Research and Writing Support

79. How do faculty members submit their research requests? Please check all that apply.
1. Via circulation department
2. directly to an individual librarian
3. individual contacts
4. via hardcopy in a designated mailbox
5. Some walk to the reference desk and discuss their research with whichever staff member is on duty; some contact a librarian that they've worked with in the past; some send emails to(no space)
6. Call me, the Director
7. they will contact a reference librarian or the director/associate director; very informal
8. Some send e-mail, some interoffice memos.
9. Choose a librarian
10. Faculty often stop by the reference desk to submit a request.
11. At the reference desk
12. Individually to librarians
13. Walking into a librarians office
14. To any librarian who passes on the request to the appropriate librarian
15. In person at the reference desk
16. Call or visit to the Reference desk
17. Contact Asst. Dir. Public Services, email, phone, in person
18. inperson, phone, email to whomever they like and phone reference desk
Faculty choose a specific librarian and contact is made by email or phone or in-person. Occassionaly faculty will call the reference desk or stop by the reference desk and work with wom ever is on du
20. Calling the reference desk or calling indiviual librarians
21. contact the librarian of their choice
22. in person or by email
23. Contact individual librarians whom they like to work with
24. Some contact other librarians they may have established relationships with
25. direct email to the reference librarians
26. E-mail to a particular librarian, some leave notes on Reference Desk
27. The often call or email an individual librarian.
28. Email a librarian
29. direct contact to other librarian
30. via director
31. Individually approach reference librarian

32. Individually to librarian with subject expertise 33. Also, quite a few come to the reference desk. 34. Via the reference desk, which is the location of the central phone number. 80. Who assigns research requests that are received via a central phone, email account, or online form? 1. Research requests are filled by the reference librarian monitoring the account, other requests are forwarded (see next question) 2. N/A 3. first person who reads request 4. All of the above are utilized 5. the Director faculty call the reference desk and the ref librarian on duty completes the request; if the request comes to the Director or Associate, it is assigned by the person receiving the request 7. N/A 8. n/a 9. Complex or ongoing faculty research projects are referred to or done in conjunction with assigned liaison librarian 10. Requests received at the reference desk are routed by the librarian to the appropriate faculty liaison 11. all reference librarians monitor and pick up themselves **12.** n/a 13. Depends upon the request. May be by the librarian monitoring the central contact or by the Associate Law Librarian (head of PS) **14.** Depends on the nature of the request 15. Not applicable 16. the ref librarian that gets the request fills the request 17. team work 18. Whoever receives the request usually does the research Quick requests are none by librarian on duty. More sophisticated or involved requests are given to the associate director. The associate director will complete the request or ask for assistance. 20. Head of Public & Faculty Services

81. If centrally received requests are assigned, what criteria are used to assign the requests? Please check all that apply. 1. N/A 2. Person receiving the request fills it 3. N/A 4. We look at the complexity of the request and workload, we then assign it to either a research assistant or librarian **5.** sent to the faculty services librarian <u>6.</u> request completed by librarian on duty 7. Not applicable 8. Associate director and assigned faculty liaison will usually work on substantive requests. 9. It depends. 82. Which research services are provided? Please check all that apply. 1. Mediating ILL 2. any kind of research you can think of 3. you name it, they ask it, we do it We only cite check for one faculty member who will not learn to KeyCite or Shepardize online; student research assistant does research projects

5. Anything and Everything!

7. Locating materials from other disciplines

9. Provided by Library Research Assistants

8. drafting footnotes or summaries

6. Citation checking for specific questions or difficult citations.

10. We'll check page numbers, other discrete details in a pinch.

- 83. Of the cite-checking requests, how much depth is required? Please check all that apply.
- 1. source comparisons
- 2. We do not generally provide cite checking support although we will help faculty research assistantswho are involved in cite checking faculty articles through any difficulties they encounter.
- 3. identifying work and where held
- 4. Verifying accuracy of citation
- 5. Library RAs do most of the cite checking; librarians would answer discrete questions but not cite-check an article
- **6.** we are never asked to cite check an entire article; we get the random difficult ones to find and/or verify
- 7. I WOULD check cites, if requested, but thus far I've never had this request
- 8. copying the cited page(s)
- 9. run WestCheck
- 10. Cite-checking is not a frequent request, but I have done all of these at one time or another.
- 11. Assist law review cite-checkers
- 12. Provided by Library Research Assistants
- 13. We'll check page numbers, other discrete details in a pinch.
- 84. Of the issue research requests, how much depth is required? Please check all that apply.
- 1. Can vary greatly depending on the request.
- 2. The depth required varies by request and by faculty member.
- 3. Short memo prepared
- 87. How are research results delivered to the requesting faculty member? Please check all that apply.
- 1. Post to web site
- 2. by phone.
- 3. At faculty request we have posted to TWEN sites and faculty webpages.
- 4. as requested
- **5.** We usually ask faculty members how they wish to receive our results.
- 6. Varies according to individual faculty member. We don't get many requests for bibliographies anymore.
- 7. However faculty member prefers
- 8. Results communicated orally in person or by telephone.
- 9. It depends.