Book-a-Librarian 2.0

Supporting Users through On-demand Research Consultations

Alex Sundt
Dory Cochran

UtahStateUniversity

MERRILL - CAZIER LIBRARY

Directory of SLs – not heavily promoted, buried in footer

Subject Librarians

By Department/Program ~ Subject Librarian ~ Telephone Number
Click on librarian's name to view more contact information.

Accountancy
Alex Sundt (435) 797-4170

Aerospace Studies (Air Force ROTC)
John Elsweiler (435) 797-2636

Agricultural Systems Technology and Education
Anne Hedrich (435) 797-2165

Animal, Dairy and Veterinary Sciences
Sandra Weingart (435) 797-0739

Applied Economics
Robert Heaton (435) 797-8042

Art
Jennifer Duncan (435) 797-8148

Biological Engineering
Pamela Martin (435) 797-2685

Biology
Betty Rozum (435) 797-2632

Chemistry & Biochemistry
Flora Shrode (435) 797-8033

Civil and Environmental Engineering
Pamela Martin (435) 797-2685

Communication Studies
Erin Davis (435) 797-2075

Communicative Disorders and Deaf Education
John Elsweiler (435) 797-2636

Computer Science
Kevin Brewer (435) 797-3961

Economics and Finance
Alex Sundt (435) 797-4170

Electrical and Computer Engineering
Pamela Martin (435) 797-2685

Engineering Education Department
Pamela Martin (435) 797-2685

English
Erin Davis (435) 797-2075

Intensive English Language Institute
Erin Davis (435) 797-2075

Interior Design
Jennifer Duncan (435) 797-8148

Journalism and Communication
Liz Woolcott (435) 797-9458

Landscape Architecture and Environmental Planning
Jennifer Duncan (435) 797-8148

Languages & Philosophy
Becky Thoms (435) 797-0816

Library Science
Cheryl Adams (435) 797-2667

Management
Alex Sundt (435) 797-4170

Management Information Systems
Britt Anna Fagerheim (435) 797-2643

Mathematics
Kevin Brewer (435) 797-3961

Mechanical and Aerospace Engineering
Anne Hedrich (435) 797-2165

Military Science (Army ROTC)
John Elsweiler (435) 797-2636

Music
Dory Cochran (435) 797-2681

Nursing Program
Britt Anna Fagerheim (435) 797-2643

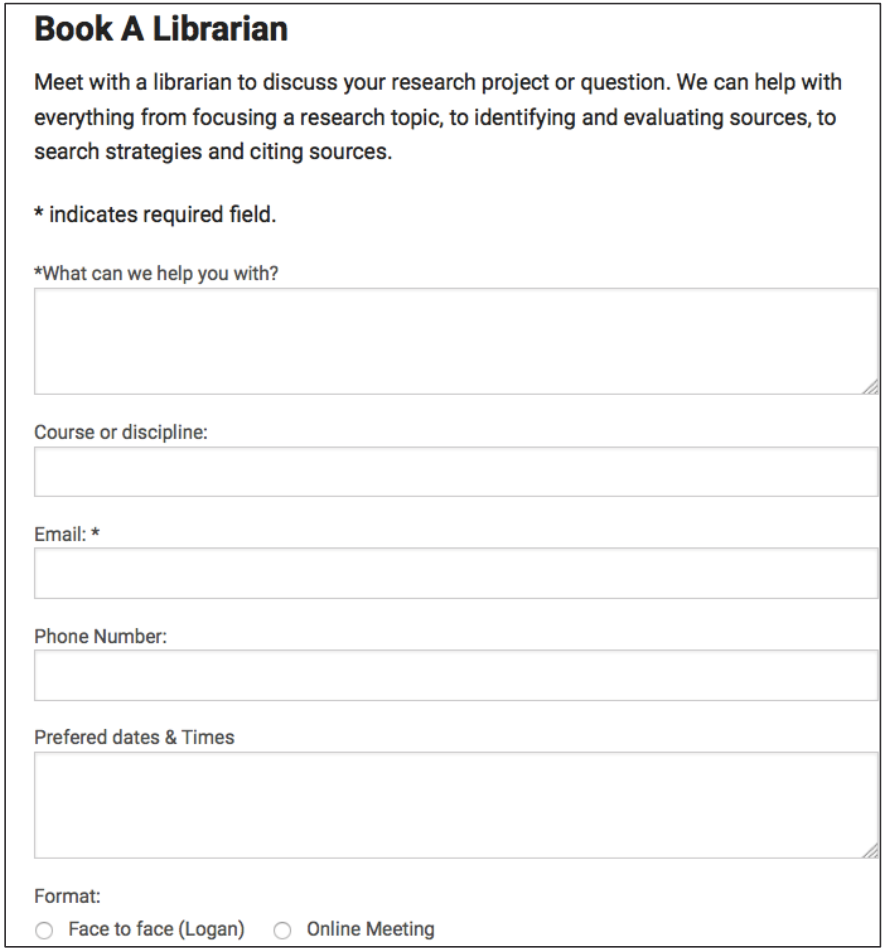
Nutrition and Food Science
Sandra Weingart (435) 797-0739

