

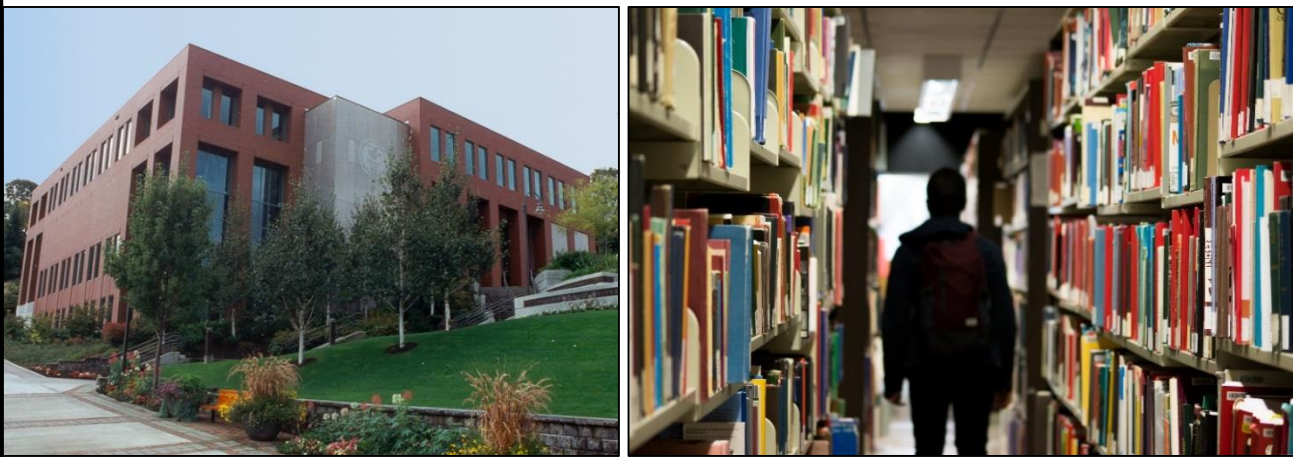
Refresh the Desk: Improving Reference Services

The Challenge and the Objective

SPU has made changes to declining reference services, but reference services have not been reviewed in 18 years. Changes to reference services are recommended after reviewing students' needs, best practices, and current use.

