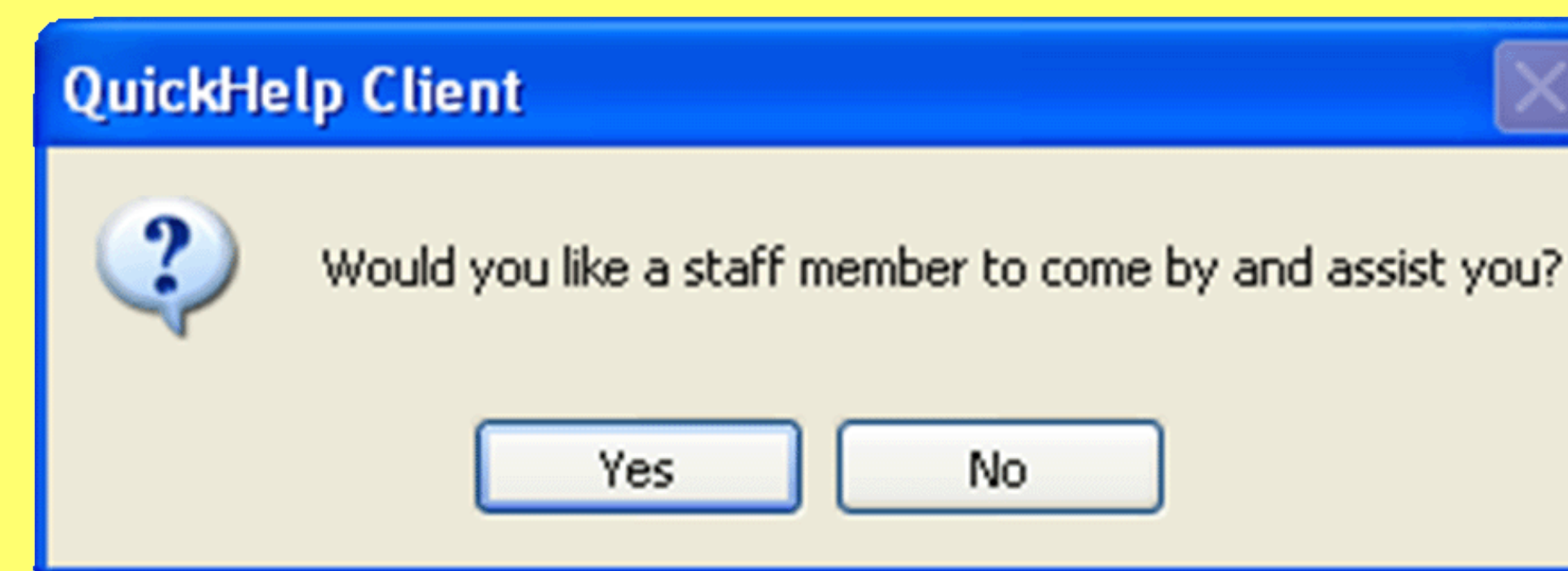


Reference at Your Fingertips: Developing New Technology to Increase Access to Reference Services

