

by Kyle Shockey 3 years ago

#critlib 1/13/15: radical reference

Storified #critlib on 1/13/15, moderated by @eamontewell. Adler article available at http://ojs.gc.cuny.edu/index.php/urbanlibrary/article/view/1395/pdf_4. Other reading available at <http://radicalreference.info/>. Horizontal rule lines to encompass large conversation trains.

Intros!



Eamon Tewell

@EamonTewell

Welcome back to #critlib after the long break! Tonight we will be discussing reference services and critical librarianship.



3 YEARS AGO



Eamon Tewell

@EamonTewell

Tonight's questions along with more info about #critlib are posted at tinyurl.com/critlibx



3 YEARS AGO



Eamon Tewell

@EamonTewell

Let's begin with introductions. I'm a reference and instruction librarian at a university in Brooklyn, NY, and tonight's moderator #critlib



3 YEARS AGO



Rebecca Halpern

@beccakatharine

Hi! I'm Rebecca, the social work librarian at University of So Cal #critlib



3 YEARS AGO



Sveta Stoytcheva

oksveta@oksveta

sveta, mlis student & ga (who does lots of reference work) in illinois. super excited that #critlib is back! :)



3 YEARS AGO



Kevin Seeber

kevinseeber@kevinseeber

Hi [#critlib](#). Kevin here, academic instruction librarian in snowy Colorado.



3 YEARS AGO



Nicole Pagowsky

pumped@pumpedlibrarian

Hey [#critlib](#)! I'm a research & instruction librarian @ university of arizona, doing this via iPad tonight



3 YEARS AGO



Barnard Library

barnlib @barnlib

This is Jenna, tweeting for the Barnard Library. Confession: I killed our reference desk, and I'm ECSTATIC about having done so. [#critlib](#)



3 YEARS AGO



Barnard Library

barnlib @barnlib

re: killing the ref desk, LET SOMEONE ELSE FIX THE PRINTER. Also, we had so many research consultations something had to give. [#critlib](#)



3 YEARS AGO



Rory Litwin

rorylitwin@rorylitwin

[@barnlib](#) Research consultations count as reference here though, right?



3 YEARS AGO



Eamon Tewell

@EamonTewell

[@barnlib](#) [@rorylitwin](#) certainly by my count! [#critlib](#)



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@EamonTewell @barnlib @rorylitwin our lib counts appts as instruction, desk stats separate. always makes me cranky. #critlib



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@EamonTewell @barnlib @rorylitwin hate the message that desk interactions \neq instruction #critlib



3 YEARS AGO



Nicole Pagowsky

pumpedlibrarian

.@barnlib I'm so happy we do ref by appointments and the desk has staff, not librarians, frees up time for other stuff #critlib



3 YEARS AGO



Sveta Stoytcheva

oksveta@oksveta

@pumpedlibrarian @barnlib honestly wondering: does having to make appts keep any students away? how to avoid extra barrier w/o desk #critlib



3 YEARS AGO



Barnard Library

barnlib @barnlib

@oksveta @pumpedlibrarian They weren't coming to the ref desk. Our Personal Librarian program changed how we interact w/ students. #critlib



3 YEARS AGO



Sveta Stoytcheva

oksveta@oksveta

@barnlib @pumpedlibrarian from what I've seen that seems like a great model, allows for genuine relationship building #critlib



3 YEARS AGO



Aliqae Geraci

aliquaesong

@pumpedlibrarian @oksveta @barnlib Our students can access ref offices, to make appts + also for walk-in hours. No off-limits areas #critlib



3 YEARS AGO



Angela Pashia

@LibrarianAngie

@oksveta @pumpedlibrarian @barnlib for some, yes. Students were unwilling to wait for on call lib @ my univ., muchless make appt #critlib



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@LibrarianAngie @oksveta @barnlib as @pumpedlibrarian mentions no ref desk not same as no available staff. triage is important #critlib



3 YEARS AGO



Angela Pashia

@LibrarianAngie

@delaubrarian @oksveta @barnlib @pumpedlibrarian We have triage, too. Some wouldn't wait when told "I don't know, let me get someone else"...



3 YEARS AGO



Angela Pashia

@LibrarianAngie

@delaubrarian @oksveta @barnlib @pumpedlibrarian But then the question is how to balance? Would that interaction be productive enough to +



3 YEARS AGO



Angela Pashia

@LibrarianAngie

@delaubrarian @oksveta @barnlib @pumpedlibrarian justify more time on desk? Or is it ok that student won't get reference help they seek?



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@LibrarianAngie @oksveta @barnlib @pumpedlibrarian good question for every local community. is that their most pressing need? #critlib



3 YEARS AGO



Barnard Library

barnlib @barnlib

Isn't planning their research a valuable lesson for students unto itself? #critlib @LibrarianAngie @delaubrarian @oksveta @pumpedlibrarian



3 YEARS AGO



Barnard Library

barnlib @barnlib

That's an important question. @delaubrarian @LibrarianAngie @oksveta @pumpedlibrarian #critlib



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@barnlib yes. is "immediacy" a value that is serving libraries well overall? @LibrarianAngie @oksveta @pumpedlibrarian #critlib



3 YEARS AGO



Sveta Stoytcheva

oksveta@oksveta

@delaubrarian @barnlib @LibrarianAngie @pumpedlibrarian overall, probably not!



3 YEARS AGO



Angela Pashia

@LibrarianAngie

@delaubrarian @barnlib @oksveta @pumpedlibrarian Not really. I think it's ok to have to wait for an appt #critlib



3 YEARS AGO



Donna Witek

donnarosemary@donnarosemary

@barnlib @LibrarianAngie @delaubrarian @oksveta @pumpedlibrarian I kinda agree w/this-empowersS's to take control of their learning #critlib



3 YEARS AGO



Ian Beilin

@ibeilin

Hello #critlib , Ian here, instruction and outreach librarian at large public college in NYC



3 YEARS AGO



Kyle Shockey

KShockey04@KShockey04

Kyle. MLS (PhD?), Indiana University. Music cataloger: scores & now archival sound recordings. Storyifyer, lurker, rabble rouser. #critlib



3 YEARS AGO



Angela Pashia

@LibrarianAngie

Hi #critlib, I'm angela, an instruction librarian at a regional univ in GA.



3 YEARS AGO



T.D

mtroydavis@mtroydavis

whoops. T.D @mtroydavis Hello. I'm not a ref librarian at W&M in virginia. #critlib



3 YEARS AGO



Christina Bell

librarybell@librarybell

Hi #critlib, I'm an academic reference/ instruction/ subject librarian in Maine. I'm participating from the #refdesk tonight!



3 YEARS AGO



Jessa Darwin

femme @delettres_delettres

Hey [#critlib](#)! Jessa, academic/public librarian in Pgh, PA. On the ref desk tonight



3 YEARS AGO



Andrew Battista

rawdeal85 rawdeal85

[#critlib](#) Andrew, GIS Librarian at NYU! Hello, all!



3 YEARS AGO



Stephanie Sendaula

@sendaulas

[#critlib](#) I'm Stephanie, [@LibraryJournal](#) editor, mostly lurking while drinking a lot of tea and snuggling under several blankets.



3 YEARS AGO



Stephanie Sendaula

@sendaulas

I should also add ... former adult reference librarian! [#critlib](#)



3 YEARS AGO



Maric Kramer

maric_kramer maric_kramer

I'm a ref/instruction/outreach librarian at a college in Boston with a social justice mission [#critlib](#)



3 YEARS AGO



Rory Litwin

rorylitwin@rorylitwin

Rory Litwin of [@LibJuicePress](#) ... lurking mainly, but I want to say I really enjoyed Kate Adler's article [#critlib](#)



3 YEARS AGO



Rory Litwin

rorylitwin@rorylitwin

[@barnlib](#) Research consultations count as reference here though, right?



3 YEARS AGO



Andrew Asher

@aasher

Andrew Assessment Lib/ Anthro at Indiana. Participated in killing one ref desk, would kill again
[#critlib](#)



3 YEARS AGO



Ryan Randall

foureyed@souleyedsoul

Heya [#critlib](#)! I'm Ryan, MLS student who does reference, info lit instruction & assessment things currently



3 YEARS AGO



Elizabeth Lieutenant

LizLieutenant

Hi [#critlib](#). MLIS student, long time storify reader, & v. sporadic participant. Looking forward to changing that this semester! :-)



3 YEARS AGO



Jessica Critten

@JessicaCritten

Hi all! I'm Jessica, Instruction librarian from GA. Lurking [#critlib](#) tonight while I grade!



