

## But You're So Far Away: Providing Library Services to Students in Online Courses

### Presenters:

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### Providing a Positive Student Experience to Your Online Students

- Know your online student demographics
- Technology preparedness of the student
- Your technology
  - Your website
  - Your school's LMS
- Content
  - Digital materials
  - Interlibrary Loan
  - Have processes and policies in place before go live
- Reference service
  - Know your demographic
  - 800 number
  - Email role account
  - Chat
  - Have processes and policies in place before go live
- Information literacy
  - Asynchronous Instruction
  - Group Instruction
  - One to one instruction
  - Have processes and policies in place before go live
- RealPolitik
  - How can we help
  - Prepare your staff with positive leadership