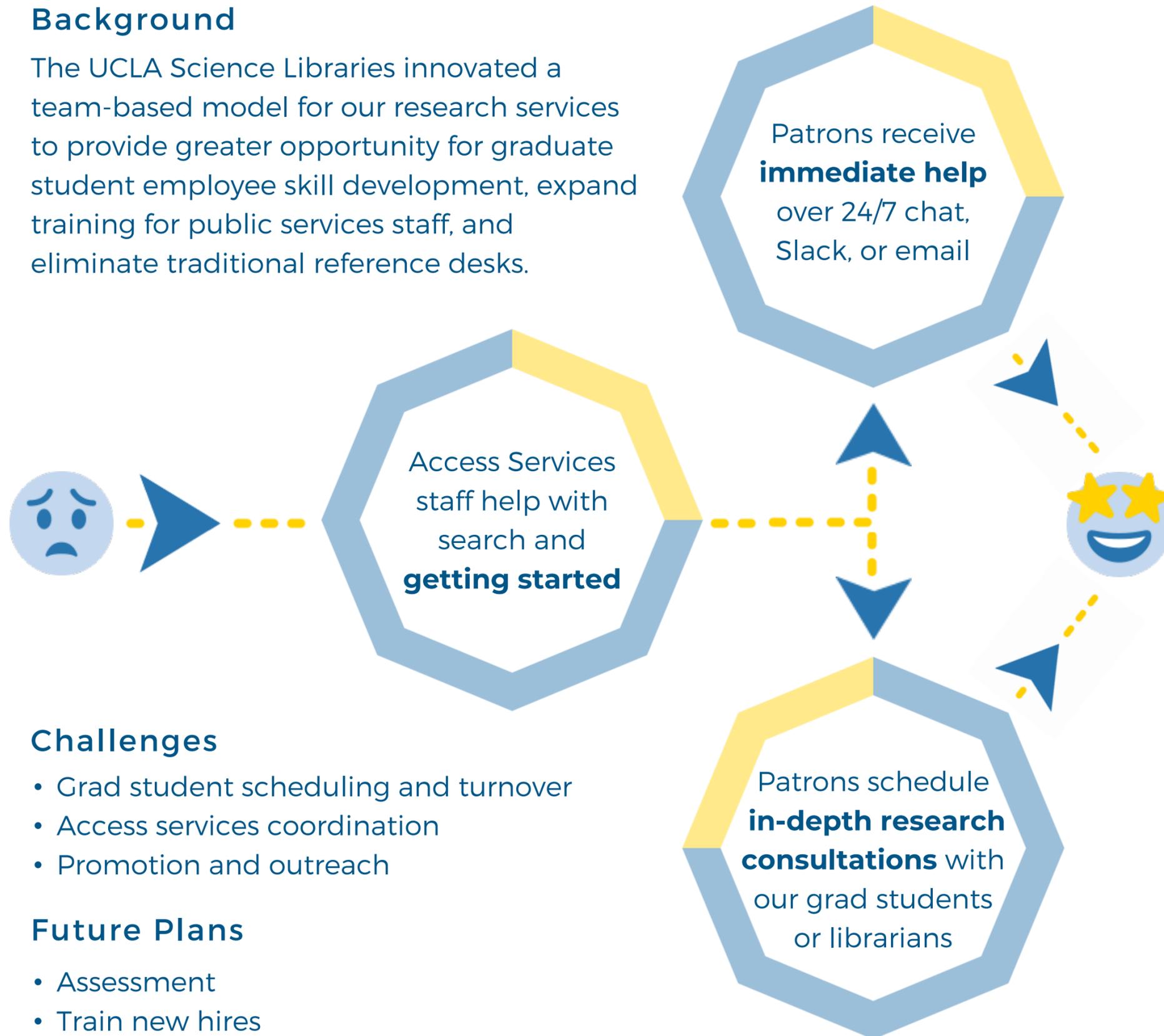


## Background

The UCLA Science Libraries innovated a team-based model for our research services to provide greater opportunity for graduate student employee skill development, expand training for public services staff, and eliminate traditional reference desks.



## Challenges

- Grad student scheduling and turnover
- Access services coordination
- Promotion and outreach

## Future Plans

- Assessment
- Train new hires

## Implementation

- Access services staff attended in-person train-the trainer sessions
- UCLA MLIS graduate students trained using online modules and shadowing librarians
- We created a toolkit with various training and outreach materials

### Access our Toolkit

- Outreach materials (signage, Moo cards)
- Cheat sheets for Access Services staff (full size and monitor attachments)
- Interactive powerpoint role-play training

MLA ANNUAL MEETING, AUG 2020

# THE FUTURE OF REFERENCE

## FOCUS ON FUNCTION

COURTNEY HOFFNER  
BETHANY MYERS  
ANTONIA OSUNA-GARCIA  
DOUG WORSHAM