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Guides by the Side: The Role of Technical Services in Information Literacy Instruction

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Guides by the Side: The Role of Technical Services in Information Literacy Instruction

Jeffrey M. Mortimore Discovery Services & Data Curation Librarian Ruth L. Baker

Learning Commons Librarian



Agenda

- ♦ Re-Framing Instruction A Tale of Two Universities
 - ♦ Physician Assistant program at South University, Savannah
 - ♦ Transforming Subject Guides at Georgia Southern University

* ACRL Framework for Information Literacy – Ramifications for Discovery, Delivery, & Mediation

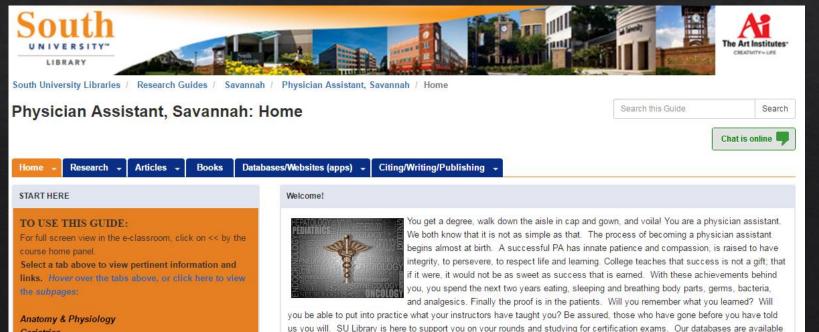
- ♦ Technical Services in Service of Instruction Example Initiatives
 - ♦ Resource guides (reference resources, newspapers, & ETDs)
 - ♦ Database assets
 - ♦ FAQs
 - ♦ Content mapping & centralized management
 - ♦ Troubleshooting & enhancement support
- ♦ Public Services Closing the Loop
- ♦ Observations & Next Steps

Reframing Instruction – A Tale of Two Universities

South University

- ♦ Spring 2015 Physician Assistant (PA) program collaboration.
- ♦ PA guide took a "traditional" resource-type orientation.
- ♦ PA faculty didn't like the layout or content, and requested that the guide be revised.
- Why...?

"We don't need all this stuff because we are training PAs. Stop giving our students what they don't need and make it easier to use."



to you 24/7 and we are only a call or email away.

Geriatrics Surgery

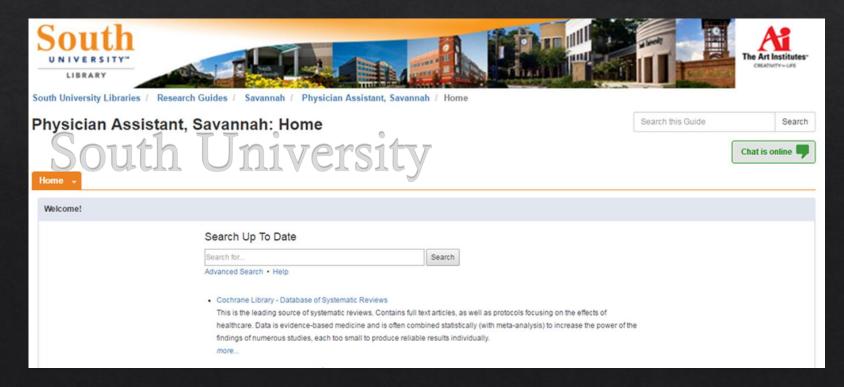
Reframing Instruction – A Tale of Two Universities

South University cont'd

Mediation and Instructional needs:

- ♦ A research guide that models clinical practice.
- ♦ Instruction on *how authority is constructed in the field* and *clinically-based strategic exploration*.

To accomplish this, a draft guide was prepared with one tab. The PA faculty loved it; the librarians got spooked...



Reframing Instruction – Georgia Southern

- Like South University, our subject guides have had a 'traditional' resource-type orientation, reflecting the 'mindset' of the librarians and organization of traditional academic libraries.
- Usage of our subject guides has not impressive overall, except after classes in which guides were used as teaching platforms.