3 YEARS AGO



Jacob Berg

@jacobsberg

[#critlib](#) Jake, academic librarian in DC, on the reference desk most of tomorrow.



3 YEARS AGO



Kelly McElroy

kellymce@kellymce

Hi [#critlib](#)! I'm Kelly, academic librarian in OR, gonna be in and out until I head off to teach at 6:30.



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

music, theater, art librarian at W&M w/ @mtroydavis ; #copyright nerd ; aspiring rabble rouser. #critlib



3 YEARS AGO



Karla Strand

@logansrun98

Hi #critlib I'm Karla, the Gender & Women's Studies Librarian for WI @WisWSLibrarian
Presently dissertating and migraining...



3 YEARS AGO



Roxanne Shirazi

Roxanne Shirazi

Hi #critlib! I'm a reference librarian at an academic library in NYC, dipping in and out tonight...



3 YEARS AGO



katie

@melbrarian

hi #critlib, hoping i can keep up this afternoon! aussie librarian for both academic & public libraries, v excited about this topic :-)



3 YEARS AGO



Kathleen C

libraryrat4

Hello #critlib! I do reference part time at a public library in Massachusetts



3 YEARS AGO



Emily Drabinski

edrabinski

Hi #critlib from the B67 bus! In and out as I ride home!



3 YEARS AGO



Andy Hamilton

hamtron5000

hullo [#critlib](#), i'm Andy, a non-MLS'd public library branch manager in western Colorado. always love when i can catch these chats!



3 YEARS AGO



wpwvcacrl

wpwvcacrl

Hey guys, [#critlib](#) weekly chat is starting now if you want to join [#libchat](#)



3 YEARS AGO



Donna Witek

donnarosemary

Hi [#critlib](#)! I'm a ref/instruction librn & my lib's VR coordinator +



3 YEARS AGO



Donna Witek

donnarosemary

Now gonna play [#critlib](#) catch-up, since said VR chat is also the reason I'm late for this Twitter chat... [#hereshopingicatchupintimetoplay](#)



3 YEARS AGO



Sonja Barfoed

@SonjaBarfoed

Hi [#critlib](#), I'm an Australian librarian working at two libraries (art & gov/special).



3 YEARS AGO



Lauren Dodd Hall

@laurendodd

Working late ref desk shift so won't be actively participating, but excited to finally read [#critlib](#) in real time! (I'm usually asleep. :/)



3 YEARS AGO



Aliqae Geraci

aliquaesong

Hi #critlib! Belatedly signing in from frigid Ithaca NY. Academic ref librarian - no 'ref desk' but still do a ton of ref as consultations



3 YEARS AGO



Gina Schlesselman-Ta

ginaschless

hi #critlib reference/instruction lib in SoCal



3 YEARS AGO



awesomepeterson

@awesomepeterson

#critlib using my lurker account to lurk about this chat. inst/ref/visual resources at a small art college in boston. hi!



3 YEARS AGO

Q1: How do you define "critical reference"?



Eamon Tewell

@EamonTewell

Keep the #critlib introductions coming, and let's start Q1. How do you define "critical reference"?



3 YEARS AGO



Rebecca Halpern

@beccakatharine

In some ways its easier for me to define critlib for reference, since the agenda is set by the user and not the librarian #critlib



3 YEARS AGO



Jessa Darwin

femme_delettres

A1: Not about a "right" answer--more about process, further questions, relationship building #critlib



3 YEARS AGO



Lisa Lepore

lisaflepo@lisaflepo

Q1 Introducing alternate, unexpected sources and voices. Lisa, librarian in los angeles [#critlib](#)



3 YEARS AGO



Sveta Stoytcheva

oksveta@oksveta

a1 I love Adler's description of a "reference dialogue" + not just getting user to a resource but also gesturing to its structure [#critlib](#)



3 YEARS AGO



Rebecca Halpern

@beccakatharine

[@oksveta](#) agreed! i've always thought "reference interview" was a gross term [#critlib](#)



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

[@beccakatharine](#) [@oksveta](#) why i kind of like appts better, too. less of a transactional expectation from students [#critlib](#)



3 YEARS AGO



Eamon Tewell

@EamonTewell

[@beccakatharine](#) [@oksveta](#) Might as well call it "reference interrogation" :([#critlib](#)



3 YEARS AGO



Lisa Lepore

lisaflepo@lisaflepo

[@beccakatharine](#) [@oksveta](#) Maybe the librarian should be the one interviewed. [#critlib](#)



3 YEARS AGO



Elizabeth Lieutenant

LizLieutenant

@EamonTewell @beccakatharine @oksveta Interrogate sources, not patrons. :-) #critlib



3 YEARS AGO



Sveta Stoytcheva

oksveta@oksveta

a1 [pt2] not just how to use a resource, but why it is what it is. i.e. this database markets itself as "complete" it's not really #critlib



3 YEARS AGO



Lauren Wallis

@LaurenMWallis

A1: A critical reference desk is proactive and vibrant. #critlib



3 YEARS AGO



Angela Pashia

@LibrarianAngie

A1 I think of it as an info lit conversation. No giving them one "correct" answer, instead teaching them to find own answers #critlib



3 YEARS AGO



Emily Drabinski

edrabinski

#critlib reference is about translation: query to language I can understand to language lib systems use.



3 YEARS AGO



Maric Kramer

maric_kramer

Q1 Student-centered information exploration and critical inquiry. Letting them drive the infobus. #critlib



3 YEARS AGO



Christina Bell

librarybell@librarybell

#critlib A1 critical ref is about the patron-driven conversation, the exploration. It is the process, not the answer



3 YEARS AGO



Angela Pashia

@LibrarianAngie

A1 I'd say patron-focused, not always patron-driven. Many of our students want simple answer, I have to drive convo #critlib @librarybell



3 YEARS AGO



katie

@melbrarian

@LibrarianAngie @librarybell this is a really interesting distinction to reflect on, esp wrt the knowledge each party brings #critlib



3 YEARS AGO



Angela Pashia

@LibrarianAngie

@melbrarian @librarybell definitely depends on culture at your library, and varies by person, status (undergrad vs grad students) #critlib



3 YEARS AGO



katie

@melbrarian

@LibrarianAngie @librarybell im thinking too that both could be appropriate models, depending on nature of inquiry #critlib



3 YEARS AGO



katie

@melbrarian

@LibrarianAngie @librarybell and of course, that one inquiry could easily encompass both models, or move between them! #critlib



3 YEARS AGO



Ian Beilin
@ibeilin

A1: Learning as much from the patron as they learn from the librarian (we do have *something* to teach!). #critlib



3 YEARS AGO



Ian Beilin
@ibeilin

A1: But sometimes the agenda set by the patron is: I need this article now, show me how to get it!! #critlib



3 YEARS AGO



Andy Hamilton
hamtron5000

@ibeilin Very true. I try to gauge whether each interaction is/can be a service moment or a teachable moment. #critlib



3 YEARS AGO



Nicole Pagowsky
pumpeduplibrarian

@ibeilin for some students, might be a luxury to have a "critical" interaction w busy schedule, etc, can be complicated (agreeing) #critlib



3 YEARS AGO



Ryan Randall
foureyedsoul

A1 CR≈ questioning assumptions, putting knowledge into larger disciplinary/societal/economic structures, remaining open to dialog #critlib



3 YEARS AGO



katie
@melbrarian

A1 critical ref places library in broader context, encourages participants to consider own perspective in relation to the dialogue #critlib



3 YEARS AGO



Barnard Library

barnlib @barnlib

A1 I think of critical ref as involving questioning absence. If no info on a topic, don't nec encourage student to change it. #critlib



3 YEARS AGO



Ryan Randall

foureyedsou ~~four~~eyedsoul

@barnlib Oh, that's fascinating. How do students generally respond to that encouragement? #critlib



