



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

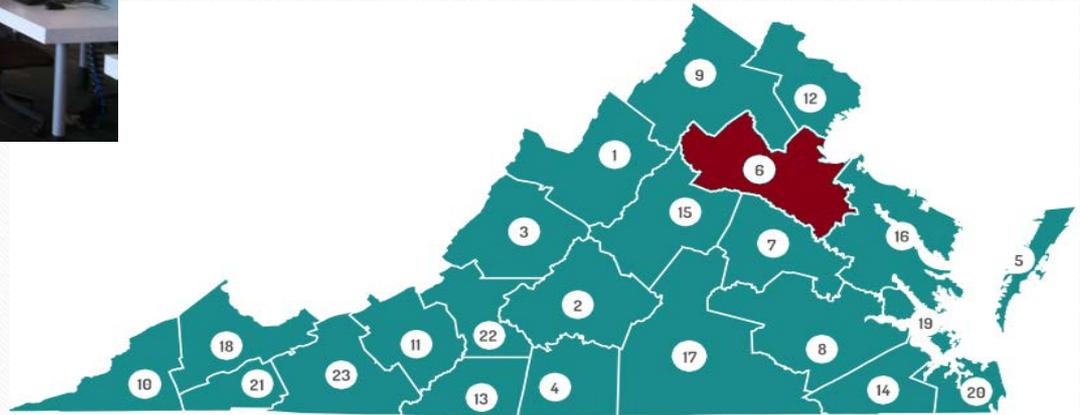
Managing E-Resources at a Small Community College Library

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

Add New Usage Statistics

Product

Use Type

Report Type

Date Range

Usage

Calendar

Fiscal



Add New Product

Vendor	APA	Subject	Psychology
Collection		Coverage Start	1800
Product	PsycBOOKS	Coverage End	9999
Access URL	www.psycbooks.com	Full Text	<input checked="" type="checkbox"/>
Username	N/A	Cancelled	<input type="checkbox"/>
Password	N/A	Note1	
Subscriber	VIVA	Note2	
Description	PsycBOOKS are cool		

[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



Update Troubleshooting Log

Problem Description

JSTOR was not recognizing our subscriptions. Access to full-text was being denied.

Vendor

JSTOR

Product

JSTOR

Type

Access

Problem Date

10/14/2015

Update Date

10/19/2015

Resolution Date

10/19/2015

Total Time

30

Resolution Description

JSTOR resolved the issue after a week.



Add New Contact

Type

Note

Contact Name

Contact Phone

Contact Email

Contact URL

Vendor



[Usage Statistics](#)[Vendors and Products](#)[Purchasing](#)[Troubleshooting](#)[Vendor Contact](#)[Main Menu](#)[Add New Vendor Contact](#)[Search by Vendor](#)

Vendor	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](mailto:Kate.Hill)
(336)334-4300

The image shows a screenshot of a chat window on the left and a website navigation bar on the right. The chat window has a title bar that says "Unavailable Chat with kate" and a status indicator "Unavailable". The website navigation bar has a dark blue header with white text: "UNCG ONLINE | GRADUATE DEGREES | COST & FINANCIAL AID | LEARNING ONLINE | WHY UNCG". Below this is a large green banner with the text "GRADUATE DEGREES" in white. Underneath the banner is a yellow bar with the text "Click or tap the program name below to learn more." in black.

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

[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



THE UNIVERSITY of NORTH CAROLINA
GREENSBORO
University Libraries

170,149 links grouped by ISSN for "all titles"

Search

Browse

Browse:

[Collections](#)

[Journals](#)

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

[Home](#) [Journals](#) [Databases](#) [Previous Budgets](#) [UNCG Budget](#)



THE UNIVERSITY of NORTH CAROLINA
GREENSBORO

University Libraries

170,149 links grouped by ISSN for "all titles"

Search

Browse

Browse:

Collections

Journals



80%

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....

