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
Why We Went?

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 where 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.
What We Offered?

- 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

RECORDING YOUR RESEARCH STRATEGY

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

   ____________________________

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, 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>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

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? [ ] <10min [ ] 10-20min [ ] 20-30min [ ] >30min [ ] >60min

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: ____________________________
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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http://research.aucotr.edu/loid