Don't Stress It, Press It!

- Think about your team's reference philosophy as well as various reference librarian roles as you explore.

- **Find your own mix.** Reference = multi-locational, mobile, merged.

- **Environment matters.** Design an informal, inviting, open, and highly-visible space.

- **Set reference free.** Think about incorporating a seamless, library-wide perspective and set up mechanisms to ensure that this is in place.

- **Multi-dimensional model = multi-dimensional assessment.** Use a combination of strategies while looking through the lens of reference as an instructional activity.

- Understand and embrace the reference user experience (UX). Read everything that Steven Bell has written on this topic and look for more being published in this exciting area of study.

[http://libguides.merrimack.edu/rejuvenatingreference](http://libguides.merrimack.edu/rejuvenatingreference)
Don't Stress It, Press It!

Bell, S. J. (2012). The reference user experience: It’s up to you to design it. In M. L. Radford (Ed.), *Leading the reference renaissance: Today’s ideas for tomorrow’s cutting edge services* (pp. 17-29). NY: Neal-Schuman.


For more suggested readings go to:

http://libguides.merrimack.edu/rejuvenatingreference

Lyena Chavez – Melinda Malik – Donna Maturi
Rejuvenating Reference Services for 21st Century Learning
ACRL NEC Annual Conference – Spring 2012