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

Angiah Davis

Atlanta University Center, adavis@auctr.edu

Carla Fredd

Atlanta University Center

Kimberley Bugg

Atlanta University Center

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Atlanta University Center
Robert W. Woodruff Library

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

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?

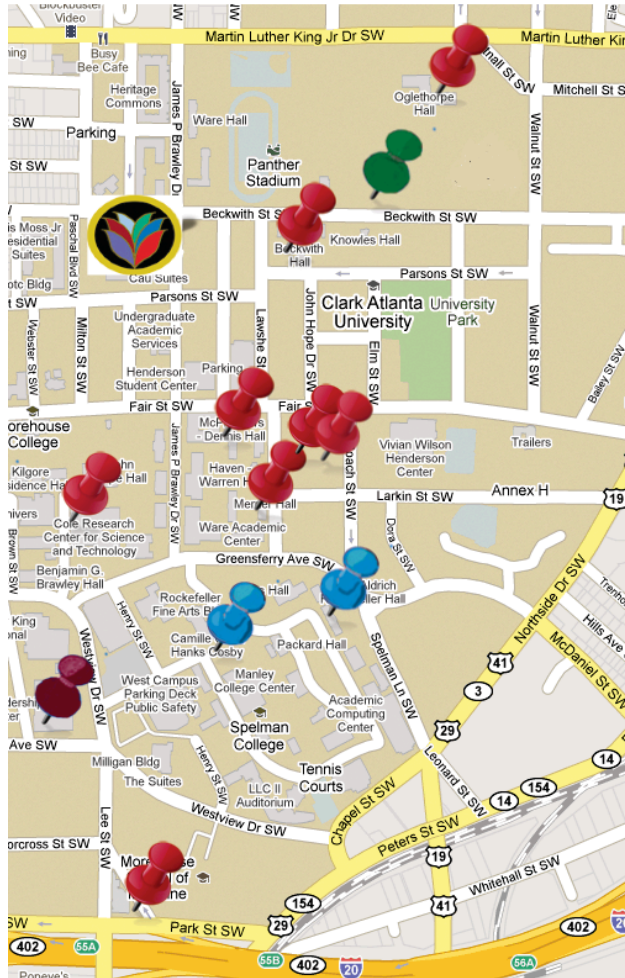
In-person encounters

- 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.

How We Went? (Software & Technology)

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

Keyword #1	AND/OR/NOT	Keyword #2	AND/OR/NOT	Keyword #3
	AND		AND	
	OR		AND	
	OR			

3. Go to www.auctr.edu, select E-Resources and select the most appropriate database.

Research plan and results

Name of database or Journal	Search Strategy	Article(s) found (title, author(s))

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 OVRG 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 <20min <30min <60min >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? _____

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

- Tao, D., McCarthy, P., Krieger, M., & Webb, A. (2009, January). The Mobile Reference Service: a case study of an onsite reference service program at the school of public health. *Journal of the Medical Library Association*, 97(1), 34-40.
- Wagner, Ben A. & Tysick, C. (2007). Onsite reference and instruction services: Setting up shop where our patrons live. *Reference & User Services Quarterly*. 46(4), 60-65.

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!

- Angiah Davis adavis@auctr.edu
- Carla Freed cfredd@auctr.edu
- Kimberley Bugg kimberleybugg@yahoo.com



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