

Integrating information literacy in distance learning contexts

Robin Camille Davis

April 25, 2014


LILAC

From Stale to Stellar:

Practical innovations for teaching information literacy

Lloyd
Sealy
Library

**JOHN
JAY** COLLEGE
OF
CRIMINAL
JUSTICE

 The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been corrupted. Restart your computer, and then open the file again. If the red x still appears, you may have to delete the image and then insert it again.

Break-out session

- Case study: online education at John Jay
- Examples from other schools & each other
- Discussion time!
- Wrap up & list highlights from discussion

JohnJayOnline.com

- Two new fully-online graduate programs
- Two new fully-online certificate programs
- One MOOC

👉 250 courses already online

👉 Online sections/headcounts/credits expected to double



Educating for Justice... Worldwide

John Jay College is an internationally recognized leader in educating for justice, committed to the advancement of justice and just societies. It is a public liberal arts college that enriches the entire learning experience by highlighting themes of justice across the arts, sciences, humanities, and social sciences.

[Military](#)
[New Students](#)
[Apply Online](#)
[Request Information](#)

ONLINE GRADUATE PROGRAMS

- [Master of Public Administration](#)
- [Master in Security Management](#)

ONLINE CERTIFICATE PROGRAMS

- [Terrorism Studies](#)
- [U.S. Homeland Security \(non-credit\)](#)

ONLINE COURSES

- [Literature & Law of American Slavery \(MOOC\)](#)
- [More online courses](#)

The Center for Private Security and Safety and the Newtown School District Continue Collaboration

As part of the continuing collaboration between John Jay's Center for Private Security and Safety and the Newtown Public School District in Connecticut, on December 18, 2013, key emergency management members from across the school district came together to continue to strengthen their preparedness for potential disasters. Specifically, the Center's CEO, Anthony Gentile provided oversight and guidance as the BOE provided comprehensive emergency preparedness training for the individual Emergency Response Team's (ERT's) of each school in the district.

[READ MORE](#)

Until the Fires Stopped Burning: 9/11 and New York City in the Words and Experiences of Survivors and Witnesses

Charles B. Strozier's college lost sixty-eight alumni in the tragedy of 9/11, and the many courses he has taught on terrorism and related topics since have attracted dozens of survivors and family

FOLLOW US ON



[f John Jay Online](#) - 3 hours ago

Like if you'll be joining us at the John Jay College Alumni reunion tonight!

[f John Jay Online](#) - a day ago

Happy William Shakespeare day! 450 years ago one of the best play writes was born. We at John Jay Online feel the Bard would've sh..

[f John Jay Online](#) - 2 days ago

Happy earth day from all of us at John Jay Online!

[f John Jay Online](#) - 2 days ago

Congratulations to the three John Jay College students named Jeannette K. Watson Fellows!

Building a relationship with JJO

- Face-to-face meetings with director & staff
- Sharing relevant information & plans
- Coordination of website materials
- Minimal advising re: copyright / MOOC
- Online Education Advisory Committee (writing campus policy)

A librarian on the online education policy committee

H. Student Services

H.1 Online students shall have sufficient and reasonable access to the range of student support services necessary to support online learning and successful matriculation, such as admissions, registration, accounts payable, course catalog, academic advising, tutoring, library resources and services, career services, financial aid information, student records, disability services, and technical support.

H.5 Computer Literacy: Students are required to achieve basic computer literacy prior to enrolling in an online course.

H.6 Library Services and Resources: In accordance with the guidelines set forth by the Middle States Commission on Higher Education, online students shall have **sufficient access to library services comparable to those offered to on-campus students.**

H.6.a The library provides 24/7 access to a wide range of online resources, including journal databases, ebooks, and streaming videos. All students and faculty can access these resources off-campus after authentication using a proxy server. Librarian liaisons to academic departments are also available to suggest relevant materials.

H.6.b Librarians shall be available to provide library instruction in selected online courses at the instructor's request, in accordance with relevant library policy.

