

9 am

Welcome and Introductions

9:10 - 9:40

Presentation:

Reopening In-Person Reference Services: Location, Location, Location
Irene Korber, Stefani Baldivia, Lance Millam
California State University, Chico

9:40 - 10:10

Presentation:

Information Desk: Student Training Fails & Progression
Darlene Aguilar, Nicole Murph
Loyola Marymount University

10:10 - 10:30

Lightning Round:

Instructional Fail: How an Active Learning Activity Led To a Title IX Discussion
Michelle DeMars
California State University, Long Beach

10:30 - 10:50

Lightning Round:

Can We Bribe You? An Exploration of Gift Card Raffles and Their Effects on Participation
Sara Hrachovy
Concordia University Irvine

10:50 - 11:05

Lightning Round:

What's the Answer? Lessons Learned from Assessing Tutorial Questions
Tessa Withorn
California State University, Dominguez Hills

11:05 - 11:20

BREAK

11:20 - 12:50

Discussion Breakout Rooms:

Tech Troubles ; Instruction and Consultation Issues ; Outreach and Workshop Failures ;
Setbacks with Space and Desk Management ; Struggles with Student Training and Staffing

12:50 - 1:00

Closing Remarks