

# Distributed Reference

**Sue Davidsen  
Lisa Raymond  
Walden University**

# 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

# Walden University Library: 1991

- 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

# Walden University Library: 2009

- 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

# Walden Library Home Page

**WALDEN UNIVERSITY**  
*A higher degree. A higher purpose.*

Library



**Library Home**

**Journal Articles**

**Books**

**Subject Guides**

**Library Services**

**About the Library**

**How Do I...?**

**Undergraduate Resources**

**Ask A Librarian**



**Thoreau**  
Walden Library  
Virtual Catalog

[Thoreau FAQ](#)  
[Thoreau Demo](#)

Walden Library News

Quick Links

[Search Library Databases](#)

[Document Delivery](#)

[Reference Service](#)

[WorldCat](#)

[Walden U: A Working Paper](#)

Contact the Library  
Email: [via our online form](#)  
Phone: 800-930-0914  
[Library Hours](#)

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.

**Undergraduate Library Resources**

*Databases & recommended sources for undergraduates*

**Journals**

[Research Databases](#)  
[Google Scholar](#)  
[Commercial Services](#)

**Books**

[eBooks](#)  
[Dissertations](#)  
[Print Books](#)  
[WorldCat](#)

**Subject Guides**

[Browse subject guides](#)  
[Subject guide FAQ](#)

- What is a subject guide?
- Do I need to log in?
- ...and more

**Library Services**

[Reference Service](#)  
[Document Delivery](#)  
[Faculty Services](#)  
[Database Trials](#)

**About the Library**

[Contact Us](#)  
[Hours](#)  
[Policies](#)  
[Staff](#)  
[News](#)  
[Help](#)

**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...](#)

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# 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

# Ask A Librarian

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[Library Home](#)   [Journal Articles](#)   [Books](#)   [Sub](#)  
[Gui](#)

**Ask A Librarian**

 **Thoreau**  
Walden Library  
Virtual Catalog

[Thoreau FAQ](#)  
[Thoreau Demo](#)

Welcome to the Walden University Library. You can find the information you need throughout your university. We offer full-text article delivery - plus guide service when you need it.

**Journals**  
[Research Database](#)  
[Google Scholar](#)  
[Commercial Services](#)

## WALDEN UNIVERSITY

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## Library

Please enter your question information below

\* First Name

\* Last Name

\* E-mail

\* Confirm e-mail

Preferred method of contact  
(if phone, please include number):

College or School:

What is your degree level?

Course or KAM number:

Are you faculty?

- Yes  
 No

\* Question

# Question Point



Support  
Help



Questions | My Questions | Add Question | Settings | Review Transcripts | Service History

Active | New | Pending | Referred | Answered | Closed | All

## New Questions

Find ID:  →

[Refresh List]

Records 1 - 16 of 16

Sort by: ID | Received | Updated

Limit to: All →

<input type="checkbox"/>		4302977: I'm trying to look up the article BOyne, 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...	-- Unassigned -- Patron:
		Received: 2009/03/12 12:19:34	
<input type="checkbox"/>		4302797: I tried to get into the the New Resources window. I received the response, "It is not avaiable". When will the windows be avaiable"	-- Unassigned -- Patron:
		Received: 2009/03/12 11:39:07 Updated: 2009/03/12 11:39:35	
<input type="checkbox"/>		4302794: 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	-- Unassigned -- Patron:
		Received: 2009/03/12 11:38:37	
<input type="checkbox"/>		4302757: Article: Sagi, A., Van IJzendoorn, M. H., & Koren-Karie, N. (1991). Primary appraisal of the strange situation: A cross-cultural analysis of preseparation episodes. Developmental Psychology, 27(4), 58...	-- Unassigned -- Patron:
		Received: 2009/03/12 11:31:19	
<input type="checkbox"/>		4302694: How do I know that after downloading a journal or article that it is "peer reviewed" ?	-- Unassigned -- Patron:
		Received: 2009/03/12 11:18:45	
<input type="checkbox"/>		4302303: HELLO AND THANKS FOR HELPING ME WITH KAM#1 DEVELOPEMENT. 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 CHILDS DEVELOEMN...	-- Unassigned -- Patron:
		Received: 2009/03/12 09:49:43	

# Ring Central



Walden Library  
Main: (800) 930-0914 - Ext 0

- Overview
- Messages
- Call Log
- Contacts
- Extensions
- Preferences
- Download

