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## Reference renovated

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## "Reference" Renovated

by Jim Van Fleet, Librarian/Coordinator for Science and Engineering Resources  
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Look up the famous quote that asserts "life imitates art." Not sure where to begin? The place to go, and the most recent proof of this truism, is the Research Services office on the main floor of the Bertrand Library. Our newly completed office renovation is a work of art that reflects the hard work and expertise of Bucknell University's Facilities staff. Renovation began in January of 2004. Hidden behind a construction barrier, the sounds of renovation could still be heard in the library as our office redesign progressed through the spring semester.

Another process has been going on for a year, unseen by library users. The ISR staff members who provide research help at the Reference/Information Desk, teach library instruction sessions, and provide one-on-one research assistance, have been going through a comprehensive work redesign. Jeannie Zappe, Director of Service Integration, and Nancy Dagle, Director of Information Integration, have helped us through a process of

weekly meetings and day-long retreats. We reevaluated what we had called "reference services," and discussed the information services that the Bucknell community needs. We recognize that library research is evolving, and our staff needs to be flexible to keep up with new technologies and the changing needs of faculty, staff, and students.

The result of our work redesign is a new distribution of responsibilities among staff members, and a new emphasis on research services when and where they are needed on campus. Faculty may have the opportunity to work with a new ISR liaison this fall semester. New tools reflect our new focus; the new ISR website, the *myBucknell* portal and the Research by Subject web pages, software for creating digital image collections, and even our newly redesigned office space will all assist Bucknellians with their information research.

The Research Services office renovation brought together in one area many of the staff responsible for reference and research assistance, and

we welcome everyone to visit and use our newly "renovated" services. As we move back into our new office space, we are ready, as the name on the door implies, to provide Research Services. Our focus is on making the connection with faculty and students when they need research help — via Reference Chat software, email, phone or in-person assistance. Although the Reference/Information Desk is still the place to start when you are in the library and have a question, walk-ins to our Research Services office are always welcome.

We hope to connect with library researchers through new web services, such as the "Research by Subject" web pages, and portal technology. These are exciting new tools for finding information on your topic whether searching by subject, course number, or department. Ask a Research Services staff member to show you how they work.