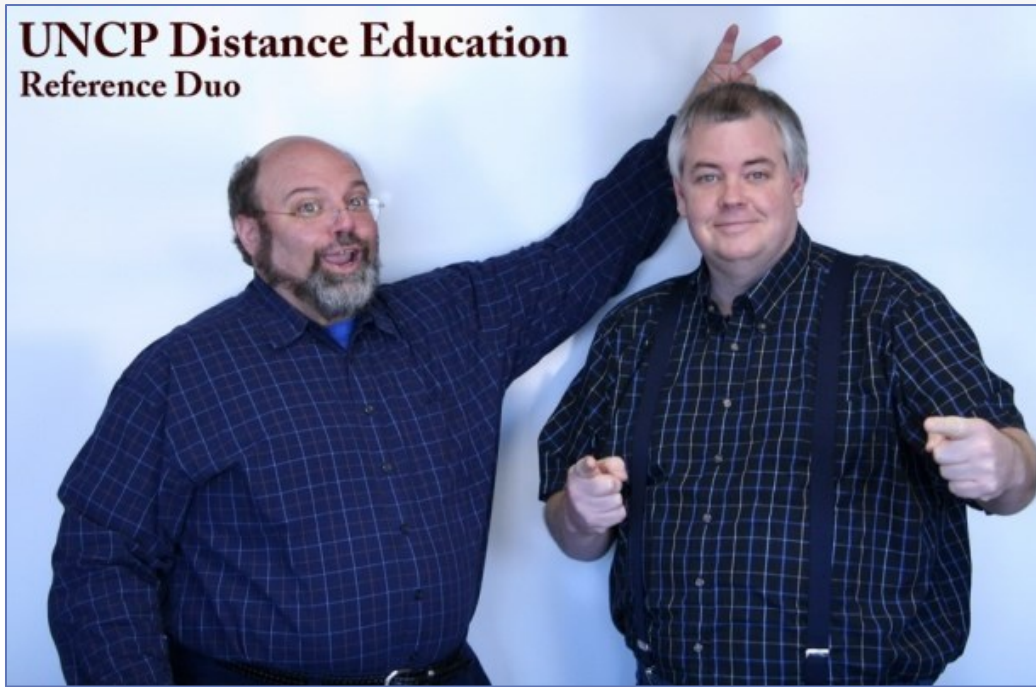


UNCP Distance Education
Reference Duo



Reference Templates for Distance Education Students

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RASS Virtual Conference
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Introduction

- Institutional Background
- DE Library Services
- Our Service Commitment
- Idea for Templates
- Where Templates Live
- Parts of a Template
- Benefits of a Template



Institutional Background

- Master's Comprehensive I
- 41 undergraduate programs, 17 graduate programs in business and education, and 1 certificate program. 2013 new Nursing (MSN) program
- 6,269 students (Fall 2012)
Undergraduate: 5,504
Graduate: 765
- Enrollment Growth Institution
- Doubled in size since 2003

Institutional Background

- Diverse (Fall 2012)
- American Indian: 1,017
- African American: 2,000
- Asian 95
- Hispanic: 250
- Asian/Pacific Islander: 7
- International: 18 countries
- Female students 3,929
- Male students 2,340
- Non-traditional students (37%)

DE Library Services

- Dedicated Librarian
 - Plus a spare
- Dedicated Reference
- Dedicated Instruction
- Expedited Document Delivery
- Technology Assistance



Who is a DE student?

- Banner and Millennium do not talk and so we don't have an automated process for designating students as DE
- Many UNCP students drift in and out of DE status
- Graduate students, especially, are likely to take courses online, at an off-campus site, and on the main campus all in the same semester
- “A distance education student is someone who takes the majority of his or her coursework either off-campus or online and lives more than 15 miles from Pembroke”

DE Library Stats

- We really do not know how many DE students that we reach
- We attempt to identify DE students via reference interview and through various online forms
 - Ask-A-Librarian
 - Account Application
 - DE Verification Form
- We keep track of numerous types of transactions using an Access Database