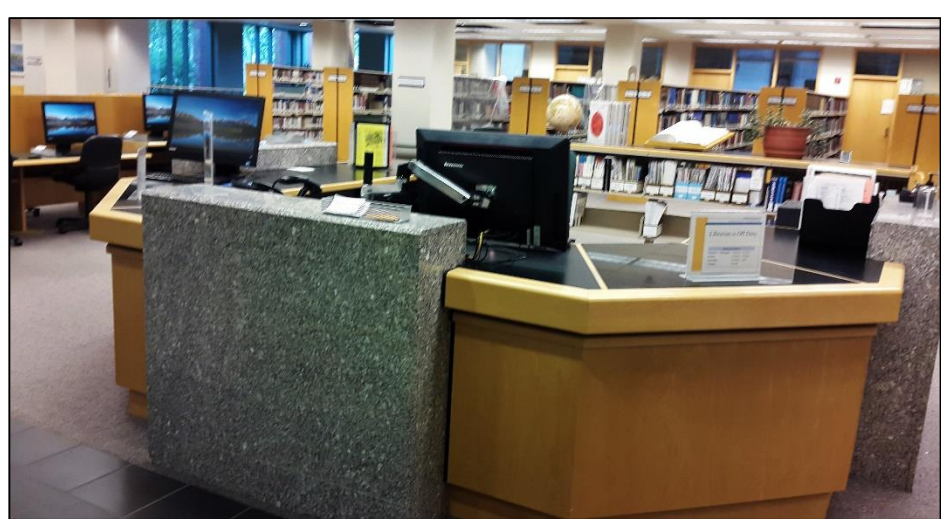
Research Process

1. Researched SPU and student needs.

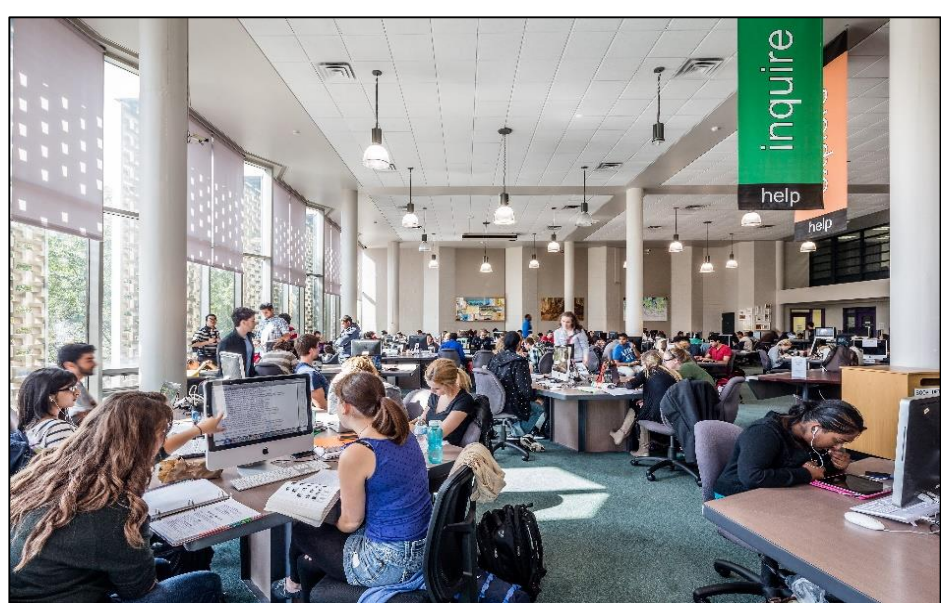


2. Reviewed ten years of reference service models and . . .