Physics
Betty Rozum (435) 797-2632

Plants, Soils and Climate
Sandra Weingart (435) 797-0739

Political Science
Robert Heaton (435) 797-8042

Consultation request form



Book A Librarian

Meet with a librarian to discuss your research project or question. We can help with everything from focusing a research topic, to identifying and evaluating sources, to search strategies and citing sources.

* indicates required field.

*What can we help you with?

Course or discipline:

Email: *

Phone Number:

Prefered dates & Times

Format:

Face to face (Logan) Online Meeting

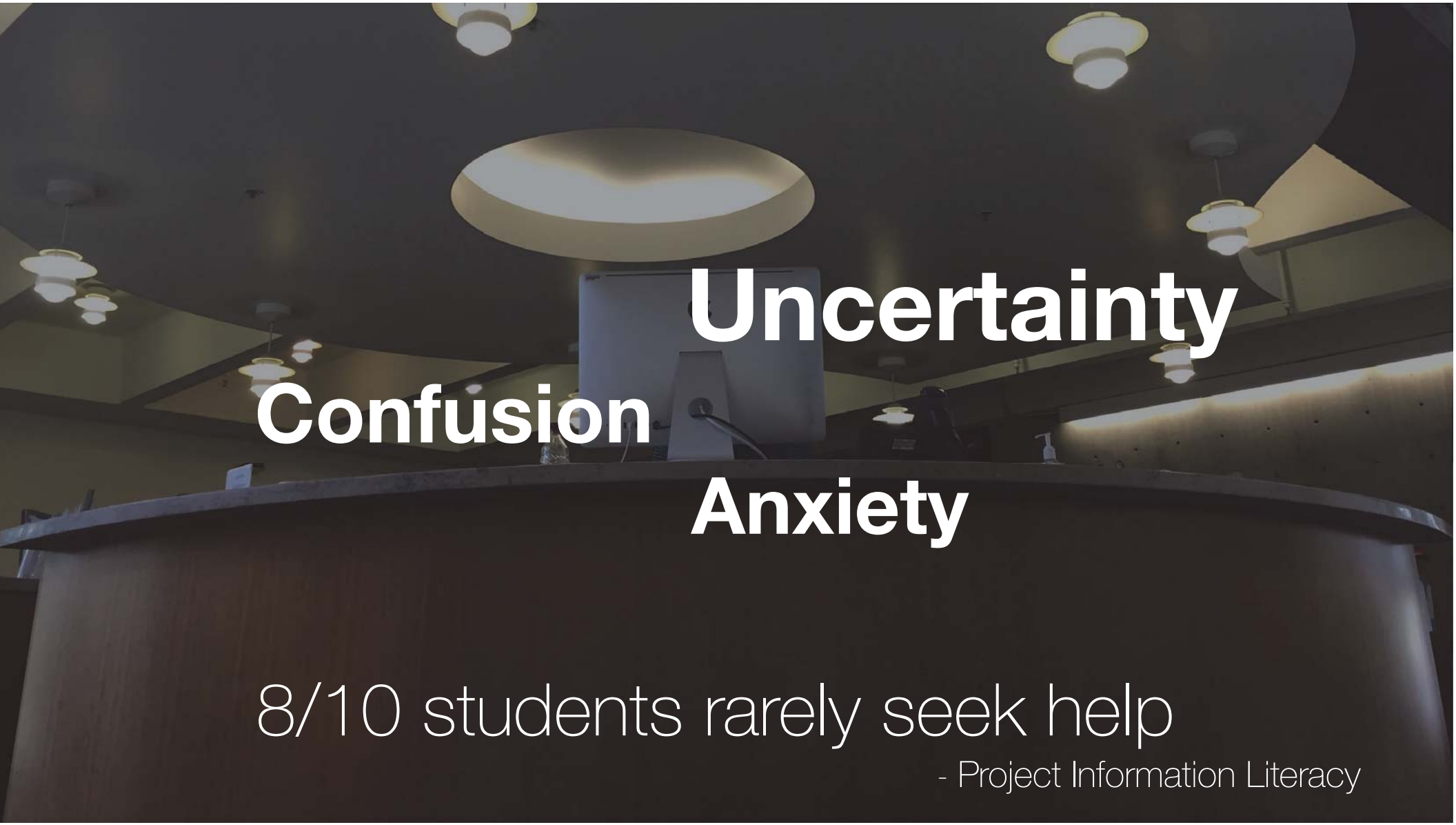
What is your status?

