Small Staff? No Problem: Developing new products and programming out of scarcity

Erin Crane-Germanna Community College

Kate Hill-UNC at Greensboro

April Steenburgh-Finger Lakes Community College

Jane Hutton- West Chester University

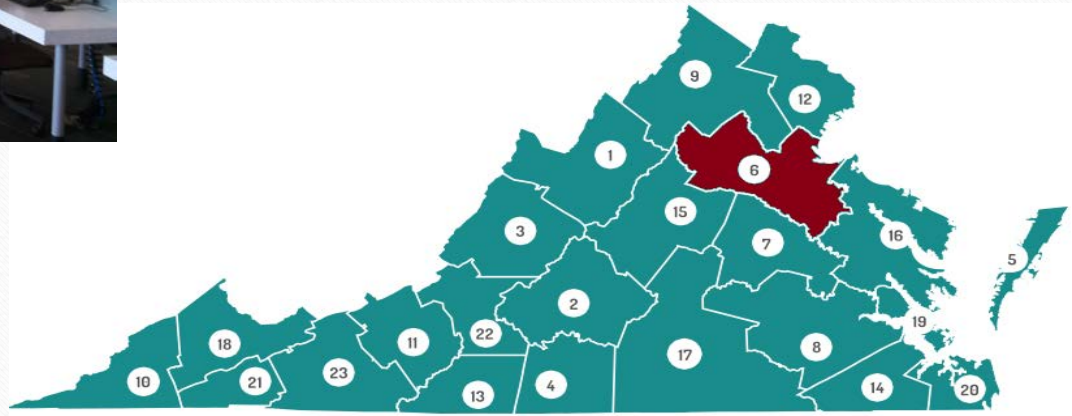
Managing E-Resources at a Small Community College Library

Erin Crane, E-Resources Librarian

Germanna Community College

The GCC Context

- Service area: 7 counties, 1 city
- 2 campuses, 3 centers - 3 libraries
- About 4500 student FTE
- 4 librarians, 2 full-time staff supervisors, 5 part-time staff, 4 student workers
- 1 librarian position newly e-resources focused

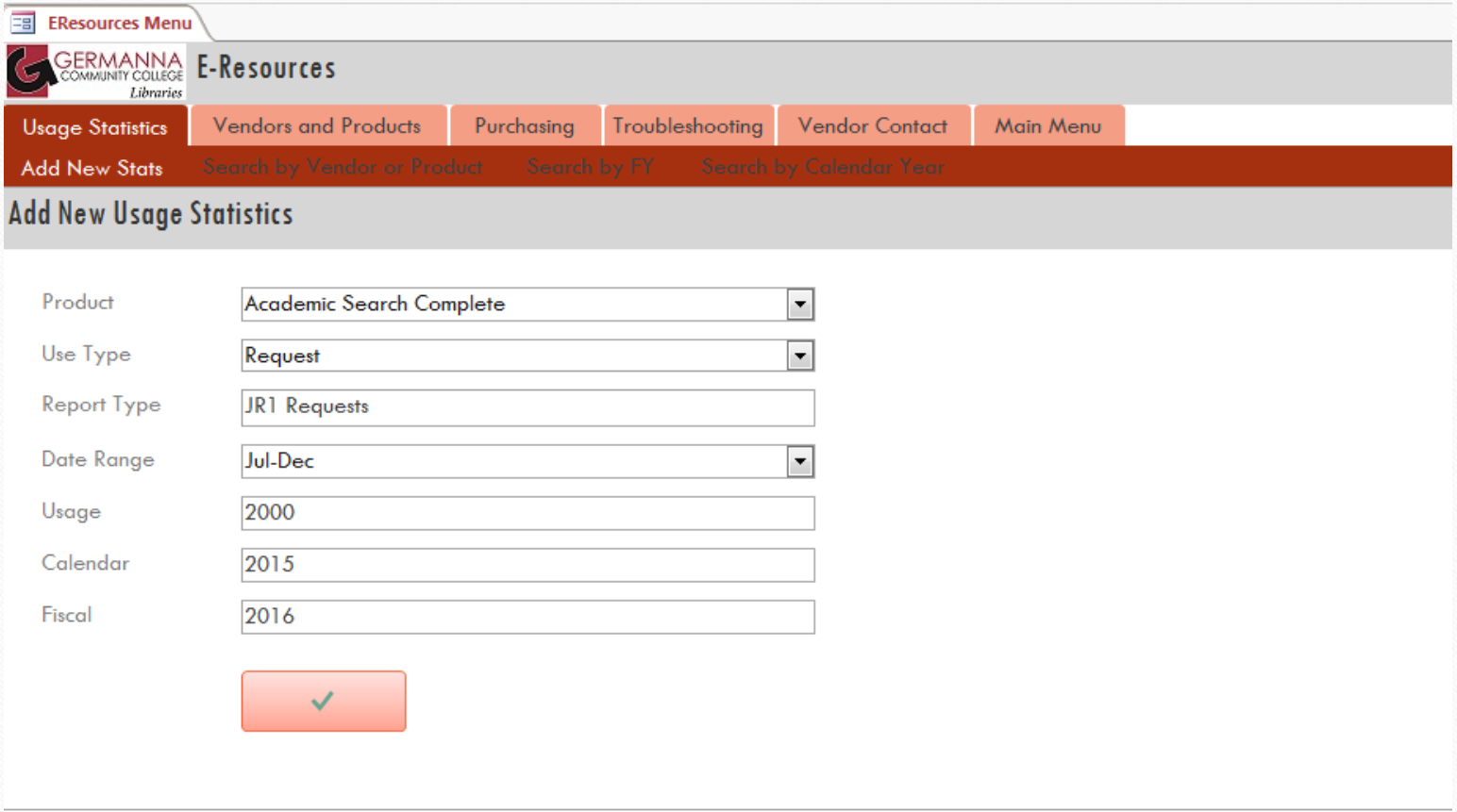


The E-Resources Context

- Most resources from state consortia
- Few records
- No system in place for tracking, reporting, etc.
- Requests for information about resources coming from Dean
- No Acquisitions module of ILS (ALEPH)

Settling on Microsoft Access

- Must be free
- Familiarity with relational databases
- Considered CORAL, but that would involve IT
  - Also did not account for other Acquisitions needs, less flexible, less control


