
Faculty Scholarship and Creative Works

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Sustaining Connectivity & Shifting to Remote Services During the COVID-19 Crisis: Stories from the UCF Libraries

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Sustaining Connectivity & Shifting to Remote Services During the COVID-19 Crisis: Stories from the UCF Libraries

Research & Information Services (RIS) Taskforce

Questions for the Taskforce

- What are the most effective ways for RIS staff to stay connected while working remotely?
- What are the most sustainable ways to reopen the Main Library Reference Desk & staff Ask Us virtual reference?
- What are other academic libraries around the state & country doing at their service desks?

Work the Taskforce Conducted

- Conducted an environmental scan across Florida and large public academic libraries for comparison
- Beta tested a new, innovative “tele-reference” service
- Updated staffing protocols, hours, & new safety measures

Final Taskforce Recommendations

- Official roll out of “tele-reference” model
- Staff of on-site librarians, one each weekday
- Addition of student “RAID Reference Ambassadors”

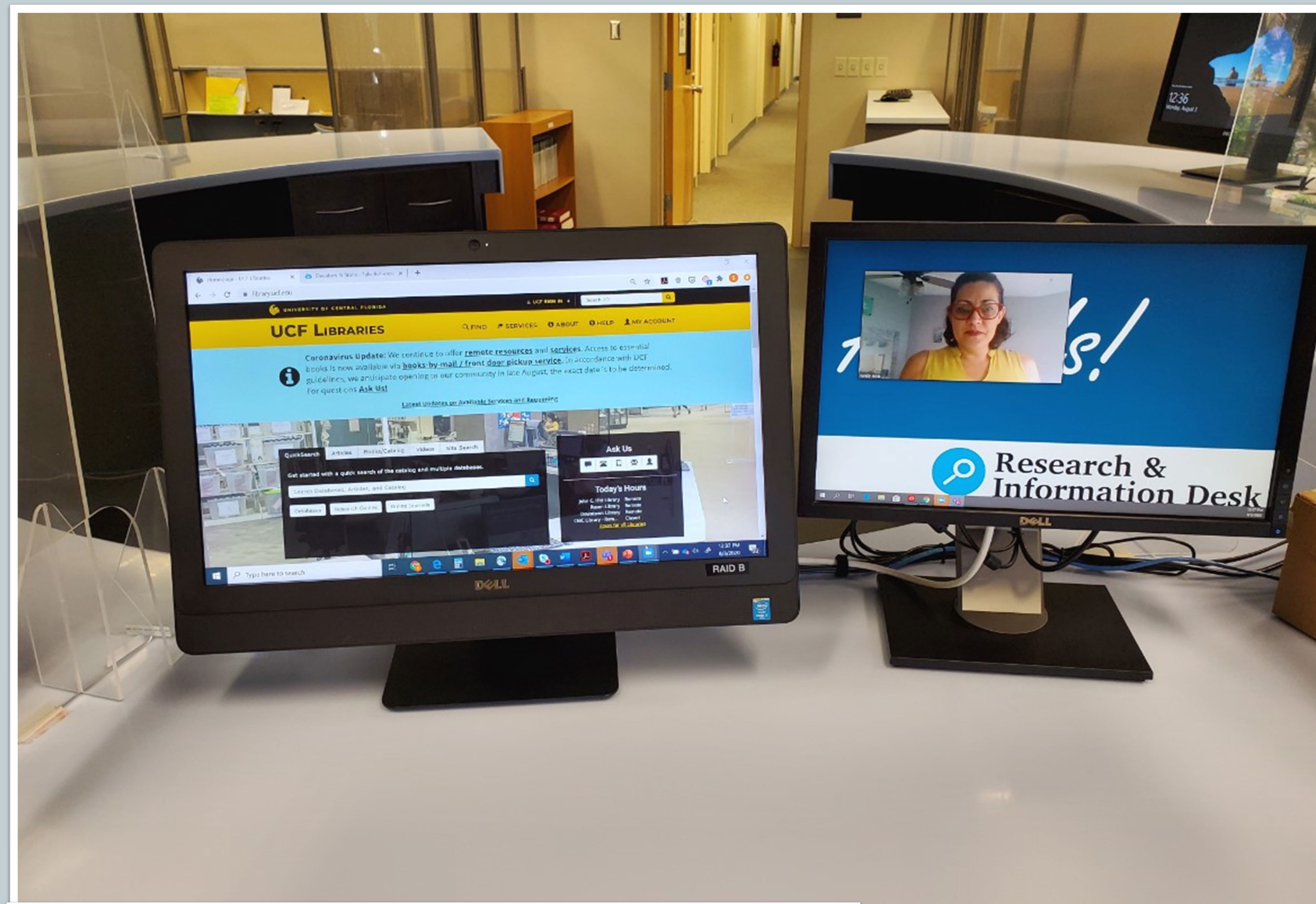
Shift Format of Annual Departmental Retreat

