

Poster and Paper Presentations - 2008 MLA Annual Meeting

Poster: Home Field Advantage: Connecting with users on their turf

Authors

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Objective: To increase our library's visibility on campus. This poster highlights the variety of outreach activities our library supports in an effort to engage with our affiliated users.

Method: Each year the number of resources and services our library provides electronically continues to expand. The result of this expansion is that fewer people are visiting our physical location. So how do you meet the information needs of your affiliated users if they are not visiting the library? What do you do to ensure that your users are effectively using library resources? In response to these questions our library developed a suite of educational and outreach activities to build relationships with our users on their turf as well as building awareness about library resources, collections, and services. We developed an outreach plan, established goals and objectives, and clarified our target audience. A variety of practical initiatives were created including a liaison program, a Scholarly Circuit Librarian program, theme-based lecture series, Special Interest Groups, a technology fair, and a research day.

Results

- A formal outreach plan created
- Initiatives tied to specific goals & objectives in university & library strategic plans
- Increased library's visibility on campus
- Increased opportunities for promoting library resources
- Improved communication with users
- Identified additional venues to promote services, collections, and resources
- Users attend sponsored activities for professional development
- Outreach Services Department created in 2007
- Increased opportunities for collaboration with campus & community partners

Conclusions: The success of library outreach initiatives can be measured in the number of new users reached, number of new activities planned, and the recognition the library has gained which enables us to gain recognition and to be sought out as partners by university administrators.

Team Members: Center for Clinical and Translational Research, VCU Center on Health Disparities, VCU Technology Services, VCU Office of Research, MCV Campus Programs of the University Student Commons & Activities and many more.

★ Library Liaison Program

- Librarians assigned to school and affiliated centers/institutes
- First point of contact on all things related to library
- Provide on-site instruction for liaison schools
- Offer research assistance on grants, projects, and publications
- Answer questions about collections, policies, programs, and resources
- Promote services, collections, and resources at department meetings

Download Library Liaisons - Partnering, Connecting, & Engaging with Users: A Recipe for Success - http://shannpresents.files.wordpress.com/2008/05/15/sdjones_mla08paper/

Home Field Advantage: Connecting with users on their turf

<http://shannpresents.files.wordpress.com/2008/05/homefieldadvantage08.pdf>

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Home Field Advantage: Connecting with users on their turf

VCU Technology Fair

- Co-sponsored with VCU Technology Services
- Held annually on both campuses
- Attended by over 900 individuals
- Received a Technology Awareness Award from the NNLM/SEA
- Presentations focused on the integration of technology into healthcare
- Exhibitors featured a variety of products and technologies

VCU Research Day

- Co-sponsored with the VCU Office of Research
- Attended by over 90 faculty and staff
- Featured a new authors mentoring discussion forum and an author's tea
- Presentations focused on the research publication process
- Exhibits offered one-stop shopping for information about university services supporting researchers

Scholarly Circuit Librarian Program

- Opportunity to meet informally with users in high traffic areas on campus
- Forum for offering on-site reference and resource demonstrations on demand
- Held once per month at a location in liaison school
- Increased options for interacting with users
- Increased opportunities for promoting library resources outside of the library

Theme-Based Lecture Series

- Topic-based brown bag lunch series
- Held onsite in liaison schools
- Helped to increase attendance at open workshops
- Promoted as professional development opportunities for faculty

Special Interest Groups

- Current SIGs include Mobile Technology, GIS, and Health Literacy
- Participation is open to campus and community-based users
- Meet 3-4 times per year
- Librarians identify speakers and coordinate presentations for each meeting
- Managed with Blackboard and Web 2.0 tools

Other initiatives

- Participate as exhibitors at events sponsored on campus
- Sponsor lectures featuring local and national health professionals
- Host site for training opportunities from NNLM/SEA, NCBI, and CDC
- Screen videos to highlight media resources in collection
- Host satellite broadcasts from NIH and Public Health Grand Rounds Program

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