

GLA Reference Interest Group (RISG)

Fall Meeting and COMO Presentation

Macon Marriott City Center

Macon, Georgia.

Thursday, October 10, 2013, 3:30 PM

ANNOUNCEMENTS (Sandra Riggs)

Welcome to RISG and guests

Sandra Riggs, Chair, sriggs@ugs.edu

Jean Cook, RISG Vice-Chair/Chair-Elect, jcook@westga.edu

Rita Spisak, RISG Secretary, rspisak@kennesaw.edu

PROGRAM (Introduced by Sandra Riggs)

Reference Desk Models: Change, Training, Assessment

The presenter, Kristin Nielsen, is Head of Reference at the University of Georgia Libraries. UGA Libraries has a diversity of desk models at one institution. Ms. Nielsen provided examples of how UGA Libraries' models have handled recent changes.

UGA has three main reference areas: the main library, the science library and the Miller Learning Commons. The main library and the science library now have a combined reference and circulation desks. Due to the move to a single service desk in the Science Library staff had to be cross-trained for both circulation and reference. The Miller Commons has a reference desk manned by a librarian and an ITS student assistant.

The main library is more print-based compared to the other two libraries. Besides seeing a librarian at the desks, students may text, chat, telephone, make individual appointments.

BUSINESS MEETING

Elections for the new Vice-Chair/Chair-Elect and secretary will be held at the Mid-Winter GLA meeting at Clayton State in January. Sandra suggested the members present to think about running for these offices.

Wesley Stewart reminded members that in the past RISG would have an article written by one of the members in the Georgia Library Quarterly (GLQ) every month on a reference topic. He suggested that either the new Vice-Chair or secretary be in charge of soliciting members to write this column. Wesley gave the group a list of the deadlines for articles. The dates are: December 1, March 1, June 1, and September 1. Kristin Nielsen said she may be able to write a column for the next issue.

MEMBERS AND GUESTS PRESENT

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