a click away, night or day....

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Goals & Objectives

Building a library space at the virtual campus location became a necessity with the growth of the online education at Baker. Merely pointing the online community to the resources at the website was not quite enough. This community needed a virtual library that contained all the comforts of the physical library and more. The unique nature of the delivery of instruction materials warranted a unique system of library services. This was accomplished by the Online librarians at Baker after careful planning.

Methodology

- Reflect on the approved standards for customer service at Baker College.
- Align project with the mission statements of the institution and the department.
- Use approved standards and themes (LIBQual, DIGIQual, MINES, & eMetrics) for providing quality library services.
- Understand the user community needs and expectations.

The process

- Added library introduction materials for the online Orientation courses.
- Added librarians as Guests/TAs in relevant courses to help faculty with assignment support handouts.
- Started building the library module: Dry run with the Grad Orientation course. Library module added to all Master courses, to be carried over when courses are copied.

The Results

Users enjoy having the library at their (virtual) "campus" location.
Increased awareness among faculty as well as the students.
Being there where and when help is required builds user confidence and trust.
Faculty see the library as a valuable organism: for instruction as well as professional development activities.
Librarians embedded in courses TAs.
Administration sees library helping improve academic quality, thereby helping with retention.

How does this work

"My eLibrary" access is from a navigation button in Bb classrooms.
Built into the design as the course is being developed.
Users go outside of Bb only to access library databases at the Baker library website.
Documents are in HTML or PDF format and reside in the Content System within Bb.
Course specific handouts are created at the request of the faculty.
Faculty is provided with the Content Collection URL to provide access to students in their classes.
Documents are adjusted based on the usage.

Future Plans

Host as a separate classroom location: create a tab link.
Build pages with intuitive design.
Use forums to interact with users: create course specific groups to alleviate the need to become TAs and Guest Lecturers.
Create self-paced tutorials and learning modules.
Host workshops, database clinics and similar activities from the virtual location.

Questions? Comments?
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My eLibrary:
a click away, night or day
About us

- Baker College is the largest private, non-profit institution in Michigan
- Offers Bachelors, and Masters degree programs; Started DBA in Winter 08
- It is a multi-campus facility
  - 10 physical locations: Quarter System
    - Course length: 10-weeks
    - Break: 2 weeks
  - Online and Grad campus. Quarter System
    - Course Length: 6-weeks;
    - No break, except 1 week in September, and 2 weeks in December
- General library website contains basic information about services to online and graduate students.
Rationale

- General library website information was not quite adequate for OL/Grad group.
- Users were far removed from the resources and services.
- With no library presence at the Virtual campus, it was difficult to co-ordinate library orientations.

So...

We started observing the Online student research behavior and collecting general user profile. Following slides show our observations.
I am online student. I prefer:

- independence and autonomy
- self-paced, self-directed learning
- convenience and flexibility
- immediate results
I prefer using the internet because it is...

- Free!
- Interactive
- Fun
- Interesting
Bb Forum conversation

Do we really have library access?

I have been using the computer since I was a kid. I would not worry about finding information for my research on the Internet.

Yes, there are lots of places where you can buy term papers. Why waste time doing it yourself. I am so swamped with work and family. I cannot be worried about the assignments.

Very true. I know that anything not available on the Internet, does not exist at all.

Who cares?

We do. Time for a brainstorming session.
Brainstorming

- Create a library presence in the virtual class location.
- Make resources available when and where they are needed.
- Show that library is a valuable organism.
- Find the right balance between traditional values and the expectations of the changing user generation.
- Be able to adjust the virtual library to reflect usage.
- Lead users towards resources: tie resources with courses. One entry point for the course as well as resources.
- Teach library and Internet can complement each other.
My eLibrary arrives

- My eLibrary is a module embedded in all classes in Bb virtual location.
- HTML and PDF documents were created and placed in the Bb Content System i.e. the virtual hard-drive.
- Documents organized on the model of a website.
- "My eLibrary" navigation button added in all Bb master courses. This goes into all sections when master is copied.
- My eLibrary opens within the Bb classroom. Takes users outside only to access library databases at the Baker library website.
  - Remote patron authentication is still required to access the subscribed databases.
  - Bb login will not be carried over to this access.
Library opens within Bb

The Library Team (Pictures)
Benefits

- Increased awareness among faculty as well as the students.
  - Users enjoy having the library at their (virtual) “campus” location.
  - This location adds a personal touch, rather than pointing the students to the library web site.
  - Being there where and when help is required builds user confidence and trust.

- Faculty see library as a valuable organism: for instruction as well as professional development activities.

- Administration sees library as a mechanism helping improve academic quality, and thereby with retention.
Enhancements planned

- Host as a separate classroom location: create a tab link.
  - Build pages with intuitive design.
- Use forums to interact with users
  - course specific groups to alleviate the need to become TAs and Guest Lecturers.
  - workshops, database clinics and similar activities from the virtual location.
- Add dynamic content, to keep up with current technological innovations
  - Self-paced tutorials and learning modules.
- Take an active role in course design and development adding to research component and academic quality enhancement.
Questions? Comments?

Contact

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