2003-2012 DE Stats

| | FY 2003-04 | FY 2004-05 | FY2005-06 | FY 2006-07 | FY 2007-08 | FY 2008-09 | FY 2009-10 | Fy 2010-11 | FY 2011-12 |
|-----------|------------|------------|-----------|------------|------------|------------|------------|------------|------------|
| July | 21 | 39 | 9 | 16 | 23 | 47 | 19 | 32 | 38 |
| August | 13 | 8 | 5 | 18 | 31 | 9 | 31 | 66 | 57 |
| September | 17 | 15 | 28 | 33 | 50 | 74 | 65 | 79 | 92 |
| October | 11 | 3 | 39 | 32 | 37 | 47 | 46 | 69 | 47 |
| November | 4 | 0 | 21 | 32 | 29 | 46 | 45 | 55 | 26 |
| December | 1 | 0 | 1 | 0 | 4 | 3 | 15 | 10 | 9 |
| January | 66 | 27 | 40 | 26 | 78 | 34 | 45 | 62 | 36 |
| February | 41 | 10 | 30 | 35 | 73 | 46 | 79 | 101 | 63 |
| March | 3 | 6 | 13 | 24 | 25 | 52 | 65 | 98 | 57 |
| April | 2 | 9 | 8 | 14 | 61 | 38 | 46 | 97 | 33 |
| May | 16 | 8 | 18 | 41 | 97 | 22 | 41 | 23 | 19 |
| June | 27 | 18 | 10 | 17 | 46 | 58 | 41 | 115 | 60 |
| Total | 222 | 143 | 222 | 288 | 554 | 476 | 538 | 807 | 537 |

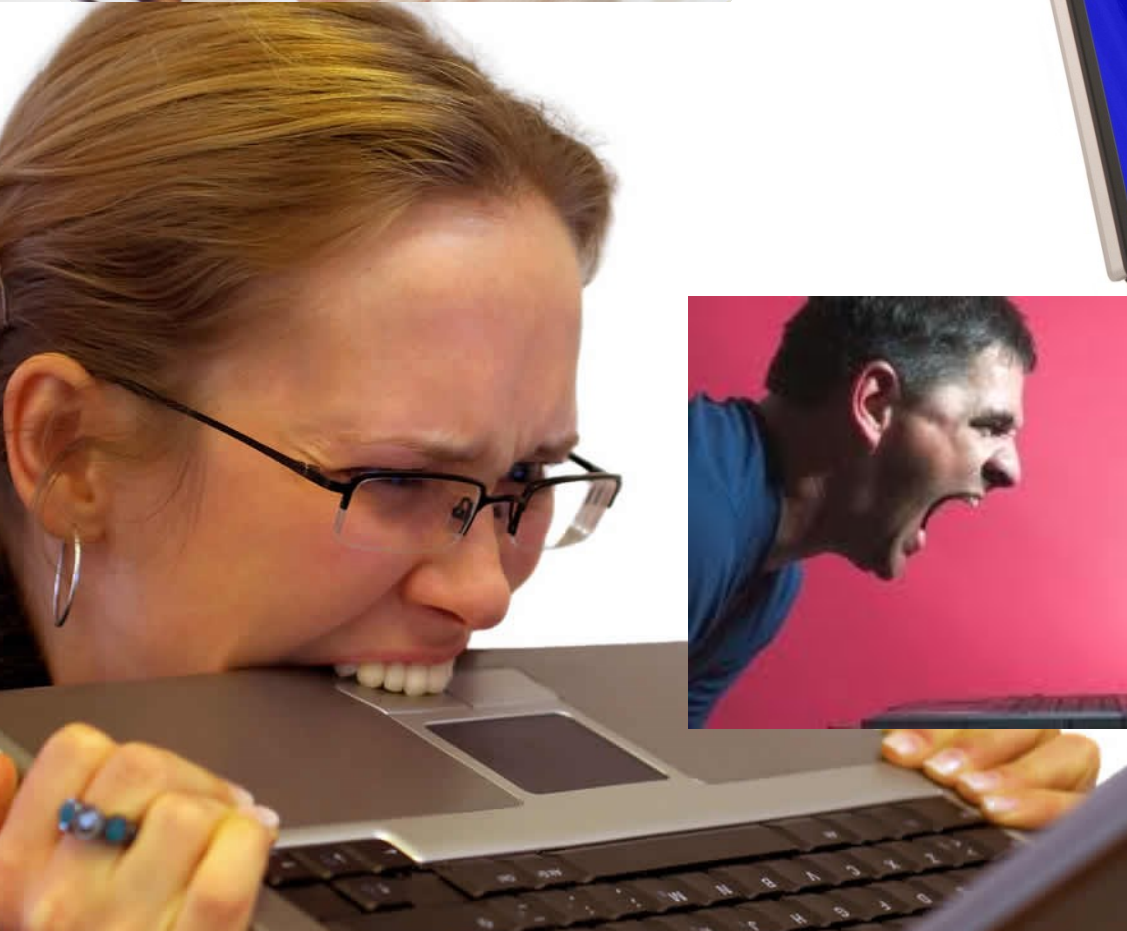
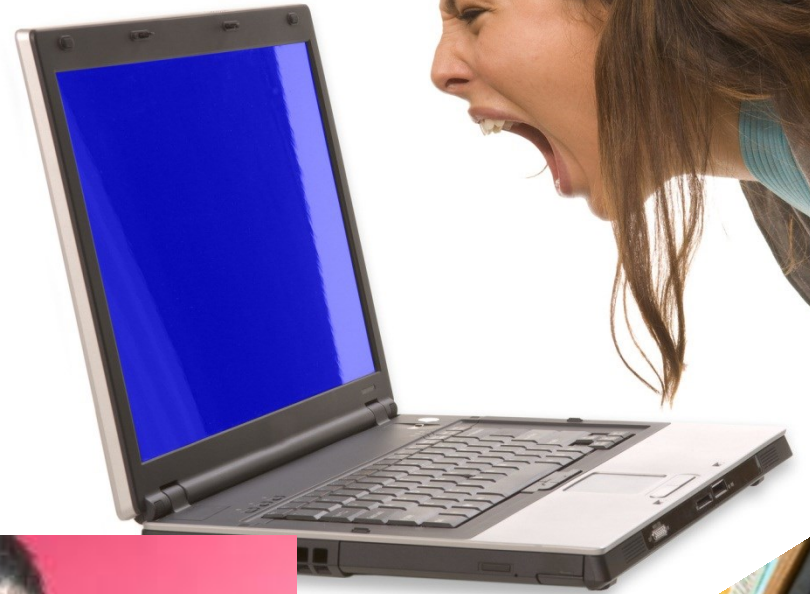
UNCP Mantra



