Q2 What reference resources or databases do you have online?

Answered: 18   Skipped: 0

#	Responses	Date
1	Lynda.com The computer school The law handbook Choice	5/2/2017 4:01 AM
2	ANZ Reference Centre, ANZ Points of view, Gale Onefile, Encyclopedia Britannica, Oxford Reference Online, Choice online via Flipster, The Age Online, PressReader	5/1/2017 10:19 AM
3	Encyclopedia Britannica Virtual Reference Library - Cengage titles we have purchased Health & Wellness	5/1/2017 6:16 AM
4	Britannica - we are debating about renewing this as use is mediocre.	4/28/2017 3:14 AM
5	Britannica Library, General OneFile, ANZ Reference, Australian Dictionary of Biography, Aust Bureau of Statistics	4/27/2017 4:27 AM
6	World Book Online, Encyclopedia Britannica, Britannica Image Quest, Biographical Resource Centre, Ancestry.com, Find my past, Science in context, Health and Wellness Resource Centre, Opposing Viewpoints, The Age Digital Edition, Access World News Newsbank.	4/27/2017 3:19 AM
7	Informit - includes peer reviewed databases Credo Britannica Library Oxford Dictionaries	4/26/2017 10:25 AM
8	Brittanicca, Global Issues in context, Marshall Cavendish	4/26/2017 10:03 AM
9	http://www.kingston.vic.gov.au/library/eLibrary/eLibrary#Students We mainly have databases aimed at primary and secondary students as we tend not to get the more academic queries that justify spend large amounts on ANZ ref ect.	4/26/2017 9:29 AM
10	Encyclopedia Britannica, various family history resources such as Find My Past, Ancestry; Road to IELTS; Atomic Training; Transparent Language Online.	4/24/2017 10:33 AM
11	* Encyclopedias and dictionaries * Reading guides - what to read next, who writes like, etc. * Databases such as one File, Ebsco, ANZ reference * Press Reader * Computer tutorials * Road to IELTS, Transparent languages, AMES * Health and Wellness	4/24/2017 4:48 AM
12	Encyclopaedia Britannia, Macquarie Dictionary	4/22/2017 2:35 PM
13	Genealogy resources General Onefile (which we will be deleting due to lack of use)	4/19/2017 8:52 AM
14	Oxford Reference, Encyclopaedia Britannica, InfoBase databases-science online, modern world history, world religions, ancient and medieval history	4/18/2017 10:16 AM
15	Encyclopedia Britannica (will probably cancel), Ancestry, Road to IELTS, Transparent Language, Your tutor	4/18/2017 12:57 AM
16	EbscoOnline	4/14/2017 1:24 AM
17	We subscribe to a number of directories as well as indexes such as ANZ reference centre. A lot of material is available for free ie: ABS.	4/13/2017 9:04 AM
18	Gale Health, Gale Science, ANZ Reference Centre, Encyc Britannica	4/13/2017 6:00 AM

Q4 What are your organisation's future plans for reference collections?

Answered: 18   Skipped: 0

#	Responses	Date
1	Further weeding at branches. A review of the Regional Headquarters collection planned - looking at available budget, staffing,usage and competition for space.	5/2/2017 4:01 AM
2	Possible integration of hard copies into the collection. Possible cancellation of online reference databases	5/1/2017 10:19 AM
3	Basically we only purchase the Melway and the Law Handbook as hard copy. The funds that used to go into the Reference Budget are now directed towards the Online Resources Budget.	5/1/2017 6:16 AM
4	Retain only 'ready reference' collection consisting of Dictionaries and fast fact guides - 2 -3 shelves approx. Five rears ago our main REF collection was 20 bays.	4/28/2017 3:14 AM
5	Make them smaller, possibly remove entirely.	4/27/2017 4:27 AM
6	To eventually phase it out entirely	4/27/2017 3:19 AM
7	Continuous reduction of reference collection as / where possible - more integration into lending collections or withdraw due to lack of end user engagement/relevance	4/26/2017 10:25 AM
8	Kept relevant to our patrons, Only a small collection	4/26/2017 10:03 AM
9	Continue to review annually. We cont. to reduce the no of copies we receive. Eg I rely on staff letting me know what is being used eg Mims actually gets used periodically at a couple of our branches by our older population but has just doubled in price. I will be getting one copy and staff can get info sent across to other branches. There is an expectation that we will hold at least a dictionary and encyclopedia by our customers. We are experimenting with putting in study guides, text books ect at our new branch next to Secondary school	4/26/2017 9:29 AM
10	Have actually been contemplating weeding and interfiling with non-fiction.	4/24/2017 10:33 AM
11	We have reduced collections sizes by 50% at three sites and will reduce the collection at the fourth site by end of 2017. Further reductions are possible	4/24/2017 4:48 AM
12	The evidence says it is not wanted but we have many vocal elderly borrowers who think it is part of a good library- so trying to balance those conflicting forces. I expect we will keep something 'for show' for a few more years.	4/22/2017 2:35 PM
13	We have retired our reference collections at all branches and don't plan to resurrect them.	4/19/2017 8:52 AM
14	Considering various options such as further reduction in number of items, reference collection only at some branches or no reference at all-customers to be directed to online resources	4/18/2017 10:16 AM
15	I would like to abolish them, but there is a bit of resistance from "traditional librarians".	4/18/2017 12:57 AM
16	Rely on online resources, with a few language dictionaries etc	4/14/2017 1:24 AM
17	Like everyone's ours has been reducing as more and more material becomes available online. That said I think there is a space and a need for some ready reference resources that allow us to meet the immediate information needs of library users as well as provide a suitable basis for any long term research they may have.	4/13/2017 9:04 AM
18	To not have one	4/13/2017 6:00 AM

Q5 What do you see the future role of a Reference Librarian looking like?

