

Peered And Tiered Reference: Maximizing The Models

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CARL 2012 Conference
San Diego, CA April 5 – 7

CARLDIG-South Panel Discussion Session
“Where Are The Librarians? Innovative Approaches to Reference And Instruction, And
Implications For The Librarian’s Role”

Overview Of USC

- Private research institution located in downtown Los Angeles
- Academic units
 - College of Letters, Arts and Sciences
 - Graduate School
 - 17 Professional Schools
- 38,000 student population and 22,400 faculty/staff

Overview of USC Libraries

- 20 libraries in University Park and Health Science Campuses
- Multidisciplinary and specialized subject libraries
- Hybrid reference service models

Overview of Leavey Library



- Multidisciplinary Library, opened in 1994
- Open 24/7
- Founder of Information Commons concept
- 6 librarians, 20 fulltime staff and 100 student workers
- 2 Information Commons plus Multimedia Commons

Leavey Information Commons

- Original Commons (Lower Commons) 1994
- Added Commons (Upper Commons) 1998
- 300 computer workstations, PC and Mac
- 36 Collaborative Workrooms
- Reference Collection



Information Commons Desk Staffing Model

- Integrated service desk
- Librarians, SNAs, Staff, and Computer Consultants
- Tiered service model



Information Commons Desk Staffing Model

- 30 Student Navigation Assistants (SNA)
- IC Manager to supervise SNAs

Information Commons Desk Staffing Model

- Different staffing/services for the Upper & the Lower Commons
- Librarians and staff staffing reference desk 11am – 5pm
- SNAs staffing reference desk 24/7
- Peer to peer service

SNA Expectations

- Provides basic research assistance, referring users to librarians, computer consultants or other resources
- Provides basic computing assistance
- Assists with printing and troubleshooting
- Assists with facilities issues and enforcement of library policies

SNA Competencies

- Familiarity with general/multidisciplinary databases
- Familiarity with USC Libraries catalogs, especially HOMER
- Understanding of referral process
- Knowledge of library policies
- Understanding of customer service guidelines and effective communication
- Familiarity with printing, using equipment, computing issues and troubleshooting
- Familiarity with online Collaborative Workroom reservation system

SNA Training Program: Training Modules

General/Computing Training

- Administrative issues
- Software applications
- Printing/copying services
- Troubleshooting in the Commons
- Multimedia Commons and Scanning
- Levey Library tour

SNA Training Program: Training Modules

Reference Training

- Overview of USC Web, USC libraries, Leavey orientation, LC classification, shelving in the Commons, and IC desk orientation
- Reference services, reference interview, customer service, and referral system
- Electronic resources, Databases, and LibGuides
- Library catalogs
- Library services, locations
- Collaborative Workroom online reservation

SNA Training Format

- Has evolved over the years
- Combination of group and one-on-one training
- Ongoing follow up and semester refreshers
- IC Manager conducts training
- SNAs mentored by librarians and staff at Commons desk

Thank You!

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