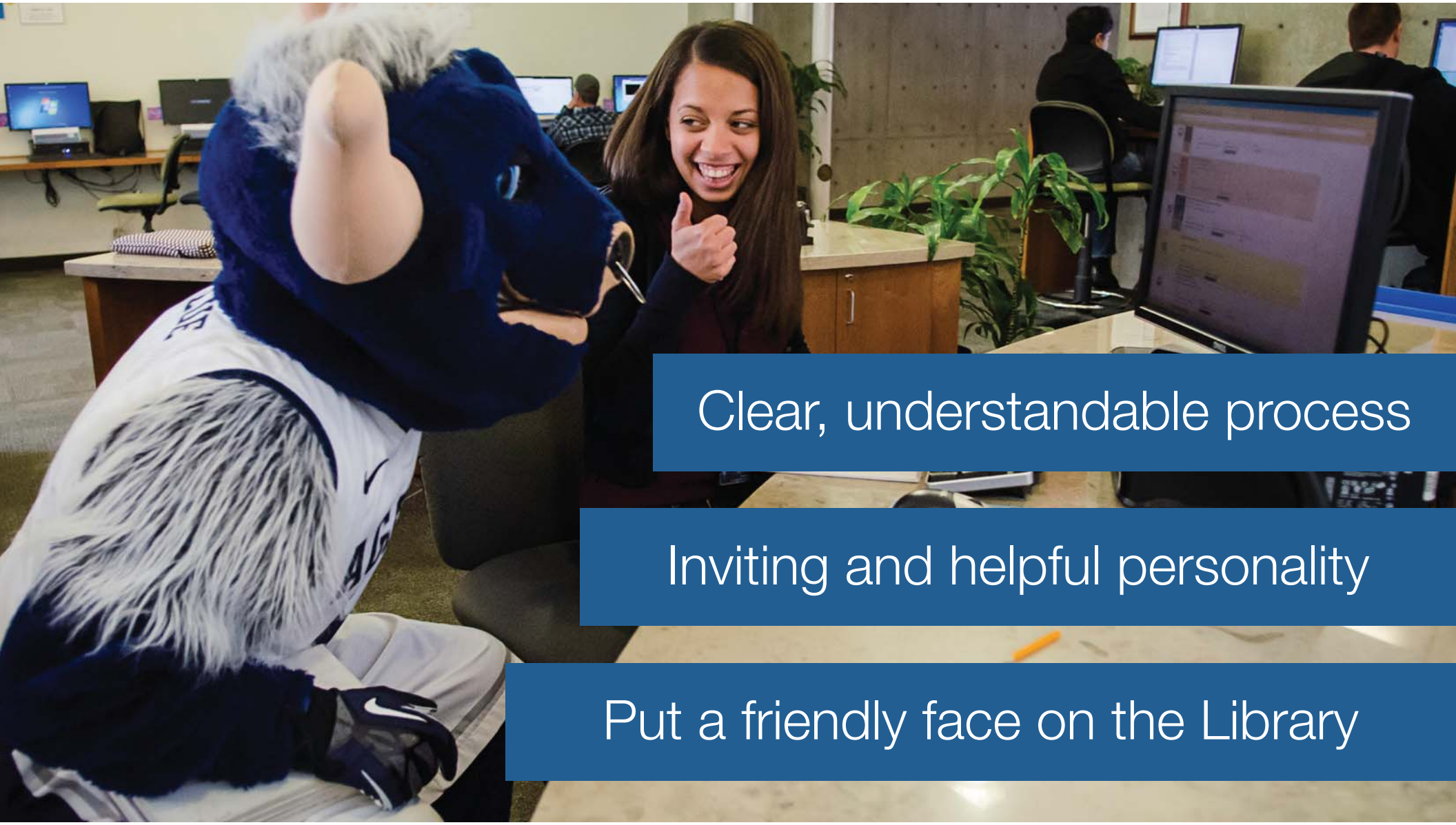
How could the consultation be improved to be more helpful to you?

