In the evening hours, Chat reference is also more popular for Undergraduates. However, in fall 2010, several things changed. The Undergraduate Research and Central Reference desks had always answered IM questions from the in-person and phone patrons as well. In spring 2011, we started a pilot of the READ Scale to determine the difficulty of the questions received at different desks, through different modes of communication between the librarians and graduate assistants. Desk monitoring IM and text-messaging questions. The IM desk is a physical location removed from the in-person reference desks, to staff about perceptions of stress and busyness at the reference desks, to meet all of our goals.

We already know that staff assistants.

Goals

• Conduct focus groups with staff about these goals.

• Gather feedback from communication while maintaining the co-staffing vital

• Hopefully help with assigning staff that have the

• Completeness, tone, and appropriateness of answers.

• Provide more on-desk work. This will take more

• Fluctuate staffing levels across the semester and

• Particularly at the IM desk. To avoid over-staffing,

• Consequences of the desk. We have the following

• Have stress levels decreased?

• Are we cross-training and mentoring on the IM desk?

• Has quality improved?

• Are we staffed optimally?