3 YEARS AGO



Barnard Library

barnlib @barnlib

@foureyedsoul Delightfully, Barnard students are accustomed to disc's of privilege/absence. But if desperate, maybe less into it! #critlib



3 YEARS AGO



Sonja Barfoed

@SonjaBarfoed

@barnlib Yes - absence of research as an answer in itself, & indicative of new/emerging potential research. #critlib



3 YEARS AGO



Barnard Library

barnlib @barnlib

Shout out to coworkers @lettersfromvani @neptunemir & Lois Coleman 4 disc. we had today abt consultations that informed last tweet. #critlib



3 YEARS AGO



Andy Hamilton

hamtron5000 ~~hamtron~~5000

a1: the process of uncovering answers that may (or may not!) go deeper/beyond the easily available/accepted. #critlib



3 YEARS AGO



T.D.

mtroydavis

A1. isn't it appropriate to unpack "reference." we all know it had its day in the 60s #critlib



3 YEARS AGO



Rebecca Halpern

@beccakatharine

@mtroydavis Interesting point; I always think of ref as "point of need instruction" #critlib



3 YEARS AGO



Ryan Randall

foureyedsoul

@beccakatharine @mtroydavis "Point of need instruction" is a great phrase for it! Shows similarities btw appointments & desk ref #critlib



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@beccakatharine wish every librarian thought that... @mtroydavis



3 YEARS AGO



Maric Kramer

maric_kramer

@beccakatharine @mtroydavis My lib just redefined our spectrum of user services: DIY finding & learning, desk, consults, classroom #critlib



3 YEARS AGO



Rebecca Halpern

@beccakatharine

@maric_kramer I <3 "DIY finding and learning" !! #critlib



3 YEARS AGO



Maric Kramer

maric_kramer

@beccakatharine Props to @librarianmer for the DIY language. Our websites are sites of investigation & libn assistance! #critlib



3 YEARS AGO



T.D

mtroydavis

A1.2 article we read speaks of a “negotiated space” and an attempt at “conversationalization”
[#critlib](#)



3 YEARS AGO



Kyle Shockey

KShockey04

A1: Crit ref requires a point of humanization from naming & questioning. Transaction model promotes neoliberal social cap gathering. [#critlib](#)



3 YEARS AGO



katie

@melbrarian

[@KShockey04](#) yes, liked the point adler's article made wrt building rapport & solidarity w patrons, "place both parties at ease" [#critlib](#)



3 YEARS AGO



Kyle Shockey

KShockey04

[@doctaj](#) makes super good point in 2014 article about how to understand neoliberal via Winnubst [philpapers.org/archive/JAMNNA...](#) [#critlib](#)



3 YEARS AGO



Kevin Seeber

kevinseeber

[#critlib](#) A1- I think of crit ref as crit info lit +1. Dialogic instruction that's open to questioning info, systems, assignments, one on one



3 YEARS AGO



Elizabeth Lieutenant

LizLieutenant

A1: Rework well-suited for [#critlib](#). Decentering of self & exploring patron's knowledge dismantles assumptions that we have all the answers



3 YEARS AGO



Aliqae Geraci

~~aliquaesong~~
aliquaesong

A1: Critical ref is about taking the reference interview seriously, and interrogating the assumptions under the presumed question [#critlib](#)



3 YEARS AGO



Joel Burkholder

~~From the Shelves~~
From the Shelves

A1: I emphasize discourse. Need to learn it to find sources. Then try to talk abt how that shapes the research. [#critlib](#)



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

does a kitten lose it's angel wings every time we use the term reference? [#critlib](#)



3 YEARS AGO



Barnard Library

barnlib @barnlib

We say research librarians! (& <3 kittens) RT @delaubrarian does a kitten lose its angel wings every time we use term reference? [#critlib](#)



3 YEARS AGO



Donna Witek

~~donna@edonary~~
donna@edonary

A1 & [#critreference](#) has going for it (that classroom IL has less so): 1-on-1 w/student means exchange relationship-based/humanizing [#critlib](#)



3 YEARS AGO

Q2: What does critical reference look like in practice? What are the characteristics of a critical reference librarian?



Rebecca Halpern

@beccakatharine

A2: A crit ref experience would/should have the user at a keyboard/mouse [#critlib](#)



3 YEARS AGO



Rebecca Halpern

@beccakatharine

A2: ...unless you're virtual and then it totally beats me [#critlib](#)



3 YEARS AGO



Donna Witek

~~@donnarosemary~~
donnarosemary

.@beccakatharine virtual [#critreference](#) empowers researcher to learn systems librarian takes for granted [#critlib](#)



3 YEARS AGO



Rebecca Halpern

@beccakatharine

@donnarosemary Can you elab? I'm at a loss for how to make virtual ref more conversational/dialogic [#critlib](#)



3 YEARS AGO



Donna Witek

~~@donnarosemary~~
donnarosemary

.@beccakatharine Be transparent (thru typing) w/ each step you take to meet student's need, empower them to do it w/ you, + [#critlib](#) [#critVR](#)



3 YEARS AGO



Donna Witek

~~@donnarosemary~~
donnarosemary

.@beccakatharine + with LOTS of pauses/"Tell me when you're there's"(following description of what screen should look like) [#critlib](#) [#critVR](#)



3 YEARS AGO



Elizabeth Lieutenant

~~@lizlieutenant~~
LizLieutenant

@donnarosemary @beccakatharine For patrons, this makes a huge diff! Otherwise, we're just little textboxes spitting out links & pleasantries



3 YEARS AGO



Rebecca Halpern

@beccakatharine

A2: a critical reference librarian can say "I don't know, let's find out together" #critlib



3 YEARS AGO



Christina Bell

librarybell librarybell

@beccakatharine This, every time (even if I do know). It isn't about my real or imagined expertise. #critlib



3 YEARS AGO



Jessa Darwin

femme_delettres femme_delettres

A2: Question/subvert authorities--w/ kids, speaking to them, not the adult over their shoulder asking the question for them #critlib



3 YEARS AGO



Jessa Darwin

femme_delettres femme_delettres

A2 cont: Annoying doing children's ref w/ a parent who speaks for them. I make eye contact w/ the child and address their needs #critlib



3 YEARS AGO



Cudjoe

CUDJOE70 CUDJOE70

A2 looks like a dialogue or trip through discovery where agents switch roles of leadership #critlib



3 YEARS AGO



T.D

mtroydavis mtroydavis

A2. a critical reference librarian must be prepared to give up and abandon the very notion of the "reference librarian" #critlib



3 YEARS AGO



Eamon Tewell

@EamonTewell

@mtroydavis In regards to the traditional role of authority, or another sense? #critlib



3 YEARS AGO



T.D

mtroydavis

@EamonTewell well, as a continuing thought experiment whose aim is to discover relevance.



3 YEARS AGO



Ryan Randall

foureyedsouls

A2.1 Asking broader Q if poss. Not just "what context is this for" (a paper) but "what sources might come from other perspectives" #critlib



3 YEARS AGO



Ryan Randall

foureyedsouls

A2.2 Critical Ref Libr* characteristics: inquisitive, supportive, dialogic, patron-centered, helps put info in relevant discourses #critlib



3 YEARS AGO



Lisa Lepore

lisaflepp

A2 Searching the stacks together, actual, virtual. #critlib



3 YEARS AGO



Lisa Lepore

lisaflepp

A2 Encouraging students in social sciences to look at literature for source material. Carver's birthday story for study of grief. #critlib



3 YEARS AGO



Andrew Battista

rawdeal85 rawdeal85

#critlib A2 - I think positioning and spatial layout matter. I hate it when the reference desk is like command central and unapproachable



3 YEARS AGO



Nicole Pagowsky

pumpedlibrarian pumpedlibrarian

@rawdeal85 the panopticon! #critlib



3 YEARS AGO



Sveta Stoytcheva

oksveta@oksveta

@pumpedlibrarian @rawdeal85 walking around with a notepad to take hourly patron count also adds to the "we're watching you" vibe :/ #critlib



3 YEARS AGO



Lauren Wallis

@LaurenMWallis

A2: A critical reference librarian recognizes that reference should look different. #critlib



3 YEARS AGO



Ian Beilin

@ibeilin

A2: I also think affect is an important dimension. I have seen students put off by ref libs' attitude many times #critlib (mine too?)



