Using Peers to Shed Light on Service Hours for Librarians

2016 Library Assessment Conference

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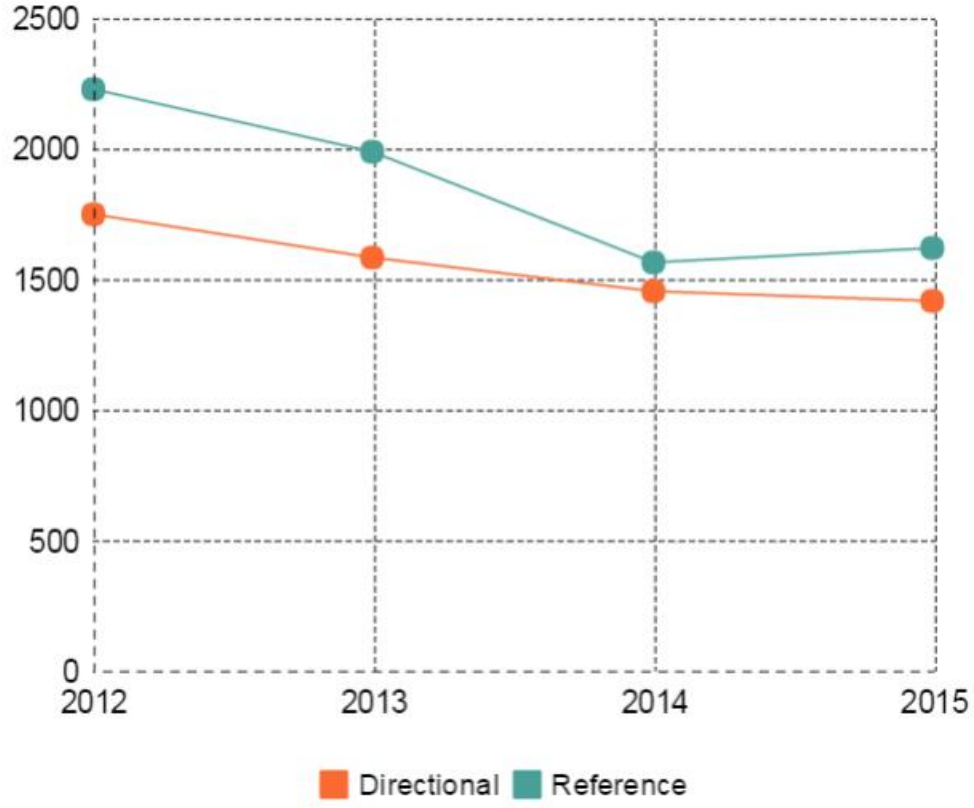
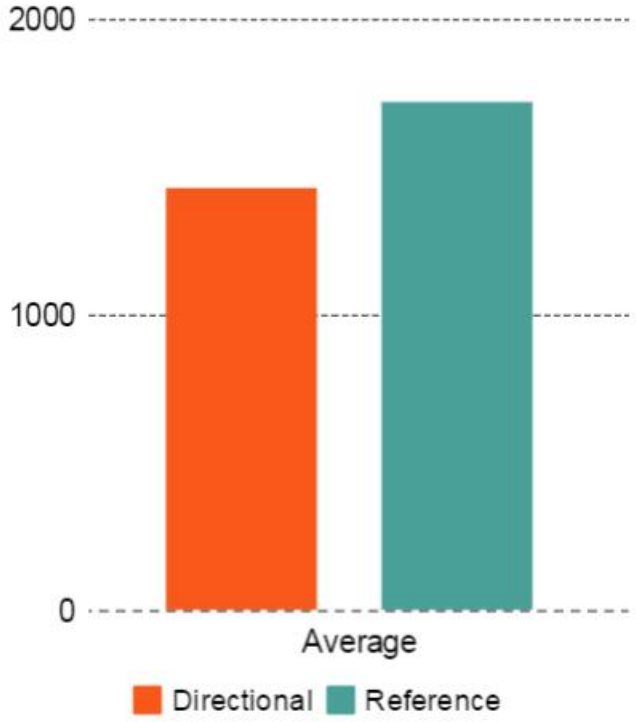
University of Dayton

Reference Trends at University of Dayton





Data showed a trend where we could possibly explore other service models.