H.6.c **The Distance Services Librarian** shall coordinate and promote library services to online students and faculty.

H.6.d **Reference librarians shall be accessible to students during library hours both by telephone and online.**

H.6.e **The library shall make available online research tutorials designed for students.**

What's up in the library

- Chat service
- Orientation activity
- Video tutorials
- Instructional materials
- Reaching out to faculty
- Integrating the library into Blackboard
- Keeping an eye on stats



Long-overdue chat service

The screenshot shows a chat window for 'LibraryH3lp'. The interface includes a top navigation bar with 'Chats', 'Activity', 'Profiles', and 'Settings'. A status indicator shows 'Available'. On the left, there are tabs for 'Guests & Contacts' and 'Staffing'. Below these are sections for 'LibraryH3lp (1/1)' and 'Queues (1/1)'. The 'LibraryH3lp' section shows a contact 'Guest 3649' with the message 'You finally have chat!'. The 'Queues' section shows a queue named 'johnjaylibrarys-queue'. The main chat area displays a message from 'Guest 3649' at 7:11 PM: 'You finally have chat!'. A response from the user at 7:11 PM says: 'Yes. It's true.' The chat area also includes a header with a URL: 'This chat is from <http://wwwtest.lib.jjay.cuny.edu/content/chat-client>. From johnjaylibrarys-queue. The guest's IP is 146.111.34.52'. At the bottom, there is a text input field and a 'Press Enter to send' checkbox.

Round 3: third time's the charm

Orientation activity

- *Murder Mystery Challenge!*
- Trial activity with on- and off-campus students in mind
- Success with 70+ on-campus first-year students in 2013
- Peer mentors walked students through basic research skills, mostly using computers
- Complaints that it was “too much online” (...benefit?)

In 1921, a murder was committed in broad daylight on the streets of Mottown... This (real!) crime left traces in historical resources... Join the Time-Traveling Library Detective Squad and bring the killer to justice!

WANTED: First-year students FOR:

Murder Mystery Challenge

Solve the puzzle • Expand your research skills
Connect with classmates • Win prizes & glory

Compete in teams to solve the puzzle in the Library
Win prizes, including a catered lunch and gift cards
Challenge runs daily September 30–October 11 during Community Hour
Play in teams of 4 or 5 with a peer mentor

Sign up & see more info at lib.jjay.cuny.edu/mystery

JOHN JAY COLLEGE
Sponsored by
Library Programs

Fun! Enthusiasm!

Clue #1 of 4



Research the case in the New York Times

First, you'll need to find the New York Times article about the crime to get up to speed. We're looking for one William Grubb who committed a crime on May 1, 1921, then disappeared.

1. Find this article using the New York Times Historical File. The link to this resource is on the Library homepage.
2. Search for "William Grubb" (with quotes).
3. Find the article dated May 2, 1921.

Read through the article to get all the facts (you'll need them!), then fill in the answer field with the article's title.