## Call Log

Show Call Log records for:

Last 7 days

From: March 6 2009 To: March 12 2009

Phone Number:  [Contacts](#)

Extension: All

Detailed View

SHOW ADVANCED SEARCH RESET

BLOCK DELETE DOWNLOAD LOG

Type	Phone Number	Name	Location	Date / Time	Action
Voice	From: [REDACTED]	<a href="#">Add Contact</a>	<a href="#">Nashville, TN</a>	Today 1:08 PM	Phone Call
Voice	From: [REDACTED]	<a href="#">Add Contact</a>	<a href="#">Miami, FL</a>	Today 12:48 PM	Phone Call
Voice	From: [REDACTED]	<a href="#">Add Contact</a>	<a href="#">Tallahassee, FL</a>	Today 12:20 PM	Phone Call
Voice	From: [REDACTED]	<a href="#">Add Contact</a>	<a href="#">Minneapolis, MN</a>	Today 12:11 PM	Phone Call
Voice	From: [REDACTED]	<a href="#">Add Contact</a>	<a href="#">Tallahassee, FL</a>	Today 12:04 PM	Phone Call
Voice	From: [REDACTED]	[REDACTED]	<a href="#">Washington, DC</a>	Today 11:55 AM	Phone Call
Voice	From: [REDACTED]	<a href="#">Add Contact</a>	<a href="#">Minneapolis, MN</a>	Today 11:24 AM	Phone Call
Voice	From: [REDACTED]	<a href="#">Add Contact</a>	<a href="#">Philadelphia, PA</a>	Today 11:22 AM	Phone Call
Voice	From: [REDACTED]	<a href="#">Add Contact</a>	<a href="#">Smithtown, NY</a>	Today 11:16 AM	Phone Call

Menu Call Controller

All Messages DND

Sender	Date	Length
[REDACTED]	12:49:43 PM	6 sec
[REDACTED]	12:12:56 PM	39 sec
[REDACTED]	11:23:43 AM	24 sec
[REDACTED]	10:05:02 AM	45 sec

**Learn About Outbound Calling**

**1 new message**

Waiting for call (800) 930-0914

Dial Hang Up

1 2 ABC 3 DEF  
4 GHI 5 JKL 6 MNO  
7 PQRS 8 TUV 9 WXYZ  
\* 0 #

RingCentral

# Document Sharing

## 2009 Reference Desk Schedule

Today ◀ ▶ **March 2009** ▼

Sun	Mon
12pm Erin- noon-5pm	11am Debbi- 11-noon
5pm Debbi- 5-9pm	7pm Kerry- 7-11pm
7pm Kerry- 7-9pm	8pm Mustafa- 8-10pm
9pm Lisa- 9pm-1am	10pm Debbi- 10pm-1am

**12pm**

**5pm**

**7pm**

**9pm**

**12pm**

**5pm**

**7pm**

**9pm**

**12pm**

**5pm**

**7pm**

**9pm**

**Lisa Raymond said**  
at 9:17 am on Nov 11, 2008  
[Delete](#)

If you refer a ticket to the Checking In Queue to get it out of the New Queue, please make sure you also assign it to the Checking In Librarian. This makes it easier to find at checking in time. Thanks!

**Kristin Noell said**  
at 7:42 pm on Nov 11, 2008  
[Delete](#)

What happened to the screenshot of the MyWalden Portal? I've been looking around the wiki for it, but haven't seen it!

**emilyM said**  
at 5:06 pm on Nov 12, 2008  
[Delete](#)

Good news! You can truncate the questions listed in the QuestionPoint inbox so that the long ones don't eat your entire screen! You just go to Home and then Settings and then pick Yes and choose how many characters you want to be able to see. I set mine to 200 and that seems to be almost two lines' worth of question...

**emilyM said**  
at 6:21 pm on Nov 12, 2008  
[Delete](#)

Also, Patsy Pace would like us to call her at 1:00 Central time tomorrow (Thursday). She's got some sort of access issue, but she was in too much of a rush to tell me anything more.

**Lisa Raymond said**  
at 9:28 am on Nov 13, 2008  
[Delete](#)

Emily, you are brilliant!



VIEW

EDIT

## Reference

last edited by Lisa Raymond 4 minutes ago

### 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](#)

# 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

- Scheduling
  - 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?