Traditional,



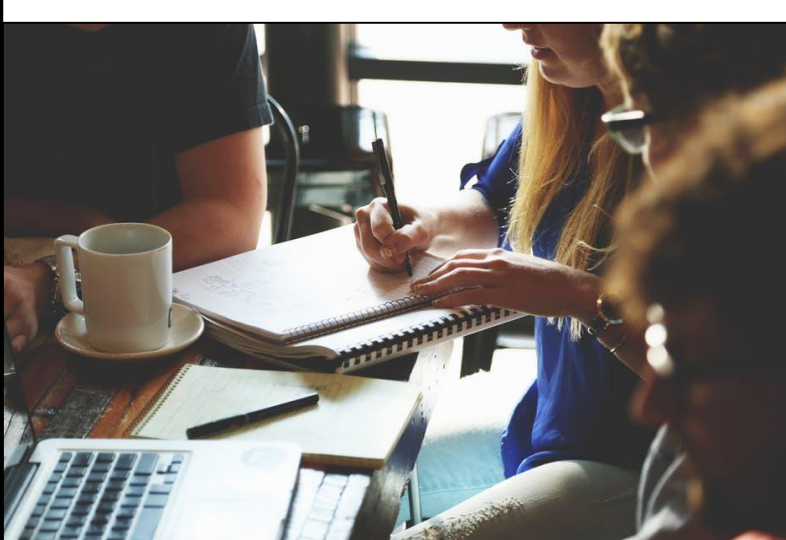
Learning Commons,



and Tiered



. . . approaches



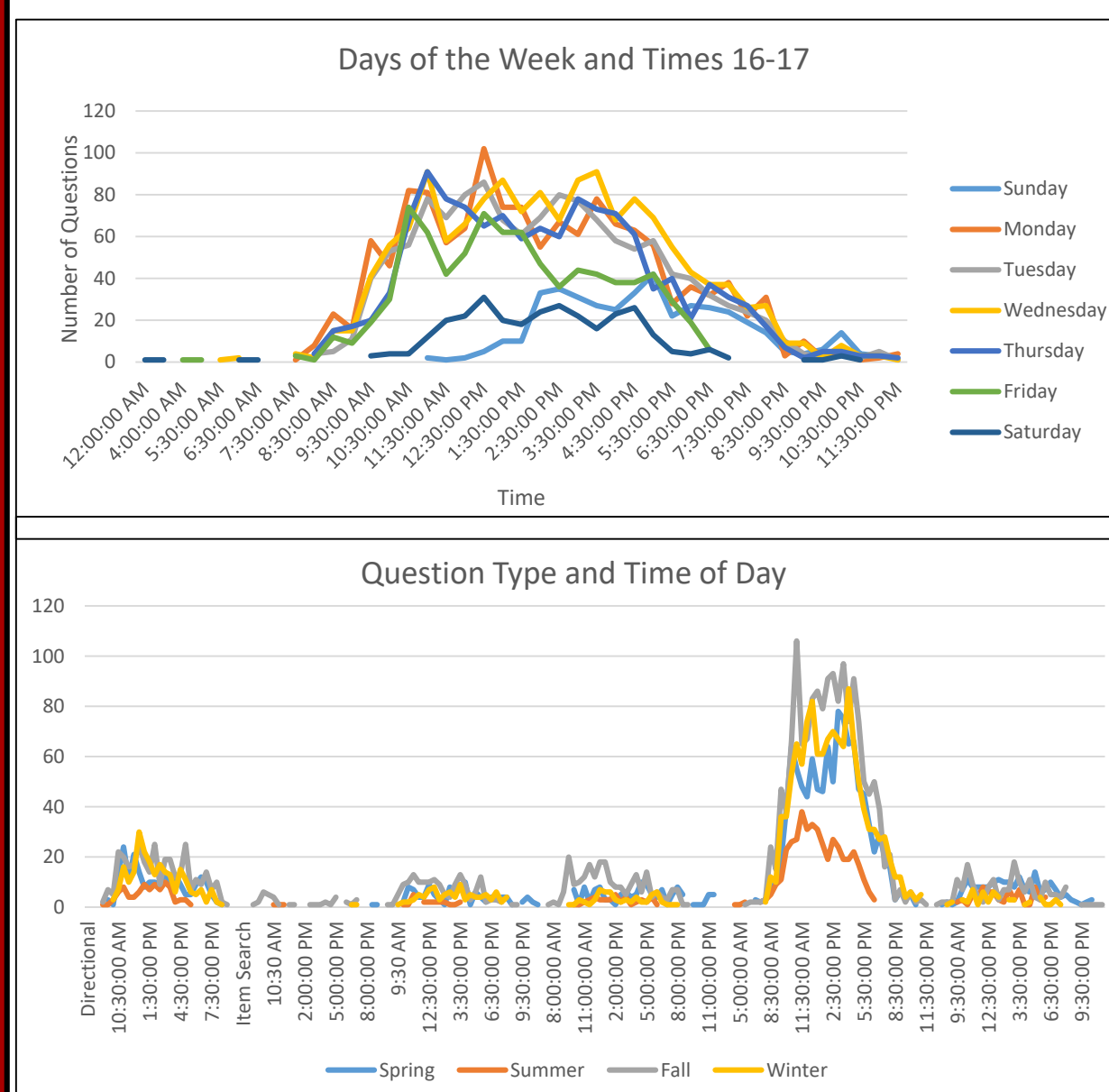
Information Literacy