Not just a marketing gimmick...it is an administrative imperative...

Great customer service and student satisfaction are engrained into the culture of the university...

Learning at a Distance



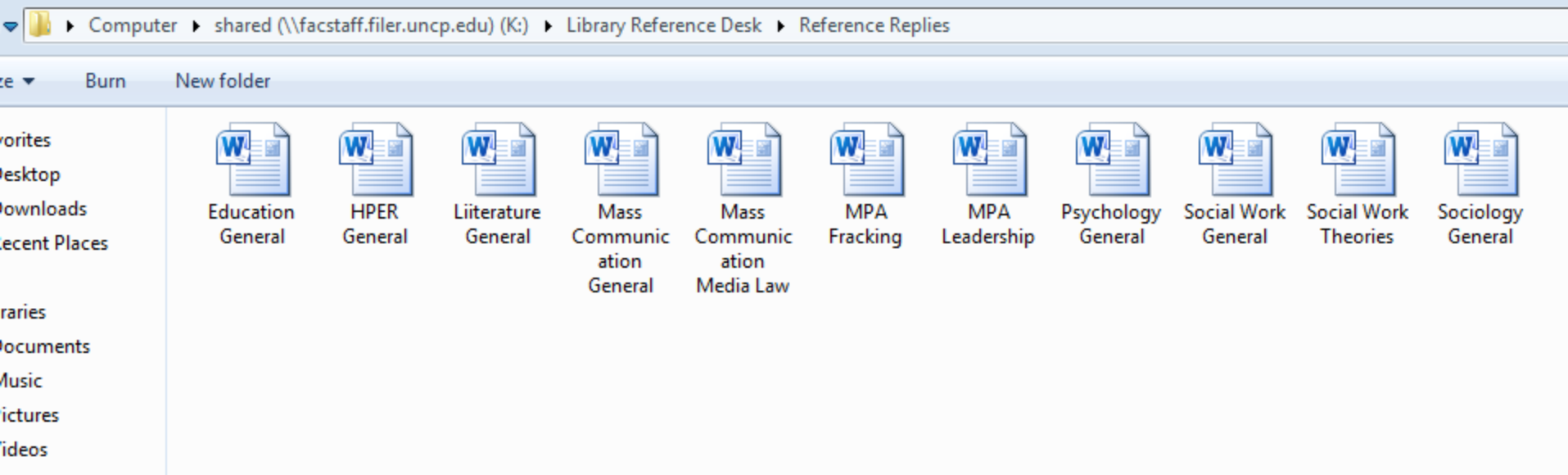
Evolution of the Templates

- We started to get the same requests from DE students far and wide (e.g., a reading cohort in Sanford)
- Basically the same response each time
- Not a great moment of inspiration...hey, why do we have to type this same response over and over and over?
- So, we just started with copy and paste from one message to another.



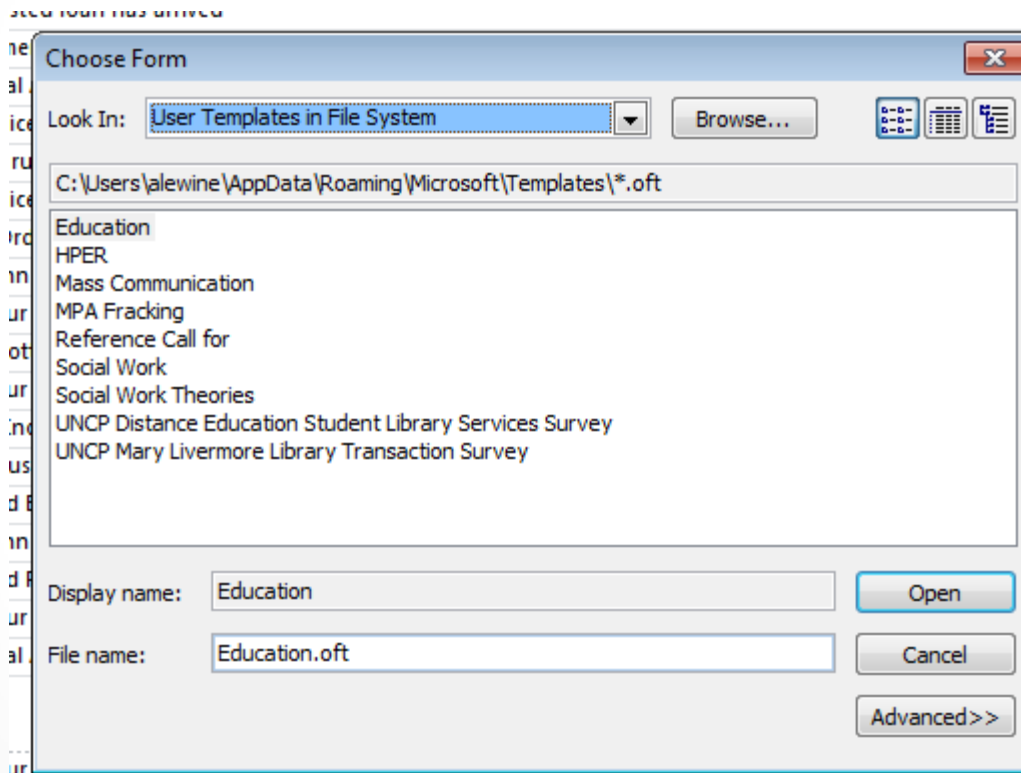
Templates at Reference Desk

- Templates only for most common requests—and those with “issues” (e.g., social work theories)



