Library Education via Distance Learning: Implications for the Profession

A Student/Alumni Perspective

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Face to Face to Online Education

- Face to Face Courses

- Hybrid Courses

- Online Courses

- **D…I…S…C…O…N…N…E…C…T…E…D**

- Motivated to learn

- ……….How to be CONNECTED

- ………………How to be a more effective communicator

Effective Communication

- Effective Communication = Success
- Student Library Organizations, Listserves, blogs, etc.
- How do others communicate online (professionals, faculty & students)?
- Netiquette
- Sensitivity to others who are trying to connect
- Be descriptive
- Provide examples, links, tutorials, photos, etc.
- Emoticons ☺, ☹, ;)

Bringing These Tools to Work

- Online communications skills translate well to the profession through effective written and visual communication

- Responding to patron emails

- Creating tutorials via email and for courses

- Creating departmental instruction manuals and reports

- Positive feedback from supervisors, co-workers and patrons

- These skills were learned out of necessity in library school and not on the job

Effects of Distance Education on Library Users

- Positive impact on staff members and library users
- Body language and tone of voice: two important factors of successful communication
- Sensitive to the concerns and frustrations of Distance Education students (a rapidly growing population of students)
- Thorough in communicating with patrons via phone and email
- Descriptive step by step instructions, examples, links, photos
- Strong desire to make the distance library user feel **CONNECTED!**

Thank you! Questions?

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