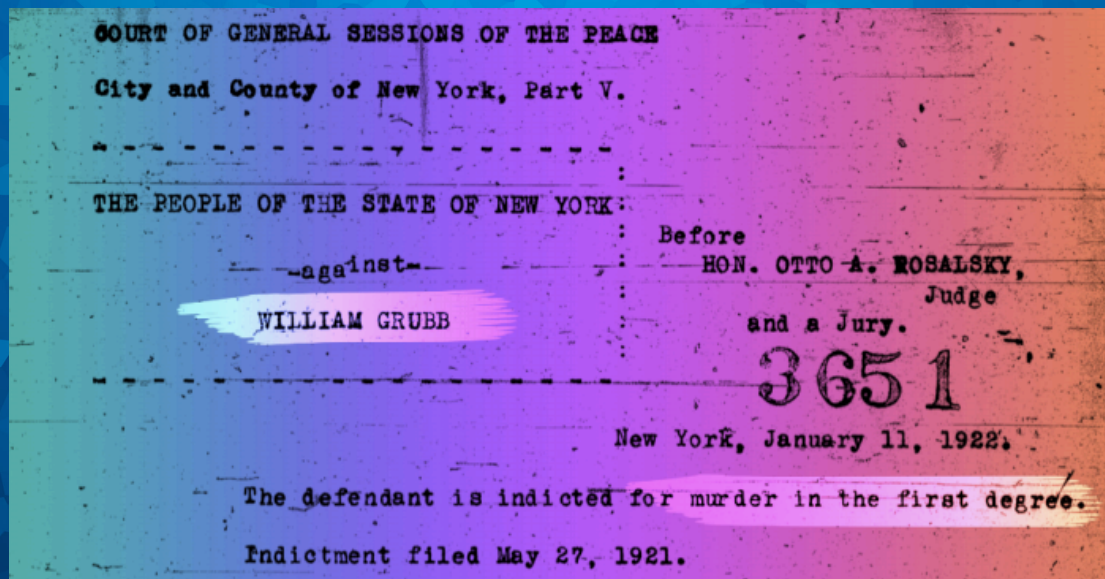
USE THE HINTS! <http://www.lib.jjay.cuny.edu/sasp/hints.html#1> (using hints won't effect your score)

What's the title of the article about the crime? *

WAR VETERAN SLAIN, JEALOUS MAN FLEES: Truck Driver Shot Dead and Companion Felled in View of Sunday ...

Orientation activity

- How to find a book & article
- How to locate & read a footnote
- How to cite a source correctly
- Use of primary sources in Digital Collections
- Designed to be used for distance students (including confirmation of participation + assessment)



Short & sweet video tutorials

Summer project...

- < 2 minutes
- On YouTube
- With captions & links
- Embeddable in Blackboard

See: Spring 2014 LACUNY Emerging Tech Committee workshop
commons.gc.cuny.edu/groups/lacuny-emerging-technologies-committee

Instructional materials

Vox

SHARE CARD STACK     EXIT

Everything you need to know about student debt

BY LIBBY NELSON
APR 21 2014, 2:41P

1. **What is a student loan?**
2. How much student debt is out there?
3. How much debt does the average student have?
4. Why has student debt increased so much?
5. 47 states spend less on college students than they did in 2008
6. What kinds of student loans are there?
7. How are federal student loan interest rates calculated?
8. What colleges have the most student debt?
9. What happens if you don't pay

CARD 1 OF 19

What is a student loan?

A student loan is money that banks or the federal government lend to students or parents to pay for higher education. Student loans can be used to pay tuition, fees and room and board, and they can also be used for living expenses and books. Student debt refers to the **total amount** of outstanding student loans from students, graduates, and dropouts.

The majority of students — more than 70 percent of all bachelor's degree recipients — now borrow money to pay for college, a higher proportion than ever. Those students owe \$29,400 on average at graduation. Student debt drew public attention and concern as the recession hit and graduates **fell behind on their loans**. There's now a **growing consensus among economists** that student debt is **a drag on the economy**, too, because indebted graduates and dropouts have less money to spend on other things.

The federal government has by far the largest share of the student loan market. Until 2010, the federal government lent money to students by guaranteeing and subsidizing loans from banks like Sallie Mae. In 2010, the Education Department cut out the middleman and became the sole student lender.

SHARE THIS CARD    

Instructional materials

Step-by-step [Single-page view](#)

FIND HISTORY SOURCES IN THE LIBRARY CATALOG

Locate Subject Headings in a Library Catalog record

1 of 3

One way to find subjects is to do a keyword search and then look for the subjects listed in the catalog record.

Notice that the catalog defaults to a Keyword search.