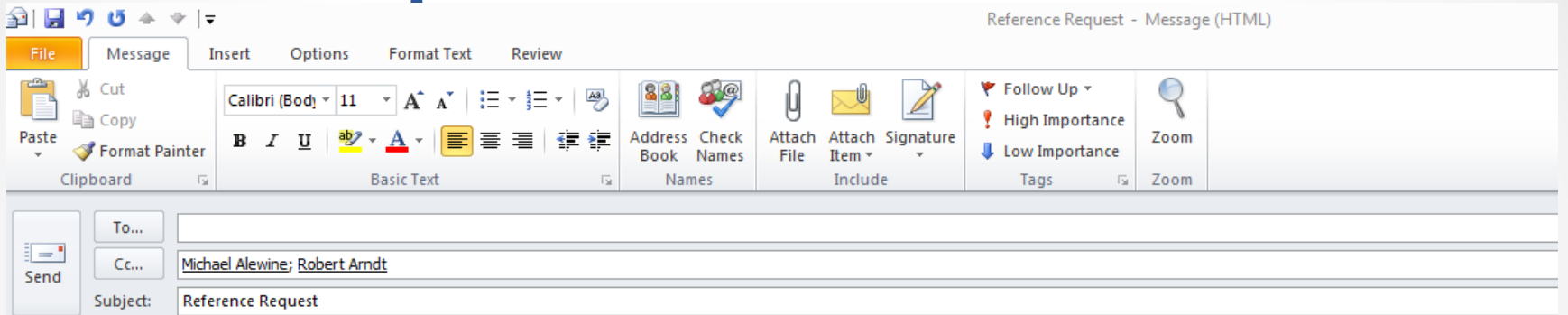
Templates in Outlook

- Save as Outlook Template



harlotte touchscreen tables

Templates in Outlook



Dear Student,

Hi, I ran a few searches related to your topic and the search listed below seems to work best. Try this on your own and let me know if you are locating what you need. Do not hesitate to contact me if you have any questions.

- 1) Go to the Social Work subject page at <http://libguides.uncp.edu/content.php?pid=428928>
- 2) Click the **SocINDEX with Full text** database link
- 3) You will need to login. All library-related login screens contain three login boxes. Put your first or last name (not both) in the first box. Enter your University ID (your sensitive) in the third box and click the "Submit" button. Here is a useful guide: <http://www.uncp.edu/library/distance/guides/offcampus.pdf>
- 4) When the database opens, you will be at the Advanced Search screen. Click the **Choose Databases** link (at the top of the window) and add the following databases: A Edition, MasterFILE Complete, OmniFile Full Text Mega (H.W. Wilson), PsycARTICLES, PsycINFO, and Social Work Abstracts and then click the **OK** button.
- 5) You will see three search fields:
 - a. In the first box enter the following: **abuse or neglect**
 - b. In the second box enter the following: **child* or adolescen***
 - c. In the third box enter the following: **counsel* or interven***

NOTE: You can also truncate words with an asterisk (e.g., prevent* = prevented, preventing, prevention, and prevents, etc.).

- 6) Watch this short video about keywords: <http://www.uncp.edu/library/distance/guides/keyword.swf>
- 7) Under "Limit your results," click the **Scholarly (Peer Reviewed) Journals** checkbox. Here is a useful guide: <http://www.uncp.edu/library/instructional/scholarly.pdf>
- 8) Click the "Search" button

Template Contents

- Friendly Introduction
- Textual Elements
- Linear Process
- Links to Learning Objects
- Links to Outside Resources (as necessary)
- Recursive Process (reflect, revise, learn?)
- Contact Us



Parts of a Template

Dear [student name here],

Hi, I ran a few searches related to your topic and the search listed below seems to work best. Try this on your own and let me know if you are locating what you need. Do not hesitate to contact me back.