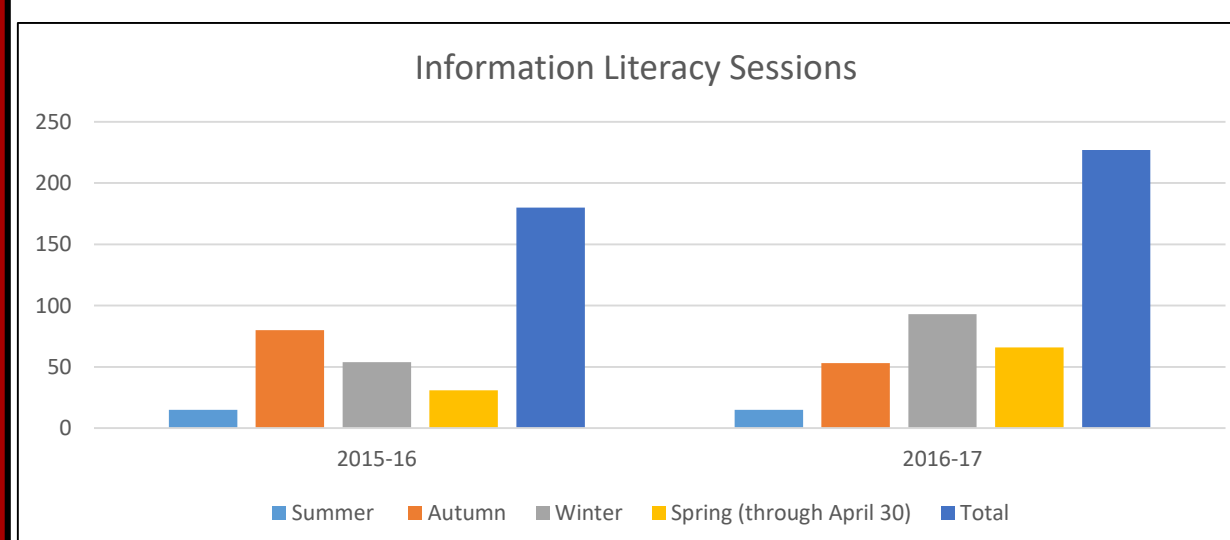
and Marketing

Reviewed Current SPU Reference Desk Services

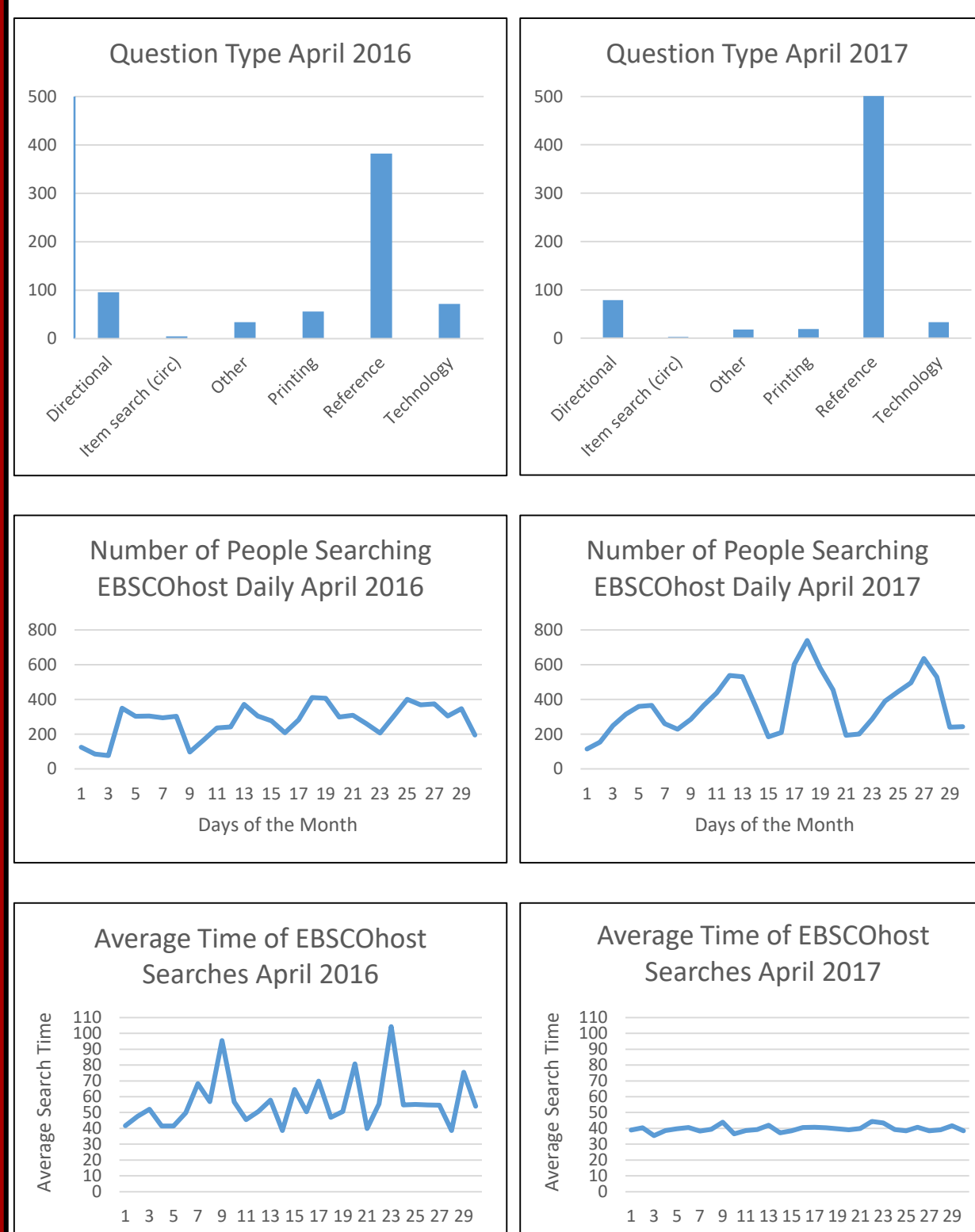
1. Usage Trends Over a Year



