



3-9-2018

“Lattes with a Librarian”: Collaborating with Campus Partners to Offer Reference Services

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Recommended Citation

Moore, Kevin and Smith, Meggan D., ““Lattes with a Librarian”: Collaborating with Campus Partners to Offer Reference Services” (2018). *Musselman Library Staff Publications*. 81.
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“Lattes with a Librarian”: Collaborating with Campus Partners to Offer Reference Services

Abstract

Librarians met with colleagues in the Office of Multicultural Engagement (OME) to discuss new opportunities to support student initiatives. Lattes with a Librarian was proposed as a way to provide reference services for students outside of the library. Six dates during the fall semester were selected where a librarian would offer reference services for an hour in the College Union Building.

Keywords

reference services, reference librarianship, Musselman Library, campus outreach

Disciplines

Higher Education | Library and Information Science

Comments

Presented at the [Spring 2018 Associated College Libraries of Central Pennsylvania \(ACLCP\) Conference in Harrisburg, PA, March 9, 2018.](#)

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Overview

Librarians met with colleagues in the Office of Multicultural Engagement (OME) to discuss new opportunities to support student initiatives.

Lattes with a Librarian was proposed as a way to provide reference services for students outside of the library.

Six dates during the fall semester were selected where a librarian would offer reference services for an hour in the College Union Building.



