

The Reference CKG

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Co-Chairs

What do we do?

Focus on the the area of reference and research assistance services and reference collections.

Provide a venue to coordinate a consistently high-quality user experience for library patrons seeking assistance with research and inquiry at the University of California.

Discuss topics related to service models, user experience, assessment, training, tools, collections, and staffing for reference and research services.

Our wiki page:

<https://wiki.library.ucsf.edu/pages/editpage.action?pageId=329388065>

2016 Authentication Project

CDL asked the Reference CKG to try to find ways to improve users' understanding of the need to authenticate when off-campus.

A subgroup reviewed all of the UC Library pages' information about off-campus access and looked at other libraries' information. Our final report included:

1. A set of best practices for UC Libraries to try to follow on their websites
2. Possible projects to promote the need to authenticate

Library Where You Are

bit.ly/ucr-connect



Collections

- EBSCO's Academic Search Ultimate
- Access World News' added content

Information Gathering

Feedback Form <http://bit.ly/2xbKInv>

- Topics for Discussion
- Services - Implementing or Considering
- Projects or Issues to Address
- Changes in User Behavior
- Professional Development Opportunities
- Housekeeping

Information Gathering

Topics of Interest

- Service models e.g. combined services desk
- Marketing of services
- Challenges of staffing, training strategies
- Assessment e.g. criteria for closing or changing a service
- Reference collections
- User needs & behaviors, possible trends

Sharing Services

- Drop-in research consultation program
- Faculty led research teams with a librarian
- Use of MyScheduler (LibCal) for research consultations

Thank you!

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