EResources Menu
GERMANNA COMMUNITY COLLEGE Libraries
E-Resources
Usage Statistics
Vendors and Products
Purchasing
Troubleshooting
Vendor Contact
Main Menu
Add New Stats
Search by Vendor or Product
Search by FY
Search by Calendar Year
Add New Usage Statistics
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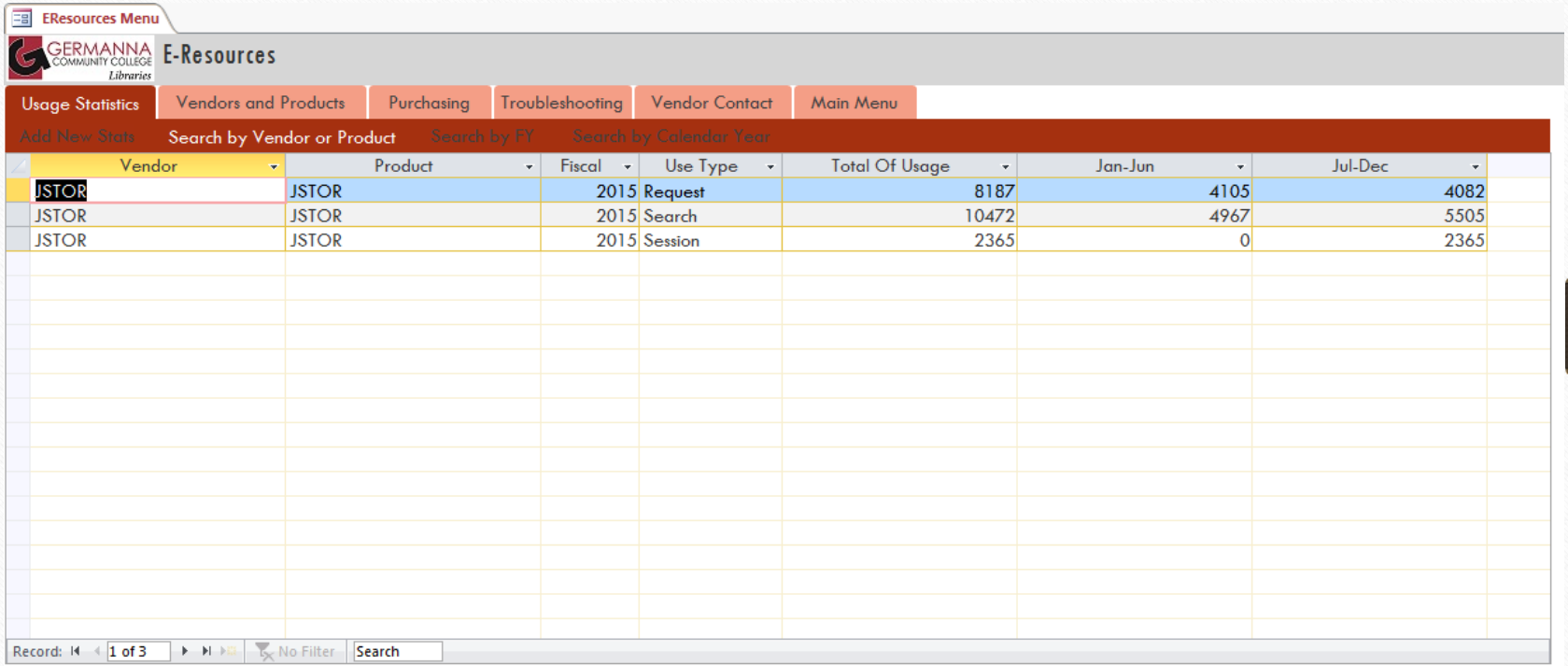
2015
Fiscal
2016


