Moving Beyond the Walls: Implementing On-Site Librarian Services

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Promotion

- Emails are sent to department heads and building captains, who communicate with faculty.
- Librarians promote the program in library instruction sessions and in online classes.
- PowerPoint slides run on monitors in individual buildings, advertising the librarian and exact times for that location:

Research Librarian - here to help!

Every Wednesday from 2:00 – 4:00 p.m. Across from the student lounge

- Providing research help
- Finding musical scores or audio
- Introductions to databases and other resources
- Evaluating online resources
- Answering other questions
- Even make requests for materials!

library.uco.edu

Christine (cedwards15@uco.edu)

Research Librarian here to help!

Every Tuesday 10am-12pm across from the vending machines

- Providing research help
- Introduction of databases and other resources
- Evaluating online resources
- Answering other questions
- Even make request for materials!

library.uco.edu

Jennifer Flygare (jflygare@uco.edu)

Best Practices

- There is no one-size-fits-all approach. Librarians are continually assessing and adjusting services depending on the location to have the greatest impact.
- Location determines function. Plan to be in places where students study, as opposed to where they socialize.
- Use on-site visits to support other library services (ILL, embedded librarian, etc.)
- Work with building administrators to choose high traffic days/times and be consistent.

On-Site Librarian Program

In the fall of 2016, the Research and Learning librarians at the University of Central Oklahoma piloted an on-site research assistance program. Armed with a tablet, each librarian chose a different location and time slot across campus. The program has evolved since then; times and locations have changed. The success of the program has allowed the librarians to expand their reach from the main campus to the Academy of Contemporary Music (ACM) campus in downtown Oklahoma City.

Goals of the Program:

- To reach a student population that has not been in the library and may be unaware of the library's resources.
- To bring awareness of the library's resources by providing point-of-need service.
- To increase the library's visibility on campus.
- To foster professional relationships across campus in order to be a more integral part of the learning community.