Queries have stabilized over time

Research Project

Survey of peer institutions to review librarian roles, specifically

a. Service model trends

b. Reference librarian roles

c. Shifts in work tasks

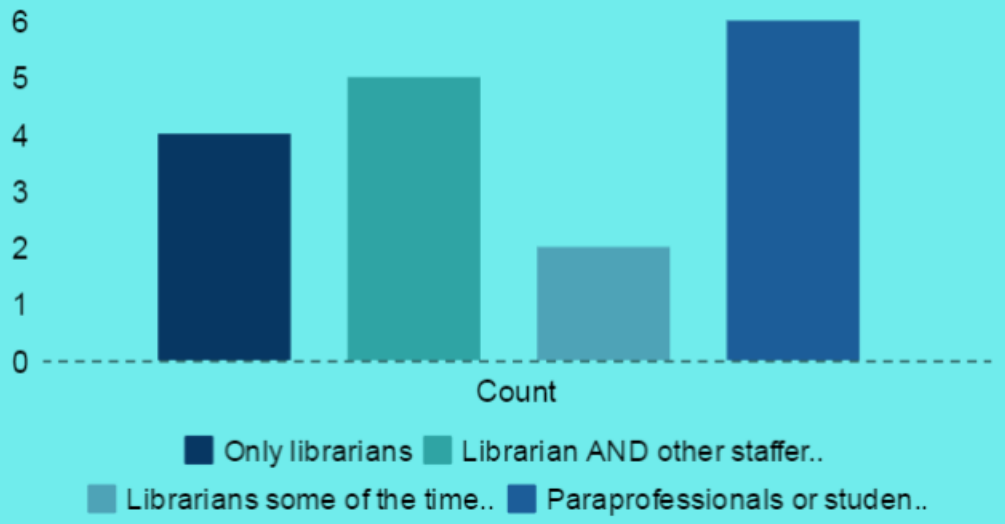
Contacted individuals with Head of Reference Services responsibilities

17 responses from peer institutions

Reference Staffing & Models

Reference Service Models, Responses

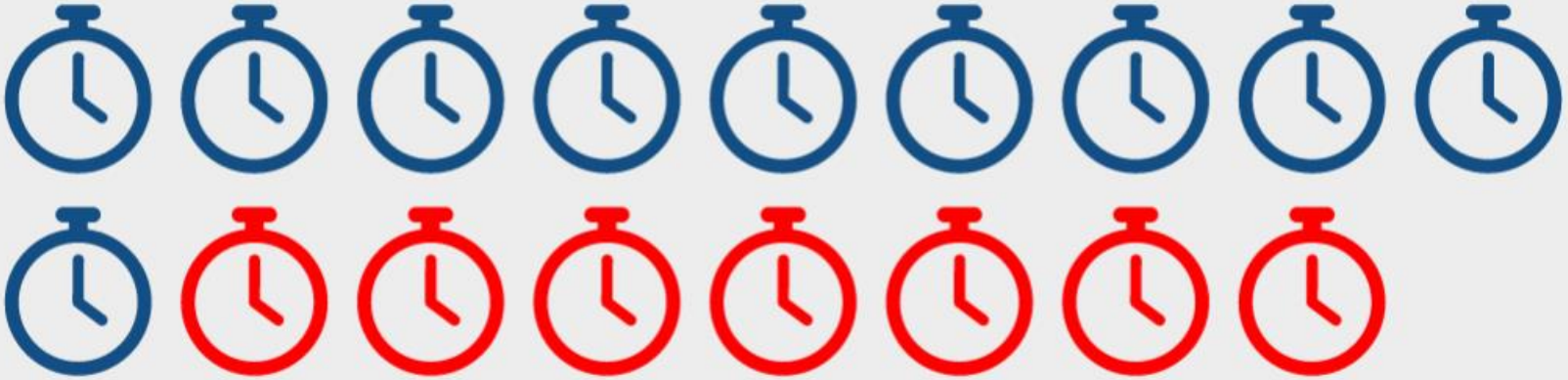
Reference Staffing by Employee Type



Average Staff Numbers by Employee Type

Others Like Us?