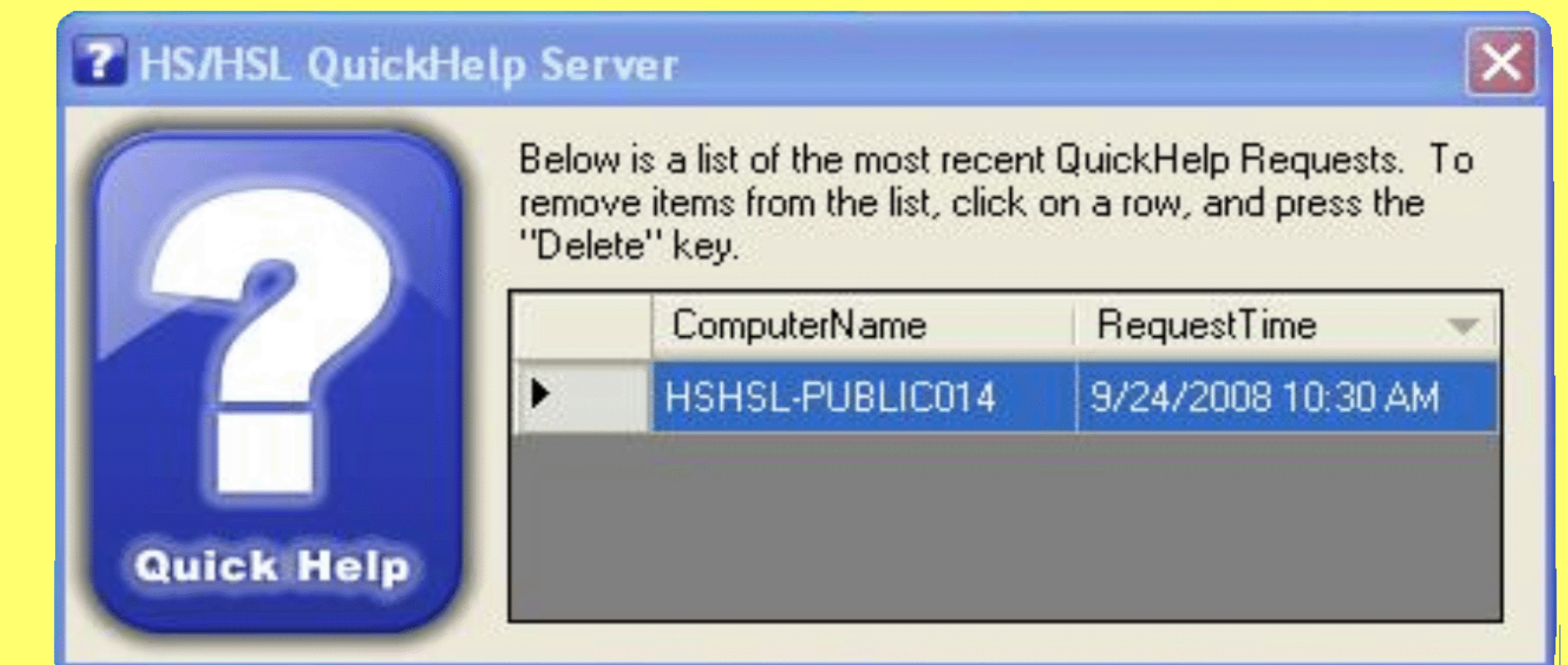
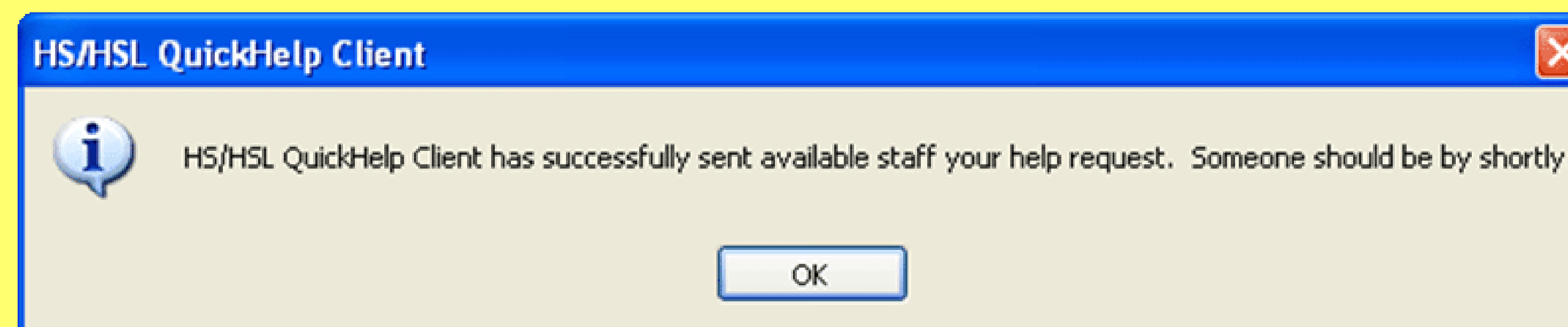
University of Maryland, Baltimore



When patrons click on the icon, a message appears asking them if they want assistance.



Once a patron has confirmed their request for help, they are given a message that someone will be with them soon.



A corresponding program was created and put on Reference Computers.

When a patron clicks on the QuickHelp icon, an alert message appears on Reference Computers.

Alert message indicates time and location of the request. A Reference Staff member then goes to assist the patron.

Majority of questions are informational.

Reference Staff wanted to be more accessible to patrons on upper library floors and large first level commons area.

Working with the library's IT Department, we developed a program and installed it on all public computers.

This program, dubbed QuickHelp, allows patrons to click on an icon for in-person assistance.

