

# The New Face of Reference

## Reference on Call

---

**Krista Schmidt**

Research & Instruction Librarian

**Joel Marchesoni**

Technical Support Analyst



**Hunter Library @ WCU**

10 April 2013

Computers in Libraries  
2013

**Western  
Carolina**  
UNIVERSITY

# The Issues

---

Understaffed

Over-committed

Productivity

Workload

Service Culture and Mission

# Solutions

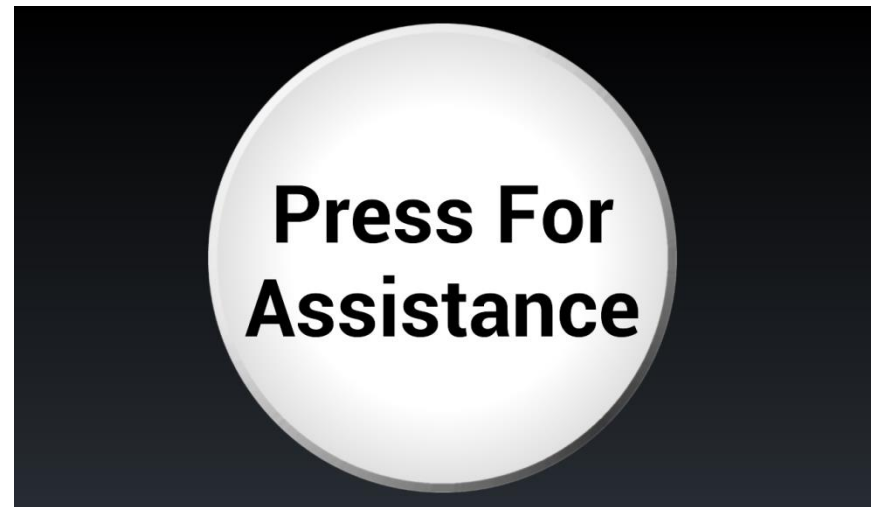
---

Tablet App Development

Chat Service Backend & Client

Kiosk/Mount/Stand

Stumbling Blocks



# Solutions

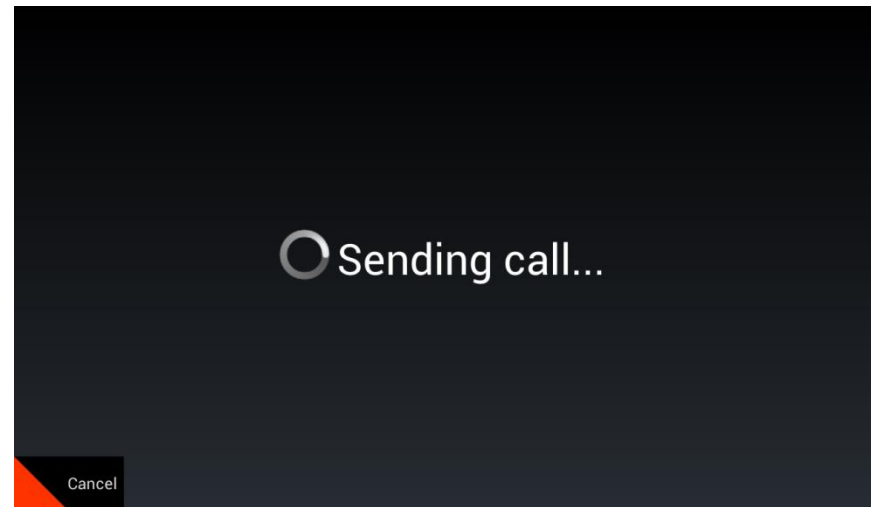
---

Tablet App Development

Chat Service Backend & Client

Kiosk/Mount/Stand

Stumbling Blocks



# Solutions

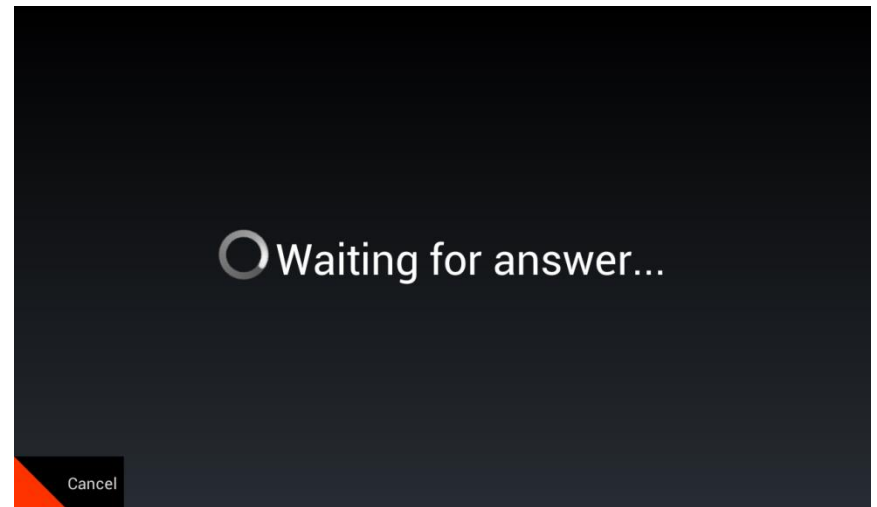
---

Tablet App Development

Chat Service Backend & Client

Kiosk/Mount/Stand

Stumbling Blocks



# Solutions

---

Tablet App Development

Chat Service Backend & Client

Kiosk/Mount/Stand

Stumbling Blocks

Krista is on the way to help!

