

Before we start please
put what subject you
received your
associates, undergrad,
and/or non-mlis masters
in, in the chat.



Reference Repertoire: You Know More Than You Know

Dr. Rachel Ivy Clarke
Leah Dudak
Marissa Caico



Repertoire & libraries...



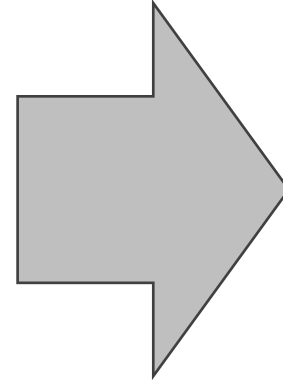
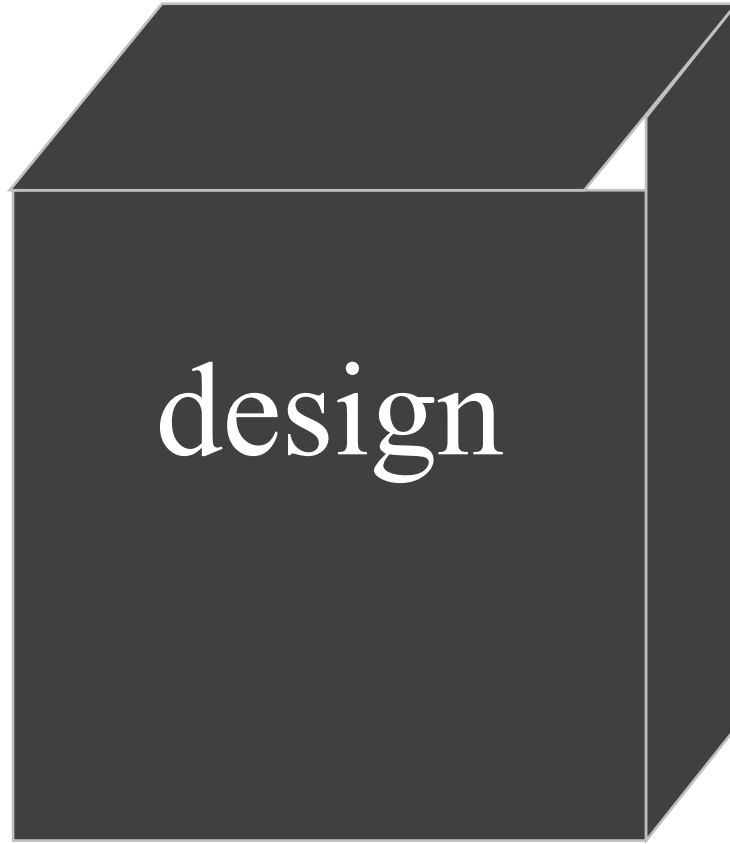
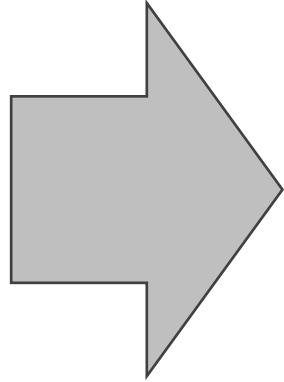
"In order to be really good as a librarian, everything counts towards your work, every play you go see, every concert you hear, every trip you take, everything you read, everything you know. I don't know of another occupation like that. The more you know, the better you're going to be." --Allen Smith



Librarianship & design

- Recent years have shown an increasing interest in examining librarianship from a design perspective
 - The rise of design thinking (e.g., Bell 2008, 2011; Braun 2016, Comito et al. 2022, etc.)
 - Librarianship as a design field (Clarke 2018, 2020)
- Previous work highlights specific aspects of design
 - User experience (UX), architecture/physical spaces, wicked problems

?



!

Elements of design epistemology

- creation of problem solutions
 - including the creation of artifacts; wicked problems; problem finding, framing and reframing; and an emphasis on service
- generation of knowledge through making
 - including repertoire; iterative processes; the use of representations; and reflection in-and on-action
- abductive reasoning
- design evaluation methods
 - including rationale, critique, novelty, innovation, and relevance to users

What is repertoire?

Repertoire = set of previous experiences and bodies of knowledge

“capacity to see unfamiliar situations as familiar ones, and to do in the former as we have done in the latter, which enables us to bring our past experiences to bear on the unique case” (Schön, *The Reflective Practitioner*, 680)

the reuse of any knowledge capitalized from the same project or other projects (Almendra and Christiaans 2009)

repertoire need not be limited solely to previous design experiences, but to other external factors such as passive information reception (Lloyd and Snelders 2003)

What are we looking at?