3 YEARS AGO



katie

@melbrarian

A2 so this would b my foundation for what critlib is in practice - ref desk as co-creative space which honors students' exp #critlib



3 YEARS AGO



Sveta Stoytcheva

oksveta@oksveta

.@melbrarian agreed! critical ref. librarian isn't performing at being ultimate authority on topic
#critlib



3 YEARS AGO



katie

@melbrarian

@oksveta like to imagine we are sitting side by side examining the question, rather than
traditional across-the-desk dynamic #critlib



3 YEARS AGO



Ryan Randall

foureyed@soureyedsoul

@librarybell @melbrarian @oksveta We have laptops at our info lit desk (it's like Level 2 Ref
Desk); I stand alongside patrons #critlib



3 YEARS AGO



Christina Bell

librarybell@librarybell

@melbrarian @oksveta I often ask students to sit with me "behind" the desk. Less service model,
more collaborative #critlib



3 YEARS AGO



katie

@melbrarian

@librarybell @oksveta love this, great chance to share tacit knowledge, which imo one gets few
opps to do (it's usually explicit) #critlib



3 YEARS AGO



wpwvcacrl

wpwvcacrl@wpwvcacrl

Our ref desk is set up as side-by-side with screen in the middle. Easy to push keyboard/mouse
over @melbrarian @oksveta #critlib



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

A2: critical research librarians are comfortable with a role that isn't centered on ideas of their own expertise [#critlib](#)



3 YEARS AGO



Ian Beilin

@ibeilin

[@delaubrarian](#) Yes, and I would add that we should try not be act like experts even about libraries! [#critlib](#)



3 YEARS AGO



Maric Kramer

~~maric_kramer~~ maric_kramer

[@delaubrarian](#) Preach! I'm not a fan of being labelled an "expert" in order to try to convince ppl to access my assistance. [#critlib](#)



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

[@maric_kramer](#) but such an intrinsic part of the academy power structure. :([#critlib](#)



3 YEARS AGO



Maric Kramer

~~maric_kramer~~ maric_kramer

[@delaubrarian](#) Speaking of academy power structure... dare we broach the topic of faculty status for libns? [#critlib](#)



3 YEARS AGO



Annie Pho

@catladylib

[@maric_kramer](#) [@delaubrarian](#) that would be a great topic for [#critlib](#).



3 YEARS AGO



Aliqae Geraci

[aliquaesong](#) [@aliquaesong](#)

A2: necessary to critique ref assessment, old & new. how do we respond @ point of need? do we adequately anticipate fac/stud need? [#critlib](#)



3 YEARS AGO



Kathleen DeLaurenti

[@delaubrarian](#)

[@aliquaesong](#) yes! also, acknowledging the point of need might not be your marble service desk [#critlib](#)



3 YEARS AGO



Barnard Library

[barnlib](#) [@barnlib](#)

Because librarians are often such pleasers [@aliquaesong](#) I think we assume point of need, when students can actually wait. [#critlib](#)



3 YEARS AGO



Maric Kramer

[maric_kramer](#) [@maric_kramer](#)

Q2 Listening. Co-construction. Questioning texts, ourselves, our institutions. Seeking and contributing to polyphonic discourse. [#critlib](#)



3 YEARS AGO



Joel Burkholder

[FromtheShelves](#) [@FromtheShelves](#)

A2: Being critical of library tools & resources. Discussing their limitations. We don't always have what they need. [#critlib](#)



3 YEARS AGO



Aliqae Geraci

[aliquaesong](#) [@aliquaesong](#)

A2: Always good to question how we position our expertise, but also important to be accountable & own our role as experts. [#critlib](#)



3 YEARS AGO



Maric Kramer

maric_kramer

@aliqaesong Can we be professionals w/o being "experts"? #critlib



3 YEARS AGO



Aliqae Geraci

aliqaesong

@maric_kramer i don't think so, honestly. isn't expertise a condition of professionalism? it doesn't mean we're the only experts #critlib



3 YEARS AGO



Rory Litwin

rorylitwin

@aliqaesong @maric_kramer Difference between being an expert and having the attitude "I am an expert." #critlib



3 YEARS AGO



Aliqae Geraci

aliqaesong

@rorylitwin diff between 'i am an expert' and 'i have expertise'? @maric_kramer



3 YEARS AGO



Maric Kramer

maric_kramer

@aliqaesong I don't know. Libschool didn't make me an expert. And it helps me to approach every interaction as a learner. #critlib



3 YEARS AGO



Rory Litwin

rorylitwin

@maric_kramer @aliqaesong Study and experience makes experts. Being a good reference librn takes more than a good attitude - takes knowldge



3 YEARS AGO



Aliqae Geraci

~~aliqaesong~~ aliqaesong

@maric_kramer aren't we learners & experts? if we don't own expertise, then why are we there? teaching, facilitation also a skill #critlib



3 YEARS AGO



Aliqae Geraci

~~aliqaesong~~ aliqaesong

@rorylitwin i'm also viewing thru lens of women socialized to deemphasize expertise, knowledge, skills in workplace @maric_kramer #critlib



3 YEARS AGO



Nicole Pagowsky

~~pumpedlibrarian~~ pumpedlibrarian

@aliqaesong @rorylitwin @maric_kramer I want to talk about this more! Needs a whole chat #critlib



3 YEARS AGO



Nicole Pagowsky

~~pumpedlibrarian~~ pumpedlibrarian

@aliqaesong @rorylitwin @maric_kramer would you want to mod that topic sometime, Aliqae?



3 YEARS AGO



Ryan Randall

~~foureyedsoul~~ foureyedsoul

@pumpedlibrarian @aliqaesong @rorylitwin @maric_kramer Has anyone discussed Freire with that "feminized" consideration in mind? #critlib



3 YEARS AGO



Ryan Randall

~~foureyedsoul~~ foureyedsoul

@pumpedlibrarian @aliqaesong @rorylitwin @maric_kramer Seems something hooks (or Giroux?) might have addressed? I'll try to find #critlib



3 YEARS AGO



Kyle Shockey

KShockey04

@foureyedsoul @pumpedlibrarian @aliqaesong @rorylitwin @maric_kramer yes. Elizabeth Ellsworth.



3 YEARS AGO



Kyle Shockey

KShockey04

@foureyedsoul @pumpedlibrarian @aliqaesong @rorylitwin @maric_kramer See [@edrabinski] Eisenhower/Smith 2010 libraryjuicepress.com/critlibinstruc... #critlib



3 YEARS AGO



Nicole Pagowsky

pumpedlibrarian

@KShockey04 @foureyedsoul @aliqaesong @rorylitwin @maric_kramer Ellsworth is faaaab #critlib



3 YEARS AGO



Kyle Shockey

KShockey04

@pumpedlibrarian @foureyedsoul @aliqaesong @rorylitwin @maric_kramer been meaning to dig in more. Will for forthcoming article.



3 YEARS AGO



Kevin Seeber

kevinseeber

#critlib A2- esp in acad libs, questioning assignments and requirements. Being critical of the "NO WIKIPEDIA" on their syllabus.



