

Please let me know if you need more for the retreat. As you see, I came up with a big question, or theme, but also ten more specific questions to explore that feed into that theme. This is the overarching point, or theme, to which Reference agreed: **What is the appropriate model for reference?** Listed below are the ten subpoints that we would like to discuss, recognizing that we cannot cover them all. However, should we discuss a majority, we would address better the big question above. I have placed these points in order of priority; the first item is the highest priority. How do we assess our services, including instruction?

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How do we continue to provide good service with a flat or decreasing faculty and staff? And how can we maximize our personnel without misappropriating/exploiting them?

How can we promote ourselves more effectively?

How do we balance our pedagogical role with our role as service providers? In other words, how do we challenge students as learners but also treat them in a welcoming manner as customers?

How do we incorporate public service for government documents into our workflow on the Lobby Level?

How do we determine the optimum mix of on-site (typically but not exclusively ref desk) and remote/virtual service (including outreach)?

What is the Reference Department? How can we work better with other departments and units to further the objectives of the Libraries and the University? More specifically, what is our relationship with Computing Services?

How do we maintain a baseline competency in general resources and comprehensive knowledge in our subject areas?

How do we determine the optimum mix of traditional and electronic resources? How do we address the limits of electronic resources and the often unfavorable pricing models to obtain electronic monographic and serial reference resources? How do we obtain appropriate funding for our resources? What is the role of the reference collection and what is the role of circulating collections in the provision of reference service?

How can we use technology more effectively to further our goals and services?