



Get on the Bus

Rev up your reference skills

The Webinar will begin at 11 a.m.

Dial 1-877-278-8686 and enter the PIN 346661
to join the conference call.







TECHNOLOGY CENTER

**SELF-SERVICE
INTERNET**
Please obtain an internet computer
with high speed, low latency and broadband
access. All users must be
at least 18 years old.
Guest internet access is at the
self-service kiosk.

Internet
8

Internet
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Internet
1







Things that help roving work

- Roving meets people at their point of need, at the stack, the desk or the PAC.
- This contact welcomes our clients.
- Client feedback indicates roving most often is appreciated.
- Roving eliminates the "barrier" of the ref desk.
- Roving insures that we care that our client's needs are met.
- Staff is more aware of what's going on in the stacks.
- Staff are more aware of what materials are in the stacks.

Things that work

- Roving gets the staff member moving .
- Our perspectives, and brain cells get revived. Staring at the computer gets old.
- As rovers, are better able to help when people are confused about genre and dewy sections.
- We can assist a larger number of people
- It is beneficial to be up and around among the stacks

Reasons for concern

Breach of private or sensitive subject matters

Desk is left vacant for five or more minutes
some of the time

Desk provides security for staff

Numerous and frequently used resources are
readily available at the desk

People are accustomed to a stationary
reference service and may not find us right
away.

- There is a fine line between allowing enough time for people to orient themselves and asking them if they need help.
- It is easy to get too engrossed in other things at the desk, thus forgetting to rove or even look up.
- We need phones that are not tied to the desk.
- There is only enough staff to have one person on the reference desk.
- *It is important to be visible to the patrons in a central location, roving may take you out of a central area.*

Reference services changes

1. Reasons for performing our service differently start with our **reshaped spaces.**

Campbell County has experienced population increase. Five years ago our population was 33,698, today it is probably in excess of 42,480. This has also caused an increase in the need for services at our library. Have you experienced changes at your library that have reshaped your space?

Demographics changes

Campbell County, Wyoming

Population Increase

July 1, 2009	442,57
July 1, 2008	33,698
July1, 2007	25,287
July 1, 2006	23,611
July 1, 2005	22,495

Wyoming Department of Administration and Information:
Economic Analysis Division February 2010

Changes in your reshaped spaces

- Is your work space the same? Has the configuration changed in any way?

The staff at CCPL continue to adapt to two desks; it has brought significant change to Roving Reference at this library. It has complicated the roving process, but we have not given up.

One way to rove??





REFERENCE

HELP DESK

QUIET AREA



Changes in our roles:

Change in technology
has brought drastic
change to reference
work.