What was most useful about your consultation with a librarian?

How did you learn about your librarian or the option for a consultation?

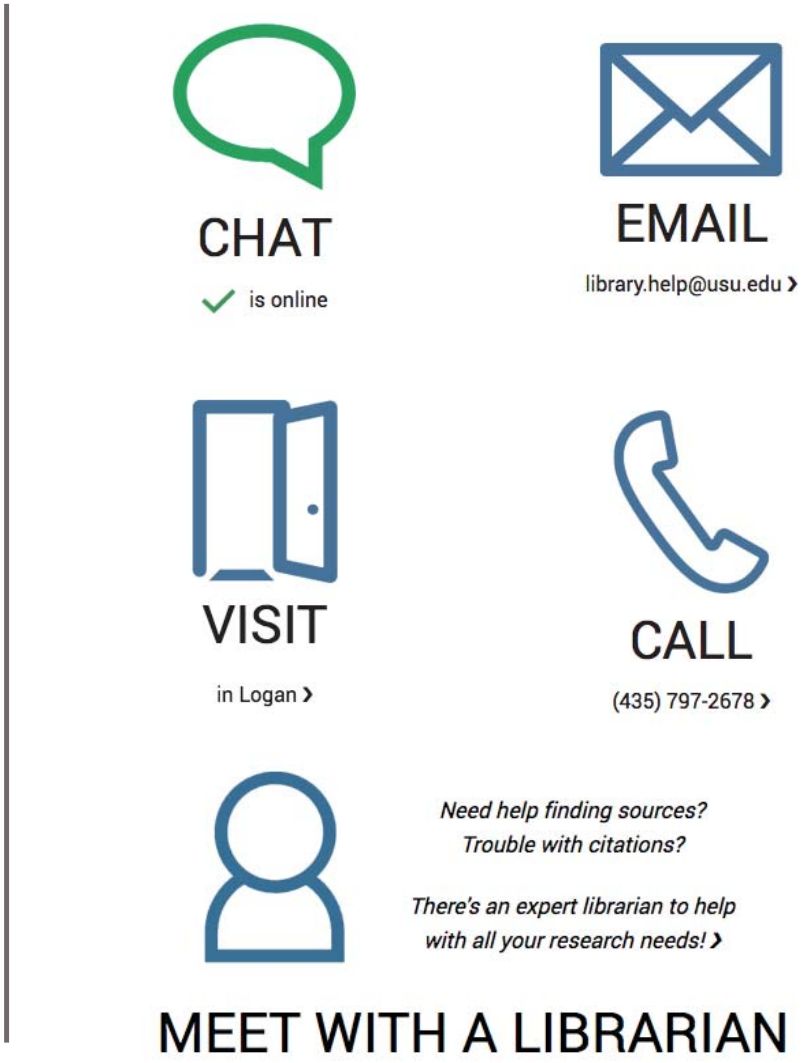
Would you seek help from a librarian again?