Zach S. Henderson Library / LibGuides / Anthropology / Home

Anthropology: Home

Library's resources, and tools to guide you

in beginning your research. In this guide,

you will find sections (visible as tabs at the

Home

A guide to Anthropology resources and research strategies in the Zach S. Henderson Library.



lives":

- Sociocultural Anthropology
- Biological (or Physical) Anthropology

ZACH S. HENDERSON LIBRARY

New Resource: The New York

Search

June 30, 2015

Search this Guide

The Zach S. Henderson Library is please to announce that we now offer access to the New York Times Online, This subscription allows all Georgia Southern University

Reframing Instruction – Georgia Southern

- To address gaps in student learning, specifically scholarly vs. popular sources, we experimented with transforming our approach and creating a few assignment-specific guides
- Instruction was aligned with the frame "authority is constructed and contextual" in the social sciences, particularly in the field of anthropology, with strategic exploration.

This guide was used first as a flipped assignment, followed by f2f review and scaffolded learning



ZACH S. HENDERSON LIBRARY

Zach S. Henderson Library / LibGuides / Anth 2130: Anthropological Inquiry / Step 1-Types of Periodicals Assignment

Anth 2130: Anthropological Inquiry: Step 1-Types of Periodicals Assignment

Search this Guide

Search

Step 1-Types of Periodicals Assignment 🗸 Step 2-Comparison of Types Step 3-Examples 🦂 Step 4-Types of Periodicals Worksheet Find Online Articles

Introduction

This guide will familiarize you with the types of publications you will find in college and university libraries, first in print and later online.

Specifically we will look at scholarly journals, trade journals and popular magazines--and how they differ. Mainly, we want you to think about what makes a source appropriate for a college paper or presentation.

Here's what you need to do BEFORE CLASS:

Review the materials in this guide:
 view the criteria for popular, trade and

scholarly publications (step #2)

Scholarly, Trade and Popular Periodicals

What's the Difference? There are 3 main types of periodicals you will find in college libraries:

- Scholarly Journals (e.g., International Journal of Middle East Studies)
- Trade Journals (e.g., Advertising Age)
- Popular periodicals (e.g., Time, Discover)

Still not sure what "periodical" means? (view the scholarly vs.popular tutorial below):

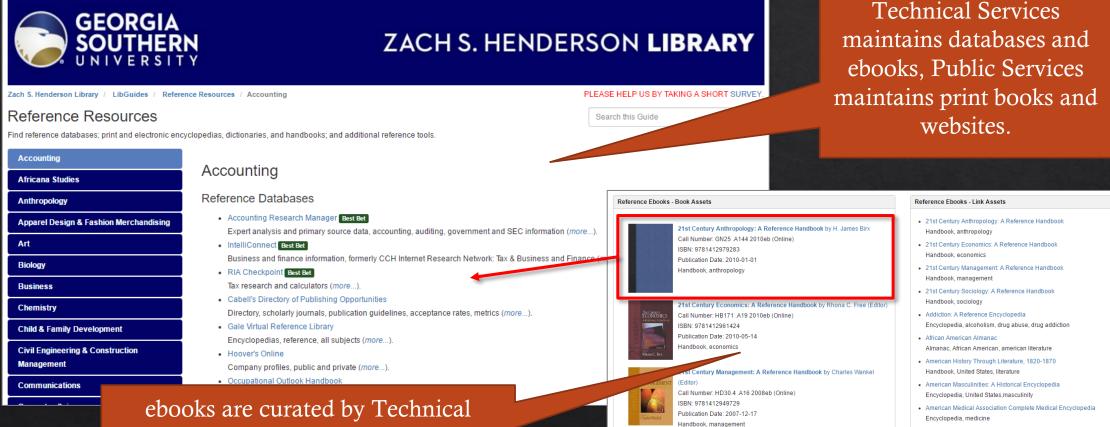
Take a look at "Step 2-Comparison of Types" (click on the tab at the top of the screen)--you may notice that it bears a striking resemblance to the CRAAP Test...not familiar with CRAAP criteria? take a look at the CRAAP Test document below

