Reference Resilience: Balancing sustainability with customized and effective research support

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Reference Resilience: Balancing Sustainability with Customized and Effective Research Support
Laura Hibbler, Brandeis University (formerly College of the Holy Cross) & Jennifer L. Adams, College of the Holy Cross

1. Existing Research Services
   How Do We Meet Ours Students?'

2. Effective...But Is It Sustainable?
   Local Culture
   What does research happen the students of our campus really?

   Sustainability
   How can we sustain a service that is both popular and time efficient?

   Example: Assessment of reference systems without feeling dumb.

3. Many Class Years
   Many Skill Levels
   Not a 'one-size-fits-all' program!

4. Standardization: Impossible?
   Customized, Effective, SUSTAINABLE!

   Do We Still Seem Available for Student Support?
   Learning Metrics: Borrowing during the 80s:
   - Adaptable
   - Customizable
   - Accessible

   Reference Transactions: Issues of Consultation

   - Reference Transaction Statistics
   - Reference Transaction Breakdown
   - Reference Transaction Frequency
   - Reference Transaction Complexity

   Reference Transaction Complexity:
   - Reference Transaction Duration
   - Reference Transaction Outcome
   - Reference Transaction Feedback

   Reference Transaction Feedback:
   - Reference Transaction Satisfaction
   - Reference Transaction Efficiency
   - Reference Transaction Effectiveness

   Reference Transaction Effectiveness:
   - Reference Transaction Impact
   - Reference Transaction Relevance
   - Reference Transaction Significance

   Reference Transaction Significance:
   - Reference Transaction Significance to the Student
   - Reference Transaction Significance to the Librarian
   - Reference Transaction Significance to the Library

   Reference Transaction Significance to the Student:
   - Reference Transaction Significance to the Student's Research
   - Reference Transaction Significance to the Student's Academic Performance
   - Reference Transaction Significance to the Student's Career Development

   Reference Transaction Significance to the Librarian:
   - Reference Transaction Significance to the Librarian's Professional Development
   - Reference Transaction Significance to the Librarian's Continuing Education
   - Reference Transaction Significance to the Librarian's Community Engagement

   Reference Transaction Significance to the Library:
   - Reference Transaction Significance to the Library's Mission
   - Reference Transaction Significance to the Library's Vision
   - Reference Transaction Significance to the Library's Strategic Plan

   Reference Transaction Significance to the Library's Mission:
   - Reference Transaction Significance to the Library's Mission's Alignment
   - Reference Transaction Significance to the Library's Mission's Relevance
   - Reference Transaction Significance to the Library's Mission's Innovation

   Reference Transaction Significance to the Library's Vision:
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   - Reference Transaction Significance to the Library's Vision's Relevance
   - Reference Transaction Significance to the Library's Vision's Execution

   Reference Transaction Significance to the Library's Strategic Plan:
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   - Reference Transaction Significance to the Library's Strategic Plan's Relevance
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   Reference Transaction Significance to the Library's Mission's Alignment:
   - Reference Transaction Significance to the Library's Mission's Impact
   - Reference Transaction Significance to the Library's Mission's Integration
   - Reference Transaction Significance to the Library's Mission's Expansion

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