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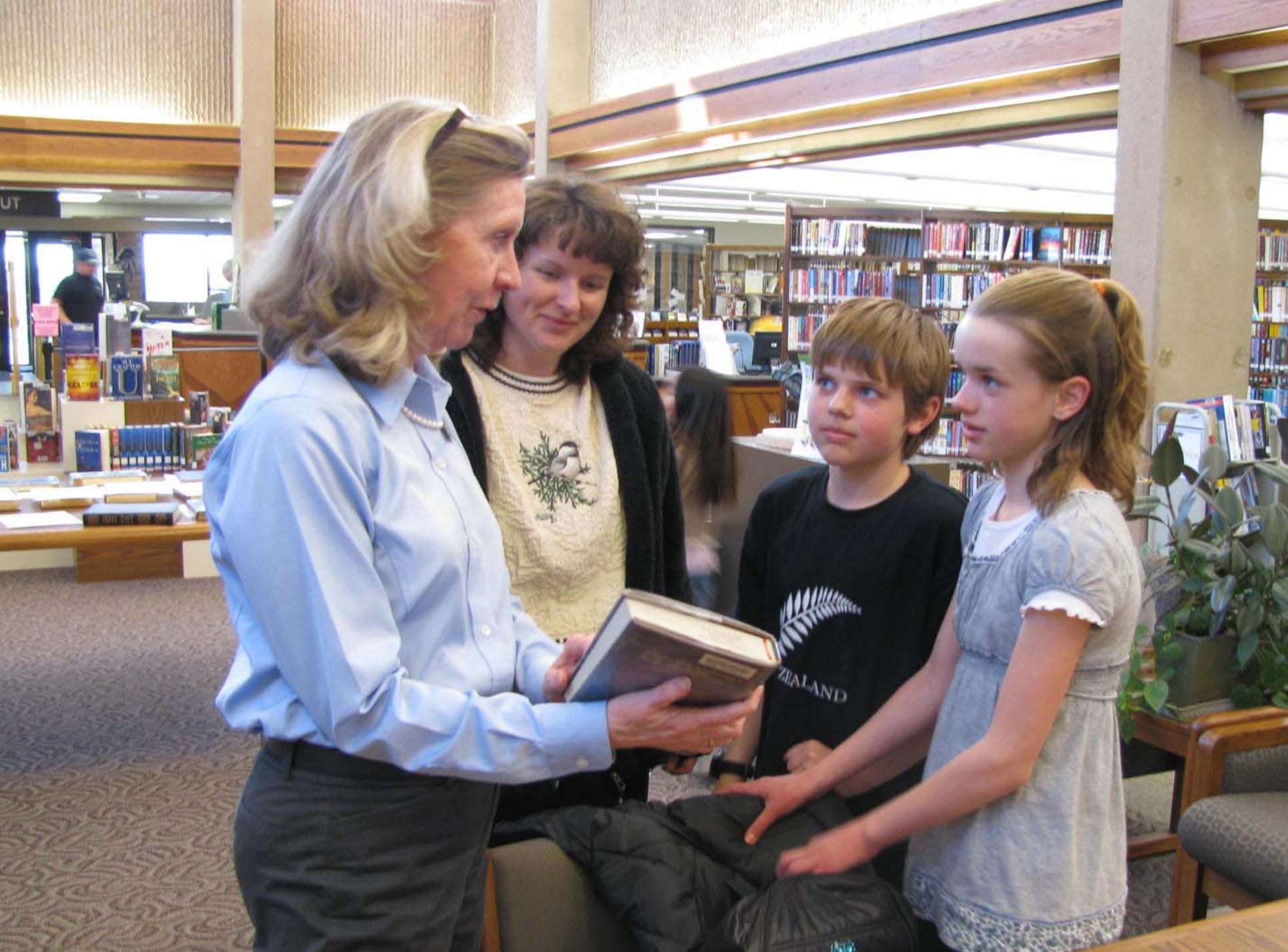
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OVERLORD

Voodoo Histories
The role of
the Conspiracy
Theory in
Shaping Modern
History
DAVID
ASTOR-VILLIERS

REFERENCE

New
Nonfiction



Make Roving Work

- ❖ Simplify
- ❖ Adapt
- ❖ Educate the users
- ❖ Delay or Eliminate

Simplify

CCPLS Staff Wiki / Wyoming Resources - Mozilla Firefox

File Edit View History Bookmarks Tools Help

pbworks.com https://ccpls.pbworks.com/Wyoming-Resources

Most Visited Calcium WSL WYLD NETWORK: Us... MD Health & Diet Center... PB Log In To ccpls WSL Wyoming Libraries Dir... Menu Planner WYLD CAT: The Wyo...

PB CCPLS Staff Wiki / Wyoming Resources

My PBworks Workspaces CCPLS Staff Wiki

aja71@ccgov.net account log out help

Wiki Pages & Files

Search this workspace

VIEW EDIT

★ Wyoming Resources

last edited by MCT 3 days ago Page history

2009 Salvation Army Human Resource Manual

Please note: This information is listed alphabetically. You can open the Word document, then click on **Find in the upper right hand corner**, type in your key word, then click on **Next**. Things may not be listed where you think they should be. For example, rentals are in the "A's" for **Apartment Rental Information**.

