

GLA Reference Interest Group Midwinter Planning Meeting Friday, Jan. 27th, 2012

Sandra Riggs, Vice-Chair of the Reference Interest Group, facilitated the meeting in the absence of chair, Wesley Stewart. Joan Taylor, Secretary.

BUSINESS

Wrap up of 2011 COMO

General concerns were made regarding the publicity at COMO 2011 for reference sponsored programs. There were a number of programs that would have been of interest to reference librarians, but we were not sure which ones were actually sponsored as a "reference interest group program". The general consensus at today's meeting was that it is important to be more proactive and accurate in the publicity blurbs about the content of the COMO programs, so attendees and potential attendees will be sure to attend those programs.

Discussion and questions were raised about how the Reference Interest Group meets at COMO and the need for publicity of the meeting. Information presented today indicated that the business meeting usually occurs right before the reference interested group's sponsored program and officers are elected.

2011 Planning

A number of ideas were discussed for reference sponsored program ideas for COMO. The idea of an "Unconference" or nontraditional discussion program was floated to the group. Many voices seemed to like this concept.

Topics and Discussion Questions

1) "Pondering the Reference Desk: How Do we Measure the Value of Reference Services?" While this topic deals with both statistics and assessment, questions and/or subtopic could be honed to one area or the other.

- Statistics
 - Getting value out of the numbers that we keep -- not just collecting them -- and deciding how best to apply them for services that reference provides.
 - Getting beyond the quantitative to the qualitative -- the value of our services

- Assessment
 - Web analytics, forms of assessment, assessment tools
 - What assessment tools are created by various vendors?
 - How can we create our own assessment tools?
 - How do we define what is a good reference transaction?
 - Reference coordinator and Managers who do annual reports: How do we indicate the value of reference services in our reports to administrators or the greater institution?

2) How do you use virtual reference services?

- Meebo and other commercial services mentioned were "Library H3LP" "QuestionPoint,"

and “Ref Chatter”

3) Mentoring librarian volunteers for those new to the profession.

DETAILS and PLANNING SUGGESTIONS

- Experiment with setting up a Google site for networking with interest group members
- Include our discussions on the general GLA Reference listserv for more feedback
- Set up a behind the scene wiki and seeding it with ideas for discussion??
- Program title ideas (see above section) and format discussion
 - Facilitators would break out into topic subgroups during the session for dialogue with colleagues who find the topic of interest.

VOLUNTEERS

- Jean Cook
- Paula Adams
- Kim Kruthaup
- Julie Higbee,
- Oscar Gitten
- Casey Long

ATTENDING

Paula Adams <adams_paula@columbusstate.edu>;
Jean Cook <jcook@westga.edu>;
Oscar Gittemeier <oscar.gittemeier@fultoncountyga.gov>;
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Notes compiled by Sandra Riggs and Joan Taylor
Final Minutes Submitted by Joan Taylor