Type: **Presidents AND protesters** into the first search box

Click **Submit**

How many records did you find?

less than 10

20-30

30-50

over 50

← →

Powered by [Guide on the Side](#) from the [University of Arizona Libraries](#)

THE UNIVERSITY OF ARIZONA

LIBRARIES HOME SEARCH THIS SITE | NEWS & EVENTS | GIVING TO THE LIBRARIES | MY ACCOUNT

UNIVERSITY LIBRARIES

Search & Find Services Help About Us University Libraries Ask a Librarian

Today in the Libraries Thu Apr 24, 2014

Building: Main Library
UA Hrs 24 hrs
Public Hrs 7:00AM-9:00PM
[More detailed hours](#)

[Mars Madness: Sci-Fi Exhibit in Special Collections](#)
["Mapas que no lo son/Imaginary Cartographies: The Collages of Emilio Gil" \(exhibit\)](#)

[News & Events](#) | [Event Calendar](#)

All Resources Books Articles Media

Keyword Search UA Libraries and Worldwide SEARCH

Items like: History or Art, Nature, African Queen

[WorldCat Advanced Search](#)
[Search UA Library Catalog](#)

BETA Try Summon our new search tool

Search

include book reviews include newspapers

[Advanced Search](#) [About Summon](#)

► Other Search Options - Library Catalog, Databases, & E-Journals

The University of Arizona Libraries | 1510 E. University Blvd. | Tucson, AZ 85721-0055 | Tel 520.621.6406
lbry-webadmin@email.arizona.edu [Library Policies](#)

→ [Help make our website easier to use](#)

Discover a BETTER WAY TO SEARCH with SUMMON

Try the library's new search tool: Summon
The UA Libraries are introducing a better way to ...

Early Books Lecture Series: "20,000 Facts and Fables"
"20,000 Facts and Fables: Pliny's ..."

Trial Database: EVGeoCloud Landscan, Core Logic Parcel Sample, PlanetDEM Sample
The University ...

"Mars Madness" (exhibit)
A new exhibit, "Mars Madness: Sci-Fi, Popular Culture and Ray ..."

Reaching out to faculty

- Arranging meetings with faculty members who teach online
- Prioritizing classes/programs that use a lot of library research
- Being aware of derailment & wariness
- Create a Faculty Toolbox
 - Materials to embed in Blackboard

Blackboard integration: tab

https://bbhosted.cuny.edu/webapps/portal/frameset.jsp?tab_tab_group_id=_141_1

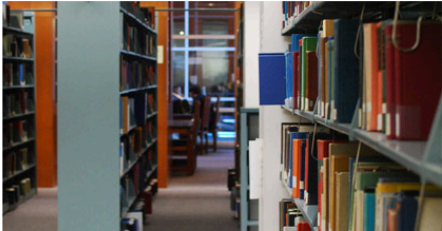
CUNY Blackboard

Robin Davis

Home Help John Jay Faculty and Staff **John Jay Library** Blackboard Resources

Module Administrator

John Jay Lloyd Sealy Library



The [Lloyd Sealy Library](#) is dedicated to supporting the entire range of undergraduate and graduate programs of John Jay College of Criminal Justice through our valuable services, outstanding faculty and staff, and strong collections. With over 500,000 books, periodicals, films, microforms, and digital collections, the Library also houses the foremost collection of criminal justice materials in the world.

[More about the Library](#)

Location

899 10th Ave
(between 58th and 59th St)
New York, NY 10019

[How to get here](#)

Contact


Got a question? Get in touch!

[Email us](#)

Text us: (646) 256-5199
(during library hours)

Call us: (212) 237-8246
(during library hours)

[Visit us in person](#)

 [@johnjaylibray](#)

Quick Links

APA, MLA, and Chicaco guides	Hours
Subject guides	Special Collections
Quick research tutorials	Getting textbooks
How to use the library	Resources for students

Reserve

Go to [eReserves](#)
You'll need your course page password to access reserve readings.

