

Embedded Online Reference During COVID-19:

Creating a Space for Research Help and Conversation



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My Motivation

How can I **do more than offer help** and **provide personalized research support** online?

- Address engagement barriers
- Provide optional, flexible support
- Leverage new opportunities

Embedded Librarianship Model

“To be embedded means to be situated within and among those whom one is serving”

(Reale, 2015)

“

The model incorporates “teamwork, content knowledge, accessibility, adaptability, and responsiveness”

(Hamilton, 2013)



Class 1: Grant Writing, Undergraduate or Graduate

Related Assignment: Students work on a grant proposal all semester.

Student Needs:

- See examples and get practice with:
 - Information visualization tools
 - Community needs research
 - Grant seeking databases



Method 1: Embedded Drop-Ins

Co-Host a Drop-In Hour!

- During Professor office hours
- Target course skills/content
- Build low-confidence areas
- Optional

Pros

- Professor does outreach
- Informal (not a class)
- Unrecorded
- Communal
- Collaborative
- Tailored

Cons

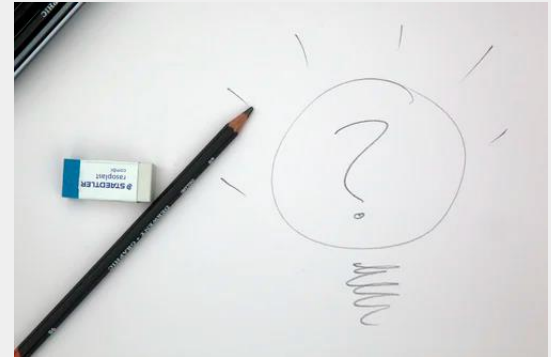
- Attendance
- Balance convo & content

Class 2: Black American Literature, Undergraduate

Related Assignment: Students create individual short video presentations on a novel they read that semester, incorporating secondary sources (required) and primary sources (optional).

Student Needs:

- Get help individual help
- Make time for research



Method 2: Embedded Appointment Sign-Ups

Do more than offer help

Meet students where they are

Embed a Google Form in Canvas

- Send instructions to the Professor.
- Time it right!
- Indicate a date for form closure.

Librarian Research Appointment

Please submit this form and your Librarian will contact you to schedule an appointment!

Name

Your answer

Email address where your Librarian can contact you:

Your answer

Please write down three dates and times (30 minute appointment) that work best for you. The Librarian will choose one.

Your answer

Is there anything you'd like me to know before our appointment? (not required)

Your answer

Method 2: Embedded Appointment Sign-Ups

Pros:

- Convenient
- Private
- Reduces cognitive load
- Customizable questions
- Met with 15/18 students
- Value in 1:1 space
- Email connection

Cons:

- Time consuming

Librarian Research Appointment

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Your answer

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Your answer

Is there anything you'd like me to know before our appointment? (not required)

Your answer

Questions for You:

What alternative methods have you used (successfully or unsuccessfully) to provide reference and research support online?

How might you use the embedded librarianship model for your reference services?

Thanks!

Any questions?

You can find me at:

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References:

Hamilton, Buffy J. *Embedded Librarianship: Tools and Practices*, American Library Association, 2013. *ProQuest Ebook Central*, <https://ebookcentral.proquest.com/lib/csla/detail.action?docID=1250071>.

Reale, Michelle. *Becoming an Embedded Librarian: Making Connections in the Classroom*, American Library Association, 2015. *ProQuest Ebook Central*, <https://ebookcentral.proquest.com/lib/csla/detail.action?docID=4006858>.



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