3 YEARS AGO



Sveta Stoytcheva

oksveta@oksveta

. @kevinseeber yes! or those awful 'at least 5 sources, 2 must be "print sources" for no particular reason' assignments. #critlib



3 YEARS AGO



Barnard Library

barnlib @barnlib

Is part of [#critlib](#) [#critreference](#) questioning *professors* about assignments & requirements?
How do folks do that dance? [@kevinseeber](#)



3 YEARS AGO



Kevin Seeber

kevinseeber @kevinseeber

[@barnlib](#) I try to consult on assignments w/ faculty for future semesters. Mostly fac have been THRILLED to hear suggestions. [#critlib](#)



3 YEARS AGO



Donna Witek

donnarosemary @donnarosemary

[@kevinseeber](#) [@barnlib](#) Re: this: I have dream of document scanner at refdesk so I can scan assignments/syllabi as I encounter em+ [#critlib](#)



3 YEARS AGO



Donna Witek

donnarosemary @donnarosemary

[@kevinseeber](#) [@barnlib](#) +w/goal of archive of types of research contexts/Qs we're getting, and scaffold fac collaboration accordingly [#critlib](#)



3 YEARS AGO



Joel Burkholder

FromtheShelves @FromtheShelves

[@donnarosemary](#) [@kevinseeber](#) [@barnlib](#) I would like to be more proactive. Ask them to provide a copy beginning of semester. [#critlib](#)



3 YEARS AGO



Donna Witek

donnarosemary @donnarosemary

[@FromtheShelves](#) [@kevinseeber](#) [@barnlib](#) Oh def but there's no way to know every fac who will be assigning smthg tht cld=refdesk visit [#critlib](#)



3 YEARS AGO



Joel Burkholder

From the Shelves

@donnarosemary @kevinseeber @barnlib Sure. I'm just sick of being surprised all the time. :)
#critlib



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@barnlib @kevinseeber very carefully. like a well choreographed waltz. but pay off is so worth it!
#critlib



3 YEARS AGO



Nicole Pagowsky

pumpedlibrarian

On Q2 none of us brought up issue of emotional labor... How do we balance that with productive affect? #critlib



3 YEARS AGO



T.D

mtroydavis

@pumpedlibrarian emotional labor is just labor #critlib



3 YEARS AGO



jp porcaro

@MakeltHappenDay

@mtroydavis @pumpedlibrarian emotional labor is not "just" labor.



3 YEARS AGO



Aliqae Geraci

aliquaesong

@MakeItHappenDay but yet it is still labor @mtroydavis @pumpedlibrarian



3 YEARS AGO



jp porcaro

@MakeItHappenDay

@aliqaesong @mtroydavis @pumpedlibrarian yea I actually think I misinterpreted the tone of that tweet and I actually agree that labor=labor



3 YEARS AGO



T.D

mtroydavis

@MakeItHappenDay @aliqaesong @pumpedlibrarian yes labor is labor. don't want to marginalize it in any way! #critlib



3 YEARS AGO



Lisa Sloniowski

@lissaslo

@MakeItHappenDay @aliqaesong @mtroydavis @pumpedlibrarian but emotional labour is totally unrecognized and under-valued.



@MakeItHappenDay · 3 YEARS AGO



T.D

mtroydavis

@lissaslo @MakeItHappenDay @aliqaesong @pumpedlibrarian always has been, always will be



3 YEARS AGO



Lisa Sloniowski

@lissaslo

@MakeItHappenDay @aliqaesong @mtroydavis @pumpedlibrarian as well as a well-documented cause of burnout. Thinking of Arlie Hoschild's work



3 YEARS AGO



Aliqae Geraci

aliqaesong

@mtroydavis continually marginalized as the labor of women, POC. libraries no different. @lissaslo @MakeItHappenDay @pumpedlibrarian



3 YEARS AGO



Aliqae Geraci

~~aliquaesong~~ ~~aliquaesong~~

@pumpedlibrarian Keep returning 2 skills developd working retail, food service. Must account 4 & plan to extend multidirectionally #critlib



3 YEARS AGO



Aliqae Geraci

~~aliquaesong~~ ~~aliquaesong~~

@pumpedlibrarian Biggest difficulty: working w libs, admins w/o that background, who don't incorp emotional aspect in expectations #critlib



3 YEARS AGO



T.D

~~mtroydavis~~ ~~mtroydavis~~

@lisaslo @MakeItHappenDay @aliquaesong @pumpedlibrarian or kierkegaard. #critlib



3 YEARS AGO



Aliqae Geraci

~~aliquaesong~~ ~~aliquaesong~~

@lisaslo ya, the managed heart!!! must-read @MakeItHappenDay @mtroydavis @pumpedlibrarian



3 YEARS AGO



Nicole Pagowsky

~~pumpedlibrarian~~ ~~pumpedlibrarian~~

@aliquaesong @lisaslo @MakeItHappenDay @mtroydavis I still need to read that, I saved the info from your prev rec of it, Aliqae! #critlib



3 YEARS AGO





T.D

~~mtroydavis~~ ~~mtroydavis~~



@pumpedlibrarian @aliquaesong @lisaslo @MakeItHappenDay all of the above!







3 YEARS AGO



 **Maric Kramer**
maric_kramer
[@pumpedlibrarian](#) Emotional labor and productive affect: million-dollar question. [#critlib](#)
 3 YEARS AGO



Q3: In what ways are reference services oppressive?



 **Eamon Tewell**
@EamonTewell
Keep discussing, and let's throw Q3 into the mix: In what ways are reference services oppressive? [#critlib](#)
 3 YEARS AGO

 **Jessa Darwin**
femme_delettres
A3: MY REFERENCE DESK! It's like a fort. No need for protection. [#critlib](#)
 3 YEARS AGO

 **Andrew Asher**
@aasher
A3 To the librarians, or to the patrons? [#critlib](#)
 3 YEARS AGO

 **Eamon Tewell**
@EamonTewell
[@aasher](#) either! [#critlib](#)
 3 YEARS AGO

 **T.D.**
mtroydavis
A3. power under theorized [#critlib](#)
 3 YEARS AGO

 **Rebecca Halpern**
@beccakatharine
A3: By assuming students will come to us/trust us for non-judgmental help [#critlib](#)
 3 YEARS AGO



Karla Strand
@logansrun98

A3 once read a study that found POC may not approach a libn who doesnt look like them; we need more libns of color! [#critlib](#)



3 YEARS AGO



Ryan Randall
foureyedsoul

[@logansrun98](#) I started to type "approachable" for description of critical ref librs, but that's soooo not up to individual libr. [#critlib](#)



3 YEARS AGO



Ryan Randall
foureyedsoul

[@logansrun98](#) Agree we definitely need more librs of color! [#critlib](#)



3 YEARS AGO



Karla Strand
@logansrun98

.[@foureyedsoul](#) word of mouth will work too, so POC or other ppl of marginalized pops will hear that you are cool & seek you out. [#critlib](#)



3 YEARS AGO



Ryan Randall
foureyedsoul

[@logansrun98](#) That's my hope! I make eye contact & smile at everyone who walks by, which I hope helps set an inviting tone. [#critlib](#)



3 YEARS AGO



Lisa Lepore
lisaflepo

[@foureyedsoul](#) [@logansrun98](#) Kindness matters, especially for the hesitant. [#critlib](#)




3 YEARS AGO



Karla Strand
@logansrun98


.@foureyedsoul yes, give good #critlib and word will get out at you are someone to go to! word of mouth is the best (or worst) marketing!

 3 YEARS AGO



Karla Strand
@logansrun98

@lisafleppore @foureyedsoul agreed. & vulnerability. open up and ppl will inevitably see a piece of you they relate to. oh and humor! #critlib

 3 YEARS AGO



Karla Strand
@logansrun98

A3 not using #critlib and #critref is oppressive IMO. not questioning, doing all the talking, not giving credit to users' mosaics...

 3 YEARS AGO



wpwvcacrl
wpwvcacrlwpwvcacrl

We need librarians who don't look like "librarians"... whichever color or creed. @logansrun98 #critlib

 3 YEARS AGO



Sveta Stoytcheva
oksveta@oksveta

a3 I'm at a large state research university. Hierarchy of affiliated vs. non-affiliated patrons is oppressive #critlib

 3 YEARS AGO



Elizabeth Lieutenant
LizLieutenant

A3 Refdesk alone is oppressive. Physical barrier represents implicit hierarchy between the knowing "us" and unknowing "them" #critlib

 3 YEARS AGO



Sveta Stoytcheva

oksveta@oksveta

.@LizLieutenant yes! & even if technically true, members of the public are not always meant to feel welcome there #critlib



3 YEARS AGO



Lauren Wallis

@LaurenMWallis

A3: In my experience, so many librarians hate being at the desk. Patrons can feel that vibe. #critlib



3 YEARS AGO



Gina Schlesselman-Ta

ginaschless

condescension is a very real manifestation of power (thus oppression) #critlib



3 YEARS AGO



Kyle Shockey

KShockey04

A3. Neutrality. Wholesale disallowing of ref sources. Questioning that reifies existing oppressive structures. #critlib



3 YEARS AGO



Ryan Randall

foureyedsoul

A3 Oppressive to extent reinforce models of knowledge/information as banking/reified rather than socially constructed/negotiated #critlib