EResources Menu
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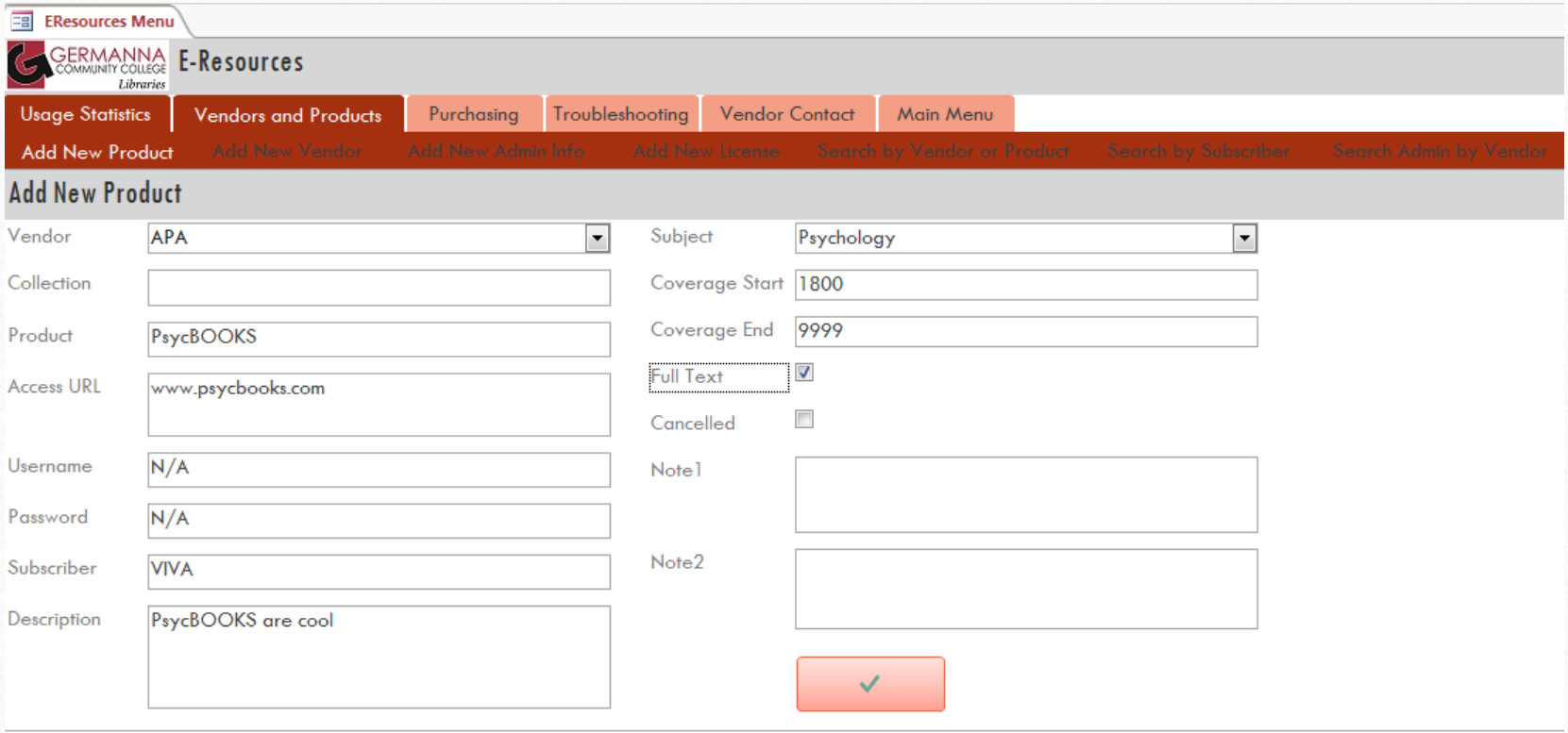
Vendors and Products
Purchasing
Troubleshooting
Vendor Contact
Main Menu
Add New Stats
Search by Vendor or Product
Search by FY
Search by Calendar Year
Vendor
Product
Fiscal
Use Type
Total Of Usage
Jan-Jun
Jul-Dec
JSTOR JSTOR 2015 Request 8187 4105 4082
JSTOR JSTOR 2015 Search 10472 4967 5505
JSTOR JSTOR 2015 Session 2365 0 2365
Record: 1 of 3
No Filter
Search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Troubleshooting
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Search by Subscriber
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N/A
Password
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1800
Coverage End
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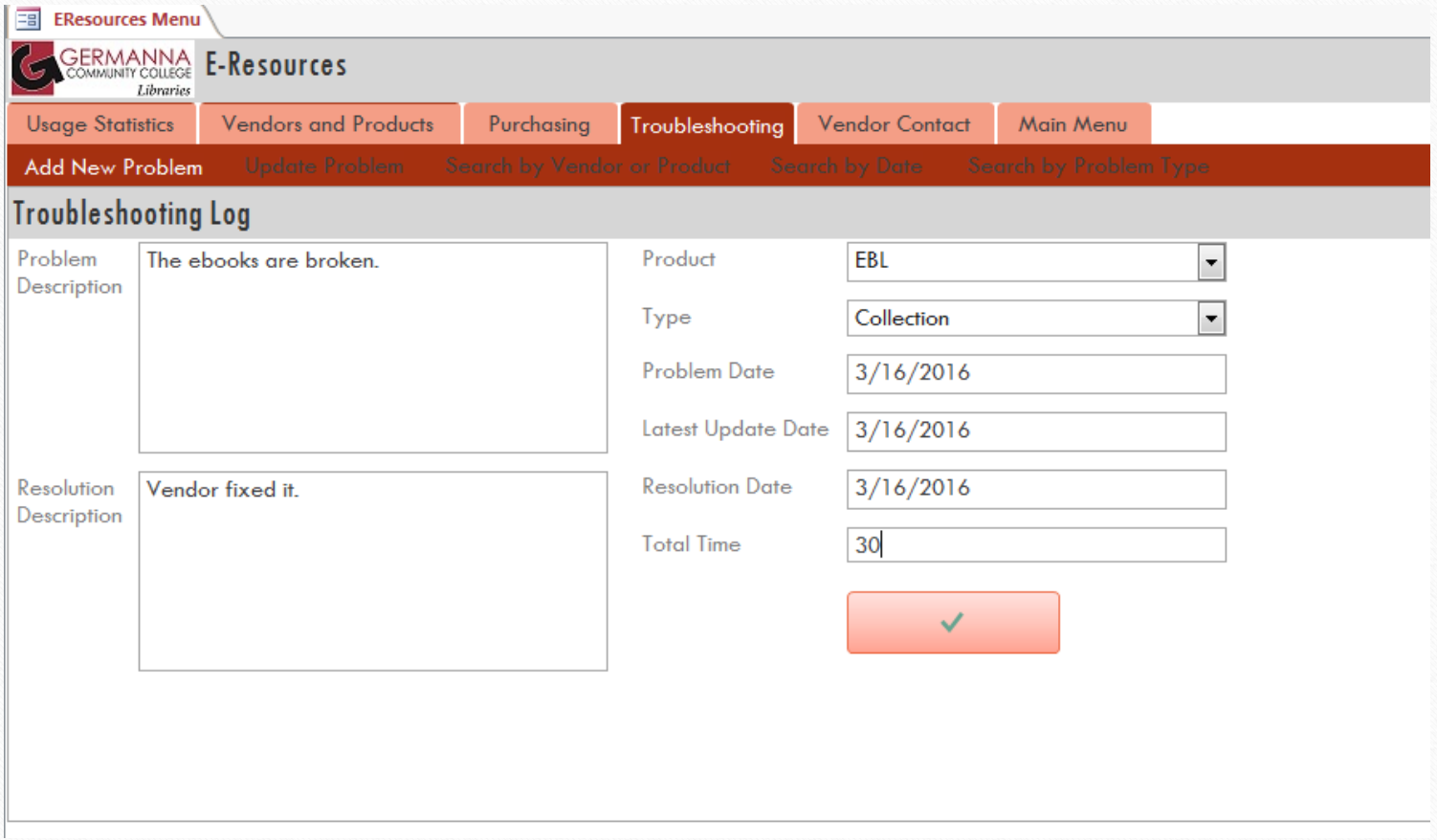
Cancelled
Note1
Note2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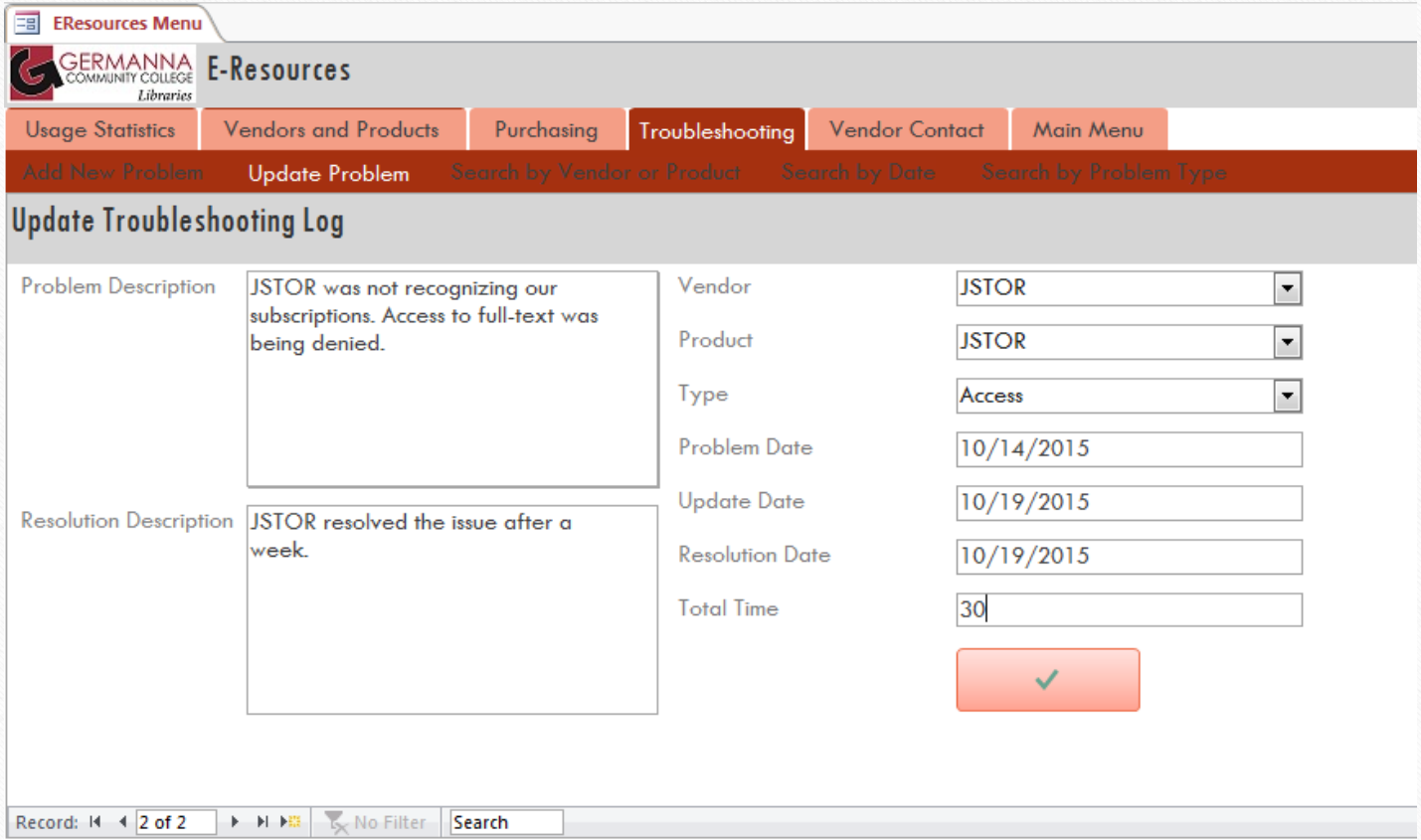
Usage Statistics
Vendors and Products
Purchasing
Troubleshooting
Vendor Contact
Main Menu
Add New Problem
Update Problem
Search by Vendor or Product
Search by Date
Search by Problem Type
Troubleshooting Log
Problem Description