Uncertainty
Confusion
Anxiety
8/10 students rarely seek help
- Project Information Literacy


Clear, understandable process
Inviting and helpful personality
Put a friendly face on the Library

Phase 1

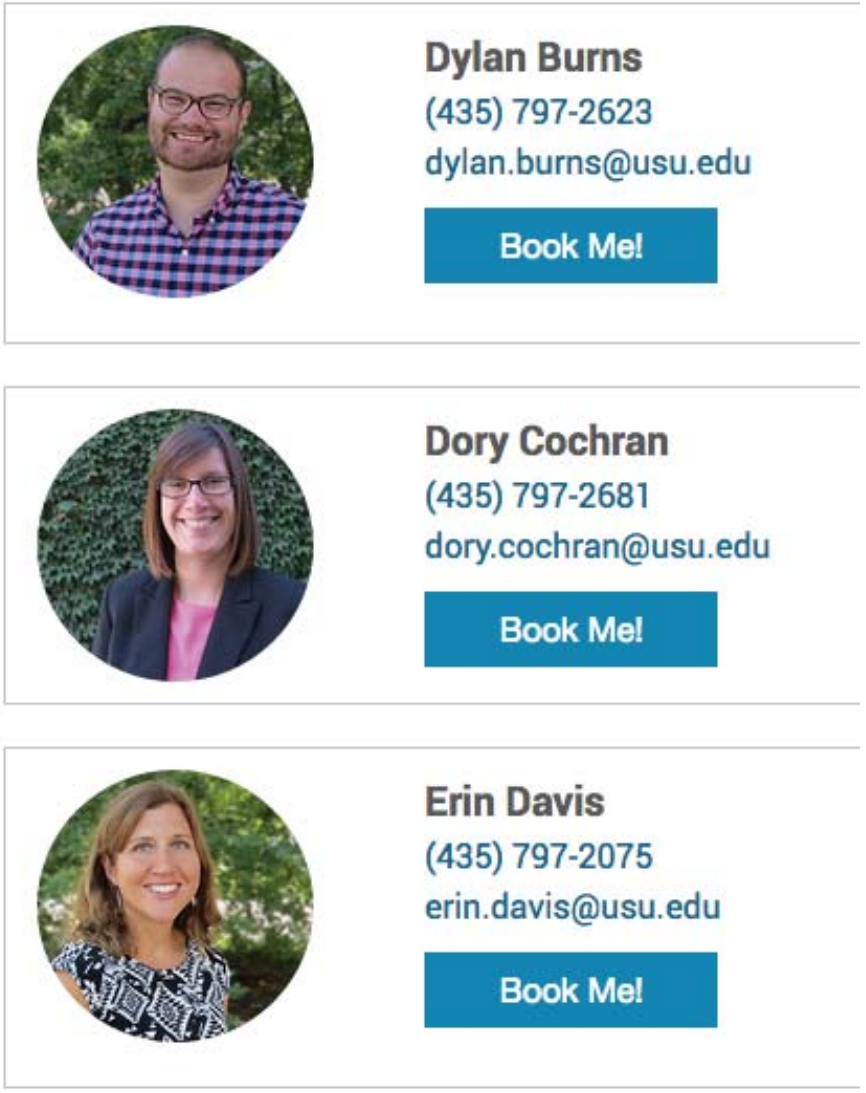
- Improve design of Ask service
- “Virtual Reference Desk”