Scholarly vs. Popular

Framework for Information Literacy – Ramifications for Discovery, Delivery, & Mediation

- ♦ It takes two... Technical and Public Services Librarians recognized an opportunity to "break down the silos," and collaborate fully in mediating resources pursuant to delivering public services in a 'frameworky' way.
- ♦ We are focusing on domain-appropriate mediation aligned to the "communities of learning" we support.
- ♦ Content-related strategies include:
 - ♦ Re-packaging and re-purposing content to be maximally adaptable to domain-specific needs.
 - ♦ Streamlining creation and maintenance of content for this purpose.
- * Closing the loop on content development and troubleshooting support through centralized mapping and asset management

Technical Services in Service of Instruction – Resource Guides



ebooks are curated by Technical Services and can be mapped to any guide via shared "Template" guide.

21st Century Sociology by Clifton D. Bryant (Editor); Dennis L. Peck (Editor) SOCIOCOCK Call Number: HMS85. A13 2007eb (Online) ISBN: 9781412916080 Publication Date: 2006-11-17 Archaeology in America : An Encyclopedia, Volumes 1-4

Ashgate Companion to Contemporary Philosophy of Physics

Encyclopedia, archaeology, historic sites

Handbook physics philosophy

Technical Services in Service of Instruction – Resource Guides

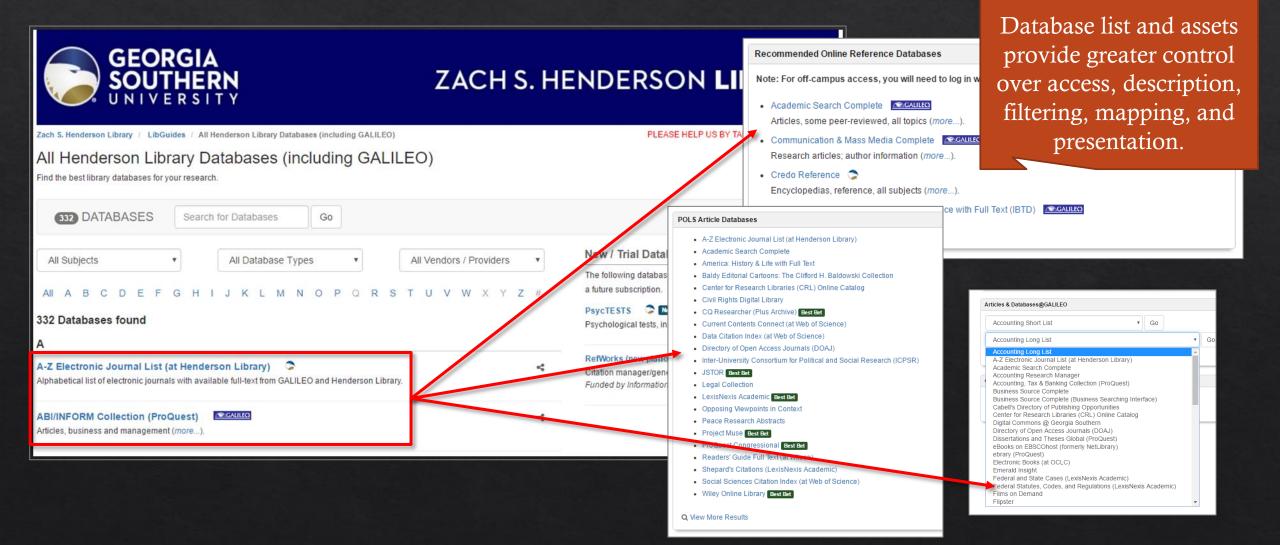
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Databases and Online resources for finding currer	t and historical newspapers	for different applications.	•
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To access these Popular (or high-profile) Newspapers, click on the link for the Quick Start guide for each title. You will see a page with details (including links) to locate the title at Georgia Southern (Full Text Databases, Print & Microform Holdings, and Indexes & Websites). For additional titles, such as newspapers in	 Atlanta Journal-Constitution (Quick Start Guide) Find print and electronic full text of the Atlanta Journal-Constitution in the library collection and online. Boston Globe (Quick Start Guide) Find print and electronic full text of the Boston Globe in the library collection and online. Chicago Tribune (Quick Start Guide) Find print and electronic full text of the Chicago Tribune in the library collection and online. Christian Science Monitor (Quick Start Guide) Find both print and electronic full text of the Chicago Tribune in the library collection and online. 	GEORGIA SOUTHERNULVERSITY Zach S. Henderson Library / LibAnswers Q. Atlanta Journal-Constitution - Quick Start Guide Find print and electronic full text of the Atlanta Journal-Constitution in the library collection and online. Ask Another Queston Type your question Search Browse: All Groups * Topics *	
For additional titles, such as newspapers in the Center for Research Libraries, also check out the Selected Databases list on the Start Here page.	 Derver Post (Quick Start Guide) Find print and electronic full text of the Derver Post in the library collection and online. Die Zeit (Quick Start Guide) Find print and electronic full text of Die Zeit in the library collection and online. Die Zeit (Quick Start Guide) Find print and electronic full text of Die Zeit in the library collection and online. 	Answered By: eTeam Support	016 👁 68