The ebooks are broken.
Resolution Description
Vendor fixed it.
Product
EBL
Type
Collection
Problem Date
3/16/2016
Latest Update Date
3/16/2016
Resolution Date
3/16/2016
Total Time
30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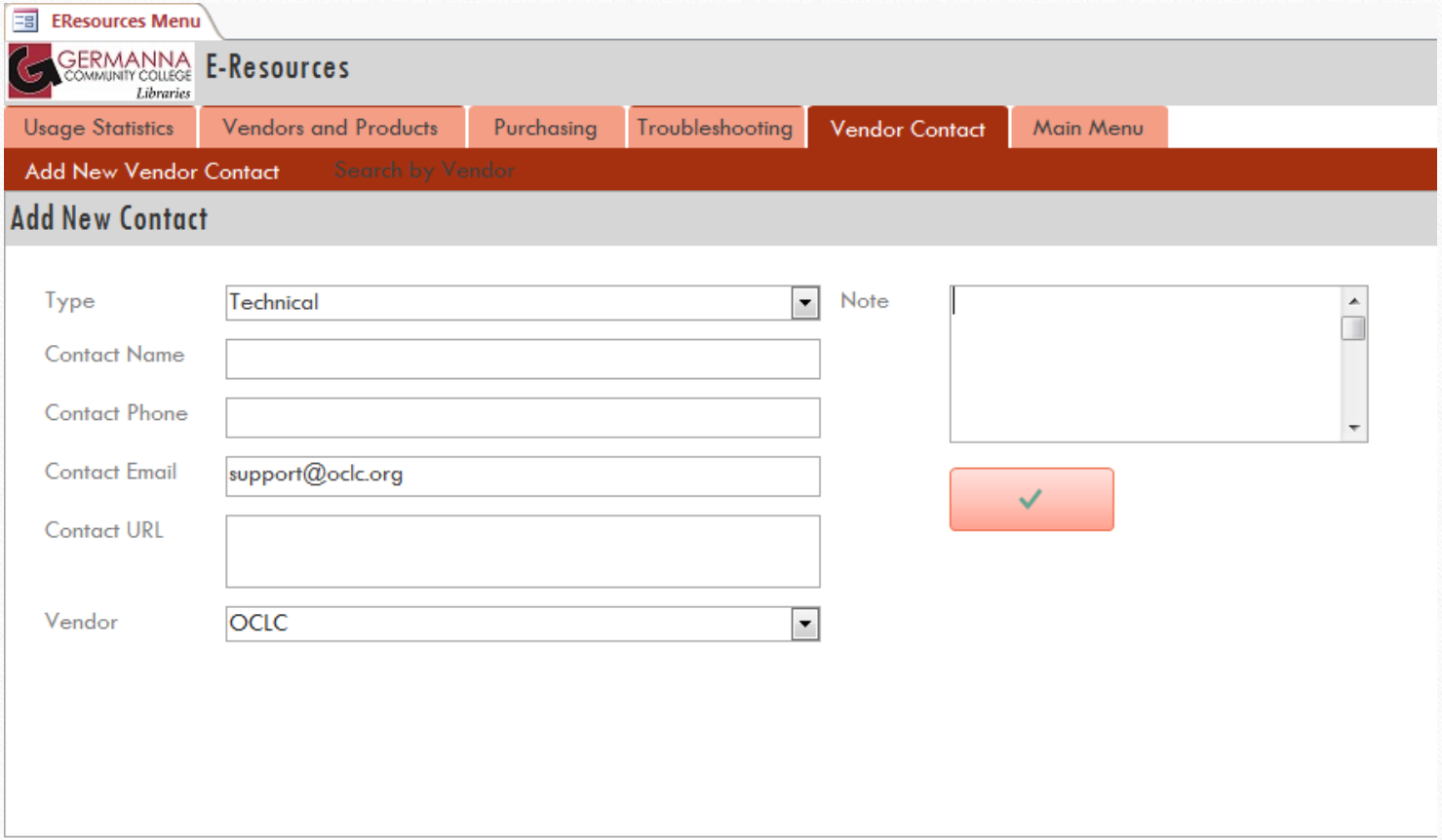
Vendor Contact
Main Menu
Add New Problem
Update Problem
Search by Vendor or Product
Search by Date
Search by Problem Type
Update Troubleshooting Log
Problem Description
JSTOR was not recognizing our subscriptions. Access to full-text was being denied.
Resolution Description
JSTOR resolved the issue after a week.
Vendor
JSTOR
Product
JSTOR
Type
Access
Problem Date
10/14/2015
Update Date
10/19/2015
Resolution Date
10/19/2015
Total Time
30
Record:
2 of 2
No Filter
Search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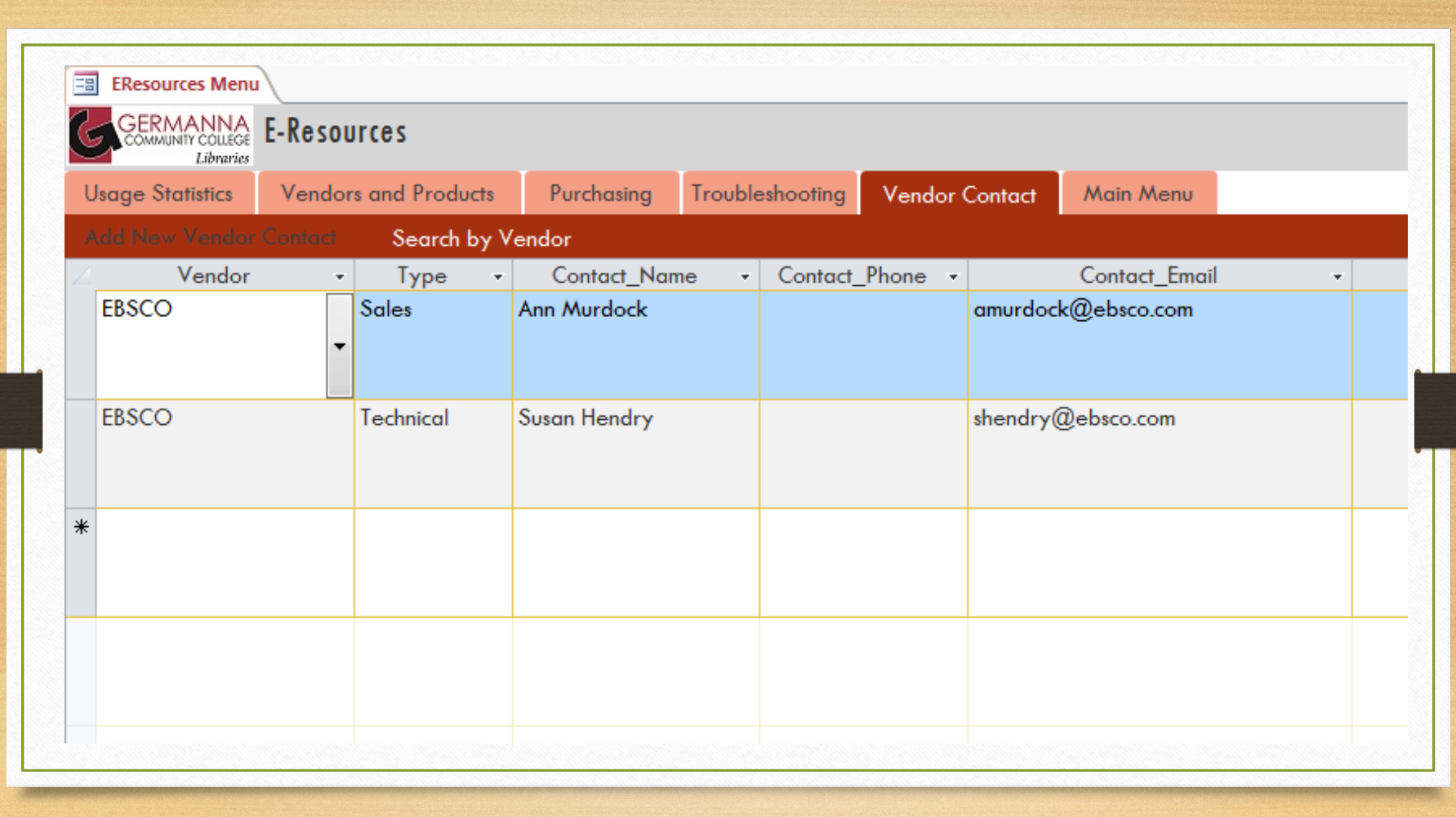
OCLC
Note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Vendor Contact
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Search by Vendor
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Type
Contact_Name
Contact_Phone
Contact_Email
EBSCO
Sales
Ann Murdock
amurdock@ebsco.com
EBSCO
Technical
Susan Hendry
shendry@ebsco.com

