3-9-2018

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

Kevin Moore
Gettysburg College

Meggan D. Smith
Gettysburg College

Follow this and additional works at: https://cupola.gettysburg.edu/librarypubs

Part of the Higher Education Commons, and the Library and Information Science Commons

Share feedback about the accessibility of this item.

Moore, Kevin and Smith, Meggan D., "‘Lattes with a Librarian’: Collaborating with Campus Partners to Offer Reference Services’ (2018). Musselman Library Staff Publications. 81.
https://cupola.gettysburg.edu/librarypubs/81

This is the author's version of the work. This publication appears in Gettysburg College's institutional repository by permission of the copyright owner for personal use, not for redistribution. Cupola permanent link: https://cupola.gettysburg.edu/librarypubs/81

This open access poster is brought to you by The Cupola: Scholarship at Gettysburg College. It has been accepted for inclusion by an authorized administrator of The Cupola. For more information, please contact cupola@gettysburg.edu.
“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
“Lattes with a Librarian”: Collaborating with Campus Partners to Offer Reference Services

Kevin Moore and Meggan Smith
Research & Instruction Librarians, Gettysburg College, Gettysburg, PA

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

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.

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Number of Question Types</th>
<th>Number of Reference Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>LWAL</td>
<td>17</td>
<td>25</td>
</tr>
<tr>
<td>RHD</td>
<td>10</td>
<td>15</td>
</tr>
</tbody>
</table>

**Number of Reference Transactions Recorded During LWAL Times (LWAL vs. RHD)**

**Number of Reference Transactions Recorded by Question Type (LWAL vs. RHD)**

**Number of Reference Transactions Recorded by READ Scale (LWAL vs. 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

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