

Meet Me at the Main Services Desk

How The Claremont Colleges Library moved from drop -in
reference hours to scheduled research appointments

Kirsten Hansen, STEM librarian

Charlotte Brun, Social Sciences Librarian



Why we changed our reference model

- Our on-call system was confusing (on call but no reference desk)
- Library renovations created a new area that we could use for research consultations
- Our students schedule everything else in their lives
- Better use of librarians' (and students') time





Implementation

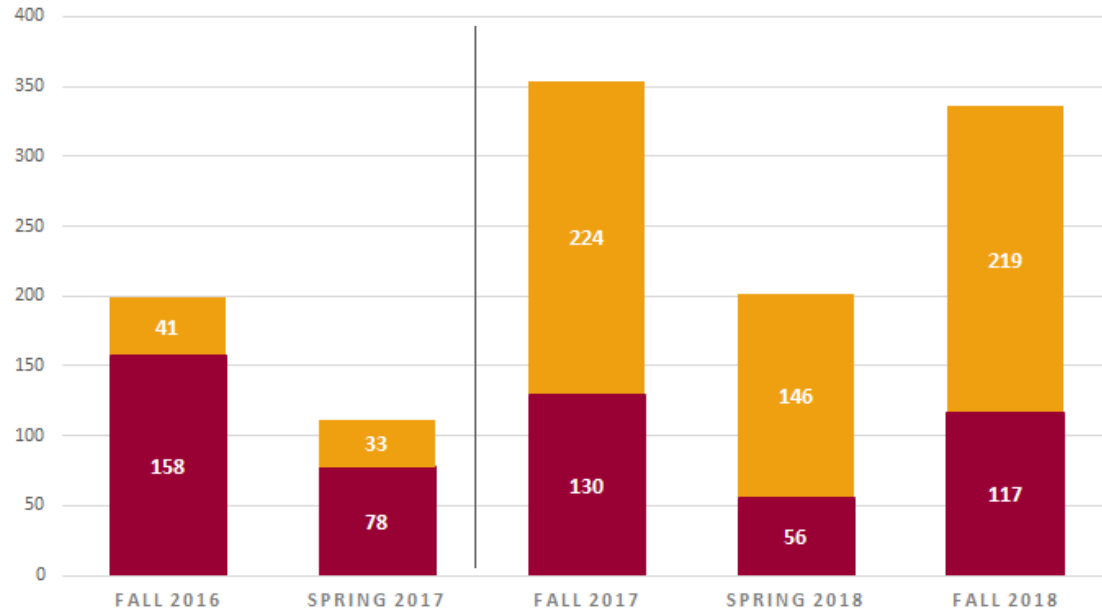
- Shift occurred over the summer
- First day of classes, Fall semester 2017 (8/28/17)
- Librarians maintained the same number of reference shifts
- Talking points were distributed to ease the transition at the circulation desk

Infrastructure

- Appointments are booked on our website through Springshare LibCal widget
- 2 types of appointments: general (30 min) and in-depth/subject specific (45 min)
- Multiple ways to sort: first available or by subject
- Students get automatic reminder emails and follow up assessment surveys

APPOINTMENTS BEFORE AND AFTER

■ Personal Appointments ■ On Call or Research Appointments Model





Results!

Since the shift, we have observed:

- Better use of librarians' (and students') time
- Students and librarians arrive to appointments better prepared
- Clearer division of labor between library divisions and staff
- Formalized structure enhances professionalism on the part of librarians and students

For more information

kirsten.hansen@claremont.edu

charlotte.brun@claremont.edu