

2016 IACRL Conference for Academic Librarians | March 18, 2016, Marriott Chicago O'Hare

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

	Eastern Illinois University, Booth Library	Joliet Junior College, Main Campus	Lewis University	University of Illinois at Chicago, Richard J. Daley Library	University of Illinois Springfield, Brookens Library
Speaker	Steve Brantley	Melvin Whitehead	Andrew Lenaghan	Paula Dempsey	Sarah Sagmoen
Size of student body, Fall 2015	8,520	14,944	7,850	29,048	5,000
Public service points	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	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	Reference and Circulation desks staffed by 11 MLS professional staff (1 PT), 3 non-MLS staff, 1 GA, and 12 student workers	Reference desk staffed by faculty librarians 9am-7pm, graduate assistant 7:30am-1am; separate service points for circulation/reserves, microform, and technology services	Single service point staffed by student employees; librarians (faculty and staff) are on an on-call schedule to offer more advanced help Mon.-Thurs.
Hours of in-person, walk-up research assistance	Every hour the library is open, 7 days a week, 98 hours/week	Every hour the library is open, 6 days a week, 74.5 hours/week	Every hour the library is open, 7 days a week, 101.5 hours/week	7 days a week, 102 hours/week	36 hours/week (faculty/staff librarians on call)
Hours of virtual reference	E-mail and chat using OCLC QuestionPoint; IM is staffed 14 hours a week; email and IM are answered by faculty librarians	Chat launch January 2016 (beta), staffed Monday - Thursday, 10am - 1pm by librarian scheduled on back-up	Same as operating hours; research librarians monitor chat and email during desk shifts	Every hour the library is open, 7 days a week, 102 hours a week	Few e-mail questions, no chat reference service

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Recent changes	<ul style="list-style-type: none"> * 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 	<ul style="list-style-type: none"> * 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 	<ul style="list-style-type: none"> * 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% 	<ul style="list-style-type: none"> * 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) 	<ul style="list-style-type: none"> * Moved librarians to an on-call schedule * Provided reference training for student employees (primarily undergraduates) * Launched LibCal My Scheduler for consultation appointments