Rooting for Success
Growing and Sustaining an Embedded Online Course Support Librarian Program

Matthew Buckley & Michelle Strasz
Saginaw Valley State University - Melvin J. Zahnow Library
History of the program

- 2007 - 1 Librarian
- 8 classes
- 2 departments: Education and Nursing

The Embedded Librarian program started at Saginaw Valley State University in 2007 with Off-Campus Librarian and eight classes in V-Space, which was an open source LMS Sakai.

The Off-Campus Librarian also visited our satellite campuses in Grayling, Macomb, and St. Clair Shores. In 2015, after several retirements, the Off-Campus Librarian became the Head of Research Services. This position was then reclassified to the Online Course Support Librarian. SVSU transitioned from V-Space to Canvas in 2015 as well.
Eleven years later

- 8 librarians
- 149 classes in Canvas (LMS)
- 14 departments

2017-2018 FY
Best Practices Guide
Serves as a toolkit for librarians

Best Practices
FAQs
Canvas Instructions/Help
Marketing
Samples

http://librarysubjectguides.svsu.edu/bpocl
SAGINAW VALLEY STATE UNIVERSITY
Best Practices for Libraries

- Search Course Lookup for classes being offered in your liaison area each semester, make sure the class has a research component or is a CI (communication intensive) class.
- Send an email to faculty 1-2 weeks before each semester begins, offering your services both embedded and library instruction classes. Make sure to let faculty know that you will need Teaching Assistant permissions within Canvas.
- Build a Library Link on the left-hand side menu of Canvas, you can name it (Librarian - Your Name or Librarian Support, or etc), the goal is to have it linked to the LibGuide you created for that class or your LibGuide profile page with your information. Directions for creating the link are found here.
- First week of class, send an email to the students via Canvas, introducing yourself and letting them know the hours you are available and how they can contact you. It is very important that librarians list their hours and research desk hours, so that students do not assume 24/7 availability.
- Post custom research guides (libguides) or tutorials in Canvas, if these were requested by professor.
- Make a copy of each class’ syllabus so you are aware of important assignment dates (you can add them to your calendar as reminders).
- Add handouts, tutorials, and other relevant resources to coincide with assignments dates, so the students are getting the information at their point of need.
- Send an email to students about 1-2 weeks before projects/research papers/exams are due, to remind of them of your availability and how you can help them with their research and any new content you have added to their Canvas classroom.
- Send email to students when you are working a weekend or evening.
- Send an email to students the week before finals, listing the extended library hours and your availability.
Best Practices for Online Course Support Librarian Program: FAQs - Frequently Asked Questions

This guide gives you best practices for the Online Course Support (Embedded) Librarian Program.

Questions and Answers

Q: How do I request a course librarian to join my class?

A: Contact your library liaison (click here and scroll to the bottom of page) or contact Michelle Strasz at mastrasz@svsu.edu or 989-964-7094.

Q: Why do librarians need Teacher Assistant permissions within Canvas?

A: The Librarians need Teacher Assistant (TA) permissions in order to post/upload content such as video tutorials, subject guides, and handouts to your class. These permissions also allow us to create the library discussion board and to respond to any posts on the discussion board as well as post announcements and email the students.

Q: How do I add a librarian to my course within Canvas?

A: Please, click here and follow the instructions provided.

Q: Will you be sending out a lot of emails to the students?

A: We are willing to work with professors to determine the level of activity that is needed of the librarian.

Q: Will you link databases articles into Canvas for me?

A: Yes, we will link articles from the library’s databases that you want to use in your Canvas class.

Q: What kind of response time can the students expect for research help?

A: The research desk is open 10am-7pm Monday – Wednesday; 10am - 4:30 on Thursday and Friday; and 1-9 pm on Sunday.

We normally answer chat questions within one minute. We also have email research help during the week and also on the weekends and response time is within 24 hours.

Q: You can create customized video tutorial on subject specific databases like CINAHL?

A: Yes, we will create customized tutorials on how to use different library resources including databases, as well as steps in the research process. Please contact your library liaison for further discussion about your request.
These are samples of the emails that Scott or I have sent to students (through Canvas) to introduce myself and list my contact information, as well as emails I have sent to faculty members offering the online course support librarian program. I have also included the email I sent to SOC280 students before their rough draft was due. Another sample is Scott's general email he sends to the students in each of his embedded classes when he is working a weekend.

You are welcome to use these.

- Final Project Rough Draft Email
- First email or announcement to students in Canvas
- Grad Nurs Library Announcement
- Scott's email to students
- Scott's Sunday email
- SOC 315 Country Profile email
- Winter Semester email to faculty group
Michelle Strasz, Malcolm J. Fox
SOC 315 90 FA17

Hello,
I wanted everyone to know that there are several websites listed within the SOC 315 Research Guide for information on different countries. Here is the link to that page:

http://librarysubjectguides.svsu.edu/c.php?g=719600&p=5126595

If you need any help finding information on your country, please email me.

Thanks,
Michelle Strasz
Research & Online Course Support Librarian

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Sunday Library Support

Scott Mellendorf, Michelle Strasz
NURS 301 70 WI18

Dear Nursing 301 Students,

I am working today (Sunday, 1/28) at the library from 1pm to 9pm. Please chat or email me with any questions you have regarding researching your topic.

Chat Link...

http://librarysubjectguides.svsu.edu/prf.php?account_id=591

Scott
Best Practices for Online Course Support Librarian Program: Creating a Library or Librarian Link in the course's Canvas menu

This guide gives you best practices for the Online Course Support (Embedded) Librarian Program.