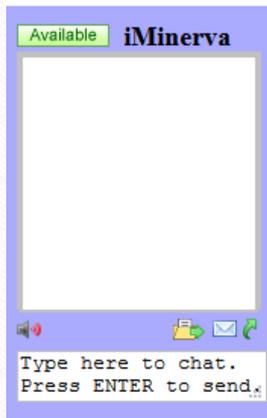
- [Open Educational Resources guide](#)
- [E-books](#) and [Streaming Media](#) guides

Distance Education Librarian
Email: [Kate Hill](#)
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20%

E-Resource Troubleshooting for the Front Lines



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?



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



Office of Accessibility Resources & Services
provide. coordinate. advocate.





UNIVERSITY LIBRARIES

[All](#) [Catalog](#) [Articles](#) [DVDs](#) [Our Web Sites](#)

Articles, books, and databases [Advanced Search](#)

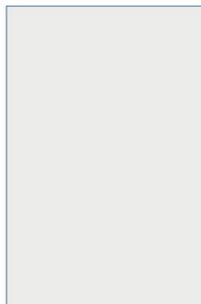
[Databases](#) [Journal A-Z List](#) [Research Guides By Subject](#) [Course Reserves](#)

[Chat with a Librarian](#)
[Research Help](#)
[How Do I...](#)

[Help](#)

[University Libraries](#) > [Online Education Resources Portal](#)

Online Education Resources Portal



Search Resources

Keyword
Title
Content Owner

Or Browse By

School or Unit:

[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

The screenshot shows the homepage of the Library Research Tutorial. At the top left is the logo for Finger Lakes Community College Charles J. Meder Library. Below the logo is the text "FLCC Library" and "Library Research Tutorial". The page has a navigation menu with tabs for "About", "Module 1" through "Module 8", and "Assessment". The main content area is divided into three columns. The left column is titled "How to Start" and contains a welcome message, instructions on how to use the tutorial, and a list of tutorial contents. The middle column is titled "Learning Objectives for Tutorial" and lists three objectives. The right column is titled "Credit" and provides information about the tutorial's origin and adaptation.

FingerLakes
COMMUNITY COLLEGE
CHARLES J. MEDER
LIBRARY

FLCC Library » LibGuides » Library Research Tutorial Admin Sign

Library Research Tutorial

Tags: assessment, general interest and reference, tutorial

Welcome to the Finger Lakes Community College Library Research Tutorial. This tutorial consists of eight modules to help you develop your information-seeking and evaluation skills for your classes at FLCC.

Last Updated: Feb 4, 2016 | URL: http://libguides.flcc.edu/research_tutorial | [Print Guide](#) | [RSS Updates](#)

About | Module 1 | Module 2 | Module 3 | Module 4 | Module 5 | Module 6 | Module 7 | Module 8 | Assessment

Library HOME

About | Comments(1) | Print Page Search: [] This Guide [] Search

How to Start

Welcome to the FLCC Charles J. Meder Library's Library Research Tutorial. The tutorial consists of eight modules to help you develop your information-seeking and evaluation skills for your FLCC courses. The tutorial takes between 2 - 4 hours and does not have to be completed in one sitting. All of the modules can be reviewed as often as necessary.

Begin with Module 1 and read each module in order. Each module builds on the previous module. Before beginning a module, read its learning objectives first.

When you have read the entire tutorial, test your understanding and mastery of the concepts (see below for more information).

Tutorial Contents

- Module 1 - Orientation to FLCC Charles J. Meder Library
- Module 2 - Introduction to Types of Information
- Module 3 - Searching a Database
- Module 4 - Understanding Citations
- Module 5 - Using Internet Sources
- Module 6 - Evaluating Sources of Information
- Module 7 - Information Ethics, Citing Sources and Fair Use
- Module 8 - A Search Strategy for Research Papers and Speeches

Comments (0)

Learning Objectives for Tutorial

The tutorial overall prepares students to --

- Determine when information is needed and how to find it efficiently using a variety of reference sources.
- Evaluate the quality of the information.
- Use the information effectively for an appropriate purpose.
- Use information ethically and legally.

Comments (0)

Credit

Based on the Bloomsburg University Harvey A. Andrus Library General Library Research Tutorial

Adapted from the Go for the Gold Tutorial, courtesy of the James Madison University Libraries.

