

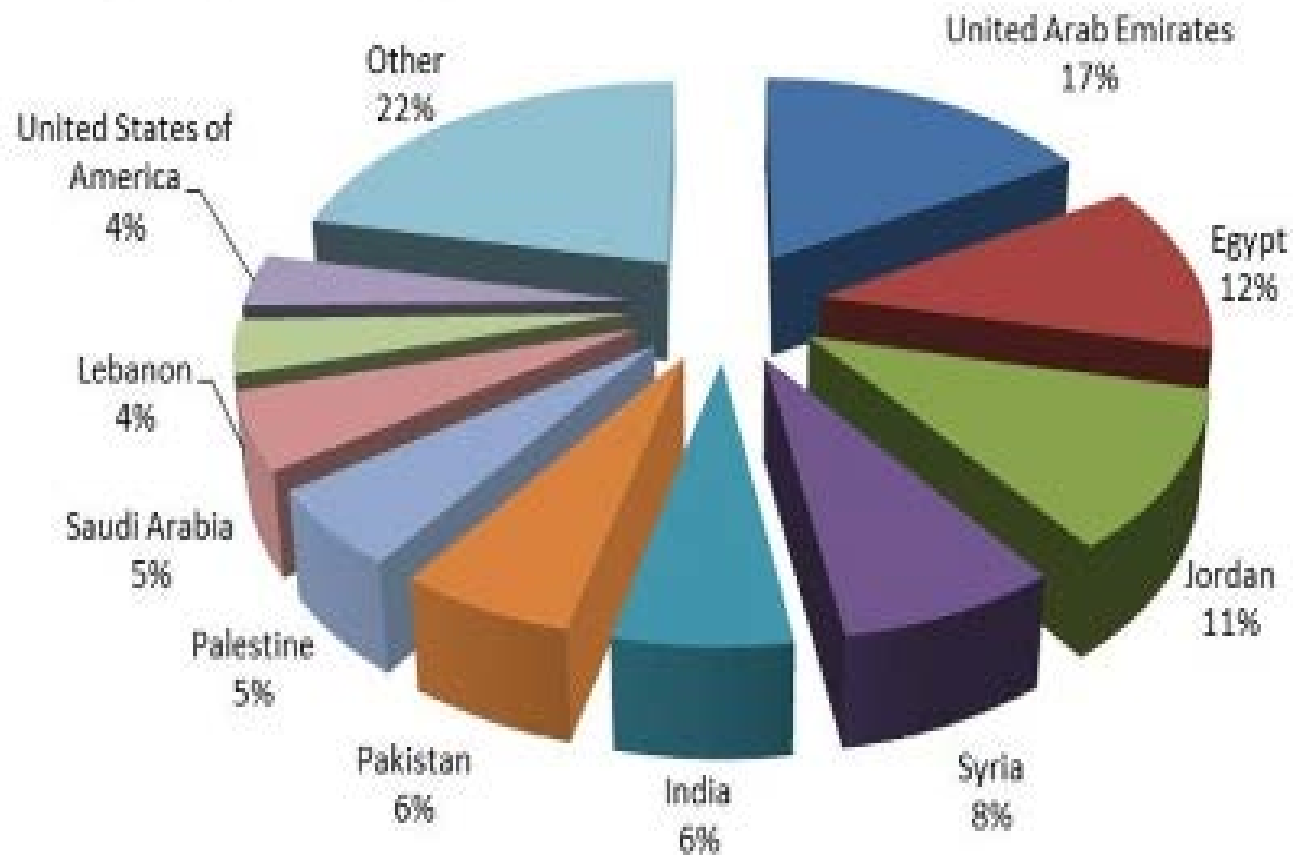
**Beyond the one-
shot IL class:
improving
access to
research
assistance at
the point of
need.**

