

GLA Reference Interest Group (RISG)

Midwinter Planning Meeting

Downs Continuing Education Center, Clayton State University

Morrow, Georgia

Friday, Jan. 11, 2013

ANNOUNCEMENTS (Sandra Riggs)

Welcome to RISG and Introduction of Officers:

Sandra Riggs, RISG Chair, sriggs@ugs.edu

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

Rita Spisak, RISG Secretary, rspisak@kennesaw.edu

BUSINESS

PROGRAM PROPOSALS COMO FALL 2013

The RISG sponsored program for COMO Fall 2012 was "Reference Services Meaningful Assessment: How Do We Assess Quality and Effectiveness?" Panelists shared approaches for quantitative and qualitative assessment of reference services. Presenters included Julie Higbee, Casey Long, Paula Adams, and Jean Cook. Members present who attended the program liked the panel format and found the discussion very informative.

SUGGESTED POTENTIAL PROGRAMS AND FORMATS

Formats:

Panel

Presentation/Discussion

Round Table

Co-Sponsor

Topics

How well-trained are student assistants and/or paraprofessionals manning Reference Desks?

Evaluating the value of the Reference Transaction

What is the best way to get students in touch with the Reference Desk?

What is the Reference Desk Today?

Combined Reference Desk and Circulation Desk

Virtual Services

No Reference Desk

Librarians Do Reference in Their Offices

Combination Virtual and Reference Desk

Have a panel with three (3) different models from above- Why did you change your Reference Desk?

Was it driven by assessment? How did you justify it?

What is the Role of the Reference Desk?

Is the Reference Desk Dead?

What is working for Students?

Triage –System of questions to identify what types of questions the patrons have so they can be sent to the right desk.

QUESTIONS FOR GLA EXECUTIVE COMMITTEE

How many programs can each interest group propose?

May an interest group co-sponsor a program or programs?

SUGGESTED SHARING ON RSIG LISTSERV AND GLA LISTSERV

Training Documentation – Sent to RSIG officers to be disseminated to the group

Discussions about reference services

Solicit interesting reference models from GLA LISTSERV for possible COMO Panel

LIST OF ATTENDEES:

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Submitted by Rita Spisak February 18, 2013