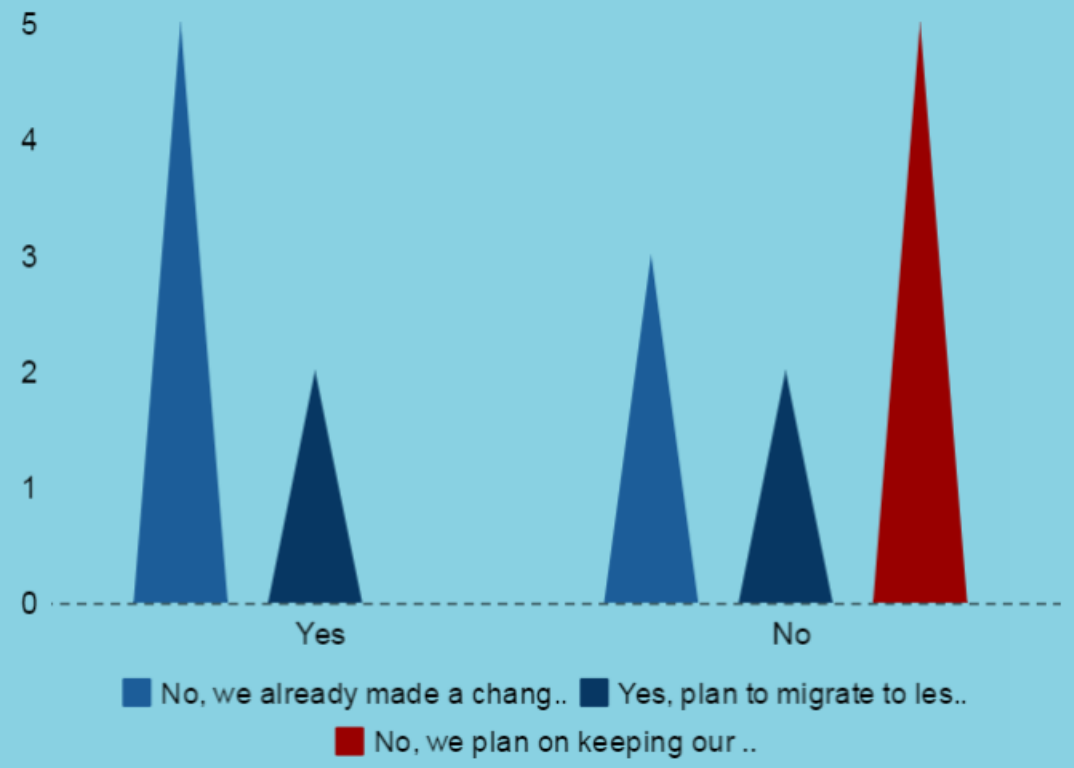
In the past three years, have the number of public service hours for your professional librarians declined?



No (58.82%) Yes (41.18%)

Hours & Plans

Have reference hours for librarians declined and are you planning to change your service approach?



A closer look:

12 have or will change service approaches

5 do not plan to change service approach

What's Happening?

1. **FEWER DROP-IN COMPLEX REFERENCE QUESTIONS**

2. **MORE CHAT REFERENCE**

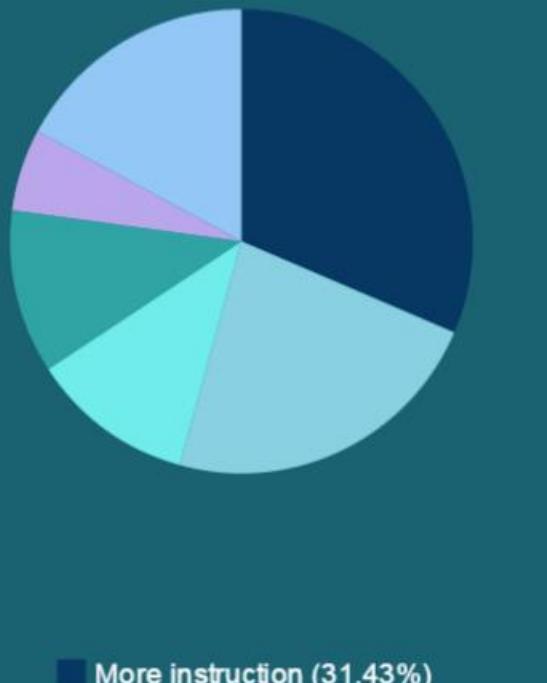
3. **GROWING LIAISON WORK**

OBSERVATIONS:

Librarians are being asked to connect more with students and faculty while moving away from a passive role at the reference desk.

Reassigned Time & Equity

Tasks instead of Reference



Any equity/fairness issues among librarians & reference duties?

"Working on a workload policy"

"We keep statistics with libanalytics, so that's a straightforward way to keep track"

"Because the individual librarians are very different, and needs of the departments they liaise to are very different, and the librarian job descriptions are different, equity is not always relevant. Fairness is more important."

Survey Implications

1 **CURRENT STATE**

2 **RENOVATION PLANS**

3 **FUTURE**

OBSERVATION:

Finding a fair and equitable way to distribute workloads within a team- based approach to public services is challenging, especially when the liaison workload varies from librarian to librarian.

Thank you!

http://bit.ly/lac2016peers

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