Atlanta Journal-Constitution (Print & Microform)

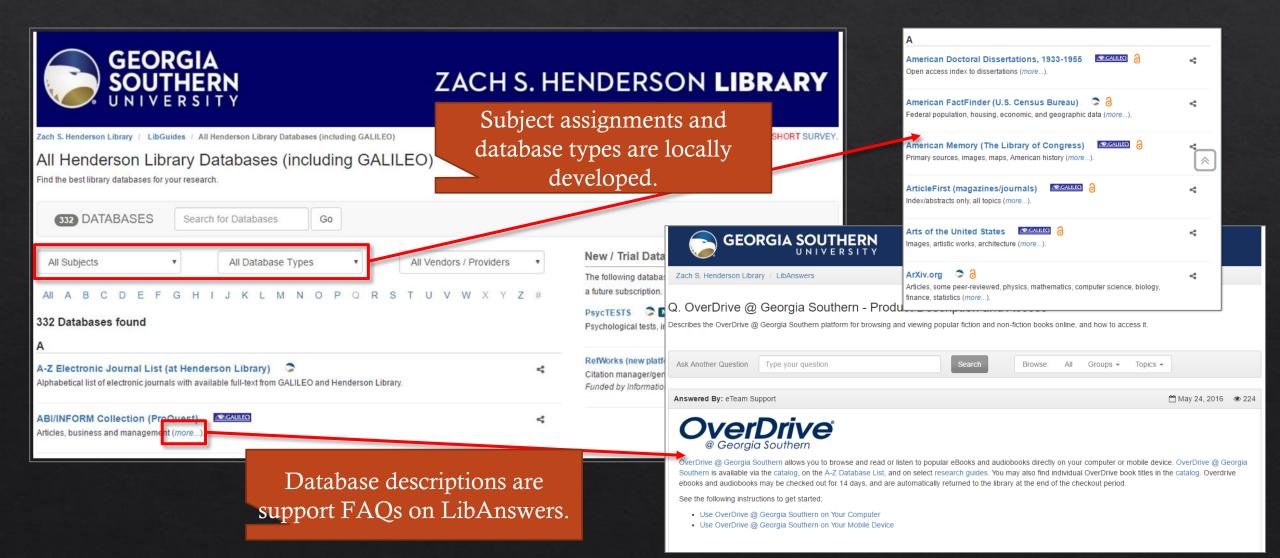
Athens Historic Newspapers Archive

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Technical Services in Service of Instruction – Database Assets



