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.

9:00 – 9:45 a.m. Registration / Breakfast

9:45 – 10 a.m. Welcome and introduction

10-10: 30 a.m. Restructuring Reference: Changing to promote student success

10:35 – 11:05 a.m. Make/do: Collaborative programming at the reference desk

11:10 – 11:40 a.m. Break & Poster Session

• Coordinating information resources (with reference on my mind)
• Re-envisioning the information commons
• R U there?: Revitalizing chat reference

11:45 – 12:30 p.m. Lightning Rounds

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

• A deeper look at reference through DeskTracker

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

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

12:35-1:05 p.m. Learning outcomes and assessments at the reference desk

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 Omidsalar, 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, MLS
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, MLS
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