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## **The Changing Reference Landscape: An Assessment of Mann Library's combined Service Desk**

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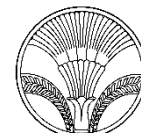
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# THE CHANGING REFERENCE LANDSCAPE:

## AN ASSESSMENT OF MANN LIBRARY'S COMBINED SERVICE DESK

Ryan Tolnay



**NEED**

- New combined service desk model
- Assess reference use as affected by the new model



Map courtesy of Wendy Thompson

### METHOD

- Literature review of current trends
- Online and in-person patrons surveyed
- 56 total respondents

### FINDINGS

- Undergrads Prefer Help In-person
- 51% of Respondents Had Used In-person Help That Year
- Grad Students Evenly Split in Preference

### MOVING FORWARD

- Regular assessment
- Creation of UX team for proactive actions
- Continue to offer all reference services to patrons