Technical Services in Service of Instruction – Database Assets



Technical Services in Service of Instruction – FAQs

	Zach S. Henderson Library / LibAnswers
	Q. Finding and Using GALILEO Resources at Georgia Southern Provides basic information about how to find and use GALILEO resources available through the Henderson Library.
Zach S. Henderson Library / LibAnswers	Ask Another Question Type your question Search Browse: All Groups - Topics -
Library Resources - FAQ Find answers to common questions about the library's databases and resources.	Answered By: eTeam Support Sep 10, 2016 17 Georgia's Virtual Library Georgia's Virtual Library Georgia Georgia Georgia
381 Answers Type your question Search Browse: All Codeps - Topics	What is GALILEO? GALILEO stands for Georgia Library LEarning Online, an initiative of the Board of Regents of the University System of Georgia, GALILEO is an online collection of
Popular Recent	
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Discover @ Georgia Southern - Overview	Ask Another Question Type your question Search Browse: All Groups + Topics +
Provides an overview of Discover and guidance on how to use it effectively. Last Updated: May 24, 2016 Topics: Discover @ Georgia Southern Databases - Basic Information Views: 234	Answered By: eTeam Support
OverDrive @ Georgia Southern - Product Description and Access Describes the OverDrive @ Georgia So Last Updated: May 24, 2016 Topi FAQ posts streamline support and can be deployed anywhere.	De le copyright and licensing restrictions, off-campus access to the majority of the library's electronic resources is limited to Georgia Southern University students, faculty, and state To access the library's resources off-campus, you may be prompted to log into the resource using your MyGS username and password using the library's EZProxy Login form. When the form appears, enter your MyGS username and password and click Submit . 1. Enter your MyGS username and password and click Submit . BezProxy Login BezProxy Login

Technical Services in Service of Instruction – Content Mapping & Centralized Management

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Technical Services in Service of Instruction – Content Mapping & Centralized Management

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Last Updated: Sep 21, 2016 4:37 PM Type: Template Guide UR Subjects: [none] Tags: [none] Home Reference Resources Books Articles PAGE URL: http://georgiasouthern.libguides.com/c.php?g=356967&p=3	Other Resources - Library Services - Citing Sources -	Feedback Credo Modules +		
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 Atlanta Journal-Constitution (via LexisNexis Academic) Image: Constitution (via LexisNexis Academic) Image: Constitution (via News & Academic) Available 1991 to present. Atlanta Journal-Constitution (via News & Newspapers (ProQuest)) Image: Constitution (via News & Newspapers) (ProQuest)) Image: Constitution (via News & Newspapers) (ProQuest) (ProQuest) Image: Constitution (via News & Newspapers) (ProQuest) (ProQuest) (ProQuest) (ProQuest) (ProQuest) (ProQuest) (ProQuest) (ProQuest) (ProQuest) <td> Athens Historic Newspapers Archive CAULCO C + Historical newspapers, Athens, GA. more Archived Housenapers Athenian (Athens, GA) C + Athens Herald (Athens, GA) C + Clarke County Courier (Athens, GA) C + Southern/Athens Banner (Athens, GA) C + </td><td> Addite Ordinal-Constantion (callet of the Atla Constitution in the library collection and onl Boston Globe (Quick Start Guide) \$\vee\$ \neq \$\vee\$ Find print and electronic full text of the Bos library collection and online. Chicago Tribune (Quick Start Guide) \$\vee\$ Find print and electronic full text of the Chic Brary collection and online. Christian Science Monitor (cade). Start Guide Find both print and electronic full text of the Monitor in the library collection and online. Denver Post (Quick Start Guide) \$\vee\$ \$\neq\$ \$</td><td>Full Text Databases • Atlanta Journal-Constitution (via LexisNexis Academic) • Atlanta Journal-Constitution (via News & Newspapers (ProQuest)) • Atlanta Journal-Constitution (via News & Newspapers (ProQuest))</td><td>Browse: All Groups + Topics + — Jan 21, 2016 (* 68</td>	 Athens Historic Newspapers Archive CAULCO C + Historical newspapers, Athens, GA. more Archived Housenapers Athenian (Athens, GA) C + Athens Herald (Athens, GA) C + Clarke County Courier (Athens, GA) C + Southern/Athens Banner (Athens, GA) C + 	 Addite Ordinal-Constantion (callet of the Atla Constitution in the library collection and onl Boston Globe (Quick Start Guide) \$\vee\$ \neq \$\vee\$ Find print and electronic full text of the Bos library collection and online. Chicago Tribune (Quick Start Guide) \$\vee\$ Find print and electronic full text of the Chic Brary collection and online. Christian Science Monitor (cade). Start Guide Find both print and electronic full text of the Monitor in the library collection and online. Denver Post (Quick Start Guide) \$\vee\$ \$\neq\$ \$	Full Text Databases • Atlanta Journal-Constitution (via LexisNexis Academic) • Atlanta Journal-Constitution (via News & Newspapers (ProQuest)) • Atlanta Journal-Constitution (via News & Newspapers (ProQuest))	Browse: All Groups + Topics + — Jan 21, 2016 (* 68