—

[How to find course readings on reserve](#)

Find articles and journals

[Databases A-Z](#)

[Databases by subject](#)

[Journals by title](#)

—

[How to find articles](#)

Find books and multimedia

[CUNY+ catalog](#)

[Ebooks](#)

[Online encyclopedias](#)

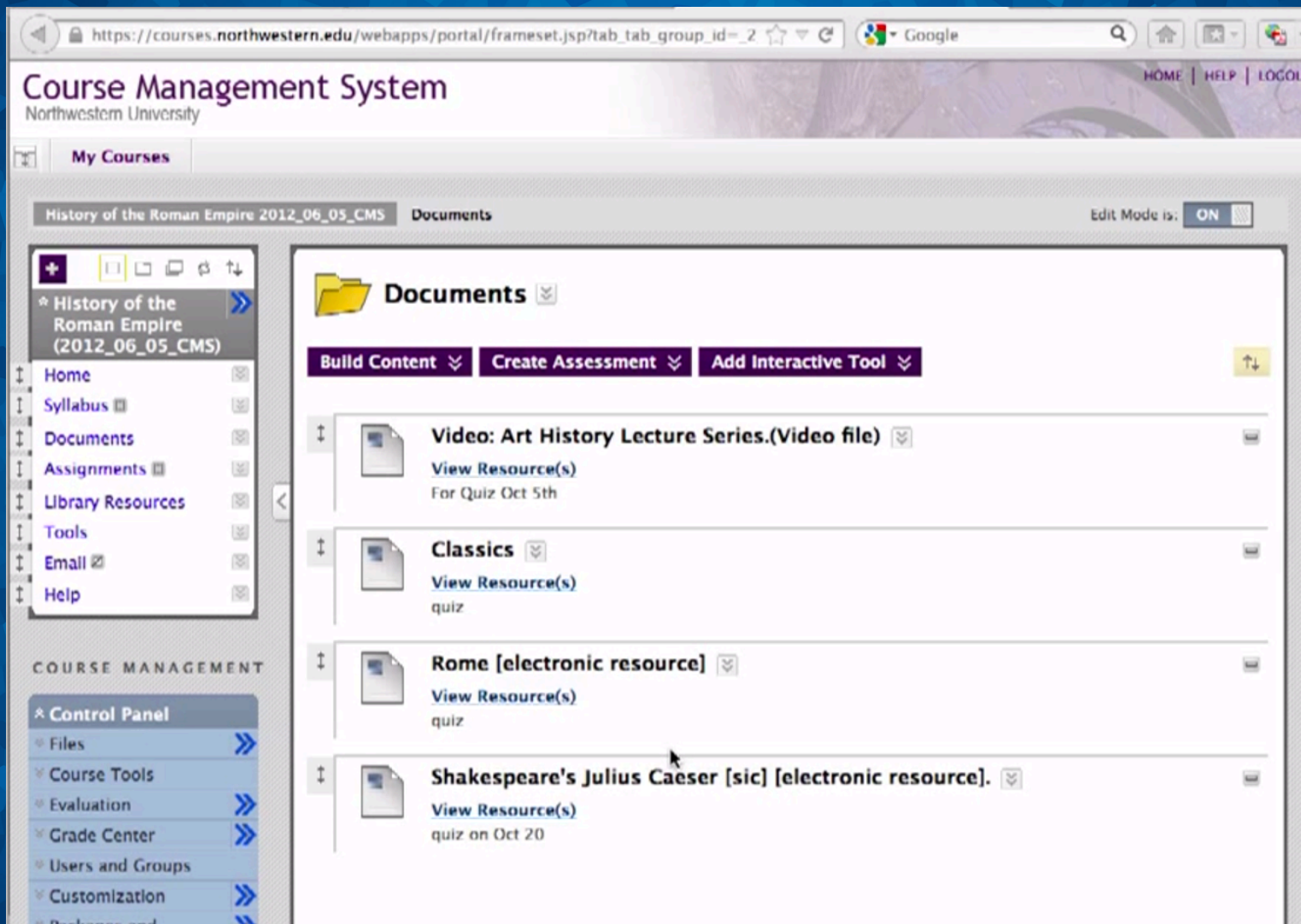
[Videos](#) (streaming, DVD, and VHS)

—

[How to find books and multimedia](#)

(not seeing much use; too hidden)

Blackboard integration: Primo Adaptor Plugin



<http://www.youtube.com/watch?v=B6rSV4hgy5g>

Stats telling stories

Online web services report

Study times & communication channels • Spring 2014

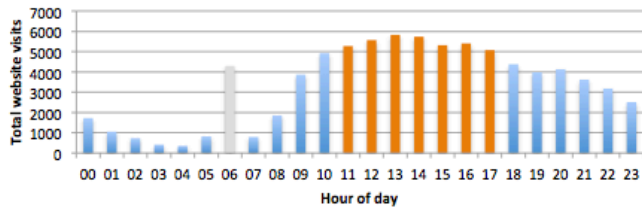
These statistics may help us understand when and how students need help from librarians.

