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
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

Welcome to the Walden University Ask A Librarian service. Here, you can find the information you need quickly and efficiently. We offer full-text article delivery and guidance on the best resources for your needs.

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:
  Please select your College or School
- What is your degree level?
- Course or KAM number:
- Are you faculty?
  - Yes
  - No
- Question
New Questions

1. **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...**
   - Received: 2009/03/12 12:19:34
   - Status: Unassigned

2. **4302797: I tried to get into the the New Resources window. I received the response, "It is not available". When will the windows be available?**
   - Received: 2009/03/12 11:39:07
   - Updated: 2009/03/12 11:39:35
   - Status: Unassigned

3. **4302704: 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**
   - Received: 2009/03/12 11:38:37
   - Status: Unassigned

   - Received: 2009/03/12 11:31:19
   - Status: Unassigned

5. **4302604: How do I know that after downloading a journal or article that it is "peer reviewed"?**
   - Received: 2009/03/12 11:18:45
   - Status: Unassigned

6. **4302303: 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 developmen...**
   - Received: 2009/03/12 09:49:43
   - Status: Unassigned
Ring Central

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

Call Log

Show Call Log records for:
- Last 7 days
- From: March 01, 2009 to March 12, 2009
- Phone Number:
- Extension: All

Detailed View

<table>
<thead>
<tr>
<th>Type</th>
<th>Phone Number</th>
<th>Name</th>
<th>Location</th>
<th>Date / Time</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice</td>
<td></td>
<td>Add Contact</td>
<td>Nashville, TN</td>
<td>Today 1:08 PM</td>
<td>Phone Call</td>
</tr>
<tr>
<td>Voice</td>
<td></td>
<td>Add Contact</td>
<td>Miami, FL</td>
<td>Today 12:46 PM</td>
<td>Phone Call</td>
</tr>
<tr>
<td>Voice</td>
<td></td>
<td>Add Contact</td>
<td>Tallahassee, FL</td>
<td>Today 12:20 PM</td>
<td>Phone Call</td>
</tr>
<tr>
<td>Voice</td>
<td></td>
<td>Add Contact</td>
<td>Minneapolis, MN</td>
<td>Today 12:11 PM</td>
<td>Phone Call</td>
</tr>
<tr>
<td>Voice</td>
<td></td>
<td>Add Contact</td>
<td>Tallahassee, FL</td>
<td>Today 12:04 PM</td>
<td>Phone Call</td>
</tr>
<tr>
<td>Voice</td>
<td></td>
<td>Add Contact</td>
<td>Washington, DC</td>
<td>Today 11:55 AM</td>
<td>Phone Call</td>
</tr>
<tr>
<td>Voice</td>
<td></td>
<td>Add Contact</td>
<td>Minneapolis, MN</td>
<td>Today 11:24 AM</td>
<td>Phone Call</td>
</tr>
<tr>
<td>Voice</td>
<td></td>
<td>Add Contact</td>
<td>Philadelphia, PA</td>
<td>Today 11:22 AM</td>
<td>Phone Call</td>
</tr>
<tr>
<td>Voice</td>
<td></td>
<td>Add Contact</td>
<td>Smithtown, NY</td>
<td>Today 11:16 AM</td>
<td>Phone Call</td>
</tr>
</tbody>
</table>

All Messages
- 12:49:43 PM 6 sec
- 12:12:56 PM 39 sec
- 11:23:43 AM 24 sec
- 10:05:02 AM 45 sec

Learn About Outbound Calling

1 new message
Waiting for call (800) 930-0914

Dial
Hang Up

Walden University
A higher degree. A higher purpose.
## 2009 Reference Desk Schedule

### March 2009

<table>
<thead>
<tr>
<th>Sun</th>
<th>Mon</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>12pm Erin noon-5pm</td>
<td>11am Debbi 11-noon</td>
<td>11am Debbi</td>
</tr>
<tr>
<td>5pm Debbi 5-9pm</td>
<td>7pm Kerry 7-11pm</td>
<td>8pm Dan 6-10pm</td>
</tr>
<tr>
<td>7pm Kerry 7-9pm</td>
<td>8pm Mustafa 8-10pm</td>
<td>8pm Mustafa</td>
</tr>
<tr>
<td>9pm Lisa 9-9pm-1am</td>
<td>10pm Debbi 10-10pm</td>
<td>10pm Debbi</td>
</tr>
</tbody>
</table>

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### 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](#)
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?