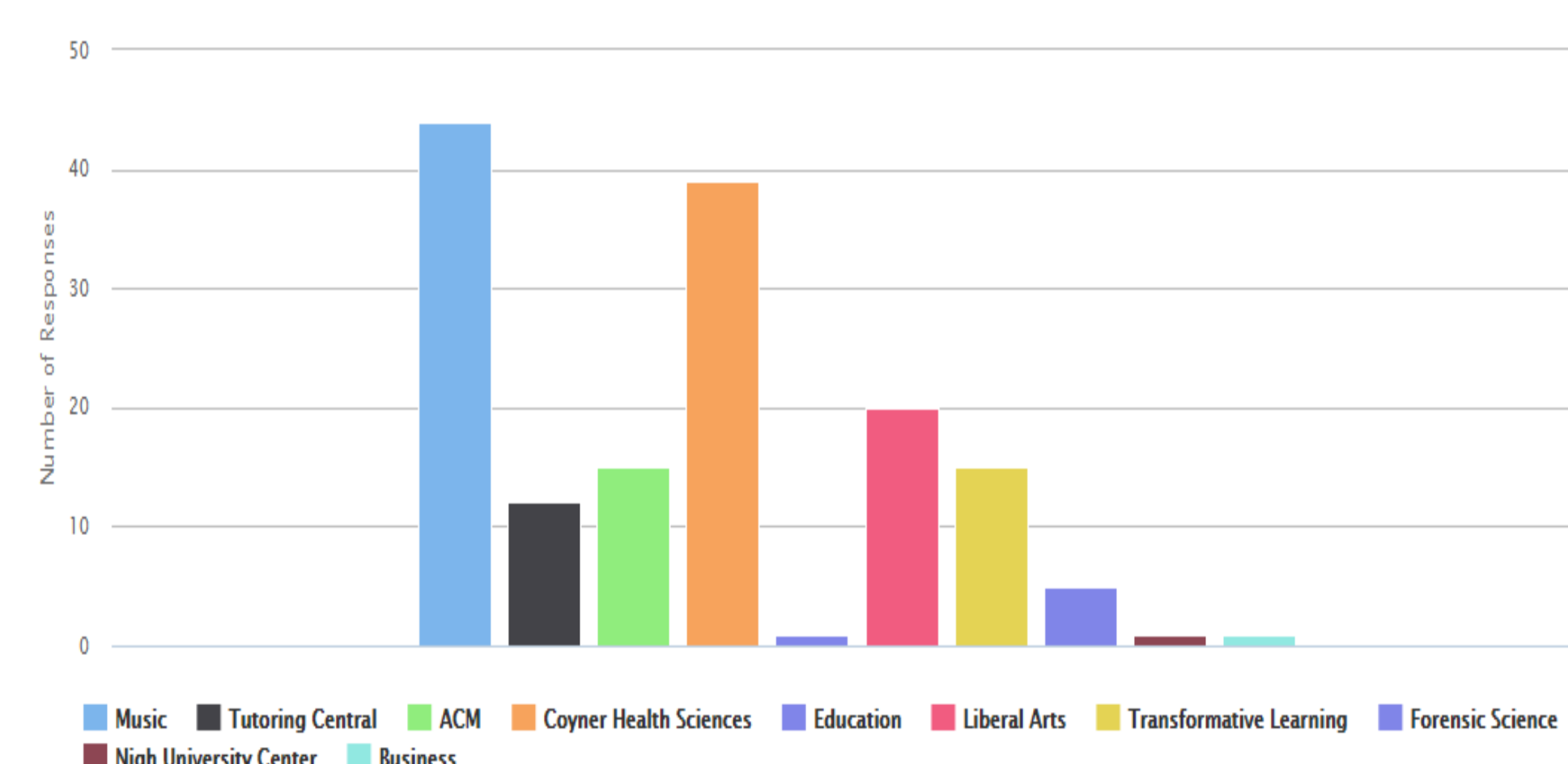Librarians use a portable, tabletop sign to draw attention when on location:

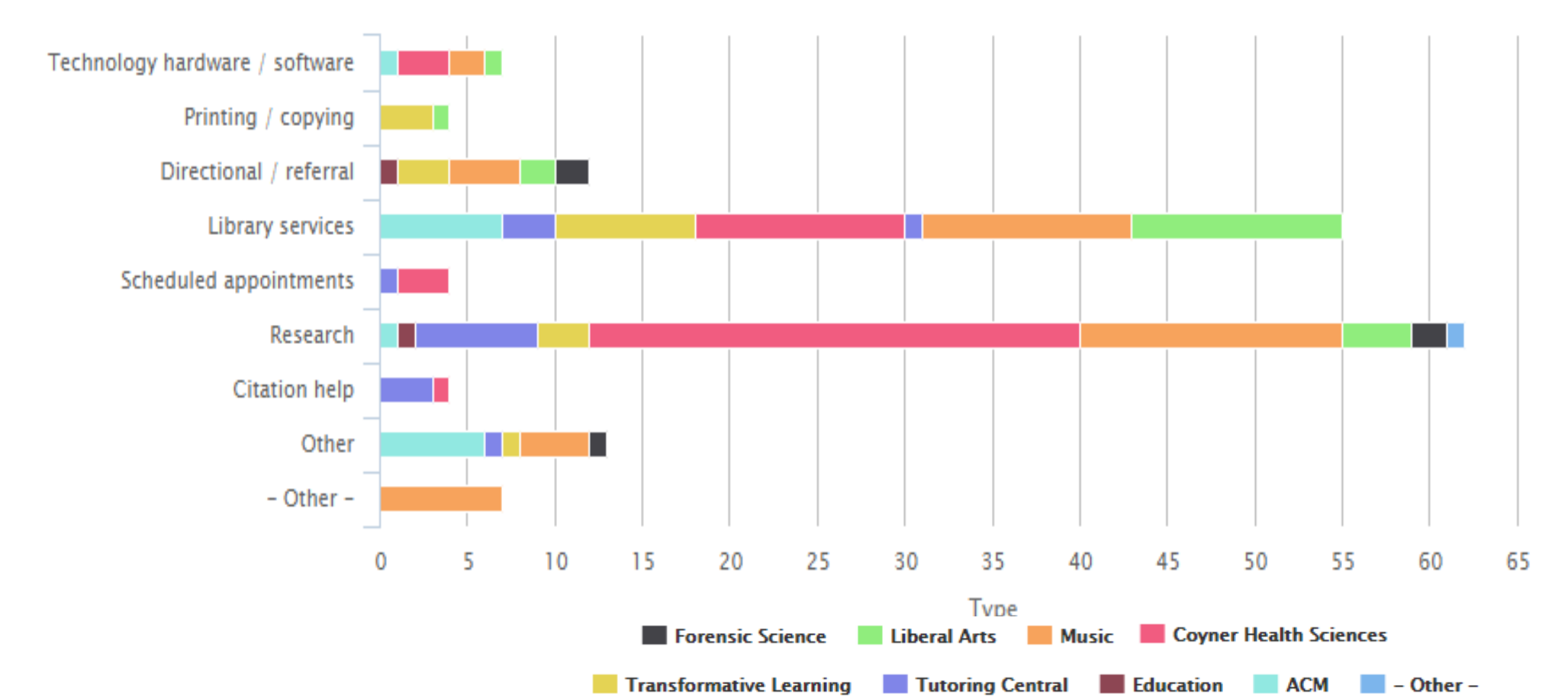**Christine Edwards in the Music Building**