3 YEARS AGO



T.D.

mtroydavis

@foureyedsoul whats your intervention? #critlib



3 YEARS AGO



Ryan Randall

~~foureyed~~ foureyedsoul

@mtroydavis I try to talk about where sources come from, work they do in info systems, ask patrons if they're familiar w/similar #critlib



3 YEARS AGO



Lisa Lepore

~~lisaflepo~~ lisaflepo

A3 For some students, seeking knowledge feels oppressive, even shameful. The sense that they don't belong. Need diverse librarians. #critlib



3 YEARS AGO



Andy Hamilton

~~hamtron5000~~ hamtron5000

a3: by presupposing that a question or a topic can have a complete answer, dictated by some type of authority. #critlib



3 YEARS AGO



Donna Witek

~~donnarosemary~~ donnarosemary

A3 THAT PHYSICAL DESK. It oppresses me. It oppresses the students. #critlib



3 YEARS AGO



Ian Beilin

@ibeilin

@donnarosemary I do think that it can be a welcoming, comforting place - the opposite of oppressive, actually. #critlib



3 YEARS AGO



Donna Witek

~~donnarosemary~~ donnarosemary

.@ibeilin Thus illustrates importance of #libspace #design, which can be #critlib or opposite of!



3 YEARS AGO



Lisa Lepore
lisaflepo@lisaflepo

@ibeilin @donnarosemary Like a bridge? Or sitting side by side? Maybe the conversation comforts or alters the environment. #critlib



3 YEARS AGO



Elizabeth Lieutenant
LizLieutenant

@lisaflepo @ibeilin @donnarosemary Physical position is imp. Side-by-side shows your learning with them, less confrontational #critlib



3 YEARS AGO



Eamon Tewell
@EamonTewell

@donnarosemary Can't agree more! Care to elaborate? #critlib



3 YEARS AGO



Kathleen DeLaurenti
@delaubrarian

@EamonTewell @donnarosemary always feels like a physical barrier that reinforces power structures in a concrete way. #critlib



3 YEARS AGO



Andy Hamilton
hamtron5000

@donnarosemary I hear that. My space: tall counter. bummer for time to/from patron workspace, plus tough for kids/shorter folks. #critlib



3 YEARS AGO



Donna Witek
donnarosemary

A3.2: wanted to #hulksmash desk last sem when a student w/disability in wheelchair couldn't join me behind desk b/c not enough room #critlib



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@donnarosemary one of the reasons i always try to come out from behind #critlib



3 YEARS AGO



Donna Witek

donnarosemary

@delaubrarian When you come out from behind, what workstation do you work at w/ student? #critlib



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@donnarosemary either their laptop or a library station nearby #critlib



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@donnarosemary at previous institution it was *required* of all libs to come out to the students. <3 ed it! #critlib



3 YEARS AGO



Andy Hamilton

hamtron5000

@donnarosemary @delaubrarian I set up a circular table for one-on-one work. Helps keep us all on one level, out from behind wall. #critlib



3 YEARS AGO



Ryan Randall

foureyedsoul

@donnarosemary @KShockey04 Oh, thanks for that! I need to make a plan for our new standing-height desk. At least laptops move. #critlib



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@foureyedsoul we have a grad student assistant w/disability; fixed desk is impossible for her. want to #hulksmash daily.



3 YEARS AGO



Ryan Randall

foureyedsoul

@delaubrarian Same! 1 of the @iutls profs uses a wheelchair, so I'm surprised when I don't think about accommodations in advance #critlib



3 YEARS AGO



Andrew Asher

@aasher

A3 So many problems-- Lib as gatekeeper, reinforces hierarchy, physical layout, used to control libns time, used as punishment #critlib



3 YEARS AGO



T.D.

mtroydavis

A3. students don't give a shit about expertise and me too. they want to discover, find, complete. searching sucks. #critlib



3 YEARS AGO



katie

@melbrarian

A3 burden (on patron) of assumptions re "digital natives" and how much we expect patrons to already know,esp in academic libs #critlib



3 YEARS AGO



Gina Schlesselman-Ta

ginaschless

@melbrarian yes and to act surprised when they don't know is the ultimate jerk move



3 YEARS AGO



katie
@melbrarian

@ginaschless yes! is possible for students to get to uni having *never* used a lib. need to tell students there is no shame in this #critlib



3 YEARS AGO



katie
@melbrarian

A3 on diversity - esp for those researching certain material - possibility of enduring micro-aggression/s as part of ref interview #critlib



3 YEARS AGO



Christina Bell
librarybell@librarybell

A3 Forcing patrons to seek help where we want to be, not where they need/ want it #critlib



3 YEARS AGO



Ian Beilin
@ibeilin

I must say I'm surprised by the degree of cynicism about the ref desk here - I think it is what we make of it. #critlib



3 YEARS AGO



Rebecca Halpern
@beccakatharine

@ibeilin There's something "icky" about such a formal place for such a messy process #critlib



3 YEARS AGO



Lisa Lepore
lisaflep@lisaflepore

@beccakatharine @ibeilin It must feel like a barrier...constrains the librarian who wants OUT. #critlib



3 YEARS AGO



Christina Bell

librarybell@librarybell

@ibeilin I agree. The deks is well used and liked at my school. VR is largely ignored because students want to TALK to a person #critlib



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@librarybell @ibeilin our VR is ignored (and steady), but desk stats still down. appointments on the rise, however! #critlib



3 YEARS AGO



Angela Pashia

@LibrarianAngie

How much of that is frustration w/ imposed non-critical ref models? I enjoy the good, critical interactions @ibeilin #critlib



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@LibrarianAngie @ibeilin or what students don't make of it? would be surprised to hear anyone's stats are headed up at the desk #critlib



3 YEARS AGO



Sveta Stoytcheva

oksveta@oksveta

@ibeilin Same, I really enjoy working the reference desk. (Not that it doesn't have its issues.) #critlib



3 YEARS AGO



Ian Beilin

@ibeilin

@oksveta I learned more about librarianship at the reference desk than anywhere else. #critlib



3 YEARS AGO



Sveta Stoytcheva

oksveta@oksveta

.@ibeilin & at a state university there's a fuzzy boundary re "affiliation". easier to provide more equal service to public at desk #critlib



3 YEARS AGO



Maric Kramer

maric_kramer

Q3 Too-quick reliance on "authority" that just perpetuates hegemonic discourse. #critlib



3 YEARS AGO



Elizabeth Lieutenant

LizLieutenant

A3 Refdesk alone is oppressive. Physical barrier represents implicit hierarchy between the knowing "us" and unknowing "them" #critlib



3 YEARS AGO



Gina Schlesselman-Ta

ginaschless

A3 desk can be oppressive when behind it you are a woman on display #critlib



3 YEARS AGO



Donna Witek

donna@donnarosemary

Yes or yr presence interp'd as invite to be hit on MT @ginaschless:desk can be oppressive when behind it you are a woman on display #critlib



3 YEARS AGO



Nicole Pagowsky

pumped@pumpandlibrarian

@donnarosemary @ginaschless ugh yes, can inspire creepy behavior, had dude lurk by desk every day & ask me same Q @ last job #critlib



3 YEARS AGO



Donna Witek

donnarosemary @donnarosemary

.@pumpedlibrarian @ginaschless speaking of emot'l labor: when public patron (alum) kept crossing verbal line, I became enraged #critlib



3 YEARS AGO



Donna Witek

donnarosemary @donnarosemary

@pumpedlibrarian @ginaschless It was a few yrs ago, but that kind of rage is v out of character for me. Such a violation. #critlib



3 YEARS AGO



Joel Burkholder

FromtheShelves @FromtheShelves

A3: Our structure (open floor plan) isn't the best for helping out w sensitive questions. #critlib



3 YEARS AGO



Barnard Library

barnlib @barnlib

A3 Another + for the consultation vs. desk model is privacy. Ppl can more easily be in that messy place when they're not in public. #critlib



3 YEARS AGO



wpwvcacrl

wpwvcacrl @wpwvcacrl

A3 #critlib Librarians are oppressed by edu tiers & Students by teachers with the "right" answers.



