But You’re So Far Away: Providing Library Services to Students in Online Courses

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Providing a Positive Student Experience to Your Online Students

• Know your online student demographics

• Technology preparedness of the student

• Your technology
  o Your website
  o Your school’s LMS

• Content
  o Digital materials
  o Interlibrary Loan
  o Have processes and policies in place before go live

• Reference service
  o Know your demographic
  o 800 number
  o Email role account
  o Chat
  o Have processes and policies in place before go live

• Information literacy
  o Asynchronous Instruction
  o Group Instruction
  o One to one instruction
  o Have processes and policies in place before go live

• RealPolitik
  o How can we help
  o Prepare your staff with positive leadership