

Satellite Librarian Pilot Project Proposal

Project Description

Satellite Librarian places an Eliot D. Pratt Librarian in the Community Center during Goddard College residencies. This project is designed to provide students with access to a librarian where they are while at the same time improving efficiency and efficacy of the library and its staff as a whole.

This will be a new service piloted by Library & Information Technology Services in addition to services already provided. Satellite Librarian differs from other library programs in that it does not happen in the library. Instead, the library is going to the campus center as a regular part of the residency experience. Whenever possible, Satellite Librarian will coincide with advising times in the residency schedule unless faculty and program directors prefer other times & locations.

The Problem

The distance of the library from the main campus can be an impediment to use of library services. There are students & faculty across programs that never use the library because they are unable to make it up to the building, which is isolated from the main campus. This is especially true in cold/hot/wet weather and late at night when users are less like to make the journey.

Currently, the library is open on weekdays during residencies from 9:00 am to 10:00 pm except for the final Friday because the residency closes early that day, with overlapping coverage (more than one librarian is available to users) from 9:00 am to 7:00 pm. Overlapping coverage allows librarians to answer reference questions, provide help in the computer lab, offer instruction, and cover circulation and student accounts simultaneously.

However, from 7:00 pm to 10:00 pm, there is only one librarian on duty, necessarily limiting availability of hands on help as well as timely user access to a librarian. Additionally, statistics show reduced in-person usage of the library after dinner opens on the main campus. The combined building and personnel costs of keeping the library open late at night, especially in the winter, may be greater than the impact we are able to make on users at that time.

The Solution

The Eliot D. Pratt Library staff proposes to provide Satellite Librarian for two hours a day in the community center during residency weekdays (Monday through Thursday of the full residency week). The Satellite Librarian will be available during times when there is already overlapping coverage in the library.

With the help of program directors, academic services, and student life, Satellite Librarian will be advertised in the residency schedule and overlap, where possible, with scheduled advising group meeting times unless suggested otherwise. A librarian will also be present at each residency opening session, if invited, to introduce the library

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briefly with emphasis on this program. The library staff will create and distribute signage for campus buildings, including dorm bulletin boards.

In order to properly staff both the library and Satellite Librarian, we will shorten our residency weekday hours by two hours. The library hours will be consistent, 9:00 am to 8:00 pm, throughout the residency (except the last day, which has always been 9:00 am to 4:00 pm). This change will both reduce user confusion, and make more effective and efficient use of paid personnel time. It will also serve to save energy and, in the winter, heat, contributing to a greener Goddard.

Example

Mobile Reference Service at St. Louis University:

<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2605033/>

Objectives

- Increased access to library services
- Increased student satisfaction of library services
- Increased visibility of library services
- Better use of paid personnel time
- Reduced physical plant costs

Cost

- Free

Implementation Area

- Community Center (unless otherwise requested)

Timeline

- Pilot: F13 Residency Season – June 28, 2013 through October 11, 2013
- Evaluation: October/November 2013
- Decision: December 2013

Constants

- Library Hours – library hours will be 9:00 am – 8:00 pm for the residency (First Friday through the following Thursday).
- Staffing – during residency weekdays, one library staff member will be in the community center for two hours.
- Advertising – Satellite Librarian hours will be in the residency schedule, on flyers around campus, and announced at opening sessions (if invited).

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Variables

- Satellite Librarian Hours – overlapping with advising sessions (unless other suggestion is provided), but will experiment with times for highest volume and impact.
- Staffing – library staff will take turns being the Satellite Librarian.

Evaluation

- Library staff will keep statistics Satellite Librarian for F13 & compare with S13 3rd shift library usage.
- Library Staff will create our own evaluation survey for the program and send out during the evaluation period.
- Campus evaluations will be monitored for changes in library rating.
- Anecdotal evidence will be compiled from as many sources as provide it.
- Building statistics comparison between F12 & F13 the 8:00 pm – 10:00 pm hours (as much as is possible) for heat and energy savings, if any.

Long Term Goals

If this project is deemed successful by the end of 2013 we will further evaluate library hours and staffing to provide the most effective combination of library building and Satellite Librarian services for campus users as a permanent program of Library and Information Technology Services.

Timeline

5/30/2013 – Written & Submitted to Library Staff Helen Linda
5/31/2013 – Submitted to Academic Deans and Student Life
6/6/2013 – Approved for trial
6/21/2013 – Updated by Helen Linda
6/28/2013 – Trial period opens
10/11/2013 – Trial period closes
11/15/2013 – Evaluation period open
12/15/2013 – Evaluation period closes
12/17/2013 – Approved for continuance