Parts of a Template

- 1) Go to the Environmental Science subject page at <http://libguides.uncp.edu/content.php?pid=427581>
- 2) Click the **Environment Complete** database link
- 3) You will need to login. All library-related login screens contain three login boxes. Put your first or last name (not both) in the first box. Enter your University ID (your Banner number) in the second box, and enter your PIN (which is case sensitive) in the third box and click the “Submit” button. Here is a useful guide: <http://www.uncp.edu/library/distance/guides/offcampus.pdf>

Parts of a Template

- 4) When the database opens, you will be at the Advanced Search screen. Click the **Choose Databases** link (at the top of the window) and add the following databases: Academic Search Complete, Business Source Complete, MasterFILE Complete, OmniFile Full Text Mega (H.W. Wilson), Social Sciences Full Text, Social Work Abstracts, and SocINDEX, and then click the **OK** button.
- 5) You will see three search fields:
 - a. In the first box enter the following: **frack* or hydraulic fractur* or shale gas**
 - b. In the second box enter the following: **aquifer or ground water or groundwater**
 - c. In the third box enter the following: **pollut* or contamin***

NOTE: You can also truncate words with an asterisk (e.g., prevent* = prevented, preventing, prevention, and prevents, etc.).

- 6) Watch this short video about keywords: <http://www.uncp.edu/library/distance/guides/keyword.swf>
- 7) Under “Limit your results,” click the **Scholarly (Peer Reviewed) Journals** checkbox. Here is a useful guide: <http://www.uncp.edu/library/instructional/scholarly.pdf>
- 8) Click the “Search” button

Parts of a Template

- 9) At the top of the results list, you will see a wide blue bar. Click the **Page Options** link and then select **Detailed** (this will bring the abstract for each article out into the results list). Click the **Page Options** link again and select **50** (this will give you a nice long list of results that you can quickly go through).
- 10) This particular search yields more than **100** results. To limit the results, use the **Subject: Thesaurus term** link on the left side of the screen and limit to terms, such as **aquifers** or **hydraulic fracturing**. Some of the articles will be full text (HTML, Linked Full Text, and PDF) and some are not. This short video will help you to locate full-text article from an item record <http://www.uncp.edu/library/distance/guides/webbridge.swf>
- 11) After you go through these results, search your base topic from various angles by changing your search terms in the third box (or even add a fourth box), and experiment with keywords, such as **legislation** or **government** or **technology**, etc.

Parts of a Template

You may want to keep a list of keywords and subject terms that you notice as you view your results.

You may also want to search other databases such as LexisNexis, Academic OneFile, and ScienceDirect. These databases can be accessed through the Database by Title page (<http://www.uncp.edu/library/electronic/>)

Please let me know if you require further assistance. You can also contact the reference desk at <http://www.uncp.edu/library/ask.html>

[librarian name here]

**Sign your own name or
use signature file**



Assessment

UNCP Distance Education Programs Library Services Student Transaction Survey

UNCP is committed to providing our students with high quality library resources and services. Please take a moment to answer these questions in order to help us better meet your needs. Select the answer that best applies.

1. Where are you currently taking UNCP courses? (check all that apply)

- Bladen CC
- Cape Fear CC
- Fayetteville TCC
- Fort Bragg
- Lee County Cohort
- Online
- Richmond CC
- Robeson County CC
- Sandhills CC
- Scotland Memorial Hospital
- Southeastern CC
- Southeastern Regional Medical Center
- Other
- Not a Distance Education Student

2. You were recently helped by library staff; were you satisfied with the quality of service?

- Yes Somewhat Not at all

3. Do you still require assistance?

(If "yes" please use the "Still Need Help" link after you submit this form)

- Yes No

4. What is your academic level?

- Freshman Sophomore Junior Senior Graduate Student

5. Please share your comments/suggestions on how we can improve library services for you.

Assessment

- “I think you do a wonderful job. Robert was a great help in giving step by step instructions. Also, he was there for my friend and I when we were using the UNCP library. Keep up the good work!”

Assessment

- “Each time I have asked for assistance in locating information in journals on specific topics for research you have forwarded the steps you took to locate information. That was very helpful since I was able to print that email and use those steps to locate information for another research paper. Of course, when I run into a problem it is reassuring to know that you are there to help. I was able to use this resource during undergrad studies, and still need occasional assistance as a grad student!”

Benefits of Templates

- Instructional in Nature
- Consistency
- Quality
- Saves Time (templates can be quickly personalized)
- Provides students with a mini research guide that they can refer back to
- Helpful for other personnel, especially those who do not work reference that often



Any Questions?



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