Promotion

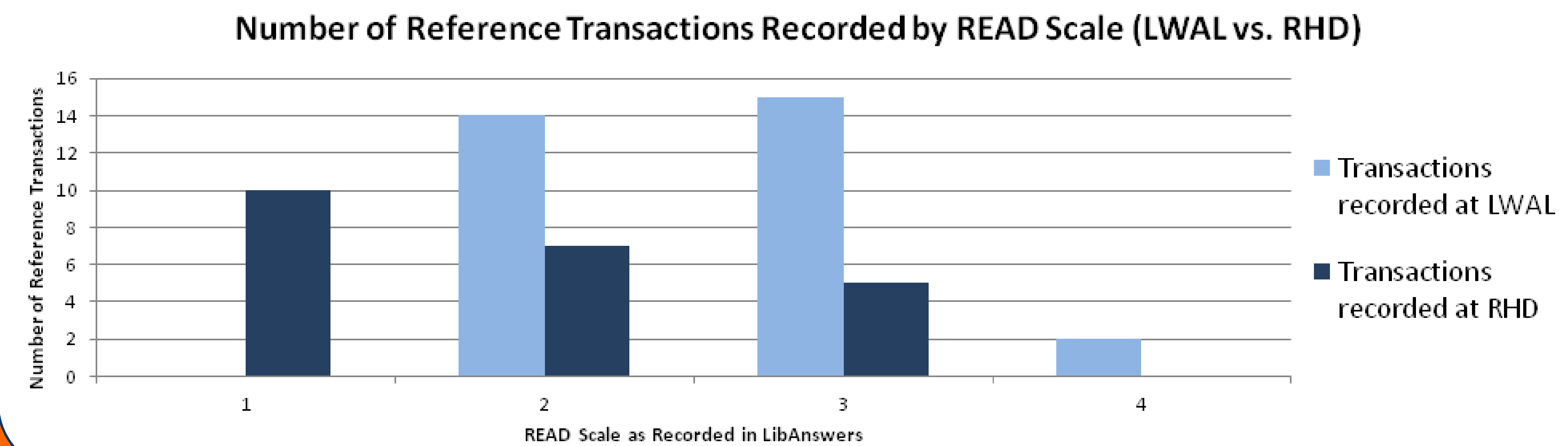
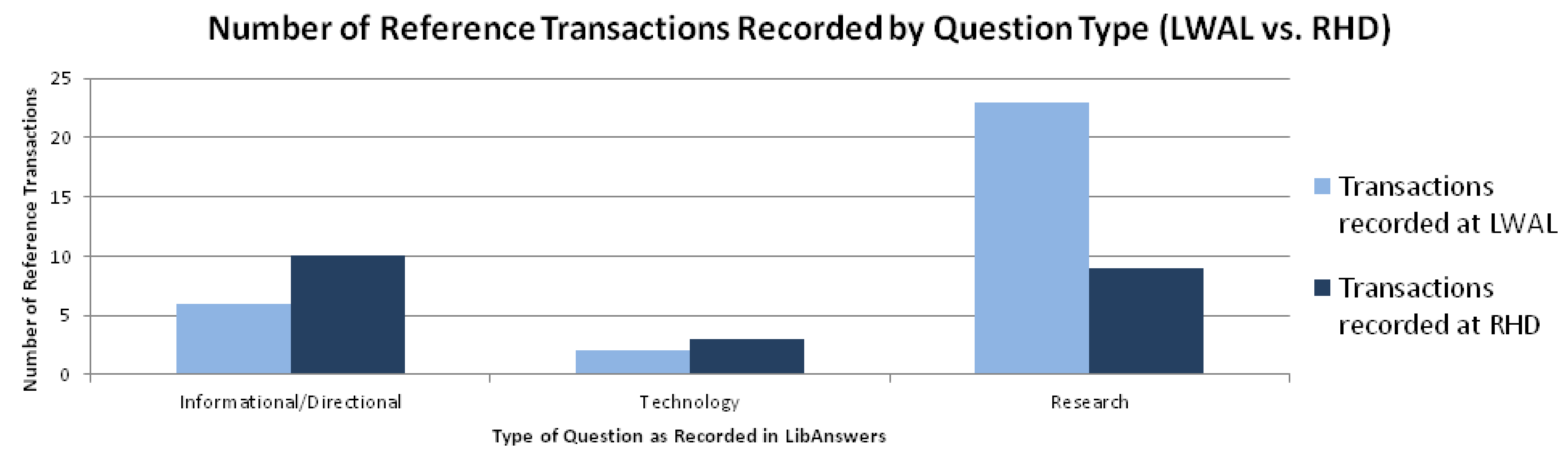
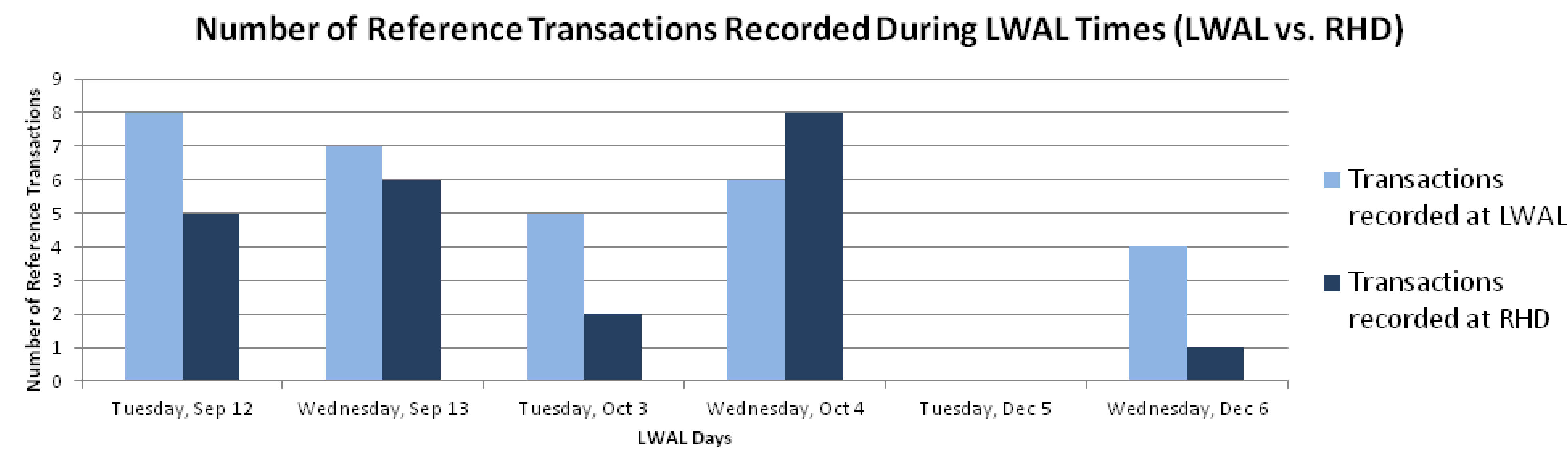
The service, dates and times, as well as the location, were advertised using the standard methods, including:

- Library and OME social media: Facebook, Instagram & Twitter
- Flyers
- Campus email digest messages



Data Comparison

Lattes with a Librarian (LWAL) vs. Research Help Desk (RHD)



Next Steps

We would like to try offering reference services in different spaces on campus

- Office of Multicultural Engagement

Assessment beyond statistics.

- Short student survey
 - How did they know about the service
 - When and where would be most useful to offer it

Student Peer Research Mentors offering their own spin on it.

- Pop Up PRMs
- Reference services in academic buildings



Meggan Smith providing research assistance to Meredith Datena '19 (left) and Pat Custer '19 (right)

Lessons Learned

The service was most utilized during the first half of fall semester.

- Spring semester: 8 questions out of the four hours offered so far.

Students appreciate incentives and library swag.

- Mugs, pens, sticky flags, and coupons for free coffee.

Building collaborative relationships with campus partners was a benefit.

Acknowledgments

Special thanks to Darrien Davenport and Monique Gore from the Office of Multicultural Engagement for embracing this initiative and co-sponsoring with us.