Future Plans

- Connect an Acquisitions database to the E-Resources database by linking tables
- Build more queries and reports, especially those that can assist administration
- Migrate to Office 365 and potentially manage database in the cloud instead

How Merging positions led to innovations at UNC Greensboro

Kate Hill

Electronic Resources and DE Librarian

University of North Carolina at Greensboro

Teaching Online?

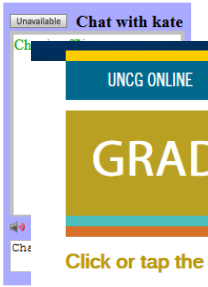
The Libraries can provide instructional related services to you to assist with your online teaching or teaching at a distance. Librarians can...

- teach an online synchronous session for your course
- meet you - or your students - in a google hangout or google chat for help or research consultations
- host a an orientation for your class or program, using our Libraries' Blackboard Collaborate virtual room
- develop a LibGuide of resources for class
- help you with the development of new online program (contact Kate)
- visit your class at a remote location for library instruction
- be added as an embedded librarian in Canvas available for threaded discussions or virtual office hours
- and more!

You may also find useful....

- Open Educational Resources guide
- E-books and Streaming Media guides

Distance Education Librarian
Email: Kate Hill
(336)334-4300



UNCG ONLINE | GRADUATE DEGREES | COST & FINANCIAL AID | LEARNING ONLINE | WHY UNCG

GRADUATE DEGREES

Click or tap the program name below to learn more.

MASTER'S DEGREES

- MA in Peace and Conflict Studies >
- MA in Dance Education >
- MA in Liberal Studies >
- MEd in B–K Interdisciplinary Studies Education and Development >
- MEd in Teacher Education: Elementary Mathematics Education >
- M of Library and Information Studies >
- MS in Consumer, Apparel, and Retail Studies >
- MS in Information Technology and Management >

GRADUATE CERTIFICATES

- PBC in African American and African Diaspora Studies >
- PBC in Birth–Kindergarten Initial Licensure Program >
- PBC in Business Analytics >
- PBC in Global Apparel Supply Chain Management >
- PBC in Global Studies >
- PBC in Information Assurance, Security, and Privacy >
- PBC in Information Technology >
- PBC in Leadership in Early Care and

Databases By Title

Journal Finder

1 A B C D E F G H I J K L M N O P R S T U W All

467 Total Databases

19th century English-language journals from the Far East

This collection provides researchers with six rare English-language journals.