**Christine Furno
American University of Sharjah
Sharjah, United Arab Emirates**

Arabian or Persian Gulf



Spring 2014 Top Ten Nationalities of all Students at AUS







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



Circulation & Reserves



HALL
LIB019

IC 1

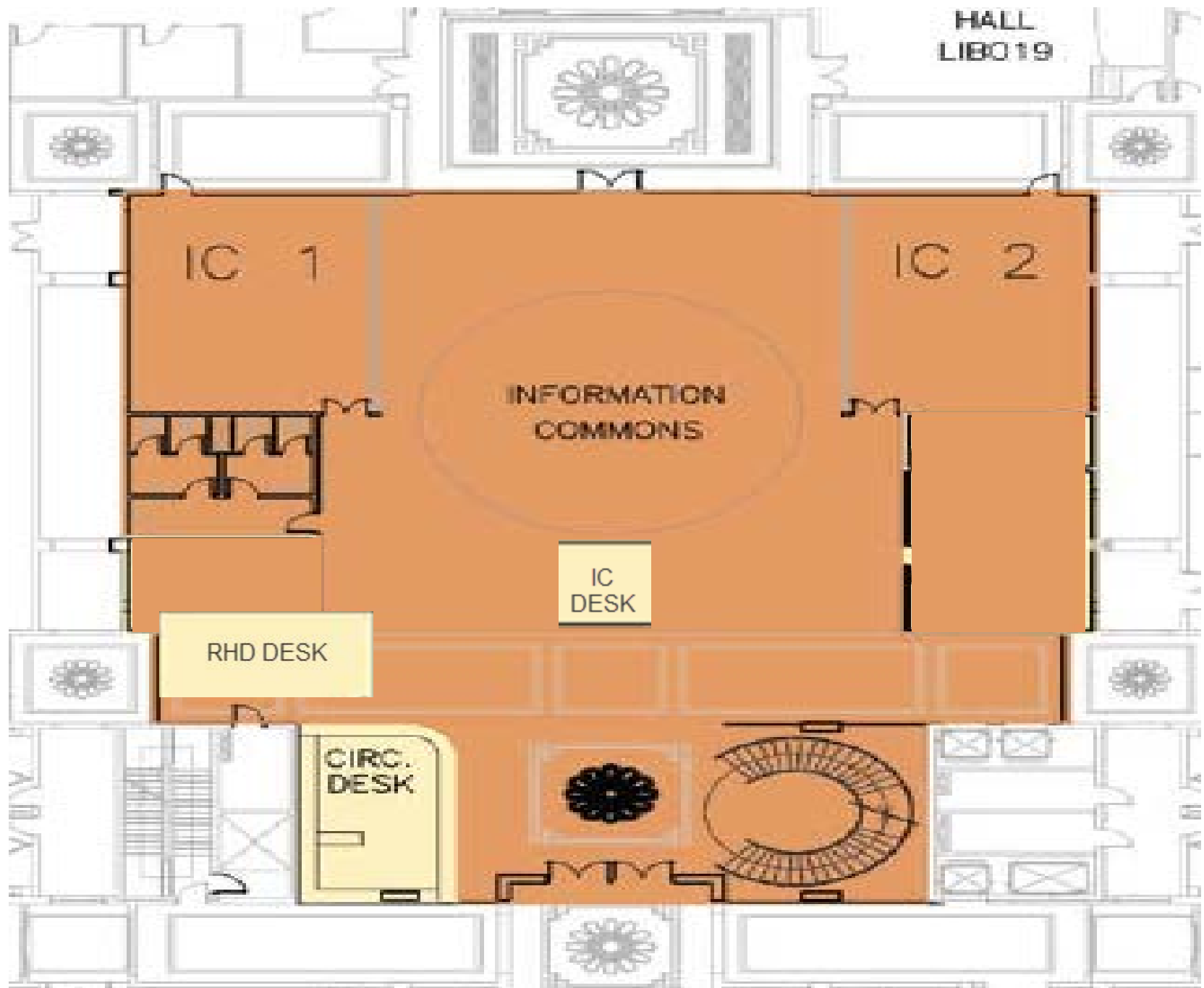
IC 2

INFORMATION
COMMONS

IC
DESK

RHD DESK

CIRC.
DESK





Entrance

Circulation Desk

**Information
Commons Desk (IC)**



Observer: Paula	Date & Time: Sunday Nov. 10, 8-9AM
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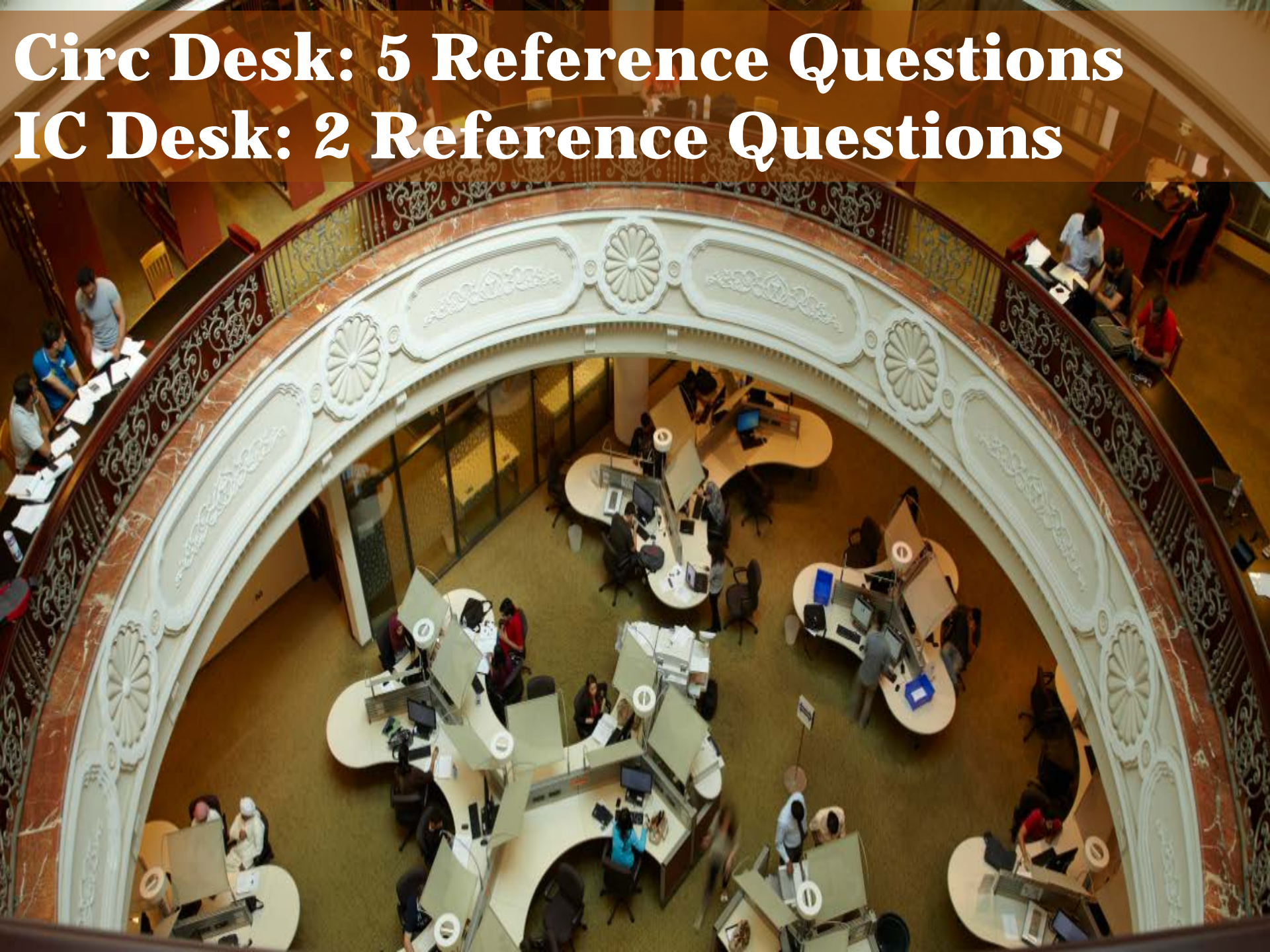
1. Circulation	Books		Laptops 6	Room keys 1	Markers	Other (Reserves, Holds, Library Record) 1 Reserve, 1 library record, 2 network cables, 1 laptop charger, lost ID form for clearance, lost USB)
	In	Out				
	5					

2. Directional (where is...?)	Restrooms	Classrooms	Presentation & Media rooms	Service Desks		Collections	Other (FDC, WC, Testing Room)
				RHD	IC		



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

Circ Desk: 5 Reference Questions
IC Desk: 2 Reference Questions



Aha! Moments



Reference Statistics

Reference

Facilitative

Faculty

Time Spent:*

less than 5 ▼

Question Type:*

- ☒ 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!



Weekend



In the future:

- **One desk model investigation**
- **Night & weekend observations**
- **Chat reference**
- **Text a Librarian**



Thank you