3 YEARS AGO



Cudjoe

CUDJOE70 @CUDJOE70

A3 also the desk itself replicates a point of capitalist consumption where there are use values and exchange values. #critlib



3 YEARS AGO



Lisa Lepore

~~lisaflepore~~ @lisaflepore

@CUDJOE70 Maybe the desk too is a private space, not communal. Not relatable as communal, not easily anyway. #critlib



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@lisaflepore @CUDJOE70 YES YES YES YES! it's our space, not the questioners. requires certain amount of bravery to enter. #critlib



3 YEARS AGO



Cudjoe

~~CUDJOE70~~ CUDJOE70

@lisaflepore I was thinking that too. It's a place that has inherent capital and not built by the community. #critlib



3 YEARS AGO



Lisa Lepore

~~lisaflepore~~ @lisaflepore

@delaubrarian @CUDJOE70 And maybe too we get protective of that space. We settle into ourselves while we wait to help, it's weird. #critlib



3 YEARS AGO



Cudjoe

~~CUDJOE70~~ CUDJOE70

@lisaflepore @delaubrarian agreed! I wonder many times while waiting that were missing the discussion that is actually happening! #critlib



3 YEARS AGO



T.D.

~~mtroydavis~~ mtroydavis

are there meaningful ways to accumulate statistics at a ref desk that can inform the “why” of the ref desk? #critlib



3 YEARS AGO



Andrew Asher

@aasher

@mtroydavis This is a good area for qualitative inquiry [#critlib](#)



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@mtroydavis READ scale is a pretty flexible way to gauge "intensity", "complexity"? of interactions. can be what you make of it [#critlib](#)



3 YEARS AGO



Karla Strand

@logansrun98

Libs can reinforce oppressive wt patriarchal cis-het hierarchy w/o even knowing it, like most other cultural institutions [#critlib](#) +



3 YEARS AGO



Karla Strand

@logansrun98

so we have to intentionally & critically oppose & fight against this, with user participation. so much for me just lurking tonight [#critlib](#)



3 YEARS AGO

Q4: Are there reference models that improve upon traditional services in a critical sense? What would a [#critlib](#) reference model look like?



Eamon Tewell

@EamonTewell

Q4: Are there reference models that improve upon traditional services in a critical sense? What would a [#critlib](#) reference model look like?



3 YEARS AGO



Angela Pashia

@LibrarianAngie

A4 Part of that seems to be physical design of space, or work-arounds. Barriers vs space to have student "drive" the computer? [#critlib](#)



3 YEARS AGO



Kyle Shockey

KShockey04 @KShockey04

A4: by far not wholesale endorsing Friere, but I will hammer it home: humanization through mutual naming & questioning. [#critlib](#)



3 YEARS AGO



Kyle Shockey

KShockey04 @KShockey04

Radical educators have been doing this for YEARS. [#critlib](#)



3 YEARS AGO



Rebecca Halpern

@beccakatharine

[@KShockey04](#) Mutual naming of the service/space? [#critlib](#)



3 YEARS AGO



Kyle Shockey

KShockey04 @KShockey04

[@beccakatharine](#) the service, the space, the problem, the source, the reason for needing to question. [#critlib](#)



3 YEARS AGO



Lisa Lepore

lisaflepore @lisaflepore

[@KShockey04](#) [@beccakatharine](#) Allowing for questions, and then allowing the questions. [#critlib](#)



3 YEARS AGO



Barnard Library

barnlib @barnlib

Love that [@aliquaesong](#) mentioned emotion with regard to [#critlib](#) & [#critreference](#). Research can be scary, angering, joyful, etc.



3 YEARS AGO



Aliqae Geraci

aliquaesong@aliquaesong

@barnlib think topic originated w/ @pumpedlibrarian but yes, research is terrifying & always try to honor that in ref and clsroom #critlib



3 YEARS AGO



T.D

mtroydavis@mtroydavis

A4. a critical reference model looks invisible #critlib



3 YEARS AGO



Sveta Stoytcheva

oksveta@oksveta

.@mtroydavis I disagree. No matter what, power structures are always there, if invisible it's harder for users to challenge them. #critlib



3 YEARS AGO



T.D

mtroydavis@mtroydavis

@oksveta by invisible i don't mean impenetrable. i mean abolished. #critlib



3 YEARS AGO



Andy Hamilton

hamtron5000@hamtron5000

a4: love the roving reference model; in-stacks interaction elicits more response than waiting @ desk. Sadly, can rarely implement. #critlib



3 YEARS AGO



Nicole Pagowsky

pumpedlibrarian@pumpedlibrarian

We used PIC prog for ref in multicultural centers, athletics, etc & re-estab now w a diversity scholar/LIS student doing internship #critlib



3 YEARS AGO



katie
@melbrarian

A4. am aware of roving ref as a model - but concerned abt way this has potential to disadvantage disabled librarians [#critlib](#)



3 YEARS AGO



Sveta Stoytcheva
oksveta@oksveta

[@melbrarian](#) roving has many benefits, but it can also feel a little surveillance-y [#critlib](#)



3 YEARS AGO



Angela Pashia
@LibrarianAngie

[@oksveta](#) [@melbrarian](#) agreed. I don't know that I'd be comfortable having librarian check on me while browsing stacks as user [#critlib](#)



3 YEARS AGO



Christina Bell
librarybell@librarybell

[@LibrarianAngie](#) [@oksveta](#) [@melbrarian](#) Our stacks are quiet floors, and the students will shush us for talking there! [#critlib](#)



3 YEARS AGO



Kathleen DeLaurenti
@delaubrarian

[@librarybell](#) [@LibrarianAngie](#) [@oksveta](#) [@melbrarian](#) we were one of those libs the year of the student shushing viral vids! [#critlib](#)



3 YEARS AGO



Kevin Seeber
kevinseeber@kevinseeber

[@oksveta](#) [@melbrarian](#) I was going to say, I've heard students complain that roving felt invasive- ie moving into quiet study areas. [#critlib](#)



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@kevinseeber @oksveta @melbrarian this is my personal bias against, too. would HATE it as a patron. #critlib #innerlibrarian #inneruser



3 YEARS AGO



Nicole Pagowsky

pumped librarian
@melbrarian

@kevinseeber @oksveta @melbrarian good pt, don't want to force students into interactions..I hate when salespeople follow me around #critlib



3 YEARS AGO



katie

@melbrarian

A4 particularly wrt fatigue - having enough 'spoons' to sit at desk, but not to roam around - this is something #critlib should encompass



3 YEARS AGO



katie

@melbrarian

A4 this follows on from discussion abt ref desk itself -have worked w libs who need space btwn them & borrower in order to feel safe #critlib



3 YEARS AGO



katie

@melbrarian

A4 imo best implementations of roving ref give agency to libs to determine their own balance of desk & floor time #critlib



3 YEARS AGO



Andy Hamilton

hamtron5000
@melbrarian

@melbrarian Great points. Ideally, mix both? Did that at old job, loved it; current job only staff/time for one at a time.



3 YEARS AGO



Andrew Asher

@aasher

A4 Models that focus on relationships-- like personal lib /embedded libs. Hard to scale though
[#critlib](#)



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

[@aasher](#) but do we have to scale horizontally in the curriculum? focusing on high-impact can
put lasting relationships in place [#critlib](#)



3 YEARS AGO



Andrew Asher

@aasher

[@delaubrarian](#) Yes, focus on high-impact, but there's often not enough ppl even for that-- takes
a radical-minded leadership [#critlib](#)



3 YEARS AGO



Andrew Asher

@aasher

[@delaubrarian](#) b/c a commitment requires other things to go [#critlib](#)



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

[@aasher](#) like less effective instructional models? desk hours? [#critlib](#)



3 YEARS AGO



Andrew Asher

@aasher

[@delaubrarian](#) desk hours, collection development, etc. Pick a favorite "traditional" area [#critlib](#)



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@aasher i think we don't question values of those "traditions" enough sometimes. gives me a sad face we feel too constrained to experiment



3 YEARS AGO



Andrew Asher

@aasher

@delaubrarian Lots of institutional politics too surround these things too-- e.g. entire departments devoted to reference



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@oksveta @aasher i wonder about tools to dismantle power structures. as a user, i am very reluctant to ask for help. anonymizing an option?