What is the scope and diversity of reference workers' repertory knowledge?

In what ways, if any, do reference workers develop their repertoire?

How the study was conducted

- Participants self-selected to participate in the study, then...
 - Completed a survey
 - Onboarding interview
 - Logged and ranked every reference interaction for 4 weeks.
 - Used READ scale developed by Dr. Gerlich to rank difficulty
 - At the end of each week reflected on the week's interactions
 - After 4 weeks there was a final interview to reflect.

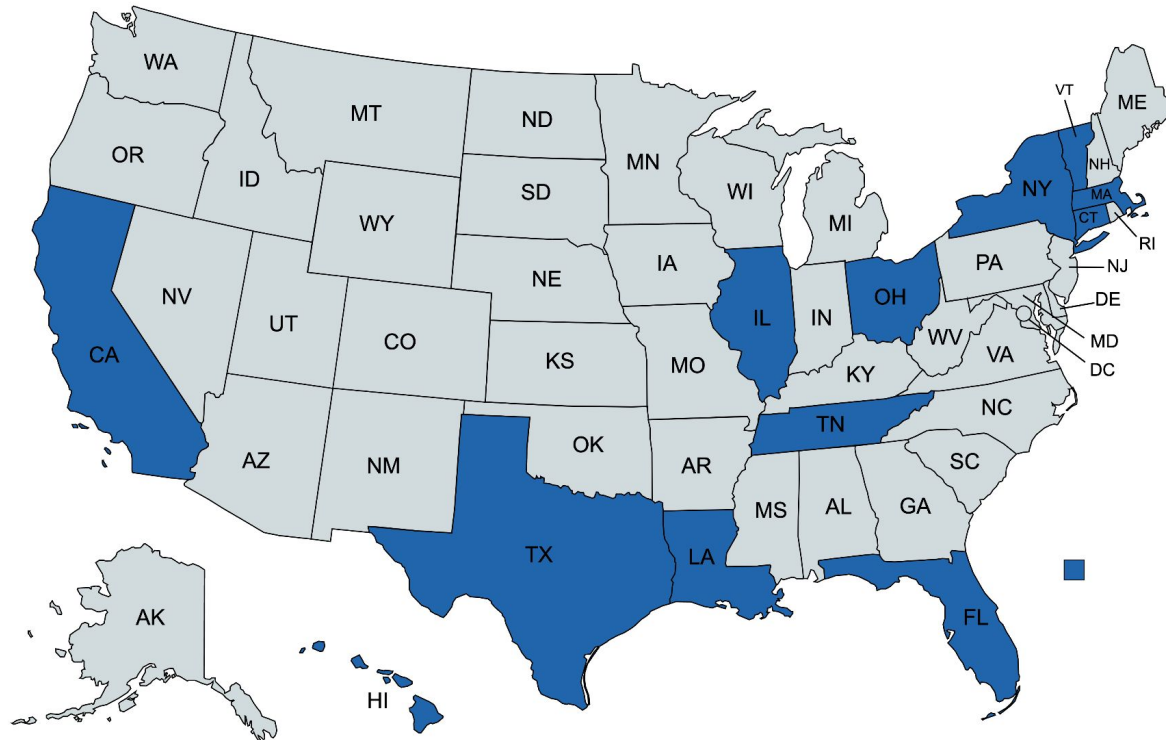


Overview of Participants



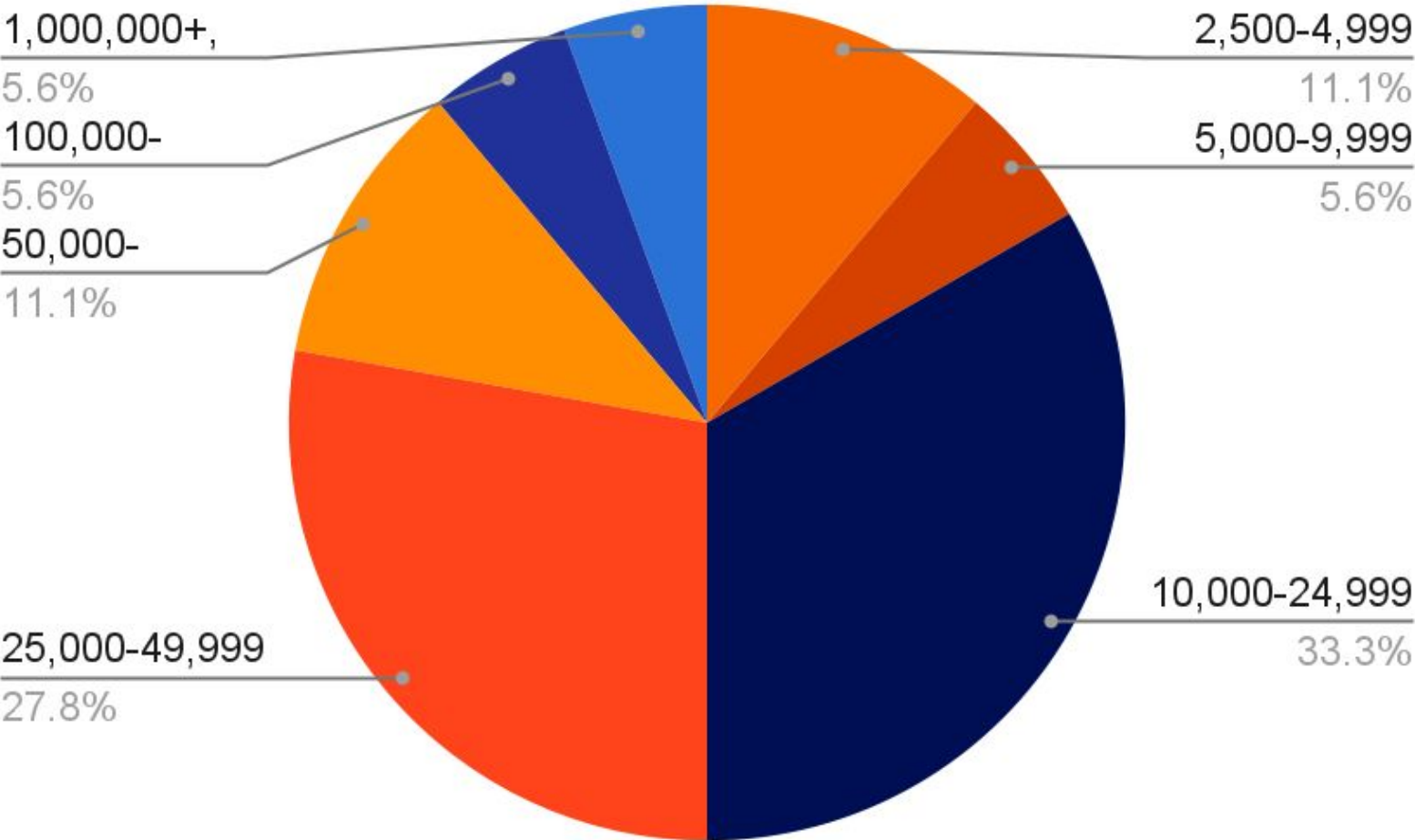
- 51 people self selected to participate
- 20 people onboarded
- 18 people completed the study
- Over 1050 reference questions logged
- 72 Weekly reflections completed

