

***Reference Rising: Problem-Solving Challenges
and Opportunities in Reference Programming***

Friday, December 4, 2015

CSU Channel Islands

9:00 a.m. to 1:30 p.m.

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| 9:00 – 9:45 a.m. | Registration / Breakfast |
| 9:45 –10 a.m. | Welcome and introduction |
| 10-10: 30 a.m. | <i>Restructuring Reference: Changing to promote student success</i> |
| 10:35 – 11:05 a.m. | <i>Make/do: Collaborative programming at the reference desk</i> |
| 11:10 – 11:40 a.m. | Break & Poster Session <ul style="list-style-type: none">• <i>Coordinating information resources (with reference on my mind)</i>• <i>Re-envisioning the information commons</i>• <i>R U there?: Revitalizing chat reference</i> |
| 11:45 – 12:30 p.m. | Lightning Rounds <ul style="list-style-type: none">• <i>Overachievers, procrastinators, and failed Googling: Exploring why students ask librarians for assistance</i>• <i>A deeper look at reference through DeskTracker</i>• <i>The circulation staff as reference partners: Using transaction information to inform reference services</i>• <i>Student leadership at the reference desk: Overcoming obstacles to student success</i> |
| 12:35-1:05 p.m. | <i>Learning outcomes and assessments at the reference desk</i> |
| 1:05 - 1:30 p.m. | Closing open discussion & concluding remarks |

Presentations

Restructuring Reference: Changing to promote student success

Romelia Salinas, PhD, MLIS
Reference Services Coordinator
University Library, California State University, Los Angeles

Teresa Omidasalar, MLIS
Reference / Instruction Librarian
University Library, California State University, Los Angeles

Make/do: Collaborative programming at the reference desk

Madelynn Dickerson, MLIS, MSc
Information Resources Coordinator
Claremont Colleges Library

Learning outcomes and assessments at the reference desk

Scott Lee, EdD, MSLS
Information Literacy Librarian
Antelope College Library

Carolyn Burrell, MLS
Electronic Resources Librarian
Antelope Valley College

Van Rider, MLS, MA
Reference/Instruction Librarian & Department Chair
Antelope Valley College

Lighting Round Presentations

Overachievers, procrastinators, and failed Googling: Exploring why students ask librarians for assistance

Colleen Mullally, MLIS
Assessment Librarian
Pepperdine University

Jaimie Beth Colvin, MLIS
Research and Reference Librarian
Pepperdine University

Marc Vinyard, MILS
Research and Reference Librarian
Pepperdine University

A deeper look at reference through DeskTracker

Scott Lee, EdD, MSLS
Information Literacy Librarian
Antelope College Library

The circulation staff as reference partners: Using transaction information to inform reference services

Maryann Hight

Librarian for Reference and Instruction

University Library, California State University Stanislaus

Student leadership at the reference desk: Overcoming obstacles to student success

Juliana Morley, MLIS, MA

Assistant Dean of the Library/Head of Reference and Instruction

Biola University Library

Stacie Schmidt, MLIS

Reference and Instruction Librarian

Biola University Library

Poster Presentations

Coordinating information resources (with reference on my mind)

Madelynn Dickerson, MLIS, MSc

Information Resources Coordinator

Claremont Colleges Library

Re-envisioning the information commons

Nataly Blas, MLIS

Reference & Instruction Librarian for Business

William H. Hannon Library, Loyola Marymount University

Jennifer Masunaga, MLIS

Reference & Instruction Librarian

William H. Hannon Library, Loyola Marymount University

Susan Gardner Archambault

Head of Reference and Instruction Services

William H. Hannon Library, Loyola Marymount University

R U there?: Revitalizing chat reference

Alexander Justice

Reference & Instruction Librarian

William H. Hannon Library, Loyola Marymount University