When is traffic to the Library website heaviest?

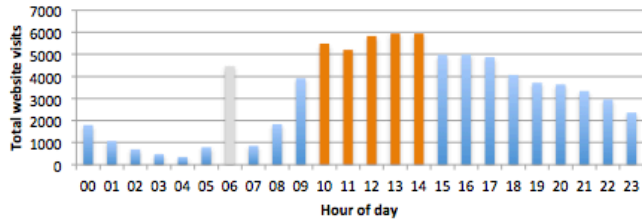
Total website visits for days of the week from August 1 to December 31, 2013:

Orange = 5,000+ total visits total on given weekdays Grey = mysterious 6am spikes (bots? Backup?)

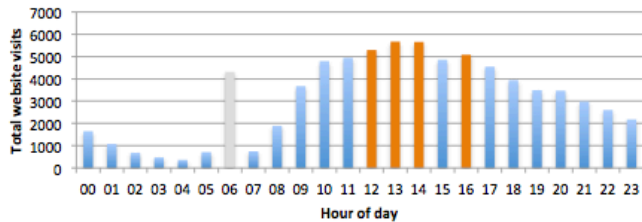
Mondays, Fall 2013



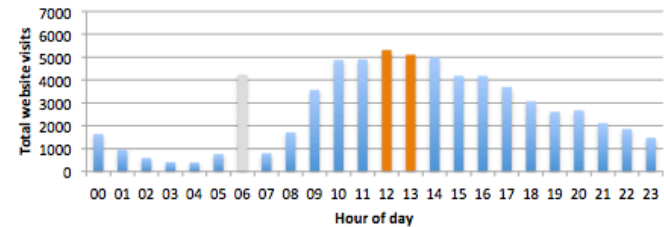
Tuesdays, Fall 2013



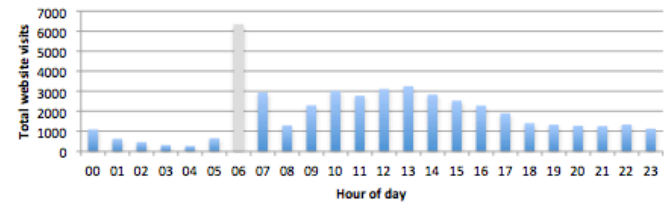
Wednesdays, Fall 2013



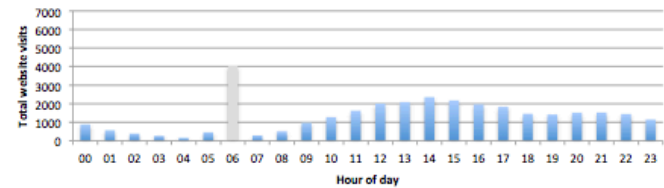
Thursdays, Fall 2013



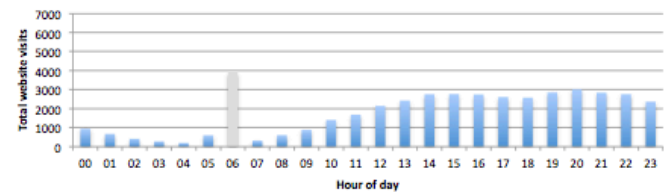
Fridays, Fall 2013



Saturdays, Fall 2013



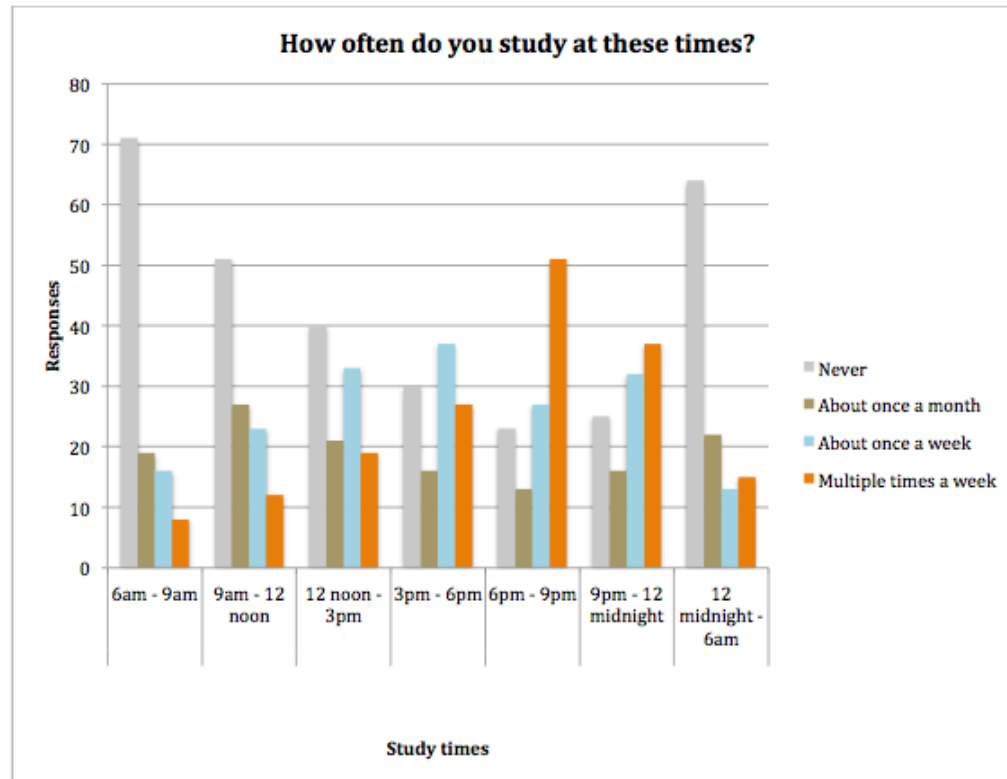
Sundays, Fall 2013



Stats telling stories

Student surveys: Library communication

Given to 120 students in COM 113 (two classes), SSC 325, PSY 311, and LIT 327 in March 2014.



n= 120

Most popular study times

1. 6pm to 9pm
2. 9pm to midnight
3. 3pm to 6pm
4. Noon to 3pm

Rating (avg. out of 4)

1. 2.93
2. 2.74
3. 2.55
4. 2.27

Examples from other schools



Distance Learning Services for Students

[Services For Students](#) | [Services for Faculty](#)

Welcome to Distance Learning Services! All library services at NC State University are available to the distance education community, and we make every effort to meet the needs of distance learners at NC State University.

Five Things to Know About Using the NCSU Libraries as a Distance Learner:

1. The library website is your gateway to a world of information

The library has a rich collection of online information resources to support your academic research, including thousands of e-journals and hundreds of article databases. You can access any of these information resources by logging in with your [Unity ID](#) and [password](#).

2. You can request home delivery of books and web delivery of articles

Need books and journal articles you can't find online? You are not limited to our online resources. There are approximately **four million books** and journals at NCSU available to you! Plus, if we don't have a book or journal, we will borrow it from another library and get it to you. The whole world of library collections is available to you. All you have to do is fill out a [Tripsaver request form](#).

3. E-Reserves

E-Reserves is an online collection of class readings, tests, and notes used by instructors to share materials with their students.

4. Librarians want to help you!

Finding and using information can be challenging sometimes, and all library users have questions about making the most of online search tools, or finding the right book or article for an assignment. Librarians are here to help you most of the day and night, seven days a week, via phone (toll-free), chat, and email.

