

The Value Of Collaboration: Crossing Departmental Boundaries To Create Sustainable Learning Objects

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Discussion

Think about a recent collaboration, what were some elements that made it successful?

Background




Background: My Role

- Instructional Design Librarian
- Instruction Functional Lead
- ID for the Libraries



Background: Virtual Services

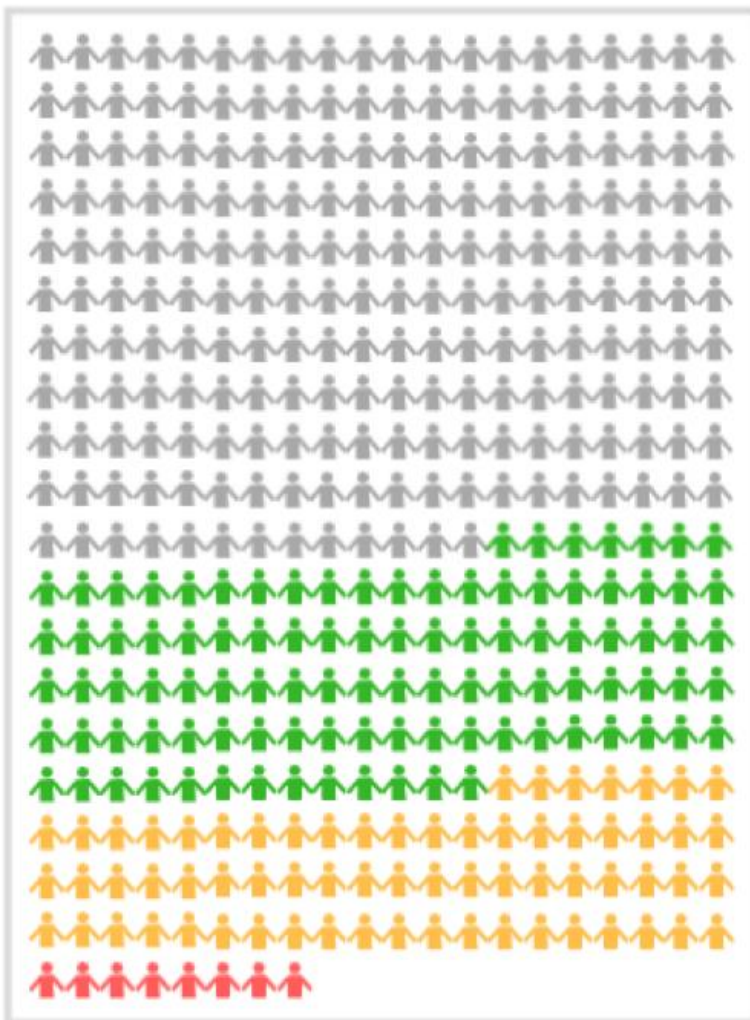
- Chat, Email, Text
- Winter 2018 Virtual Help Report
 - 1,386 inquiries
 - 393 chat questions
 - 35% reference-related



A screenshot of a library chat interface. It features a blue header bar with the text "Chat with the Library" in white. Below the header, the text "How can we help you?" is displayed. Underneath this text is a large, empty white text input box with a thin grey border. A small double-slash icon is visible in the bottom right corner of the input box.



388 Total Chats



213 chat questions were directional, circulation, technology or comments/ feedback related

Out of 175 reference related questions:



Category 1

The question was reference related and completely answered by perch staff in 26% of chat questions



Category 2

The question was reference related and perch staff were able to get user started and recommend additional services in 17% of chat questions



Category 3

The question was reference related and perch staff needed to immediately refer user to another service in less than 1% of chat questions

Collaboration



Collaboration

- User Experience Librarian
- 17% of Chat Questions



Process



Information Gathering

- Chat Transcripts
- Team meeting



Learning Object Brainstorm

- Short videos on searching for specific objects
- Course reserve how-to videos
- Interactive tool on finding books
- Infographics on primary and secondary sources

Project Planning

- ID workflow documents
- Project Plan
 - Scope
 - Objectives
 - Stakeholders
 - Deliverables
- Learning outcomes



Learning Object Development

- Object prioritization
- Type of object/software needs
- Script evolution
- Peer support model

Stakeholder Feedback

- UX Team
- Student
- Liaisons and consultants



Current Objects



Lessons Learned

(and unexpected outcomes)

Timeline

- Information Gathering
- Collecting Feedback
- Learning Curve



Marketing and Promotion

- Externally
 - Social Media
 - Website
- Internally



Impact on Student Employees

- Marketable skills
 - Video narration
 - Knowledge of video recording and editing
 - Video's learning outcomes

Looking Forward



Virtual Services Learning Objects

- Future objects
 - “Library Search” series
 - Database vs. Journals object
 - Locating items
- Upkeep

Measuring Impact

- Current assessment
- Future assessment



Skills Enhancement Program

- Professional Support Staff
- Skills Gained
 - Script editing
 - Video captioning

Future Collaborations

- Collaborative Ideation
 - Department meetings
 - Large Gatherings



Discussion

Thinking about a future collaboration, what are potential methods for facilitating it?

Thank you!

Questions?

