



# The Desk and Beyond: Next Generation Reference Services

*Sarah K. Steiner, M. Leslie Madden*

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Librarians are already attempting to "go where the users are," so what are the next steps in reaching them and providing reference assistance? Over the years academic librarians have continued to explore new and innovative service methods: some small-scale, others sweeping. Some of these changes gain widespread acceptance, while others are tested and abandoned.

*The Desk and Beyond* is intended to provide a thorough exploration of the present and possible future applications of eleven of the most promising new reference delivery methods. In order to reflect the growing role of the digital environment while still respecting the importance of in-person interaction, a balance of physical and virtual methods has been maintained. This collection is intended to provide inspiration for potential reference services at your library; each chapter provides an introduction to an innovative service concept and an annotated list of sources for additional research.

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