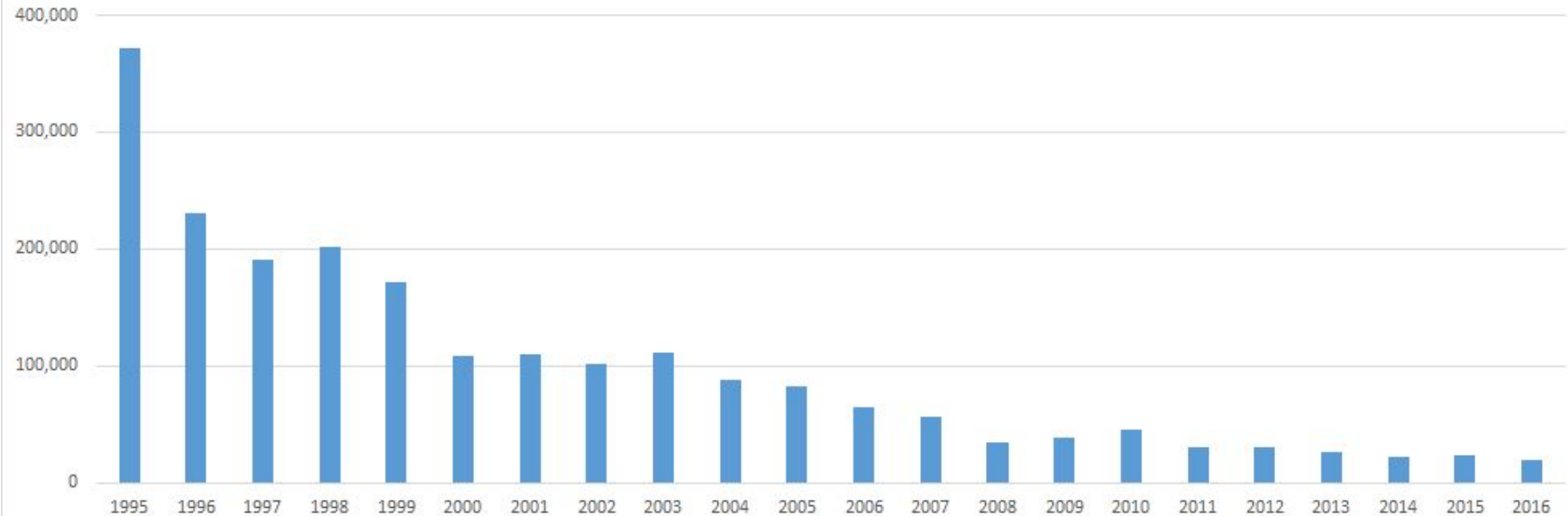
- Decrease in individuals with MLS providing front line reference services (applicable to our department)

- 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

Ask Us



 Call (859) 218-2048

 E-mail refdesk@uky.edu

 In-Person Consultation
(2nd floor, Young Library, north wing)

 Subject Specialists

 More Contact Info

Having issues accessing electronic resources? UK Libraries has implemented a new access policy to licensed electronic resources (e.g., databases, e-books, e-journals and articles). See an [explanation of the policy](#) and useful methods for accessing these resources.

Welcome to LibChat!

Name (optional)

Please share your email address for follow-up information (optional)

[Start Chat](#)

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


Canvas


  Account


 Dashboard


 Courses

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 Commons

 Help



☰ WRD110-005 > Pages > Welcome!

Fall 2016 View All Pages Published Edit ⚙️

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 [e](#) that you can use. Our new catalog, Infokat 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 in to the Reference Desk at Young Library, by email, phone, or by using our chat service (see <http://libraries.uky.edu/Help> [e](#) for links and information). But consider me your friendly personal librarian for the semester, and feel free to reach out any time!


Next ▶

Outreach

Student Support Services and the Libraries: Home

Home | **Research Process**


Ask Us



Questions?
Email, call, chat, or visit with a librarian.

Consultation Request

- Request a Research Consultation
Reserve time to consult in-person with a librarian in order to get an early start on gathering your research materials. We will work from your description before we meet to have a working search strategy ready for you when we meet.



Welcome!

This guide has been designed to help you find research material and to give you access to librarians who can help you with your research, as well. Please call on us for anything you need to know to complete your coursework and research.

What can I ask a librarian?

Here is just a sampling of the common questions that students ask us--**but you can ask us anything!** Remember: we are here to help you from the beginning of your work through completion! We'll save you time so you can concentrate on completing your assignment.

INFORMATION & RESOURCES:

- I have to write a research paper; where do I start?
- Help me find this article.
- How do I cite a chapter from an edited book in APA style?
- Does the library have this book?
- Where can I see the due dates for the books I checked out?

TROUBLESHOOTING:


- I found an article online, but it says I have to pay...what do I do?
- Why can't I access this article through Google Scholar?
- It says this article is in the library--how do I find it?
- It says there I can see this article online, but when I click on the link, I just get a blank screen.

SERVICES:

- How can I renew this book?
- Where can I send a FAX?
- How do you reserve a group study room?
- How do I print?
- Can someone help me edit my paper?
- Can I get help from a librarian when I am off campus?

Search this Guide Search


Reference Librarian



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Reference Graduate Assistant



Lauren Farmer
[Email Me](#)

- [Student Support Services](#)

- [First Generation LLC](#)

Questions?
