

All in the Family:

Library Services for LIS Online Education



Sue Searing
University of Illinois, Urbana-Champaign
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Library Services for LIS Online Education



As of April 2004:

- 56 ALA-accredited LIS masters programs
- 38 offer online courses (68%)
- 11 offer entire degree online (20%)
- 12 use other forms of distance education - remote face-to-face classes, satellite broadcasts, etc. (21%)

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Varieties of LIS online education:

- Synchronous, asynchronous, and/or mixed
- Purely distant or some on-campus
- Distinct program/degree or integrated

Q: How many online LIS students in the US?

A: No accurate count

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This paper will:

- Review the literature on library services for LIS online education
- Describe UIUC's LEEP program
- Outline library services to LEEP, and who's responsible for them
- Examine 3 factors that impact library services to LEEP

Library Services for LIS Online Education



Three factors that impact library services to
LEEP:

4. The information-intensive curriculum
6. The library as place
3. Librarianship's professional values

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What can we learn from the literature?

- Relatively little written specifically about library services for LIS online education:
 - Most writing on LIS distance teaching and learning omits the library (e.g., Barron [2003]).
 - Most writing on library services focuses on other modes than online (e.g., Stephens [1998], Douglas [2002]).
- LIS faculty are generally satisfied with library support for their online courses (Alzamil, 2002).

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- Establishing appropriate library services is not always simple, given institutional cultures and organizations (Burnett & Painter, 2001).
- Online LIS students desire rich electronic collections, rapid delivery of print materials, reference service and technical support on evenings and weekends, training options matched to their needs, and a single point of contact (Kazmer, 2002).
- Potential employers of LIS online grads stress importance of exposure to a large university library collection (Wynkoop, 2003).

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Latham and Smith (2003):

- LIS online students have good access to basic services and collections.
- Marketing strategies vary. Most librarians rely on their websites to inform students. The content and quality of websites varies.
- Most librarians have no special training in distance ed services.
- Needs assessment and evaluation techniques are under-utilized.



LEEP Facts

- Began in 1996
- Enrollment approximately 225 (half of student body)
- Won Sloan-C Award for “Most Outstanding Asynchronous Learning Network Program,” 2001
- Live synchronous classes, plus asynchronous components
- Resident and distant teachers
- Intensive on-campus orientation (“boot camp”)
- On-campus sessions each semester

Library Services for LIS Online Education



Access to collections:

- Local and consortial online catalogs
- Electronic journals, indexes/abstracts, and reference tools
- E-reserves
- Virtual New Books Shelf
- E-books
- Delivery service for print, ILL

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Access to services:

- Toll-free phone numbers
- Chat, email and phone reference
- Online FAQs, tip sheets, tutorials
- Boot camp library orientation / training
- Marketing via web boards and email



Organizational Structures & Cooperation:

5 key players:

- Central UIUC library services
- Academic Outreach Library
- LIS Library
- Virtual reference service (multiple UIUC libraries)
- GSLIS faculty and tech staff

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Central services:

- Local and consortial online catalogs
- Searchable database of e-journals, indexes, and reference tools
- Proxy server
- Trouble-shooting access problems
- Interlibrary loan
- University Library website



Academic Outreach Library:

- Article delivery
- Book delivery
- Phone and email reference
- Trouble-shooting patron validation problems
- On-site training
- Web site

Library Services for LIS Online Education



LIS Library:

- E-journals, e-books, indexes, reference tools
- E-reserves
- Virtual new books shelf
- Phone, email, and chat reference
- On-site tours and training
- Online BI (synchronous and asynchronous)
- Website

Library Services for LIS Online Education



Reference Library & other libraries:

- E-indexes and reference tools
- Email, phone, and virtual (chat) reference
- Website

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Graduate School of Library & Information Science (GSLIS):

- E-reserves
- Tech support for on-site library training
- Tech support for synchronous BI
- Website with prominent links to library

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PLUS:

- Function follows expertise and resources
- Distance ed support services semi-integrated

MINUS:

- Confusing to remote users

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Factors in common with most distance ed library services:

- Adult learning styles and ranges of experiences with libraries
- Opportunities and limitations of computer-mediated communication
- Overlaying new services on existing organization and culture

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Unique factors that impact library services to
LEEP:

4. The information-intensive curriculum
2. The library as place
3. Librarianship's professional values



Factor 1: The LIS Graduate Curriculum

- Information retrieval and use are at the heart of the discipline.
- Information literacy is required for graduate-level work and lifelong professional learning.
- Students demonstrate their knowledge by creating information products.

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- Few off-campus students live near rich, open-access LIS collections.
- LEEP students are:
 - 21% of UIUC's distant students
 - 63% of the Academic Outreach Library's active users



Factor 2: The Library as Place

LEEP students consistently highly praise the library orientation tour. Why?