Technical Services in Service of Instruction – Troubleshooting & Enhancement Support

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1310476	Pending	eTeam Support	Re: Find-It Button Link to Article Title,		Patron	Jeffrey Mortimore	Sep 19 2016,
۵			Jessica Williams (ill@georgiasouthern.ed Asked via Email	u)		Morumore	01:49pm
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1306130	New	eTeam Support	Ancestry Library Edition - Off-Campus	Access? 👁	Patron	Jeffrey Mortimore	Sep 16 2016, 08:22pm
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Public Services - Closing the Loop

Building a new 'house' for Information Literacy —in this presentation, we demonstrated how we are:

- ♦ Breaking down the silos, or walls, between Public & Technical Services (the old house)
- Constructing a new Information Literacy 'house' (infrastructure) that can align with the ACRL Framework for Information Literacy:
 - ♦ Frames, knowledge practices and dispositions (internal structure, or 'framework,' of the house & the basis for shared conversations)
 - ♦ Threshold Concepts -interconnected core concepts (windows or lenses to look into the structure of the house)
 - ♦ Content integrated and interconnected between LibGuides & LibAnswers (nails, walls, brick & mortar and rebar) that support and reinforce the framework that
 - ♦ Content items and assets (containers or 'rooms' in the house) into which content items (furnishings) are placed that can be rearranged, customized or used individually).
- Currently, Public & Technical Services librarians and staff are working together to build our capacity (through these 'household improvements') to meet the needs of 'Communities of Learning' and providing <u>direct & timely</u> support for Student Learning Outcomes (SLOs)
- ♦ As a result, we are poised to pivot to the Framework (we're almost ready to walk into our new house!)

Observations & Next Steps

- ♦ For Technical Services:
 - ♦ Continue to support uptake of asset mapping by Public Services librarians
 - Ontinue to expand curated content on LibGuides, including ebook and newspaper assets, and FAQ content.
 Content.
 - ♦ Support increasing the visibility of FAQ content site-wide.
- ✤ For Public Services:
 - Solution Solution
 - ♦ Use the Framework as a vehicle to engage discipline faculty in conversation.
 - Maintain core information literacy goals but focus on meeting the needs and preferences of 'communities of learning' in the University.

Questions?

Jeffrey M. Mortimore, jmortimore@georgiasouthern.edu Discovery Services & Data Curation Librarian

Ruth L. Baker, rbaker@georgiasouthern.edu Learning Commons Librarian

References:

- ♦ Framework for information literacy for higher education. (2015). Chicago: Association of College & Research Libraries.
- Solution Strain Stra