# Solutions

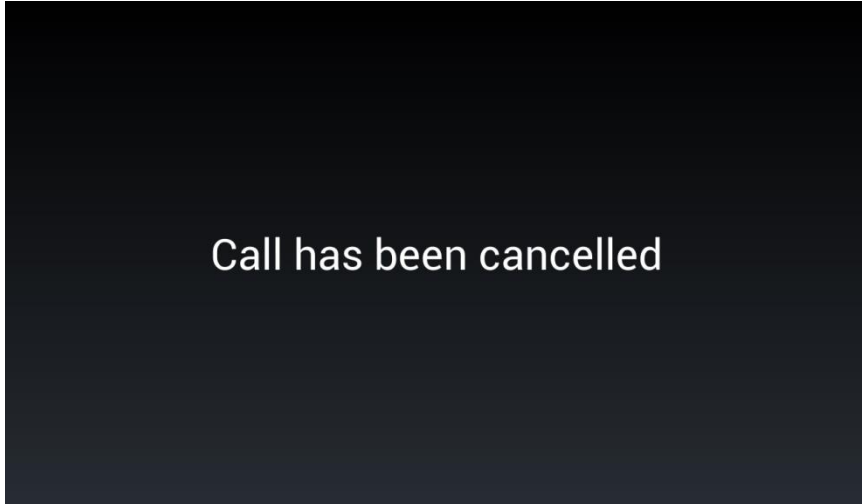
---

Tablet App Development

Chat Service Backend & Client

Kiosk/Mount/Stand

Stumbling Blocks



Call has been cancelled

# Solutions

---

Tablet App Development

Chat Service Backend & Client

Kiosk/Mount/Stand

Stumbling Blocks





# Solutions

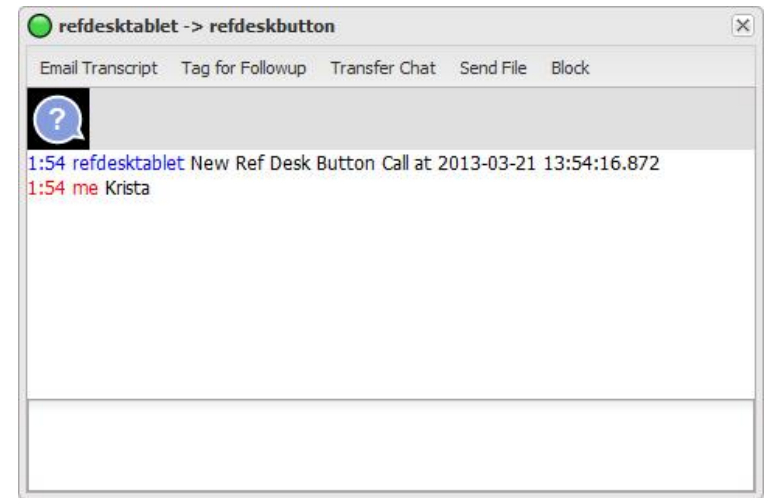
---

Tablet App Development

Chat Service Backend & Client

Kiosk/Mount/Stand

Stumbling Blocks



# Solutions

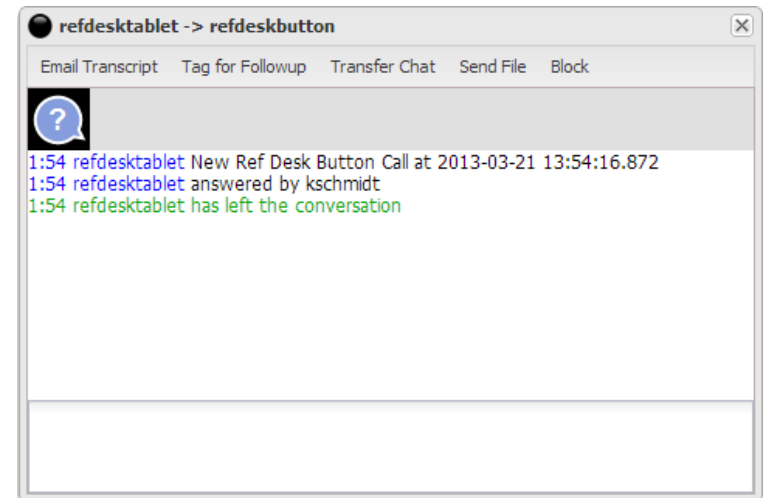
---

Tablet App Development

Chat Service Backend & Client

Kiosk/Mount/Stand

Stumbling Blocks



# The Future

---

Visibility

Buy-in

Statistics



10 April 2013

Issues → Solutions → Future