Connect Wyoming (Effective July 1, 2009, the public web site for Connect Wyoming ended due to limited funding and growing software and hardware demands. Because Connect Wyoming has information useful to service providers and people across Wyoming, we want to make sure that those who need that information continue to have access to it. We have a plan to provide the human services information from Connect Wyoming, but in a streamlined fashion.

Wyoming Wikis

- [Wyoming Authors Wiki](#)
- [Wyoming Place Names Wiki](#)

Create a page

Upload files

Share this page

You don't have permission to change this page's folder.

Add Tags

Navigator

Reference Department

- Reference Research Log
- Reference Staff Meeting Schedule 2009
- Scanning Instructions
- Tech Instructions
- Wyoming Resources**

Pages Files options

SideBar

Done

campbell county public library system

gillette and wright, wyoming

2101 south 4j road • gillette
307.682.3223
305 wright boulevard • wright
307.464.0500

- Home
- Services
- Events
- Ask a Question
- Research Help
- Find Books & More
- Library Card
- Kids
- Teens

[Library Account](#)

Books and More
Gillette

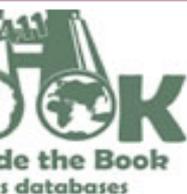
by Go!
[Advanced Search](#)

Books and More
Wright

by Go!
[Advanced Search](#)

Library Site

Go!



Library Staff Start Page

[WYLDCAT - Gillette](#)

[Search All Wyld Libraries](#)

[WYLDCAT - Wright](#)

Our Sites

- [Calcium Calendars](#)
- [Clip-Art.com](#)
- [Collection Development Policy](#)
- [Staff Wiki](#)

Online Forms

- [Incident Report Form](#)
- [Maintenance Request Form](#)
- [Technology Problem Form](#)

County Sites

- [County Intranet Site](#)
- [County Site](#)
- [Gwava](#) - GroupWise spam filter
(**In Library Only**)

Our Blogs

- [Patty's Palaver](#)
- [Richard's SF Ramblings](#)
- [Staff Book Reviews](#)
- [Staff Picks](#)
- [NWS Severe Weather Summary - Rapid City, SD Forecast Office](#)

WYLD Sites

- [WorldClient - @will Email](#)
- [WYLD Databases blog](#)
- [WYLD Network Homepage](#)
- [WYLD Technotes](#)
- [Wyoming State Library](#)

Library Associations

- [American Library Association](#)
- [Mountain Plains Library Association](#)
- [Public Library Association](#)
- [Wyoming Library Association](#)

Online Resources

List of All Resources with Descriptions

Databases	eBooks List
ABC-CLIO Social Studies web sites	Information Science & Library Issues Collection
Academic OneFile	InfoTrac Newsstand

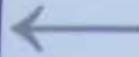
QUIET AREA

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Playboy
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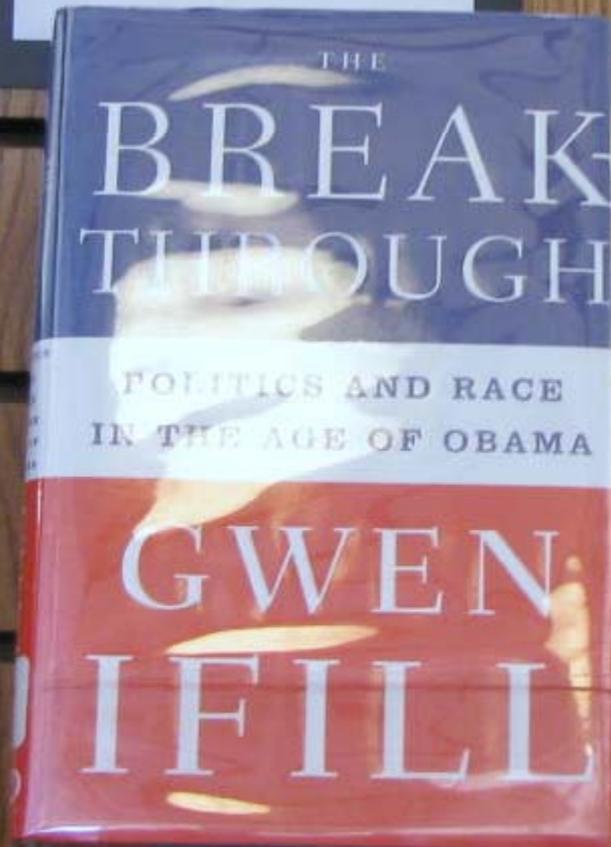


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Rutheiser

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Hessler



950.48
MacIntyre



Egypt

Fodor's

**LARGE
PRINT
AVAILABLE
HERE**



GETTING
OUT

LOVE
LOVE

SH...