Participants Information

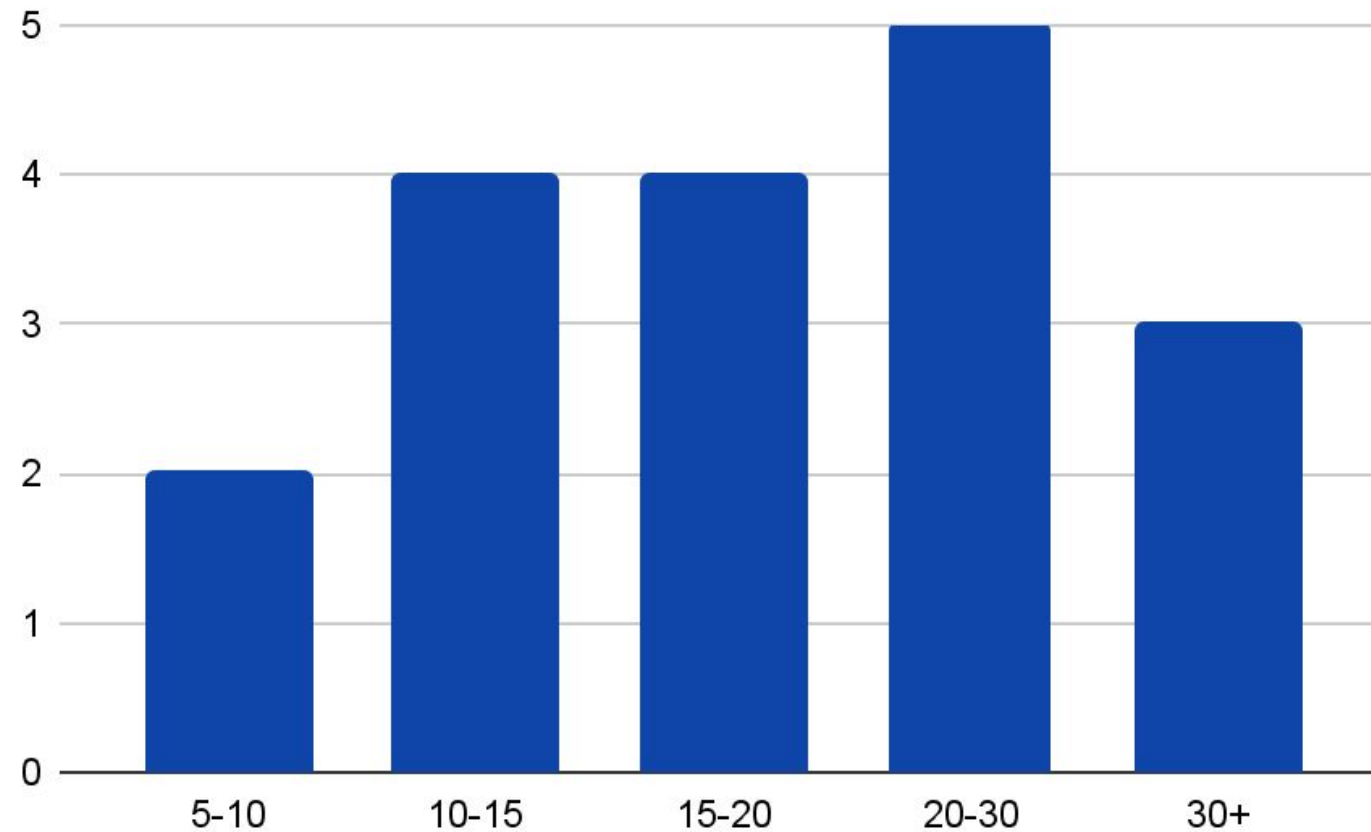


- Community type of the library:
 - 2 Rural
 - 8 Suburban
 - 9 Urban
- Library types:
 - 7 Academic
 - 10 public
 - 1 other
- Job titles:
 - 2 professional staff
 - 12 librarians
 - 4 manager/director

Service Population Size



Weekly hours spent on reference desks



Themes & Findings

- Importance of curiosity
- Collaborative/institutional repertoire
- Not just subject/topic based but interactions
- Reflection helps to build and think for the future

Importance of Curiosity

“ I think it's just willingness to to learn and a willingness to go down a rabbit hole that doesn't pan out.”

“I think it's easy for me to get interested in people's questions and I do just think that really helps. If you find something incredibly boring or tedious, I think you're just not going to invest as much energy into it...I think there's a sense of excitement and opportunities to explore research with them and to learn along alongside them. So I think that curiosity is really a plus.”

“It's just taking the time to explore, kind of doing a little scavenger hunt to see what's out there.”

Repertoire is collaborative/institutional:

“And most of the time...we've already answered the questions ourselves, but you just want a sounding board of someone else like: these are the steps I took, this is what I found, I'm not missing anything am I?”

“I definitely think that people are wonderful resources, just as much as a book, or a database, or anything like that.”

“It's nice to see how others approach the question too, because oftentimes the way I approach searching is really completely different than the way some of my colleagues approach a question, so it's just helpful to see everyone's method to the madness and cover all our bases.”

Repertoire is not just subject or topic based, but is developed through interactions.

“You can learn along with the patron and you both get what you want in the end. They get the item that they’re looking for, and you get another tool to put in your index that you can rely on later on. Because you never know when the same question is going to come up, or when something that you learned in a previous interaction is going to come in handy later on, it all kind of like builds on one another.”

“My method of answering a question might change, or might be influenced by how many times that question is asked within the span of a certain period.”

“Of course I'm not going to memorize the phone number...but I'll know what kind of search to do and get to that information a lot faster than I than I did the first time. So absolutely, getting similar questions helps. You know you're gonna get better and better and better with the answers.”