3 YEARS AGO



Kathleen DeLaurenti

@delaubrarian

@aasher see earlier tweet about reference killing angle kittens ;) #critlib



3 YEARS AGO



Andrew Asher

@aasher

@oksveta @delaubrarian I've never worked in public lib, so I'm not sure-- at some level there does need to be com contact point



3 YEARS AGO



Andrew Asher

@aasher

@oksveta @delaubrarian e.g. the circ desk



3 YEARS AGO



Andrew Asher

@aasher

@delaubrarian @oksveta How to meet people where they need help and are comfortable getting help-- big questions



3 YEARS AGO



Andrew Asher

@aasher

@delaubrarian @oksveta Again, I think its relationships though-- if you know someone to ask = more likely to ask



3 YEARS AGO



Lauren Wallis

@LaurenMWallis

A4: Taking ref desk outside the library to res halls, outdoor spaces, student centers #critlib



3 YEARS AGO



Elizabeth Lieutenant

LizLieutenant

A4: (1/2) Model's application to #critlib depends on social environment & motivation IMO. Take embedded approach for example...



3 YEARS AGO



Elizabeth Lieutenant

LizLieutenant

A4: (2/2) Could be applied to community dvlp, could be used to secure lib position within org and demonstrate value to upper mgmt #critlib



3 YEARS AGO



Jessa Darwin

femme_delettres

A4: Roaming ref. Not tied to physical space of desk or even libr. Convo model that is larger/longer than ref transaction #critlib



3 YEARS AGO



Maric Kramer

maric_kramer

Q4 A [#critlib](#) reference model is student-centered. Takes their concerns and POV as primary, while encouraging critical thinking. [#critlib](#)



3 YEARS AGO



Kyle Shockey

KShockey04

Stats people - does this help you model your A4? Ben Bizzle is about to speak at ALAMW and I am about to review his book. [#critlib](#)



3 YEARS AGO

Q5: What actions can we take to encourage a critical approach to reference?



Eamon Tewell

@EamonTewell

Last but certainly not least, Q5: What actions can we take to encourage a critical approach to reference? [#critlib](#)



3 YEARS AGO



T.D.

mtroydavis

[@EamonTewell](#) A5. keep trying to ask that question in different ways [#critlib](#)



3 YEARS AGO



Ian Beilin

@ibeilin

Q5: Maybe the answer for some is - tear it all down and build it back up again, the right way? [#critlib](#)



3 YEARS AGO



Lisa Lepore

lisaflepp

A5 We read and keep educating ourselves, finesse how we listen, dump our assumptions that alienate others and ourselves. [#critlib](#)



3 YEARS AGO



Ryan Randall

~~foureyed~~foureyed soul

A5 Be deliberate with Qs we ask during ref dialogs, encourage structural thinking & for patrons to express own aims/knowledge [#critlib](#)



3 YEARS AGO



Sveta Stoytcheva

oksveta@oksveta

a5 reflexivity is a crucial action. reflect on each reference interaction w/ [#critlib](#) in mind, hopefully grow in your praxis



3 YEARS AGO



T.D

~~mtroydavis~~mtroydavis

love the article we read used the word “autodidact” think that’s important actually in this discussion [#critlib](#)



3 YEARS AGO



Angela Pashia

@LibrarianAngie

A5 my bias is to encourage ref libs learn critical pedagogy (viewing ref as one-on-one instruction). But I’m an instruction lib! [#critlib](#)



3 YEARS AGO



Jessa Darwin

femme ~~delettres~~delettres

A5: Love Adler - education, orientation and reorientation through and around questions/information [#critlib](#)



3 YEARS AGO



Donna Witek

donnarose ~~donnarose~~donnarosemary

A5: Training new staff, make [#critreference](#) processes/dialogues/patterns the norm/default! [#critlib](#) (new p/t ref libr starts here in 2wks!)



3 YEARS AGO



Maric Kramer

maric_kramer

Q5 Participate in communities of practice like this one! [#critlib](#)



3 YEARS AGO



katie

@melbrarian

A5 seek out prof dev that builds on empathic listening/interviewing skills, esp within framework of centralising patron's needs [#critlib](#)



3 YEARS AGO



katie

@melbrarian

A5 i say this bc [#critlib](#) approach drives us into contact w ideas we may find distressing etc &we need to b able to navigate that carefully



3 YEARS AGO



Donna Witek

donna_witek

A5 Build ref services into/graft onto(?) IL program so ref services become site for [#critIL](#) [#critlib](#) [#critreference](#) [#critALLthethings](#)



3 YEARS AGO

Pitches!



Eamon Tewell

@EamonTewell

Time for [#critlib](#) pitches! What would you like to share with other [#critlib](#)'ers?



3 YEARS AGO



Jessa Darwin

femme_delettres

[#critlib](#) pitch: I'm trying to get a pop-up ref service in our student center for an hr a day near our academ excel center (partnership!)



3 YEARS AGO



Andrew Battista

rawdeal85awdeal85

#critlib #pitch: If you're near NYC, come hear me and @pumpedlibrarian (via AZ) talk about badges and gen ed - gamesfest2015.commons.gc.cuny.edu/schedule/



3 YEARS AGO



Karla Strand

@logansrun98

#critlib pitch: as always check out @WisWSLibrarian for all your intersectional feminist LGBTQ research needs! thx all! peace&justice, karla



3 YEARS AGO



Nicole Pagowsky

pumpedlibrarianpumpedlibrarian

#critlib pitch: ditto what @rawdeal85 said. Also #critlib blog will be up someday! Thx @EamonTewell for moderating, great chat!



3 YEARS AGO



Eamon Tewell

@EamonTewell

Thanks everyone for participating in tonight's #critlib! I, for one, found the discussion really valuable and encouraging.



3 YEARS AGO



Eamon Tewell

@EamonTewell

Tuesday after next #critlib will discuss diversity library residents with @ACRL_RIG!



3 YEARS AGO



Barnard Library

barnlib @barnlib

Thanks @EamonTewell for excellent topic, questions & moderation! #critlib



3 YEARS AGO



Christina Bell

librarybell librarybell

Indeed! RT @barnlib: Thanks @EamonTewell for excellent topic, questions & moderation!
#critlib



3 YEARS AGO



Donna Witek

donnarosemary donnarosemary

Gotta go, this #critlibrary (;) is about to close and I'll be locked in if I don't leave! Thanks for a great #critlib chat!



3 YEARS AGO



Donna Witek

donnarosemary donnarosemary

@EamonTewell Thanks so much for mod-ing a v. fast paced #critlib chat!



3 YEARS AGO



T.D

mtroydavis mtroydavis

i'm def not a fluent twitterer. reading all kinds of cool interactions out of nowhere. #critlib



3 YEARS AGO



T.D

mtroydavis mtroydavis

@barnlib @EamonTewell yea, thanks. dig it and dug it.



3 YEARS AGO



T.D

mtroydavis mtroydavis

inspired. thanks thinkers who think u r librarians. #critlib



3 YEARS AGO



Jessa Darwin

femme_delettres femme_delettres

@EamonTewell Thanks for a great evening of #critlib!



3 YEARS AGO



Ian Beilin
@ibeilin


Thanks @EamonTewell for the great #critlib moderation, Qs and readings!

 3 YEARS AGO



Sveta Stoytcheva
oksveta@oksveta

Thanks, @EamonTewell! Tonight's #critlib flew by!

 3 YEARS AGO



Karla Strand
@logansrun98

Thanks @EamonTewell for a great #critlib!

 3 YEARS AGO



Donna Witek
donnarosemary@donnarosemary

@EamonTewell Thanks so much for mod-ing a v. fast paced #critlib chat!

 3 YEARS AGO



Elizabeth Lieutenant
LizLieutenant@LizLieutenant

@EamonTewell Thanks to you & #critlib for tonight's chat! Great kickoff the start of my semester.

 3 YEARS AGO



Kathleen DeLaurenti
@delaubrarian

so much thanks to @EamonTewell for modding tonight's #critlib !

 3 YEARS AGO



katie
@melbrarian

thank u so much to everyone who participated in #critlib, esp @EamonTewell - really appreciate how freely ideas & perspectives are shared

 3 YEARS AGO