

NIC

Each of the two librarians spend five hours at the info desk weekly.

Capilano

Only librarians are assigned Reference desk duty at Capilano library.

During **September-April** the breakdown of hours is as follows:

4 full-time librarians do a range of 10.5 to 12 hours a week (including myself);

1 3/4 time librarian does 8 hours a week;

1 full-time Technical Services librarian does 4 hours a week;

1 sessional librarian (hired expressly for reference work) does 12 hours a week.

During **May-August** the summer schedule is divided into 5-3/4 librarians who are assigned days to be on-duty and/or on-call to cover the Reference desk. This summer is turning out to be 12 days for each full-time librarian and 9 days for the one who is 3/4 time. There is also a funding provision for the sessional librarian to be assigned to do the equivalent of 3 weeks out of the 4 months.

BCIT

Typical weekly range is 4-8 hours. I have factored in evenings/weekends.

RRU

My answer won't be helpful to you, but may be interesting anyway. We don't really have peak periods as per an academic calendar year, and we don't service an actual desk either. The primary responsibility of all librarians, including me, is service to students, which we do in a cooperative, shared manner on an as needed basis. The majority of our reference is done via email, with about a quarter to a third of it done synchronously in some way (in person, phone). I do less reference than the other librarians because of the nature of my position (and less than I would like), but each of the others does probably does at least an hour a day on average and up to about 4hrs per day. We have mostly graduate learners, so the questions can be very complicated at times.

COTR

The sad state of affairs at the College of the Rockies is that we currently only have 1 librarian (myself) and I am limited by collective agreements and am not allowed to do any reference or instruction.

We just hired a Reference Librarian who will work 14 hours per week, but only SOME of that time will be spent doing reference.

I would be VERY interested in seeing the results of your survey, it would help me provide a context for our college administration to help make a case for more librarians.

Currently, all our reference is provided by Library Assistants.

CNC

We cover our ref desk Mon-Fri from 10 am-3 pm. One main reference librarian, and another librarian who covers breaks etc. (the other librarian is mainly orientation/instruction and regional service).

Douglas

Douglas College's regular librarians work between 9 and 15 hours each week on the reference desk (two campus locations). We have reference desk coverage, again at both locations, for every hour that we are open.

Typically they may work several two hour shifts and on evenings this may be a four hour shift. We have one regular part-time librarian who works all of her 17.5 hours on the ref. desk.

We also use contract librarians on Saturdays and some in the week.

Rationale for the "up to 15 hours" is ... All librarians have three areas of responsibility - teaching, reference and then a functional area, e.g. collections dev., web, serials, tech services etc. so 35 hour work week is considered in thirds to cover all of this. All librarians hired are given this info. so that there is no "balking."

Good luck.

Quest

There is only one other librarian at Quest so between the two of us, we cover all reference. During the fall and winter terms we're available all hours the Library is open so 58 hours/week. Our senior technician provides reference backup if both of us aren't available, which can happen with meetings, workshops, etc.

Our student body is only ~250 students.

Kwantlen

most full time librarians work 12 hours per week at the info desk. The Chair and Systems librarian each work 5 hours a week. A few part time librarians work 14-16 hours.

TRU

For several years I have insisted that all librarians work at the ref desk, and they agree. They try to ensure the hours are balanced out among them equitably. Where we are having issues is the role of the library technicians at the ref desk and the hours they should be scheduled.

UBC

I did a quick survey of the UBC Library branches regarding hours that individual librarians spend on the reference desk. The spread is from 2 to 16 hours with an average around 4. But mostly it is quite variable.

Librarians also do chat reference, office hours, email reference and some do askaway

UVic

We have a range of hours for librarians who are working at the desk – anywhere from 2 hours a week to about 8 per librarian. For example, I only do 2-4 at the most on the desk given my administrative gig, but other librarians may do 6-8 hours on the desk in a week, and sometimes 8-10 depending on how the schedule goes. It is one of the responsibilities where we have great flexibility (which I think is necessary) and it is also a place where we can free up someone if s/he has big projects on the go and needs a bit of extra time. We do not staff with reference assistants..only librarians. This is not particularly sustainable, and in fact, we're looking at ways to reduce librarians' time on the desk overall – we've cut 2 hours/day of the desk being open as one step, but we need to do more to address the changes in questions asked while still addressing the need for some presence.