Boosting Your VR Use

Kelli Herm
hermk@lcc.edu
Lansing Community College Library
Agenda

• Advertising Ask a Librarian
• Timeline/Statistics
• Where are they coming from?
• How other RHN libraries promote chat
• Tips from our Web Librarian
• Future Considerations
Help

Search the Library Website

Help Yourself

- Research Guides
- Citing Sources - Help with MLA, APA, AMA, and ASA citation styles.
- Off-Campus Access to Research Databases

Get Help in the Library

- Reference Desk - Help from a librarian during reference desk hours.
- Tutoring Help Now
- Library Tech Guides

Online Tutorials

- LINKS: Your Guide to Finding Information
- Research Tutorials

Ask a Librarian

Chat 24/7 | Email | Call | Visit | Text

Use the box below to get research help from librarians at LCC or other schools.

Ask a Librarian

E-mail address

Your Question/Message

An email is required before your chat session begins, for example, tuid@mail.lcc.edu

Send
Advertising
ASK US!
You Have Questions. We Have Answers.

The Library offers many ways to get research, study, and technology help.

Ask A Librarian
Librarians will help you learn how to:
* find the best sources for your topic
* create an effective search strategy
* evaluate the information you find
Save time on your next paper, project, or assignment and Ask Us!

Chat With Us 24/7/365
Chat with a professional researcher anytime from the Library website: lcc.edu/library/help

Text Us
1. Compose a text message to 66746.
2. Start your message with LCCLIB.
3. Send your message.
   Example: LCCLIB what time do u close 2nite?
   Texts are answered during Reference Desk hours.

Email Us We will respond within 24 hours

Call Us at 517-483-1615

Visit Us on the 2nd Floor of the TLC Building

LANSING COMMUNITY COLLEGE LIBRARY

lcc.edu/library • 517.482.1657
On every Desire2Learn course homepage
• In our College Portal, under the Resources tab for faculty
• Students also have a link on their portal page
• In process of putting same D2L box in portal
Timeline/Statistics

• 2009 Total VR- 101 (+ 745 IM) = 846
• 2010 Total VR- 223 (+ 750 IM) = 973
• 2011 Total VR- 372 (+ 766 IM) = 1138
• Summer 2012- switched from Angel to Desire2Learn (D2L)
• 2012- Total VR questions: 982 (+ 382 IM) = 1364 (Started VR only in fall 2012, increased VR hours from 4-5 hours/week to 8 hours)
• 2013- Total VR questions: 1,372
• 2014- (Jan-March): Total VR- 445
Where are they coming from?

Past 90 days
• Help page: 408
• D2L: 43
• Libguides: 33
• Libguides Mobile: 8
• College Portal: 5
• RHN home: 4
• Other: 2
How other RHN libraries promote chat

• Some link to chat service in CMS, but unable to embed Qwidget there
• Embed Qwidget or link to chat on library homepage, in research guides, catalog
• Some promote service in instruction, and to faculty
Tips from our Web Librarian…

• “When we used Angel there was a library box in the Resources tab, but faculty hid the tab”.
• “Make friends with E-Learning. Get in at the transition to new system”.
• By working together you can figure out what’s possible, and look at other libraries for examples
• We were able to add the box in D2L after constant communication with E-Learning Dept
Future Considerations

• Add chat Qwidget to catalog
• Able to add Qwidget in certain databases such as Ebsco
Thank you! 😊