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

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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

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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)

- 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)

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.

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

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