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## Research and Instructional Services Monthly: Summer 2020

Rachel Schrauben Yeates

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# Research and Instruction Monthly

Vol. 3, Issue 6, Summer (June/July) 2020

## Letter from the Unit Director

### Instruction

#### Fall Plans

This fall RIS will be providing all undergraduate instruction services in wholly online environments via the Online Librarian Service, Library Online Orientation Program (LOOP), and Library Experience Asynchronous Programming (LEAP). The Undergraduate Online Librarian service provides KSU faculty the opportunity to integrate a librarian within their D2L course shell(s) for one week. These integrated librarian services include the following:

- Discussion board moderation
- Subject Guide embedding
- Customized Course Guide creation and embedding
- Course-customized information literacy guest lectures
  - Pre-recorded webinars
  - Live webinars
- Learning modules
  - Library Experience Asynchronous Programming (LEAP)
  - Modules created at the librarian's discretion

To support these new instructional efforts RIS has hosted and recorded a series of trainings, Tech Bites, that cover Adobe Acrobat, D2L, LibGuides, and LibWizard [[Link to recordings](#)]. You can check for any upcoming trainings in the Upcoming Trainings schedule.

For additional information check out the RIS instruction toolkit at [libguides.kennesaw.edu/toolkit](http://libguides.kennesaw.edu/toolkit). The toolkit contains information on our different teaching modes and helpful information regarding LEAP module embedding. The content is currently being updated but should be completed by August.

Please contact either Karen Doster-Greenleaf or Christina Holm if you have any questions.

### Summer Highlights

This summer RIS debuted our information literacy webinar series. Recordings for those sessions can be found on our Research Help library webpage. This marked the beginning of our unit's transition to an expanded suite of information literacy services to our online undergraduate students.

While working on our summer webinars, RIS also developed a Library Experiences Asynchronous Program (LEAP) that provides students with a set of 12 mini-modules on various library and information literacy topics. Going into the fall semester, RIS will use the modules to support our orientation activities and to support the Online Librarian Program. The modules are in their final production stages and will be ready for our students in advance of the fall semester.

## Reference

### Virtual In-Person Reference

This fall RIS will be offering a new service to our patrons, Virtual In-Person (VIP) Reference. The service will provide real-time in-person virtual reference for patrons physically in the KSU Library System libraries. It is being offered in lieu of our traditional face-to-face reference to ensure safe social distancing for both patrons and staff, while still providing a personal service touch point.

All Public Services librarians will be scheduled to monitor the virtual desk hosted on Bb Ultra. Please let either Judy or Karen know if you have not received a link from Darian to the Bb Classroom. On August 4 at 10 a.m., Carey will be providing training on how to use the Bb Ultra classroom for the service.

### Reference Reminders

- Track technology and directional related reference questions in the new LibAnswers form during VIP reference desk shifts.
- Shift Switch – If you cannot make your assigned reference shift, contact Judy Reardon or Rachel Schrauben Yeates. We also ask that you CC [libraryreference@kennesaw.edu](mailto:libraryreference@kennesaw.edu) in your email to either Judy or Rachel.

### Research Appointments

Research appointments will continue to provide one-on-one assistance online using Microsoft Teams. Mary Margaret has created a research appointment email template to assist with the appointment set-up [[View email template](#)]. Mary Margaret will be providing training at 10 a.m. on August 5.

[New policy](#) has been posted to the Library's website.

### Copyright and Open Access Help

Have a question about copyright, publishing, or open education resources? Contact Chelsee Dickson, our Scholarly Communications librarian! She'll be happy to advise and work with you on any of these topics.



Chelsee's dog Ollie thinks you're great.

### Special Thanks

RIS TEG and REG teams – For their collaboration, creativity, and dedication to quickly developing a series of online services to best serve our patrons for what will likely be a semester of uncertainty.

Amy, Rachel, and Darian – For their leadership on the deduping project. This project is a huge asset (no pun intended) to the efficient creation of future guides.

Christina, Leslie, and Ashley H. - For the creation of the LEAP modules just in time for our first semester of online instruction!

Carey and Judy – For leading the development and facilitation of the VIP Reference training and internal procedures documentation.

Library Resources department – For providing back chat coverage during the fall semester.

Ashley H., Christina, and Mary Margaret – For creating and hosting a wonderful series of webinars that will be extremely useful this fall.

### LibGuides De-dupe Project

Amy, Rachel, Darian, and Jennifer have wrapped up work on the De-dupe project for the summer. Since the start of the project in March, they've cleared 7,561 assets from the system, cutting the number in half!

### Top July FAQ Searches



Figure 1: The most searched FAQ terms from July 2020 include find, d21, loan, interlibrary, ILL, and APA.

## Upcoming Trainings

- July 30 at 10:30 a.m. | Tech Bites: Blackboard Ultra with Christina
- August 3 at 10:30 a.m. | Tech Bites: LibWizard with Christina
- August 4 at 10 a.m. | Virtual In-Person Reference Overview with Carey
- August 5 at 10 a.m. | Research Appointment Training with Mary Margaret

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