Answered: 17   Skipped: 1

#	Responses	Date
1	Diminishing rapidly	5/2/2017 12:01 PM
2	Helping patrons get the most out of Google, giving advice on reading choices.	5/1/2017 6:19 PM
3	'They want help doing things rather than finding things': http://www.publishersweekly.com/pw/by-topic/industry-news/libraries/article/68019-for-future-reference.html	5/1/2017 2:16 PM
4	Facilitating digital access to information - much of our staff time is engaged in sourcing information or directing customers to government information online. We have a high percentage of customers who are not digitally literate and need assistance sourcing information / forms etc online.	4/28/2017 11:14 AM
5	Being amalgamated with other roles (my role is combined with Community Heritage).	4/27/2017 12:27 PM
6	I don't think there will be specific roles for reference, librarians will have multiple skills across the many roles in the library	4/27/2017 11:19 AM
7	Already a modified librarian role - reference enquires more linked to support servicing and referral enquiries, with occasional reference/reader development enquiries / the traditional Ref Librarian role has already evolved to a Librarian on Duty with shift responsibilities - overseeing on floor team	4/26/2017 6:25 PM
8	With a recent restructure this role has been abolished and replaced with Reader's Advisor	4/26/2017 6:03 PM
9	Busy as ever doing more outreach promoting the library and what we can offer to different community groups. Undertaking basic research how to use devices for prep for one on one classes, still helping navigate websites to find information. Still have large amount of time spent on readers advising recommending and finding titles for our customers and demonstrating how to utilise our online content.	4/26/2017 5:29 PM
10	Based at academic/research/special libraries rather than public libraries and therefore more or less inaccessible to the public.	4/24/2017 6:33 PM
11	We are shifting more to Local History and Community Learning activities	4/24/2017 12:48 PM
12	Reader's advisory, promoting the collection, training, running programs adding value in the self-serve environment.	4/22/2017 10:35 PM
13	I don't think there is a role for a traditional Reference Librarian. We are all information specialists. Library staff require skills to navigate patrons to the correct and valid information online.	4/19/2017 4:52 PM
14	The title would be different as the role of this librarian is to assist customers to access information. This could be assisting them to use technology, find books, search the internet, search the databases etc.	4/18/2017 6:16 PM
15	Much more Readers Advising, acknowledging that most users want advice in this area, not "Information".	4/18/2017 8:57 AM
16	In public libraries: a generalist customer support librarian with reference skills	4/14/2017 9:24 AM
17	As with many libraries we have noticed a decline in reference queries. There may be a number of reasons for this ranging from the growing desire by members of the public to do their own research (for better or worse) to changing expectations about what public libraries offer. That said I think the biggest challenge to the future of reference provision comes not from the public (who seem to be still pretty eager to get support with their enquiries if they can find you on the floor) but from the staff and their changing expectations of their role and their awareness of what resources are available. This may be a training issue but it is also about the long term vision that we present to our colleagues and employers in Council, the needs of library users, and how we can best meet them with the resources we have.	4/13/2017 5:04 PM

Q6 What questions would you like to see being discussed at the Collections SIG meeting on reference?

Answered: 17   Skipped: 1

#	Responses	Date
1	What should we still be providing? How to manage the ever increasing pressure to remove reference collections and dedicated staff.	5/2/2017 12:01 PM
2	What management support is there for the retention of databases and online journal information - given budgetary constraints? How do other libraries access journal articles - via a discovery layer? Directly from the database itself?	5/1/2017 6:19 PM
3	...	5/1/2017 2:16 PM
4	Limits of role - reference librarian or community support and information guide ? As more public and private corporations place information online we are spending far more prolonged blocks of time supporting customers navigate their way through digital world .	4/28/2017 11:14 AM
5	How to promote usage of online reference items	4/27/2017 12:27 PM
6	Is there a need for print encyclopedias?	4/27/2017 11:19 AM
7	Anticipating future 'reference' engagement	4/26/2017 6:25 PM
8	What people would consider a core collection Does anyone subscribe to Print encyclopedias Are people reducing their online reference databases	4/26/2017 6:03 PM
9	I am most interested on new online content, examples of surveys that hear back from our users, our role in information literacy and how our collection development can support that	4/26/2017 5:29 PM
10	Mostly just interested in others' answers to the above, particularly with interfiling reference into non-fiction.	4/24/2017 6:33 PM
11	Nothing that I can think of.	4/24/2017 12:48 PM
12	Is there any real value in a not-for-loan collection? What is the difference between a reference collection and a non-fiction collection?	4/22/2017 10:35 PM
13	How is eGov being addressed.	4/19/2017 4:52 PM
14	How libraries are currently defining reference services? Has this changed over the years? Are online reference resources the future? Do we need databases or do we rely on the ability to search the internet to assist our customers?	4/18/2017 6:16 PM
15	I am dubious about the need for this topic to be discussed. This is "old hat" - outdated and no longer relevant. Unfortunately there are still some in the profession who like to inflate their own importance with this sort of "worthy" activities.	4/18/2017 8:57 AM
16	How do we distinguish ourselves from Google?	4/14/2017 9:24 AM
17	How to raise staff awareness about reference provision. How to train staff so as to provide effective reference support. How to raise awareness of online resources that have supplanted hard copy titles etc.	4/13/2017 5:04 PM