Anticipating Our Future and Valuing Our Past: Recent Trends in Public Service Delivery, Reports from Service to a Wide Variety of Academic Populations

<table>
<thead>
<tr>
<th>Speaker</th>
<th>Eastern Illinois University, Booth Library</th>
<th>Joliet Junior College, Main Campus</th>
<th>Lewis University</th>
<th>University of Illinois at Chicago, Richard J. Daley Library</th>
<th>University of Illinois Springfield, Brookens Library</th>
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<tbody>
<tr>
<td>Size of student body, Fall 2015</td>
<td>Steve Brantley</td>
<td>8,520</td>
<td>Melvin Whitehead</td>
<td>14,944</td>
<td>Andrew Lenaghan</td>
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<td>Public service points</td>
<td>Eastern Illinois University, Booth Library</td>
<td>Joliet Junior College, Main Campus</td>
<td>Lewis University</td>
<td>University of Illinois at Chicago, Richard J. Daley Library</td>
<td>University of Illinois Springfield, Brookens Library</td>
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<td>Two reference points (main desk and Teachers Center) staffed by faculty librarians 8am-10pm, civil service staff 10pm-1am; separate service points for circulation, periodicals, reserves, and technology services</td>
<td>Reference desk staffed with at least one librarian all hours the library is open; a back-up librarian is scheduled 9am-2pm Monday-Thursday; adjunct librarians staff 5-10pm</td>
<td>Reference and Circulation desks staffed by 11 MLS professional staff (1 PT), 3 non-MLS staff, 1 GA, and 12 student workers</td>
<td>Reference desk staffed by faculty librarians 9am-7pm, graduate assistant 7:30am-1am; separate service points for circulation/reserves, microform, and technology services</td>
<td>Single service point staffed by student employees; librarians (faculty and staff) are on an on-call schedule to offer more advanced help Mon.-Thurs.</td>
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<td>Hours of in-person, walk-up research assistance</td>
<td>Every hour the library is open, 7 days a week, 98 hours/week</td>
<td>Every hour the library is open, 6 days a week, 74.5 hours/week</td>
<td>Every hour the library is open, 7 days a week, 101.5 hours/week</td>
<td>7 days a week, 102 hours/week</td>
<td>36 hours/week (faculty/staff librarians on call)</td>
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<td>Hours of virtual reference</td>
<td>E-mail and chat using OCLC QuestionPoint; IM is staffed 14 hours a week; email and IM are answered by faculty librarians</td>
<td>Chat launch January 2016 (beta), staffed Monday - Thursday, 10am - 1pm by librarian scheduled on back-up</td>
<td>Same as operating hours; research librarians monitor chat and email during desk shifts</td>
<td>Every hour the library is open, 7 days a week, 102 hours a week</td>
<td>Few e-mail questions, no chat reference service</td>
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<td>College/University</td>
<td>Recent Changes</td>
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| Eastern Illinois University, Booth Library | * New website with enhanced virtual reference location  
* D2L (LMS) library widget default on students' home pages  
* Faculty can add librarian(s) to D2L (online LMS) courses in "Librarian" role, with near instructor privileges  
* Reference and Subject Librarians trained on "Becoming a Scholarly Communication Coach"  
* Adoption of open-source research guide software "SubjectsPlus" to create more course, subject, 'topic' and task oriented guides  
* Expanded virtual reference monitoring  
* Fewer double-staffed desk hours |
| Joliet Junior College, Main Campus       | * Launched chat reference service  
* Assessment project for IL instruction  
* Extended reference services to a satellite campus (no new staff)  
* Strengthened relationships and increased collaborative efforts with student groups and departments across campus to bring programming to the library |
| Lewis University                         | * Reorganized library staff and service points  
* Created "Tiered" organizational model for Librarian Liaisons  
* Created "level 2" student workers as peer-researchers  
* Re-vamped the instruction program; increased sessions 72.5% |
| University of Illinois at Chicago, Richard J. Daley Library | * Merged Reference and Collections Development departments into a liaison model (2013)  
* Expanded IM/chat service hours (Fall 2015)  
* Shifted from library faculty at the desk to serving as back-up to graduate assistants (Fall 2015) |
| University of Illinois Springfield, Brookens Library | * Moved librarians to an on-call schedule  
* Provided reference training for student employees (primarily undergraduates)  
* Launched LibCal My Scheduler for consultation appointments |