- Conducted virtual retreat in lieu of a face-to-face event

High-Quality Remote Reference Services

Shifting to Remote Services

- Zoom for research consultations & instruction
- Tele-Reference by librarians & library staff
- Graduate & Postdoc Orientations & Workshops online
- Faculty Blog to stay connected during remote work
- Research guide for additional academic resources during COVID-19: guides.ucf.edu/covid
- Additional faculty support for library-sourced materials, OER materials, and copyright questions



Internal Professional Development Opportunities

Summary of Activities

- Internal weekly programs for all library staff to help keep team motivated, connected, inspired, & educated
- Program focus on technology training, open communication channels, networking/socializing, library related COVID concerns, & beneficial well-being events
- Technology training on software like: Zoom, Microsoft Teams & OneDrive, & Adobe Creative Cloud
- All departments across the library participated including RIS, Student Learning & Engagement, Office of Scholarly Communication, & Library Technology Desk
- Days of the week associated with regularly scheduled content like Meet Up Mondays, Tech Tuesdays, & Wellness Wednesdays
- Sample event programming such as:
 - Coffee Chats
 - Copyright, Fair Use & Online Teaching
 - Effective Use of Zoom / Screensharing Tools
 - Baking / Dietary Cooking / Pizza Making Demos
 - Mindfulness Meditation / Stretching & Yoga



Faculty Support

We have you covered

Faculty Support: Textbook Affordability
All Libraries, Digital Support
One way that faculty can help reduce the cost of a college education and positively impact student success is by providing digital alternatives to high cost, commercially produced textbooks. There are several options for faculty to explore when considering textbook affordability efforts.

- See if the library can offer your textbook as an electronic book. The library will check for eBook candidates that allow unlimited users and offer favorable digital rights management (DRM). Contact your Subject or Campus Librarian for more information.

EndNote Citation Management - Online
Oct. 6, 2020 at 6 p.m.
Virtual
Citation management tools allow you to dedicate more time to research. Join us to learn how to export citations from library databases, organize citations, generate bibliographies, and format citations in a Word document. EndNote can help make managing your references and formatting citations easy. Students must register for the workshop through their myUCF Student Center under Graduate Students then Pathways...

Presentation Skills - Online
Oct. 13, 2020 at 4 p.m.
Virtual
Does the idea of giving a presentation freak you out? The bad news is presentations are unavoidable in your courses and in your future career path - but the good news is presentation skills are something you can easily improve! This session provides tips, tricks, and ideas on how to become a better presenter and includes time for Q&A and...

Library & Literature Review Research - Online
Oct. 15, 2020 at 12 p.m.
Virtual
What strategies do you use to conduct library research? This session highlights effective strategies to locate sources for literature reviews and research projects. Learn about options for citation tracking, database searches, setting publication alerts/notifications, Google Scholar tips and research literature review examples. Students must register for this workshop through their myUCF Student Center under Graduate Students then Pathways to Success...



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Florida Association of College & Research Libraries (FACRL)

FACRL Annual Virtual Conference

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