Walden University

• App. 31,000 students
• Degrees in
  – Health
  – Public policy
  – Education
  – Psychology
  – Management and technology
Walden University

- Completely online
- Accredited by North Central
- Walden began in 1971 as a way for educators to earn doctorates
- Mission of social change
- First distance ed institution to be categorized as research intensive by Carnegie Foundation
- Purchased by Laureate Education, inc in 2004
In 1991 the Walden Library was established at Indiana University.

- Students are mainly in the U.S.
- Only PhDs and Master’s degrees
- 5,000 students
- 2 librarians, later 6 students at IU’s school of Information
• Students and faculty are globally distributed
• 31,000 students
• B.S. degrees added
• 3 Librarians (Director, Information Literacy librarian and Reference Coordinator), one library tech (document delivery) in Minneapolis
• Reference staff of 6 part-time librarians is distributed throughout the U.S. and Europe
The Walden Library

- Completely online
- Reference
- Document Delivery
- Information Literacy, including residencies
- Tutorials and help
Walden Library

- 31,000 full-text periodicals
- 14,000 ebooks
- 144,000 dissertations
- 43 databases
- Meta-search using Webfeat
- 360 Link Open URL Resolver
Welcome to the Walden University Library. We’re here to help you find the information you need for successful research throughout your university program. Walden’s online library offers full-text articles, ebooks, reference service & document delivery - plus guides and tutorials to help you find what you need.

**Journals**
- Research Databases
- Google Scholar
- Commercial Services

**Books**
- eBooks
- Dissertations
- Print Books
- WorldCat

**Library Services**
- Reference Service
- Document Delivery
- Faculty Services
- Database Trials

**About the Library**
- Contact Us
- Hours
- Policies
- Staff
- News
- Help

**Subject Guides**
- Browse subject guides
- Subject guide FAQ
  - What is a subject guide?
  - Do I need to log in?
  - ...and more

**How do I?**
- Access the databases
- Search the databases
- Find full text articles
- Download PDFs
- Get KAM research help
- Search by subject
- Use local libraries
- More...
Reference Services

- Average 300 questions a week
- 70% of questions
  - library instruction
  - full text retrieval
  - research
Reference Services

- Open 113 hours a week
- Monday: Friday 8am – 1am
- Saturday: 10am – 1am
- Sunday: noon – 1am

- Virtual staff works 3-4 four hour shifts per week
Reference Services

- Ask A Librarian web form
- Phone
- Email
- Chat (trial in April)
Reference Technologies

- OCLC’s Question Point
- Ring Central VOIP
- PB Wiki
- Google Calendar
- Yahoo IM
Welcome to the Walden University Library. Ask a Librarian for help with your research. You can find full-text articles, research databases, and other resources to support your studies. If you need further assistance, feel free to contact us. Your question and contact information will be entered here.
<table>
<thead>
<tr>
<th>Question ID</th>
<th>Description</th>
<th>Received</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>4302977</td>
<td>I'm trying to look up the article BOyno, G.A. Public and private management. Journal of Management Services. I am in attempt to looking this information up from the accession number but an unable to f...</td>
<td>2009/03/12 12:19:34</td>
<td>-- Unassigned -- Patron:</td>
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<tr>
<td>4302707</td>
<td>I tried to get into the the New Resources window. I received the response, &quot;It is not available&quot;. When will the windows be available?</td>
<td>2009/03/12 11:39:07 Updated: 2009/03/12 11:39:35</td>
<td>-- Unassigned -- Patron:</td>
</tr>
<tr>
<td>4302794</td>
<td>I am trying to use the Article Linker and the system requires a password. I've tried using my Walden email and password but that is not working. Please assist. Thanks</td>
<td>2009/03/12 11:38:37</td>
<td>-- Unassigned -- Patron:</td>
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<td>4302694</td>
<td>How do I know that after downloading a journal or article that it is &quot;peer reviewed&quot;?</td>
<td>2009/03/12 11:18:45</td>
<td>-- Unassigned -- Patron:</td>
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<td>4302303</td>
<td>Hello and thanks for helping me with Kam#1 Development. I have two questions. 1. My theme for all Kam's will be to show the impact of alcohol having a negative impact on the child's development...</td>
<td>2009/03/12 09:49:43</td>
<td>-- Unassigned -- Patron:</td>
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</table>
Document Sharing

2009 Reference Desk Schedule

<table>
<thead>
<tr>
<th>Sun</th>
<th>Mon</th>
</tr>
</thead>
<tbody>
<tr>
<td>12pm Erin</td>
<td>11am Debbi</td>
</tr>
<tr>
<td>noon-noon-5pm</td>
<td>11-noon</td>
</tr>
<tr>
<td>5pm Debbi</td>
<td>7pm Kerry</td>
</tr>
<tr>
<td>5-9pm</td>
<td>7-11pm</td>
</tr>
<tr>
<td>7pm Kerry</td>
<td>8pm Mustafa</td>
</tr>
<tr>
<td>7-9pm</td>
<td>8-10pm</td>
</tr>
<tr>
<td>9pm Lisa</td>
<td>10pm Debbi</td>
</tr>
<tr>
<td>9-9pm-1am</td>
<td>10-10pm-1am</td>
</tr>
</tbody>
</table>

Reference

Reference Team Leader: Lisa Raymond

Reference Resources and Documentation

- Reference Desk Log
- Information for Reference Staff: staff contact list, staff usernames and passwords, staff specialties, browser bookmarks
- 2009 Reference Desk Schedule
- New URL for database access issues: replaces direct database password list
- Troubleshooting Access Issues
- Standard Operating Procedures
- Common Reference Questions
- Document Delivery Service Information
- Other Information
Challenges

• Managing people remotely
  – Walden does everything from hiring to holding meetings remotely
  – Monthly phone meetings
  – Weekly check-in emails
  – IM
  – Projects
  – Laptop from Walden with Lotus Notes
Challenges

• Sheduling
  – Part-timers are harder to schedule
  – Looking into scheduling software
  – Second job limits daytime availability
  – Covering shifts due to illness and vacation
Challenges

• Time zones
  – Eastern
  – Central
  – Pacific
  – Germany (EST +6)
Challenges

- Maintaining a sense of community
  - Few social activities that work
  - Wiki - more business related
  - Facebook page - do you really want your employees or coworkers to know what you did last weekend?
  - FTF at residencies
Challenges

• Training
  – Training remotely is different
  – Scheduling training is difficult
  – Asynchronous communication takes more time
  – Extra review of reference questions
What Works Well

• Productivity has gone up
  – Our inbox is often empty
  – We can now do collection analysis projects and add to our subject guides
What Works Well

• Can cover our student and faculty time zones
• One day we’ll go 24/7 to cover our international students better
What Works Well

• Save significant budget $
  – No offices, no benefits
Broadens our job pool

– Work from home, no commute
– Flexible staffing - can add hours when needed
Virtual Staff: Benefits

• “Without someone standing right in front of you, you can take some more time to explore alternative sources of information, and try to formulate a better answer for the patron.”

• “I enjoy working independently, yet still being a part of a team.”
Virtual Staff: Challenges

• “You are completely dependent on technology all working right for you all the time. There are quite a few pieces to the puzzle and one going wrong can be frustrating.”

• “In virtual reference it is not immediately apparent to patrons that there are other patrons being served when they call. They don’t understand delay as easily and can become frustrated.”
Questions?