Reflection helps to build and think for the future

“I got asked a question about tarantulas, and I got to figure out the value of a car, and I got asked about spiritual medicine books, all these different things that came up in the same week. It's just been nice to be able to see everything laid out at once, and to actually follow up after you answer the question and write it out and I think that's kind of helped me retain everything a little bit better, because that repetition really does kind of seal things into your mind”

“If something was particularly challenging, or I didn't think that I handled it well, I will like mull over that, for, like the rest of eternity. Or if I feel confident in an answer, I might make a mental note of it. [And if] I feel really positive about this experience, like this is the kind of thing that I wanna emulate in future.”

Activity



In the chat, give a quick, elevator pitch and share an interesting fact you have learned lately.

If possible, NOT something learned at the conference or a fact about libraries.

Examples:

- A hobby you picked up
- A wiki deep dive
- A cool bug fact
- Something you saw at a museum
- Cool video you watched that taught you something
- Etc.

Lifelong Learning

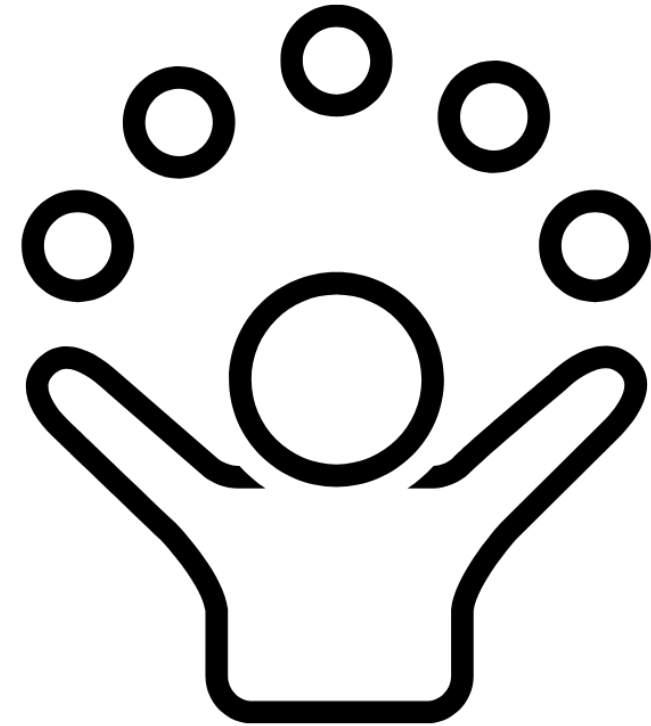
- Many participants mentioned
- Webinars
- Job training
- Conferences
- Reading

But what else??



Find the FUN!

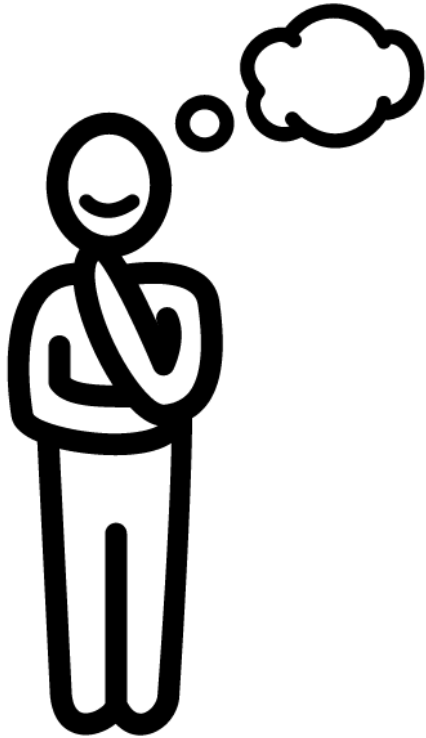
- Designate time to explore and be curious!
 - that cool question a patron asked about how to make their grapes less acidic? Dive deeper!
 - Playing around on the internet counts (even library twitter)
 - Time to read



Collaborate!

- Use your colleagues and learn what topics they are interested in and know
- Collaborate with your community
 - Organizations
 - But also individuals, let them teach you.
- Learn together with your patrons when you work





Reflect on interactions

- Rank interactions by difficulty
- Allow explicit time to slow down and think
- Add qualitative, reflective data to reference stats & records

**In the chat -
What will you do to build
your repertoire going
forward?**

Thank you!

Questions?

**Research funded by
the RUSA Schlachter grant**



S Syracuse University
School of Information Studies

Dr. Rachel Ivy Clarke
Associate Professor
rclark01@syr.edu

Leah Dudak
PhD Student
ltdudak@syr.edu

Marissa Caico
Masters Student
mcaico@syr.edu



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