- A welcome break from sedentary classes and workshops
- Personal touch
- Framework for navigating the Library in cyberspace



Factor 3: Professional Ideals

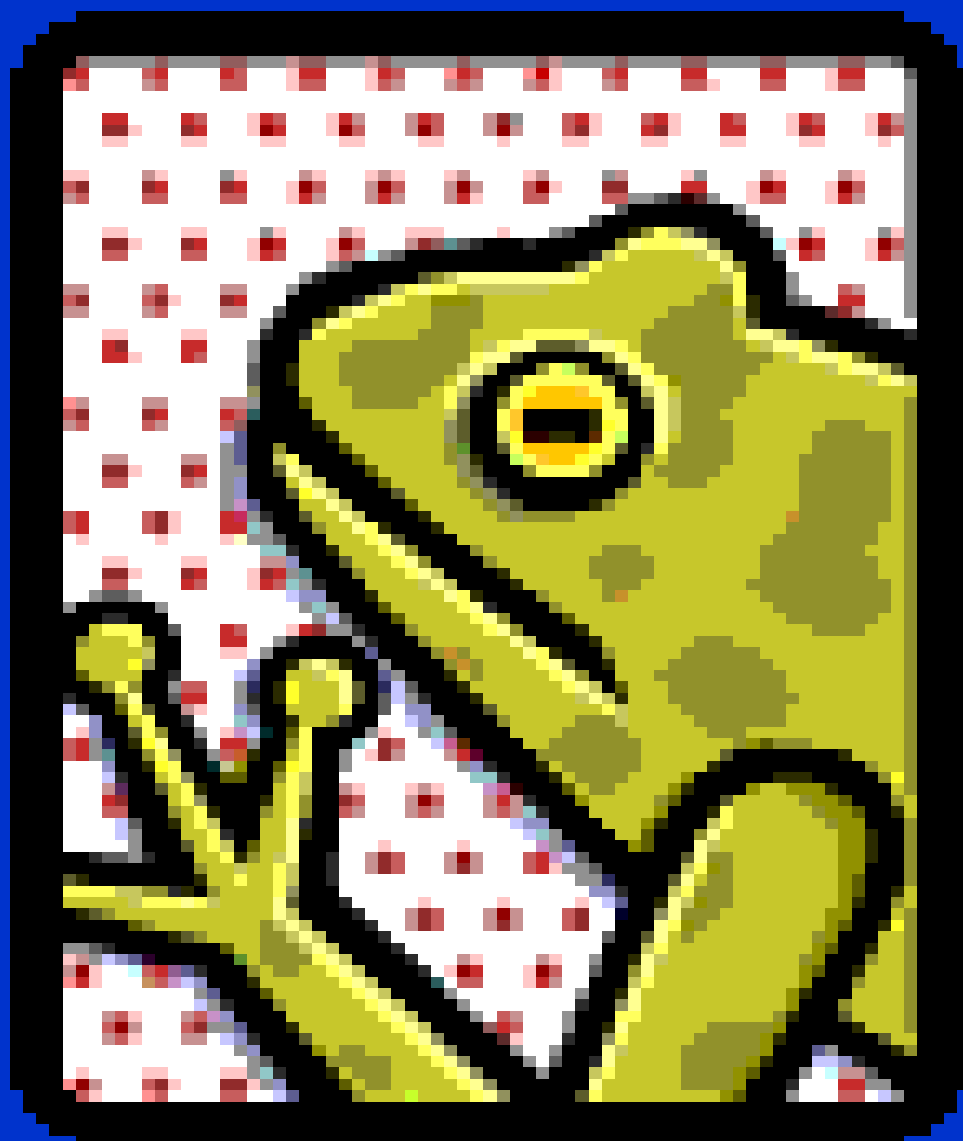
- Interactions with information professionals shape students' views of the profession.
- We strive to be good role models, and to demonstrate vigorous service values.
- Being true to our professional ideals requires us to modify what we do and how we do it... and when!

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Personal rewards:

- We experience new energy and inspiration.
- Students and faculty thank us -- in writing.
- Our colleagues perceive us as innovators and guides.



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Questions?

Contact: Susan E. Searing, LIS Librarian

306 Main Library

1408 West Gregory Drive, Urbana, IL 61801

Phone: 217-333-4456

Email: searing@uiuc.edu

LIS Library: <http://www.library.uiuc.edu/lis>

Academic Outreach Library:

<http://www.continuinged.uiuc.edu/outreach/library/library.cfm>

LEEP: <http://www.lis.uiuc.edu/gslis/degrees/leep.html>