Phase 2

Putting our best face forward

https://library.usu.edu/librarians/



Usage Analysis

Jan. 2017- April 2017

https://library.usu.edu/librarians/

Old Form

- 195 unique visitors
- Peak use April 6th – 22 views
- 32 form completions

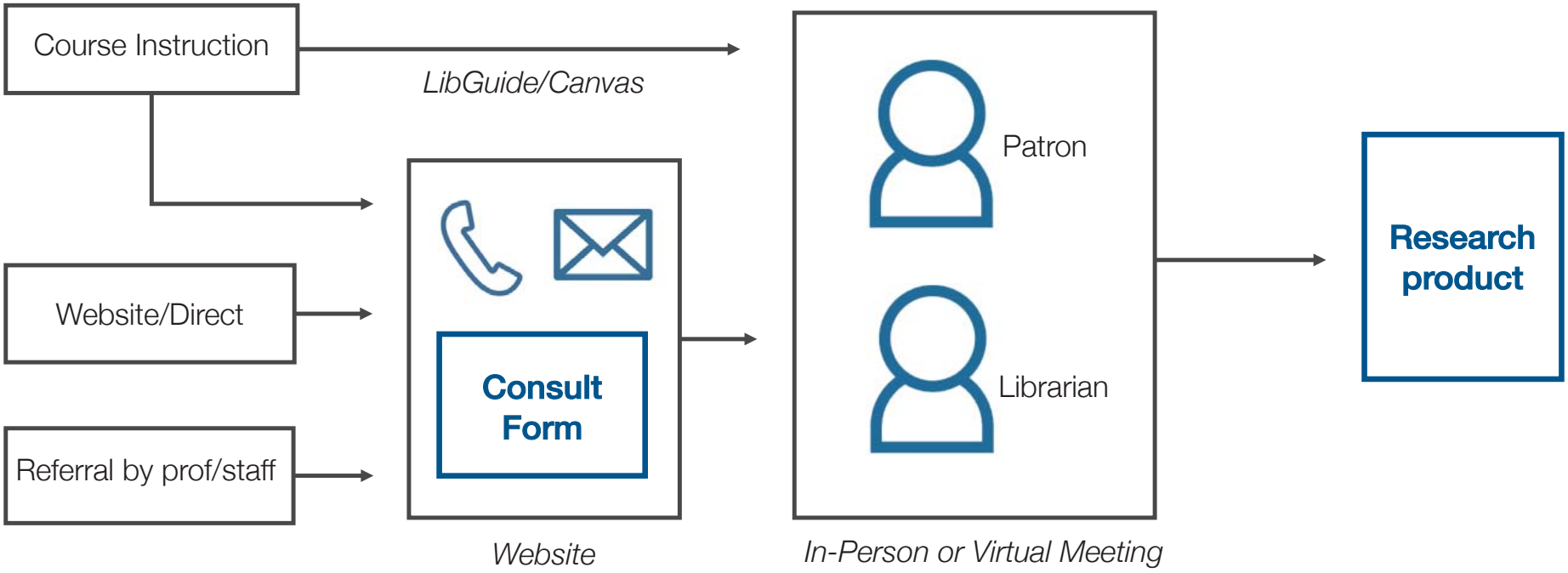
New Page

- 474 unique visitors
- Peak use April 4th – 105 views
- 385 searches
- 49 form completions

1. Patron seeks help

2. Meets w/ librarian

3. Outcomes



Q: How did you hear about us?