0 Ratings

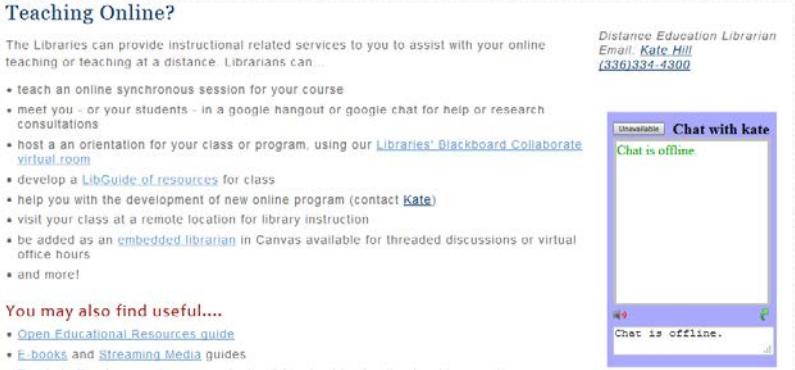
Overview 2014/15 Collections Budget Plan

The Libraries' collection budget for 2013/14 is $3,620,922. Journal subscriptions comprise 55%, books 20%, and databases 25% of that total. For 2014/15, we implemented the following reductions:

Library Collections Budget Reductions	2014-2015 Reductions
Books	$174,000
Databases	$79,158
Journals	$108,468

THE UNIVERSITY of NORTH CAROLINA
GREENSBORO
University Libraries
170,149 links grouped by ISSN for "all titles"
Search
Browse
Browse:
Collections
Journals

80%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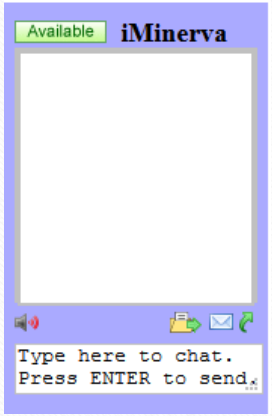
• develop a LibGuide of resources for class
• help you with the development of new online program (contact Kate)
• visit your class at a remote location for library instruction
• be added as an embedded librarian in Canvas available for threaded discussions or virtual office hours
• and more!
You may also find useful....
• Open Educational Resources guide
• E-books and Streaming Media guides
Distance Education Librarian
Email. Kate Hill
(336)334-4300
Chat with kate
Chat is offline
Chat is offline.

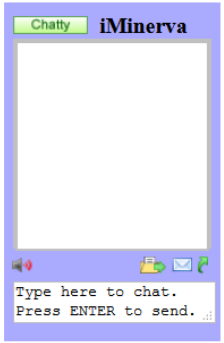
20%

E-Resource Troubleshooting for the Front Lines



DE/ER
Librarian

Communication!

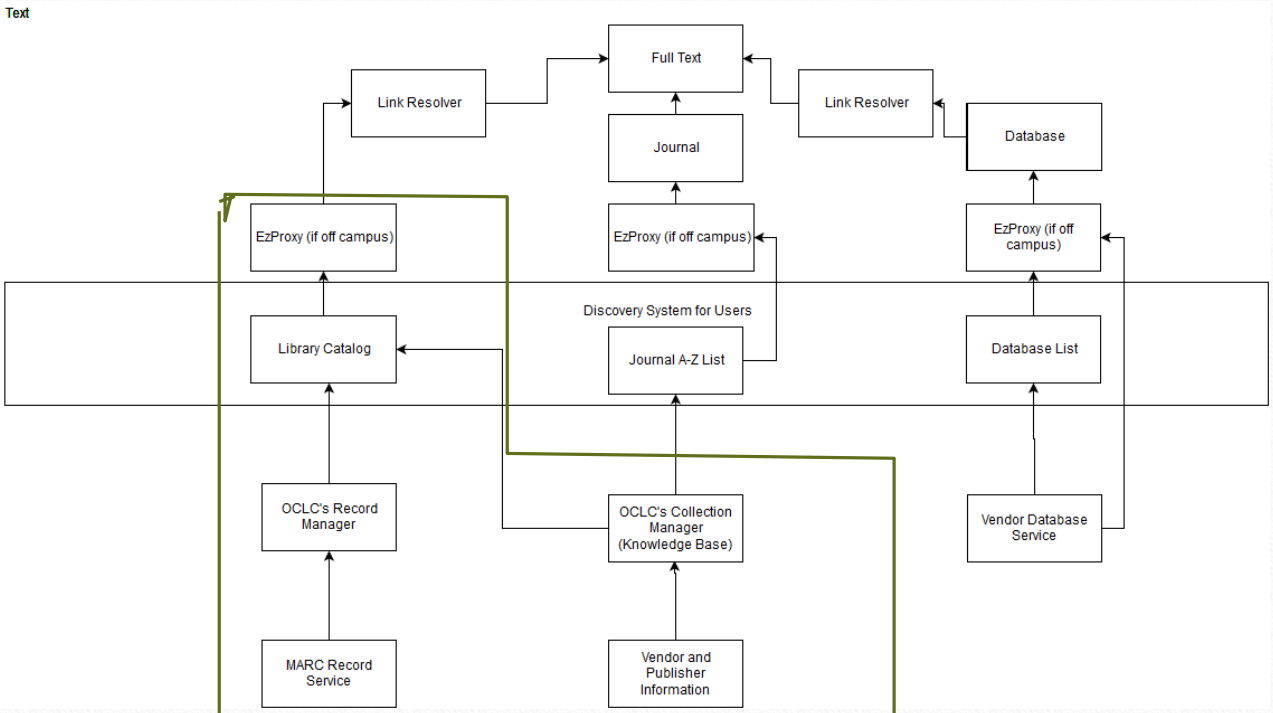


Are you trying to access this resource from on or off campus?

Can you tell me where you are when you are trying to access this resource (for example, google, our databases page, our journal A-Z list, the catalog). Could you maybe send me a link?

What error message are you seeing when you try and access this resource?

Text


Full Text
Link Resolver
Link Resolver
Database
Journal
EzProxy (if off campus)
EzProxy (if off campus)
EzProxy (if off campus)
Discovery System for Users
Library Catalog
Journal A-Z List
Database List
OCLC's Record Manager
OCLC's Collection Manager (Knowledge Base)
Vendor Database Service
MARC Record Service
Vendor and Publisher Information

A-Z doesn't know that we have Science signaling, but the catalog does.

Good Afternoon,

A patron chatted in a few minutes ago, unable to access an article in the online journal Teachers College Record. I went into our Journal Lookup and found that we should have access from 2005-present. However, an error message was at the top of the page:

"Your current IP Address is 152.13.249.96, which is not on-file as a subscriber to TC Record. If you think this message is in error, please contact your home library."

