Updated Research Help Services at Alloway Library

The library is in the process of updating how we deliver research help on campus as part of our plan to provide more services and resources to our users as effectively and efficiently as possible. We are aiming to become more flexible, innovative, and responsive to evolving user needs.

Rather than offering the traditional model of "If you build it they will come" research help, we're moving to an on-demand, on-call model that will better serve our users.

In practice this means that:

1. Librarians will continue to be at the Research Help Desk during peak periods, weekdays from 11 AM to 2 PM.
2. Outside those times they will be available for personal research consultations in the library, in their offices, or online.
3. Librarians are also ready to provide customized instruction in library research for your classes, in any discipline.
4. For those times when the RHD is not staffed, check-out counter personnel will connect you to the on-call librarian or another competent service provider.
5. To enable researchers to get help from anywhere, even on weekends when Alloway Librarians may be off duty, we are integrating our Chat reference service more closely with the AskAway service, which is offered as a joint effort by the librarians of all of BC's academic libraries.
6. We will continue to offer prompt e-mail responses if you're unable to visit the library.

For at least the fall semester, we'll be down one full-time librarian while we search for a replacement for Ron Braid, who retired in August.