- 1-877-601-0590
- library_reference@ncsu.edu
- [IM a Librarian](#)

5. You can visit the NCSU Libraries

If you are in the area, we'd love for you to visit! If not, there are many other libraries in the [Triangle area](#) and across [North Carolina](#) that you have can use as an NCSU student.

As a distance learner, you may not have the Wolfpack One ID Card that others use to check out books and get into D.H. Hill Library late at night. Note that you can [get a Wolfpack One ID Card](#). But if you do not have a Wolfpack One ID Card when you visit D.H. Hill Library, please bring a photo ID (such as a driver's license). Staff at the main Circulation desk can verify your status as an NC State student.

Examples from other schools

libguides.usc.edu/distancelearning

USC Libraries USC University of Southern California

research support & tools ▾ libraries, collections, partners ▾ library services ▾ about usc libraries ▾ [Ask a Librarian](#)

USC Libraries » LibGuides » Distance Learning [Admin Sign In](#)

Distance Learning

Tags: distance_learning

This guide provides resources and helpful tips to support students in Distance Learning programs or online courses.

Last Updated: Feb 27, 2014 | URL: <http://libguides.usc.edu/distancelearning> | [Print Guide](#) | [RSS Updates](#) | [Email Alerts](#)

[Start Here](#) [Remote Access to Online Materials](#) [Course Reserves \(ARES\)](#) [How to Use Document Delivery \(ILLIAD\)](#) [e-books](#) [Subjects/Disciplines](#)

[How to Get Help](#) [Instructional Videos](#)

[Start Here](#) [Comments\(0\)](#) [Print Page](#)

Subject Guides For...

- Accounting
- Business
- Education
- Engineering (DEN students)
- Engineering (all)
- Gerontology
- Public Administration & Policy
- Social Work
- More...

Comments (0)

Libwire - Library News

Subscribe to this feed by clicking "View RSS feed" below.

- NHPRC Grant Helps to Restore Edward H. Fickett's Los Angeles
- Media Coverage of Wonderland X and Lewis Carroll Letter Acquisition
- Exhibit on Red Army's Jewish Soldiers Opens April 24 in Doheny Library
- Primary Sources Research Award Reception on April 24
- Third Time Charms for 'Lewis Carroll Through Two Lenses'
- USC Libraries Acquire Rare Lewis Carroll Letter
- See the 49 Wonderland Award Entries and Congratulate the Winners at April 17 Reception

Libraries4me@USC Distance Student Services



Comments (0)

Distance Services

LIBRARY SERVICES FOR DISTANCE LEARNERS

- Consultations with librarians via phone and Internet
- Virtual reference services: e-mail, instant message, and 24-hour text chat
- Full access to the libraries' electronic course reserves
- Course-specific multimedia research guides and Web pages developed at the request of faculty
- Electronic delivery of library materials owned by USC or obtained through interlibrary loan
- Delivery of USC Libraries-owned books via UPS—up to 10 books per semester, delivered approximately within one week of request
- Remote access to USC Libraries' collection of electronic databases, full-text journal articles, and e-books

Comments (0)

How to Get Started: Quick Search and Popular Links

Quick Search Find articles, books, and other library resources, including government documents, newspapers, dissertations, and so much more. If you need help accessing online materials, [click here](#).

Popular Links:

- [Google Scholar & USC Libraries](#)
You can use Google Scholar to locate full text articles and books, including library-owned materials. This guide will show you how.
- [ProQuest research database \(multi-disciplinary\)](#)

Research Assistance

Examples from other schools

- **Some high-quality library tutorials on YouTube (and many boring ones)**
- **Embedded librarians in many courses at many colleges**
 - **See literature, blogs, colleagues**
 - **Locally, see ACRL/NY Distance SIG and METRO Distance SIG**

Thank you!

Robin Camille Davis

robdavis@jjay.cuny.edu

@robincamille

Emerging Technologies & Distance Services Librarian

John Jay College of Criminal Justice