Introduction to Instruction and Reference Services

ALL STAFF MEETING
MAY 2011
Today we’ll learn about...

- Why we have IRS
- Our early objectives
- Our current objectives
- Where we are going
- Some challenges/opportunities
- Who we are
- What questions you have
There are many entry points....

http://www.flickr.com/photos/samkim/78838970/  
5/18 & 19/2011
BIT 2.1 Do I Need to BLAST? The Use of BLAST Link

BIT 2.1
Do I Need to BLAST? The Use of BLAST Link

Learn how to use BLAST Link to find sequences with similarity to amino acid sequences.

Question: How can I find business failure rates?

*Please describe your question in as much detail as possible.

I am looking for information on the operational challenges of Taza chocolates.
Science meets dessert

FREE ICE CREAM for Freshmen
Thursday, September 2, from 2:30–3:30 pm
Lipchitz Courtyard (Building 14)

libraries.mit.edu
Users should be swiftly connected with the right services and people no matter what path they’ve taken.
Who makes sure it happens?

- We all do!
- Everyone serves the MIT communities.
- We take it seriously.
- We provide excellent service.
IRS’s role is to enable all of us to be more efficient and effective in those roles.
Our early objectives

- **Service continuity**
  - Orientation
  - Service desks
  - IAP

- **Role distribution**
  - Service desk support (reference)
  - Ask Us! and RT coordination
  - Instruction, DIRC, & Orientation
  - Self-help content: Libguides, tutorials, DRA

- **Interdepartmental communication and relationships**
Our current objectives

- Instruction vision and goals
- DIRC improvements
- Training for service desks
- Mapping relationships with partners (instruction)
- Sharing knowledge and practices for self-help content
- Learning about reference and referral activity
Two Complementary Studies

**Reference and Referral Study** - November 29 - December 5, 2010, April 11-17, 2011

- To learn how questions are handled at the desk

**Librarian-Desk Contact Study** - March 7–18 & April 11-22, 2011

- To understand how librarians are supporting desk activities.
Where are we going?

- New instruction plan.
- Continue learning about our reference services.
- Implement and assess training program.
- New approaches to tutorials.
Challenges/Opportunities

- Building bridges between services
- Preserving our capacity to support core, broad-based services and activities
- Lowering the cost of participation
- Presenting a coherent portfolio of services
- Building partnerships with other MIT groups (in the delivery of I&R).
Applause!

Or Questions......