LIGHT
AREA

...

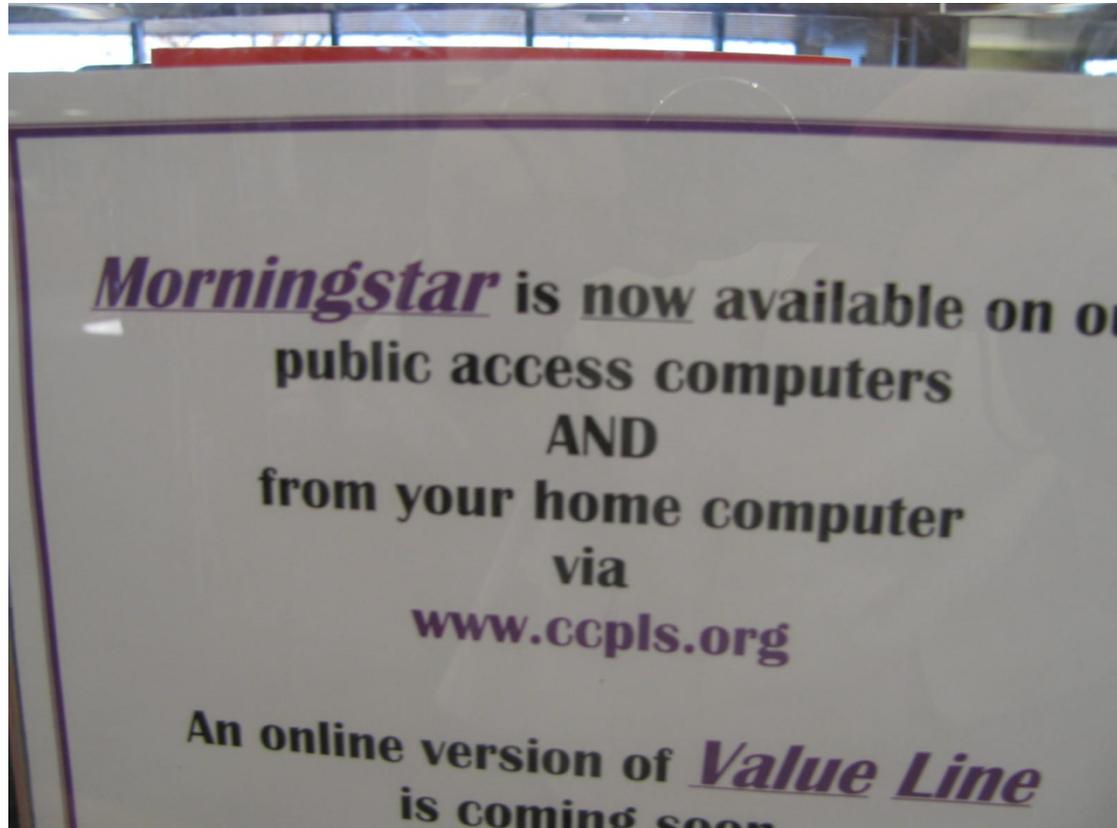


HANG ON CANDI !!! That isn't exactly what we had in mind, either, but you are roving.



Educate

These users seem to be getting along just fine. Please Mikki, we need you in the tech center...the photocopier is jammed!



Signs help to educate.

This is placed next to the Morningstar and Value Line paper copies.

Delay & Eliminate

What can you
put off?

What are you
willing to give
UP?



REFERENCE