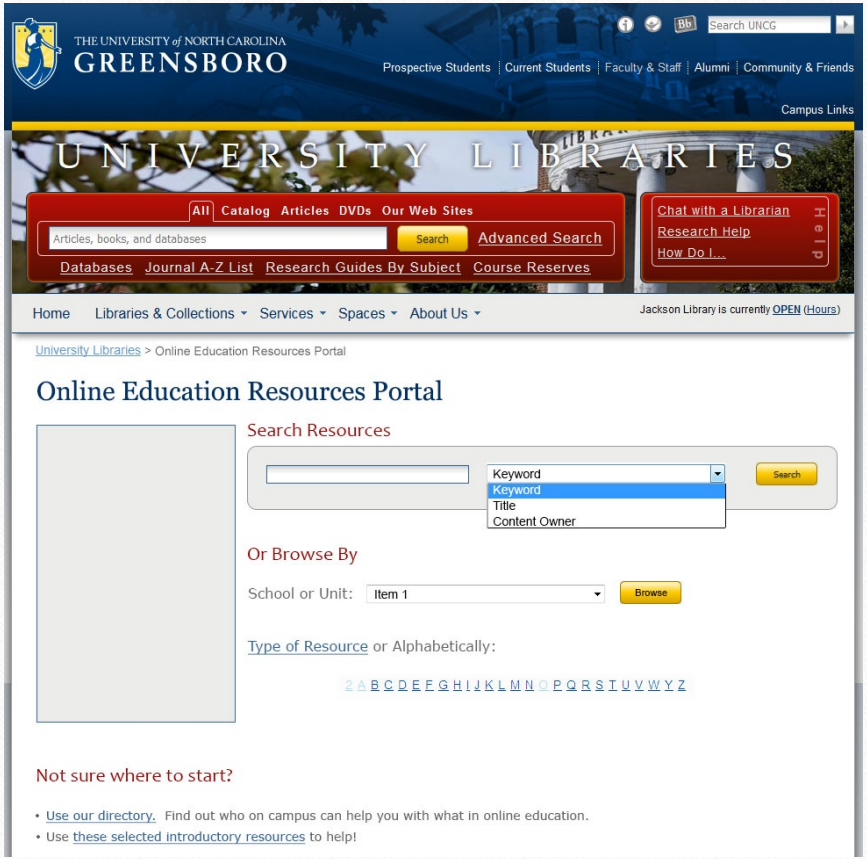
I tried multiple browsers and clearing my cache. The student was logged into the UNCG server, so that wasn't her issue. I tried to find the article in a different source, but it seems that we only have it through our access to Teachers College Record. I even googled the article title, which took me to the abstract with a link to the full text. When I clicked that, it took me to the same error message. Any help would be wonderful!!

Creating the Online Education Resource Portal

INSTRUCTIONAL TECHNOLOGY CONSULTANTS

Library as Trusted Partner

Office of Accessibility Resources & Services
provide. coordinate. advocate.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Campus Links
UNIVERSITY LIBRARIES
All Catalog Articles DVDs Our Web Sites
Articles, books, and databases
Search
Advanced Search
Databases Journal A-Z List Research Guides By Subject Course Reserves
Chat with a Librarian
Research Help
How Do I...
Help
Home Libraries & Collections Services Spaces About Us
Jackson Library is currently OPEN (Hours)
University Libraries > Online Education Resources Portal
Online Education Resources Portal
Search Resources
Keyword
Keyword
Title
Content Owner
Search
Or Browse By
School or Unit: Item 1
Browse
Type of Resource or Alphabetically:
2 A B C D E F G H I J K L M N O P Q R S T U V W Y Z
Not sure where to start?
• Use our directory. Find out who on campus can help you with what in online education.
• Use these selected introductory resources to help!

Supporting Online Learning at Finger Lakes Community College

April Steenburgh
Electronic Resources and Online Instruction Librarian

Online Learning at FLCC

Hybrid Learning

Hybrid courses offer the "best of both worlds" by combining face-to-face classroom instruction with online learning activities. In a typical hybrid course, students will attend class on-campus for a limited amount of time during the semester and then complete additional coursework online through the campus course management system. Depending on the course, students may meet once a week or just a few times throughout each semester. Learn more about Hybrid Courses.

Online Degree Programs

The following degrees are available at least 50% online.

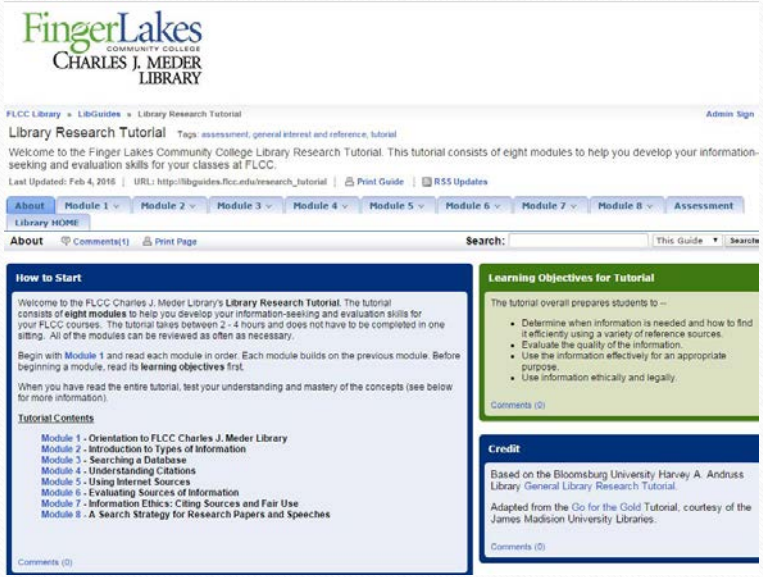
- A.A.S. Administrative Professional
- Administrative Professional Certificate
- A.S. Biotechnology
- A.A.S. Chemical Dependency Counseling
- A.A. Childhood Education (Teacher Education Transfer)
- A.S. Communications
- A.A.S. Criminal Justice
- Criminal Justice Certificate
- A.S. Game Programming and Design
- A.A.S. Hotel & Resort Management
- A.S. Human Services
- A.A.S. Information Technology
- A.A.S. Marketing
- A.S. New Media
- A.S. Physical Education and Exercise Science

FLCC has several fully accredited degree programs:

- A.A.S. Accounting
- A.A.S. Business Administration
- A.S. Business Administration
- A.S. Computer Science
- A.A.S. e-Commerce
- A.S. Information Systems
- A.A. and A.S. Liberal Arts and Sciences
- A.S. Sports Studies
- A.A.S. Tourism Management - Powered by Open SUNY
- A.S. Tourism Studies

(most courses are regularly available)