2. Information Literacy Trends



3. Changes in Use Between April 2016 and April 2017



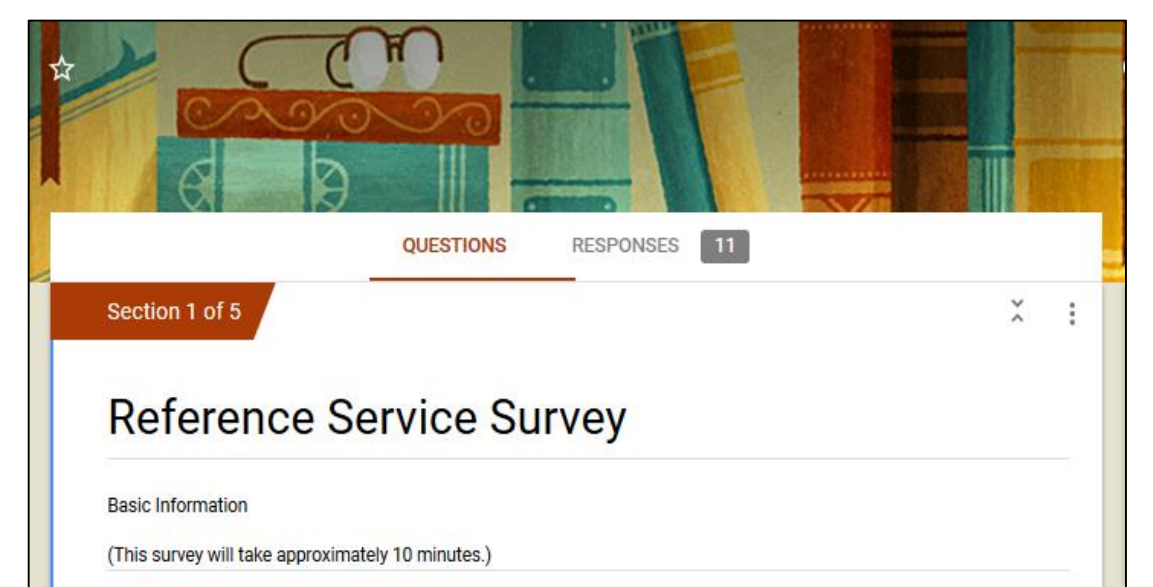
Survey of Other Academic Library Reference Services