Aaron Sterba in the Forensic Science Building

Number of Interactions, Spring 2018.

Types of Questions, January 2017-March 2018

Assessment

- At the end of each semester, librarians assess the program's effectiveness and make adjustments accordingly.
- A LibWizard survey has been set up to gather feedback. Librarians bring fliers to on-site locations to hand out to students and faculty.
- An email is sent out to department heads and faculty with survey link.

UCO LIBRARY ON-SITE LIBRARIANS

We need your feedback!

UCO.LIBWIZARD.COM/SURVEY

LESS THAN 2 MINUTES HELPS US IMPROVE OUR SERVICE FOR YOU!

Feedback

"It was very helpful when I was looking for topics to use in my research paper. Also, it was useful when I needed to find certain databases for my topics." (Freshman, Instrumental Music Education)

"I find this resource to be incredibly useful and frankly underutilized. Having an individual that is knowledgeable in both the inter-workings [sic] of the University's library policies and the databases needed to complete research in our particular fields of study here in The School of Music is a luxury I am glad has been made available to us." (Sophomore, Musical Theatre Performance)

Recommended Reading:

Henry, Cynthia L., Kimberly K. Vardemann, & Carrye K. Syma. (2012). Reaching out: Connecting students to their personal librarian. *Reference Services Review, 40*(3), 396-407. doi:10.1108/00907321211254661

Hines, Samantha Schmehl. (2007). Outpost reference: Meeting patrons on their own ground. *PNLA Quarterly, 72*(1), 12-26.

Hostetler, Kirsten & Michele DeSilva. (2016). "But, we don't have a library": Exploring approaches to addressing branch campuses' library needs. *Public Services Quarterly, 12*(2), 87-112.

McCabe, Kealin M. & James R. W. MacDonald. (2011). Roaming reference: Reinvigorating reference through point of need service. *Partnership: The Canadian Journal of Library and Information Practice and Research, 6*(2), 1-15.

Sharman, Alison. (2014). Roving librarian: The suitability of tablets in providing personalized help outside of the traditional library. *New Review of Academic Librarianship, 20*(2), 185-203. doi:10.1080/13614533.2014.914959