Librarians on Demand: Offering Instruction and Reference Services Anytime They Want It and Anywhere They Want It

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Librarians on Demand: offering instruction and references services anytime they want it and anywhere they want it

Angiah Davis, Reference Librarian
Carla Fredd, Business Librarian
Kimberley Bugg, Assistant Head
Atlanta University Center - Robert W. Woodruff Library

- Constructed in 1982
- Named in honor of the late Robert Winship Woodruff, former CEO of the Coca Cola Company
- Serves the instructional, informational and research needs for member institutions of the Atlanta University Center, the world's largest and oldest consortium of Historically Black Colleges and Universities
Atlanta University Center

- Clark Atlanta University
- Interdenominational Theological Center
- Morehouse College
- Spelman College

- FTE: approximately 10,000 students (graduate and undergraduate)
Library Location
Why We Went?

Location
- Library serves 4 different schools; library is closer to CAU and Morehouse
- All campuses cover approximately 3 miles
- Spelman is the furthest campus – it is about 1.2 miles from the library to the furthest building at Spelman

Library renovation
- Disruption of physical space offers a good opportunity to provide reference services outside of the library
In-person encounters
- Despite availability of resources online, face to face interaction is still important.
- Students and faculty are able to ask detailed questions about resources and receive one-on-one assistance.

Outreach
- Seeing the librarian on campus and outside of the usual environment is a great way to build relationships.
Where We Went?

- Clark Atlanta University
- Interdenominational Theological Center
- Morehouse College
- Spelman College
Where We Went?

- **Smart Classrooms & Computer Labs**: Librarians met with faculty and students in on-campus smart classrooms and computer labs.

- **Student Centers**: Librarians setup services in places were students typically gathered and studied.

- **Residence Halls**: Offering services in the residence halls allowed students to get research assistance in a comfortable atmosphere.
Laptops with WIFI

- Used during department and student center office hours
- Laptops were provided by Woodruff IT
- WIFI access using campus network or Woodruff’s Sprint AirCard®
How We Went? (Software & Technology)

Desktop with Internet access
- Used for on-campus instruction and office hours in the dorms
- Dorms had computer labs

Woodruff tablecloth and signs during office hours
- Tablecloth with library logo was displayed for visibility and advertising.
- Signs indicating “Librarian is available” and hours of availability were displayed.
What We Offered?

- **Instruction:** Faculty members and/or students can request instruction, database demonstrations, and citation workshops. The librarian will come to their classroom rather than the class coming to the library.

- **One-on-One/Group Research Sessions:** Faculty members and/or students can request research assistance. The requestor suggests a time and location and the librarian will meet them there.
Departmental office hours: A librarian is available during a dedicated amount of time (usually one or two hours) at a designated area for reference assistance. No appointment necessary.

Student Center and Dormitory office hours: A librarian conducts office hours at a dedicated space in the dorms or student center.
**Data Gathering Tools**

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**RECORDING YOUR RESEARCH STRATEGY**

1. Write your research question/statement in the space below:

   [Blank space for input]

   *Remember, think of synonyms and use them in your search strategy.*

2. Record your search strategy

<table>
<thead>
<tr>
<th>Keyword #1</th>
<th>AND/OR/NOT</th>
<th>Keyword #2</th>
<th>AND/OR/NOT</th>
<th>Keyword #3</th>
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3. Go to [www.austr.edu](http://www.austr.edu), select E-Resources and select the most appropriate database.

   - **Research plan and results**

<table>
<thead>
<tr>
<th>Name of database or Journal</th>
<th>Search Strategy</th>
<th>Article(s) found (title, author(s))</th>
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**Research Consultation Center Consultation Form**

**Librarian on Duty:**

**Date:** __/__ /20__

**Time of Day:**

- □ 10 am - 12 pm
- □ 12 pm - 2 pm
- □ 2 pm - 4 pm
- □ 4 pm - 6 pm
- □ 6 pm - 8 pm
- □ 8 pm - 10 pm
- □ Other

**Member Institution:**

- □ Morehouse College
- □ Spelman College
- □ Other
- □ Clark Atlanta University
- □ Interdenominational Theological Center

**Classification:**

- □ Undergraduate □ 1st Year □ 2nd Year □ 3rd Year □ 4th Year □ 5th Year or Higher
- □ Graduate Student □ Faculty □ Staff □ Other

**State the Question (be as specific as possible):**

**Who Referred the User?**

- □ Information Desk □ Faculty (specify): ____________ □ Friend □ Walk In
- □ Website □ Other (specify): ____________

**Which databases did you use during your consultation (check all that apply)?**

- □ Academic Search Premier
- □ ABI Inform
- □ ARTstor
- □ ATLA
- □ JSTOR
- □ Proquest Research Library
- □ CIAO
- □ OVRC
- □ Business & Industry
- □ BioRC
- □ BasicBIOSIS
- □ Black Studies Center
- □ CQ Researcher
- □ Communication & Mass Media Complete
- □ Worldcat
- □ Dissertation Abstracts
- □ ERIC
- □ Ethnic Newswatch
- □ Fastsearch
- □ Google Scholar
- □ Google
- □ WOODI Catalog
- □ Medline
- □ Hoovers
- □ MLA
- □ Business Source Premier
- □ Campus Westlaw
- □ Project Muse
- □ PubMed
- □ Proquest Newspapers
- □ PsychINFO
- □ Other (specify): ____________

**How long was the transaction?**

- □ <10 min
- □ 10 min - 20 min
- □ 20 min - 30 min
- □ >30 min - 60 min
- □ >60 min

**Did the patron establish a proxy account?** □ Yes □ No

**Did the patron need to use Interlibrary Loan?** □ Yes □ No

**Was the patron referred to a subject librarian?** □ Yes □ No Librarian ____________

**Did patron request a follow up?** □ Yes □ No

**Name:** ____________

**Email Address:** ____________

**Local Phone:** ____________

**Date Follow Up Requested:** ____________
What Did We Learn?

- **Time:** Students don’t research in the morning. Scheduled campus hours and request for research sessions were heavier in the afternoons. The services are requested more frequently during midterms and finals.

- **Benefit:** Students feel more comfortable in their own environment.
What Did We Learn?

- **Location**: The student center locations are heavily utilized.

- **Advertisement**: Faculty members are the best marketing strategy available. Over 50% of users say that their professor told them about it or recommended the service.
Future Implications (Best Practices)

- Offer More Services & Hours
- Offer virtual office hours (chat rooms)
- Offer services at off campus locations
Selected Readings


Questions
Now it’s Your Turn

- Share with the group challenges you have faced when trying to implement outreach services.

  AND /OR

- Share with the group services you have implemented at your library that have been successful or that you would like to improve.
Thank You!

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