Statistics

- **Satisfaction – Patron Survey**
- **Quality – Peer observation**

- **Course Grade**
- **Source Quality**
- **Repeat use/ NPS**

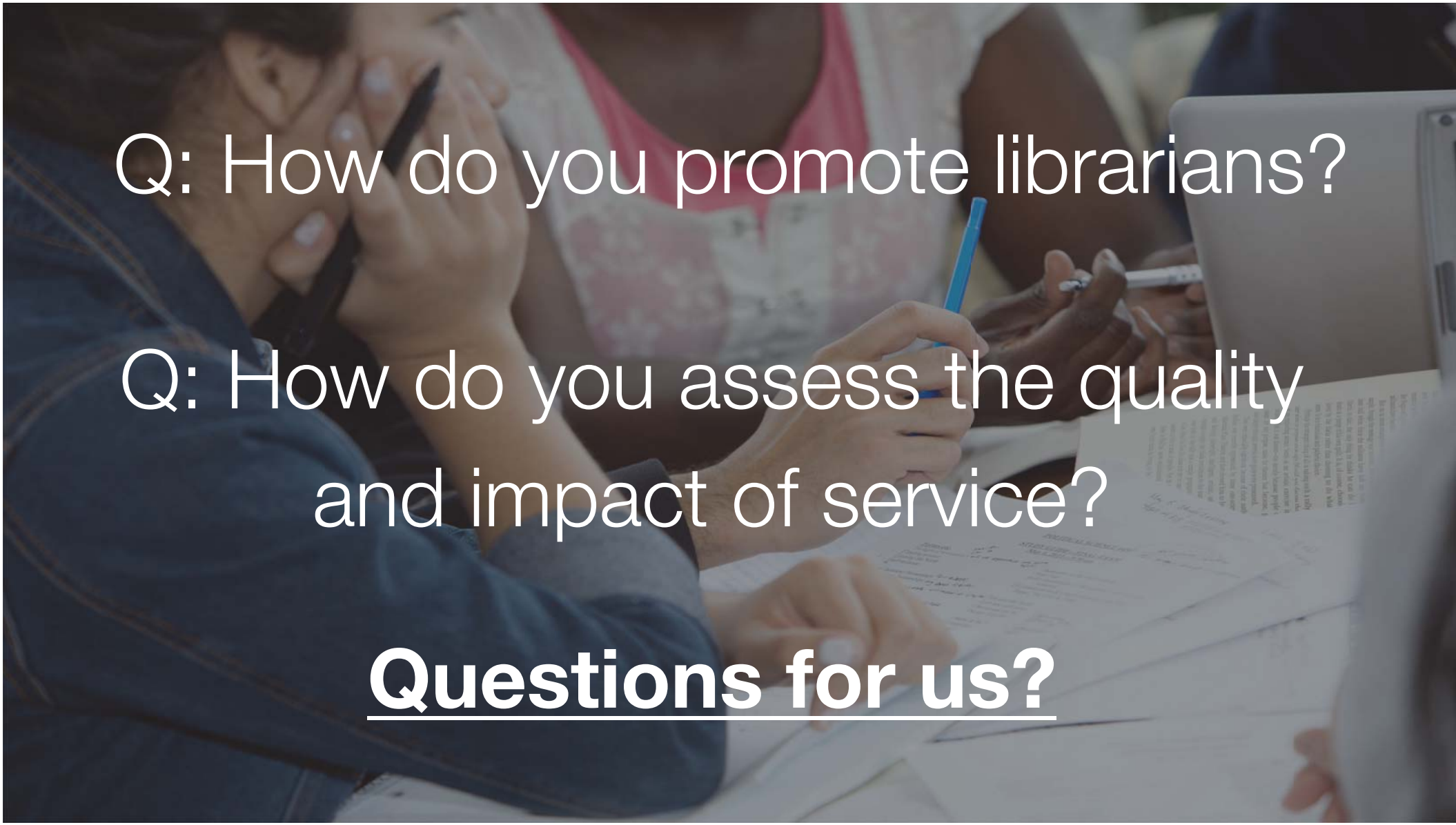
Promotion

Website carousel feature

“Meet Your Librarian” Theme

Next Steps

- Implement a logging feature to record search terms and improve tagging
- Examine form usability and flow – some key information missing
- Look for more marketing opportunities – fine tune messaging around librarians and benefits of service
- Optimize the UX – talking about librarians is hard
- Integrate peer observations into Subject Librarian peer partnerships


Q: How do you promote librarians?
Q: How do you assess the quality and impact of service?
Questions for us?

References

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- Walter, A. *Designing for Emotion.* New York, N.Y: A Book Apart, 2011.