Comments (0)

- *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



The screenshot shows the top navigation bar of the Finger Lakes Community College website. The logo for Finger Lakes Community College is on the left. The navigation menu includes links for My FLCC, Courses, Groups, Content Collection, and Library. A user profile for April Steenburgh is visible in the top right corner. Below the navigation bar, the 'Services' section is highlighted. The main content area features a search bar and a list of services. The first service listed is the Charles J. Meder Library, which provides one-on-one assistance and online chat. Contact information for the library is provided, including a phone number, email address, and semester hours.

Services Search

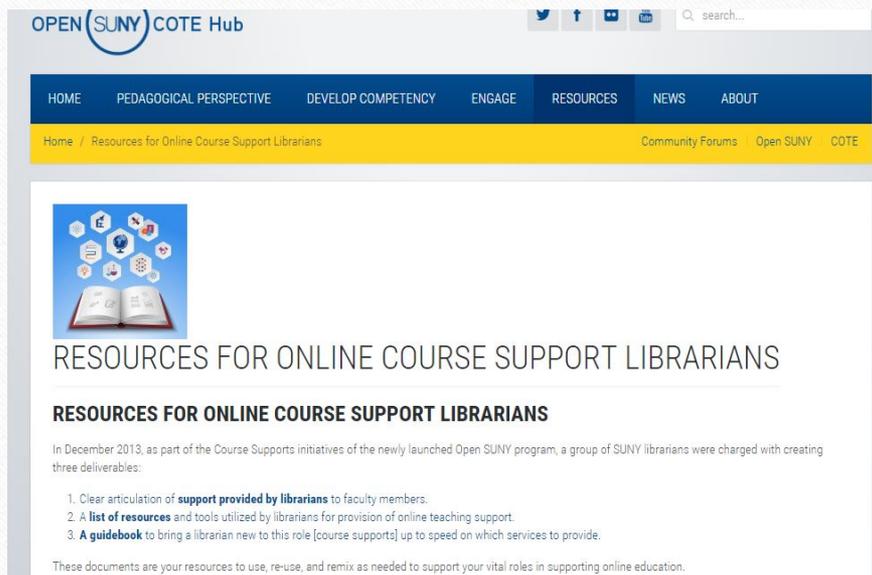
Charles J. Meder Library

The Library offers one-on-one assistance, no appointment needed. Stop by for help with research, citations, and more. Online assistance is also available through our Ask Us 24/7 chat at <http://library.flcc.edu/chat.cfm>. Online Instruction Librarian: April Steenburgh

- Reference Desk Phone: 585-785-1432
- April.steenburgh@flcc.edu
- Semester Hours: 7:30am- 9pm Mon-Thurs, 7:30am- 4pm Friday, and 12pm- 4pm Saturday and Sunday.
- <http://library.flcc.edu/>

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

Open SUNY



The screenshot shows the Open SUNY COTE Hub website. The header includes the logo and navigation links: HOME, PEDAGOGICAL PERSPECTIVE, DEVELOP COMPETENCY, ENGAGE, RESOURCES, NEWS, ABOUT. A search bar is also present. The main content area features a blue header with the title 'RESOURCES FOR ONLINE COURSE SUPPORT LIBRARIANS' and a sub-header 'RESOURCES FOR ONLINE COURSE SUPPORT LIBRARIANS'. Below this, there is a paragraph of text and a numbered list of three deliverables.

OPEN (SUNY) COTE Hub

HOME PEDAGOGICAL PERSPECTIVE DEVELOP COMPETENCY ENGAGE RESOURCES NEWS ABOUT

Home / Resources for Online Course Support Librarians Community Forums Open SUNY COTE

RESOURCES FOR ONLINE COURSE SUPPORT LIBRARIANS

RESOURCES FOR ONLINE COURSE SUPPORT LIBRARIANS

In December 2013, as part of the Course Supports initiatives of the newly launched Open SUNY program, a group of SUNY librarians were charged with creating three deliverables:

1. Clear articulation of **support provided by librarians** to faculty members.
2. A **list of resources** and tools utilized by librarians for provision of online teaching support.
3. A **guidebook** to bring a librarian new to this role [course supports] up to speed on which services to provide.

These documents are your resources to use, re-use, and remix as needed to support your vital roles in supporting online education.

- *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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