Beyond the one-shot IL class: improving access to research assistance at the point of need.

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Spring 2014 Top Ten Nationalities of all Students at AUS

- United Arab Emirates: 17%
- Egypt: 12%
- Jordan: 11%
- Syria: 8%
- India: 6%
- Pakistan: 6%
- Palestine: 5%
- Saudi Arabia: 5%
- Lebanon: 4%
- United States of America: 4%
- Other: 22%
Fall 2013: close to 20,000 patrons
Required one-shot IL classes
Ask A Librarian

Need research help?
library.aus.edu

Research Help Desk
1st Floor-Library
researchhelp@aus.edu
06 515 2277
Research Help Desk on the 1st floor
Information Commons Desk (IC)

Circulation Desk

Entrance
1. Circulation

<table>
<thead>
<tr>
<th>Books</th>
<th>Laptops</th>
<th>Room keys</th>
<th>Markers</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>In 5</td>
<td>Out</td>
<td></td>
<td></td>
<td>Reserve, 1 library record, 2 network cables, 1 laptop charger, lost ID form for clearance, lost USB</td>
</tr>
</tbody>
</table>

2. Directional (where is...?)

<table>
<thead>
<tr>
<th>Restrooms</th>
<th>Classrooms</th>
<th>Presentation &amp; Media rooms</th>
<th>Service Desks</th>
<th>Collections</th>
<th>Other</th>
</tr>
</thead>
</table>

3. Reference & IC Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer:</th>
<th>Referred by CIRC?</th>
</tr>
</thead>
<tbody>
<tr>
<td>I need IT help</td>
<td>Pointed out IC Office, student came back as no one was in office, pointed out student assistant at IT Help Desk</td>
<td>Y / N</td>
</tr>
<tr>
<td>Can I print out A3 size paper</td>
<td>Circ staff busy with another student so PD answered (sorry)</td>
<td>Y / N</td>
</tr>
<tr>
<td>Security guard wanted to know if there was a library conference as he had been asked about this.</td>
<td>Checked AUS website for Events for the day</td>
<td>Y / N</td>
</tr>
</tbody>
</table>

Question:                                                                 | Answer:                                                                                     | Referred by CIRC? |
|                                                                                                          |                                                                                             | Y / N             |
Circ Desk: 5 Reference Questions
IC Desk: 2 Reference Questions
Aha! Moments
Reference Statistics

**Time Spent:** less than 5

**Question Type:**
- [x] Topic search
- [ ] Resource access
- [ ] Technology
- [ ] Specific title
- [ ] Citation
- [ ] Call number

**Mode or Location:** Desk

**Patron Type:**
- [ ] Undergraduate
- [ ] Wri 102
- [ ] Eng 204
- [ ] Graduate
- [ ] Staff
- [ ] Alumni
- [ ] External Guest

**Date:** Previous day

**Question:** No Question Recorded

**Answer:** No Answer Recorded

Submit
Reference-on-the-go!
In the future:
• One desk model investigation
• Night & weekend observations
• Chat reference
• Text a Librarian