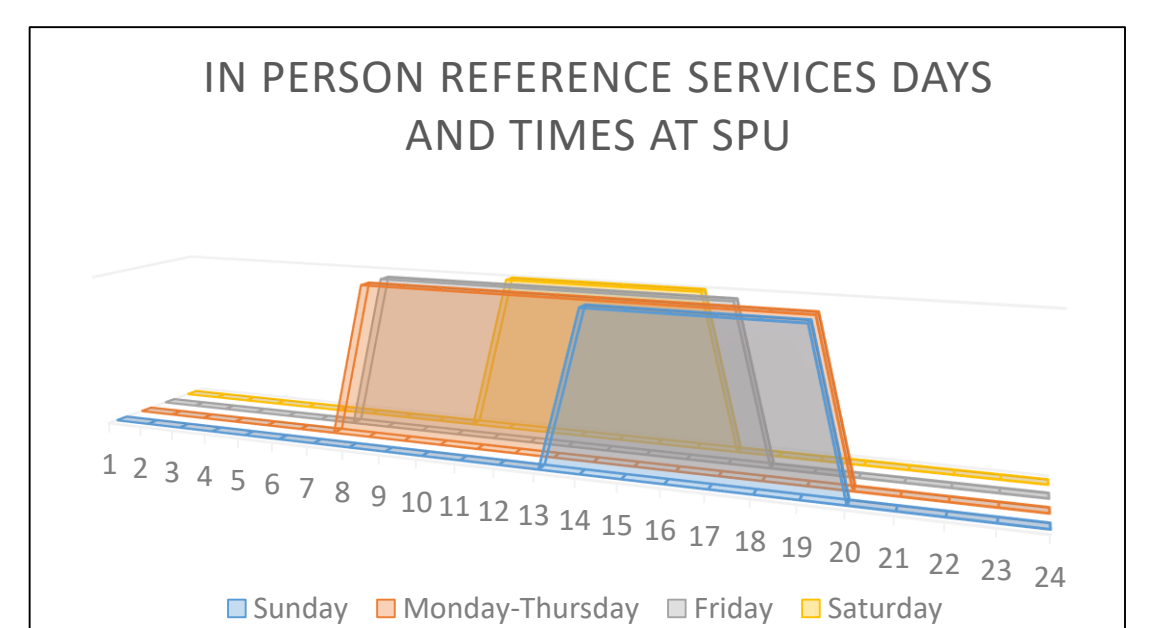
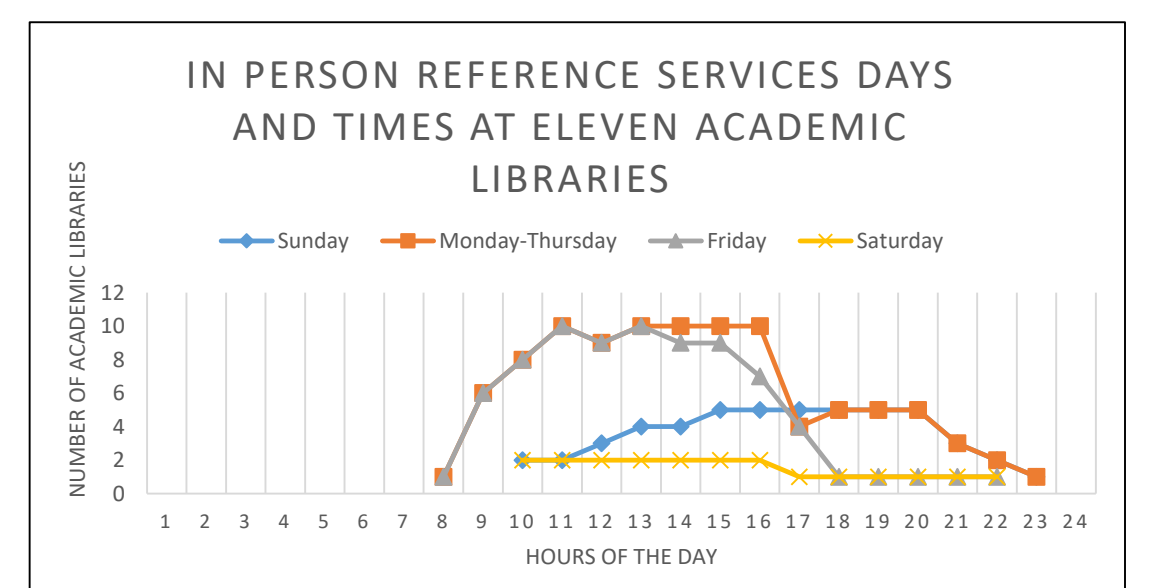
1. Twelve academic libraries were contacted in Washington and Oregon.



2. Eleven academic libraries completed the five section survey.



3. Survey results were analyzed and compared to Seattle Pacific University's reference services.



Recommendations

- Focus on Approaches:
 - Continue to grow the Information Literacy Program.
 - Market library services and resources.
- Continue evaluating the Learning Commons Model.
- Reduce reference desk hours on weekends and during the summer.
- Evaluate reference services semiannually.