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Minutes

Faculty Librarians Meeting

Wednesday, 8/5/2020, 9:00am

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Present: Dr. Richard Hodges, Arenthia Herren, Tim Bishop, Catherine Carney, Jane Charles, Jerry Franz, Karen Kalisz, Bill Shuluk, Tony Valenti

New Reference Model: Virtual Reference

-Dr. Hodges led the discussion regarding implementing our new reference model: Virtual Reference as Main Point of Service

-Build FSW specific chat using LibChat

-Create virtual desks in LibChat for each campus front/circulation desk to field technical questions (log-ins, hours, renewals, technical questions, etc.)

-Use LibAnswers to create an FAQ

-Staff both AAL and FSW Libraries' LibChat: -Maintain Wednesday 1pm - 3pm staffing of statewide AAL Service

-Add FSW specific Online (Lib)chat widget to Libraries' homepage

-Face to Face Reference: Students who request appointments, i.e., consultations, will work with an on-call librarian using the same allocation model for scheduling Library Instruction; front/circulation desk staff will be the first zoomline point of contact, and refer students to on-call librarian, who will consult via Zoom during COVID

-Hire reference liaison student workers or use Library Assistants to:

  1) Answer basic reference

  2) Refer students to the on-call librarian

  3) Schedule reference appointments if no librarian is available

Virtual Reference Model: Benefits

-Greater service to remote and on campus students

-Increased viability of back up; keep chat window up while working in office

-Canvas Integration: Increases library availability and visibility

-Students are already accustomed to virtual services

-Provides reference relief for Charlotte, Collier, and HG

Virtual Reference Model: Potential Issues

-Librarians' central point of service for face-to-face reference post COVID has yet to be determined

-Managing the hiring, training, and scheduling of reference liaison student workers

-Collier doesn't have student workers

Embedded Librarians & Online Learning

-Assistant Vice Provost of Online Learning, Dr. Roz Jester, supports embedding librarians in Canvas courses

-Embed librarians for chat in LibGuides

Minutes recorded by Jane Charles