The James B. Hunt Jr. Library (Figure 1) opened in January 2011. A two hundred thousand-square-foot building housing both library and non-library spaces on an underserved satellite campus, the Hunt Library represents a dramatic shift in the level of service and the kind of services provided. The concept of a providing library services in non-library spaces is not a new one.4 The Ask Us Here service was modeled on several established programs, notably “Ask Us HERE!” at Simon Fraser University. A third location, the College of Textiles, was added as a way of engaging new patrons. To promote “Ask Us Here,” we posted notices on the electronic bulletin board screens in each building. We also mentioned Ask Us Here while talking with undergraduates working in the reference service. In its brief form, Ask Us Here consisted of librarians walking up to the engineering buildings, sitting down in the lobby and atrium spaces, and answering questions. Equipment consisted of a sign (3’x4’), a small tabletop tripod for the sign, a laptop or tablet able to access the library’s wifi network, and a bowl of candy and pens. We chose to take a flexible approach to obtaining a table each session, waiting for a suitable table to become free in the often-crowded spaces. The sign was initially gray with the library logo, but was replaced with a more eye-catching red and white design (Figure 2).

Sessions alternated between two College of Engineering buildings. Initially, two librarians attended each weekly session. Starting with the third semester, the schedule was expanded to two days per week, each day covering a different building location per session (rotating through a staff member or student assistant). The third location (College of Textiles) was added.

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