Support for All Online Faculty and Students



- *Access to resources*
- *Assistance embedding resources into Blackboard*
- *Chat reference*

eBook Collection

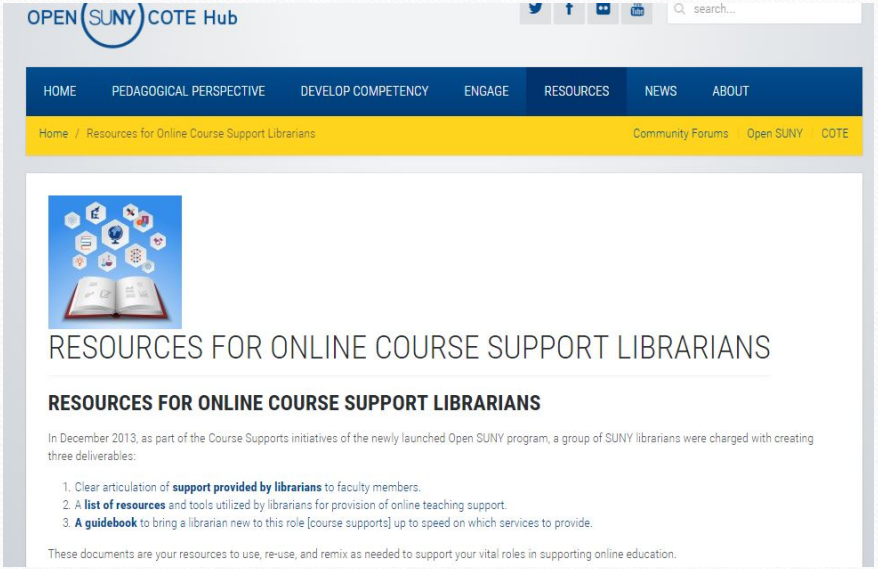
Library Chat Reference Service

Ask Us 247.org
Chat With A Librarian

Starfish

- *Recognizing and assisting in need/at risk students*

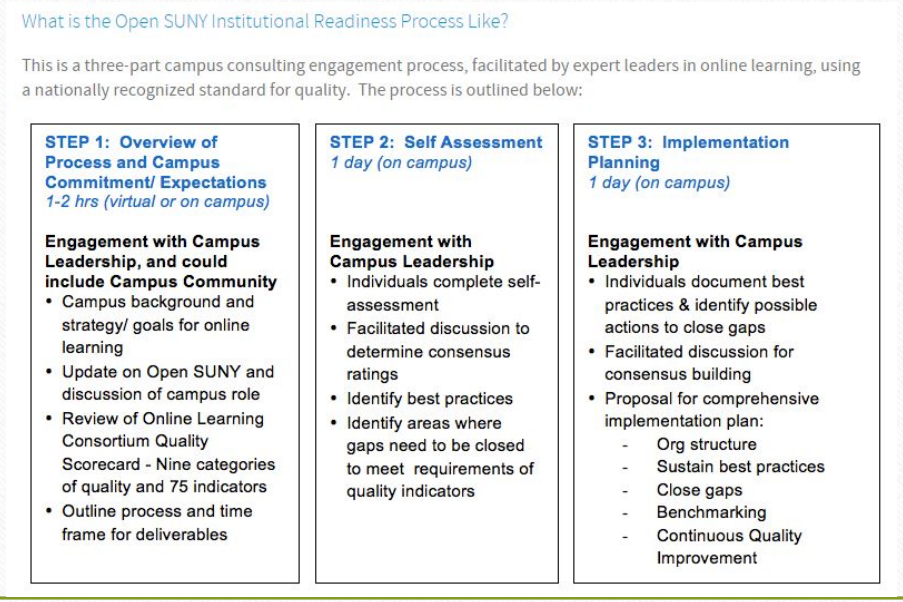
Open SUNY



- *Providing clear articulation of support provided by librarians to faculty members*
- *a list of resources and tools for provision of online teaching support*
- *a guidebook for new online teaching support librarians*

http://commons.suny.edu/cotehub/suny-resources-for-cote-librarians/

Open SUNY



What is the Open SUNY Institutional Readiness Process Like?

This is a three-part campus consulting engagement process, facilitated by expert leaders in online learning, using a nationally recognized standard for quality. The process is outlined below:

STEP 1: Overview of Process and Campus Commitment/ Expectations
1-2 hrs (virtual or on campus)

Engagement with Campus Leadership, and could include Campus Community

- Campus background and strategy/ goals for online learning
- Update on Open SUNY and discussion of campus role
- Review of Online Learning Consortium Quality Scorecard - Nine categories of quality and 75 indicators
- Outline process and time frame for deliverables

STEP 2: Self Assessment
1 day (on campus)

Engagement with Campus Leadership

- Individuals complete self-assessment
- Facilitated discussion to determine consensus ratings
- Identify best practices
- Identify areas where gaps need to be closed to meet requirements of quality indicators

STEP 3: Implementation Planning
1 day (on campus)

Engagement with Campus Leadership

- Individuals document best practices & identify possible actions to close gaps
- Facilitated discussion for consensus building
- Proposal for comprehensive implementation plan:
  - Org structure
  - Sustain best practices
  - Close gaps
  - Benchmarking
  - Continuous Quality Improvement

- *Assess best practices in regards to library support of online learners*
- *Assess best practices in regards to access to library services*
- *Increase awareness of library resources, services, and support*

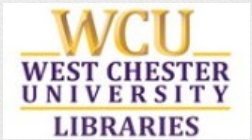
http://commons.suny.edu/opensuny/institutional-readiness/

Managing E-Resources: Opportunities for Innovation

Jane Hutton

Electronic Resources Librarian

West Chester University of Pennsylvania



Electronic Resources @ WCU Libraries 2005 - 2015

- **Libraries online resources**
- 2005: 7,629 (WCU FTE=11,700)
- 2015: 1,723,856 (WCU FTE=15,128)
- **Electronic Resources Librarian**
- 2005: Manage e-resources & website; plan for distance education, reference, instruction
- 2015: Manage e-resources & discovery service, reference, instruction

What *are* "e-resources"?

@ WCU Libraries, includes managing linking, public interfaces, access points (other than OPAC) to:

- Databases
- E-journals (setting up online access, administrative accounts, administering holdings for the link resolver)
- Discovery platforms: Federated Search Discovery Service (Summon)

& more recent arrivals…

- E-books
- E-video (streaming)

With Growth comes Opportunity

- WCU "distance education" enrollment
  - 2009: 170
  - 2014: 3027
  - doesn't count all the students *doing academic work online* in hybrid or F2F courses
- 2011: WCU "Office of Distance Education"
- January 2013: eLearning & Outreach Librarian
  - Distance education, including support for new branch campuses
  - Social media outreach

Opportunities for Innovation

- Systems for internal tracking & communication
- Online support for all online students (& faculty!)
- Reorganization of librarian positions
- Outmoded divisional boundaries: "Public Services" vs. "Technical Services" ?
  - What functional areas now make sense?
- IDEAS?

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