Follow these directions to add a library/librarian entry to the Canvas course left-hand side menu

The menu items are listed on the left-hand side, I'm going to refer to them as buttons.

The only buttons you can add to the left will link to a single website. So if you wanted to create a Librarian Support button that linked to a single library web page that would work, but if you want to link to multiple web pages, you would have to create a separate button for each. I'm not sure if multiple buttons would be a good idea, depending on how many you want to add. You will need to get permission from the professor/instructor to add a menu item to their Canvas course, as they may want you to add a module instead. I often add "Librarian - Michelle Strasz" to the left-hand side Canvas menu and when they click on that menu item, it automatically takes them to the LibGuide I created for that course.

TA's do have the ability to add a button. Here is how you do it:

1. Go to "Settings" in the course.
2. Click on the "Apps" tab.
3. In the "Filter by Name" box on the right, type "Redirect"
4. Click on the Redirect tool (it is a blue circular arrow).
5. Click the "Add App" button.
6. In the Name box, add the title you want the button to have, this is where you are going to type "Librarian - your name" or "Library support", etc.
7. Paste the URL for the resource you are sharing into the URL Redirect box.
8. Click in the box to the left of "Show in Course Navigation" so that a new button will display on the left side menu.
9. Click the "Add App" button.
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http://librarysubjectguides.svsu.edu/bpocl
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Elevator Speech

Do you have a course librarian embedded into your Canvas course? It is a great service, your students will have a personal librarian who they can chat or email with directly. Also the librarian can create customized research guides and tutorials for your course. We can also link library resources into your Canvas course, so help is available at your students' point of need saving you time to teach.

Tagline: Less Stress = Online Course Librarian

(Less Stress equals Online Course Librarian)
The Essentials of Online Course Support Librarian Program

Taking Research Help to the Students
Librarians working collaboratively with faculty and connecting with students through our learning management system (Canvas) to provide research assistance at the point of the students’ need.

Personal Librarian
Customized research information, tutorials, and online research help embedded within their Canvas classroom saves you valuable teaching time.

What We Offer

- Tutorials
  Research and database tutorials
- Research Guides
  Subject specific research guides for each discipline and/or class.
- Library Instruction Classes
  Instruction on library databases and research processes.
- Chat Service
  Research help via online chat service.
- Research Consultations
  Individual research help sessions with librarians.

How do I sign up for Online Course Support Librarian Program?
Contact your department's library liaison or contact Michelle Strasz, Research and Online Course Support Librarian, at mastrasz@svsu.edu or 989-964-7094.
Marketing the OCL Program

- Email Faculty beginning of every semester
- Two minute informational video on the OCL Program
- OCL Infographic
- Department meetings
- Faculty/Adjunct Faculty orientations
- Center of Academic Innovation
  - Present to Faculty during their Online Certification
  - Show them OCL program in Canvas, show customized tutorials & LibGuides
  - Show OCL Program Statistics
Liaison Work

288 Full Time Faculty
700+ Adjunct Faculty
All courses in CANVAS

* 100 to 1 Faculty/Librarian Ratio
* Few Programs Have Constant & Consistent Library Instruction
* Persistent & Flexible
* When Possible, Provide a Personal Touch
What We Are Doing For Faculty

Embedding Library Products into CANVAS

Helping with Permalinking
What We Are Doing For Faculty

Creating Customized Course Guides

Suggested human resources search topics:

- employee motivation
- teams in the workplace
- employee selection
- corporate leadership
- accepting and embracing change
- discrimination issues within the workplace
- what employees want from an employer or organization
- strategic planning for human resources
- recruiting international employees

Click on the search topics below to see online journal articles:
TURNING IT AROUND

Usage is going up... Enrollment is declining.

Comparison of 2016-2017
- JSTOR is up
- EBSCO platform is up
- Science Direct is up
- Kanopy usage is strong

Enrollment 10,790 (2011) ---> 8,662 (2017)
Embedding Stats

Embedding Stats from AVON/VAST
## Referral URLs

<table>
<thead>
<tr>
<th>Site</th>
<th>Pages</th>
<th>Plays</th>
<th>Mlns</th>
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<tr>
<td>0-svsu.kanopystreaming.com.library.svsu.edu</td>
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<tr>
<td>canvas.svsu.edu</td>
<td>31</td>
<td>8</td>
<td>66.72</td>
</tr>
</tbody>
</table>

Referral URLs from Kanopy
Embedded Research Statistics

The numbers for our research team continue to rise.
Reference
By the Numbers - Embedded Courses

- Research: 417
- Info/Direction: 187
- Reference: 108
- Machine/Software: 7

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Assessment of the OCL Program

- Completed in 2012 & 2015

Quick Facts

About the Online Course Librarian Program

52% of students used the Online Course Librarian!

http://librarysubjectguides.svsu.edu/OCL2012-2015

2018 Assessment Survey is currently underway.

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Survey Quotes

"Scott, the librarian is a wonderful resource; I don't think I would have done as well on my assignments without his guidance."

"The best thing since sliced bread!"

"The librarian was really quick and enthusiastic about helping me!"

"Hi Michelle, You have been extremely helpful to the students in this class. I have heard several compliments from the students who have worked with you. Thanks." Karen
Questions?

Contact Information

Matthew Buckley
Research & Collection
Development Librarian
mjbuckl1@svsu.edu

Michelle Strasz
Research & Online Course
Support Librarian
mastrasz@svsu.edu

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