

# Talking Points – Small Libraries Big Impact (4/29/19)

Overview of my job – Mel engagement for public libraries. Work for MCLS (Midwest Collaborative for Library Services) at the behest of the Library of Michigan – been doing this job for 16 weeks

- Hired to do one thing – promote, raise awareness and train library staff to use the eResources
- Visit libraries
- Provide support to them to learn how to use the eResources when helping patrons – authoritative, reliable information
- Do training at libraries – train their staff
- No library too little or too big to visit and or do some training

Who's my customer – who do I support in their work and service to their communities?

- Library Staff
- Use my support – library visits – training

What do we know?

- People don't promote things that they are not comfortable with
- We want library staff to be comfortable with eResources – then they will share them with their communities, patrons, family and friends

Questions?

- How many of you don't use the eResources regularly or a not really comfortable using them?
- How many of you use them and a comfortable with eResources?

Well, my hope is that after today, all of you will be able to do a little more with eResources than you could before you walked in the door.

What's our hope – goal – going forward? Library Staff do what I do – in service to their communities

- You use the resource at the desk
- Help patrons
- Raise awareness of eResources and promote them

- Find and use Help within the eResources
- Folders – why and how folders (google account for the department/library – all can access for regularly requested documents etc... SRP, Storytime, early literacy documents, legal forms etc....)
- PDF's HTML, text to speech
- Search across databases with Explora and EBSCO host...
- Must sign in with some... i.e. LearningExpress

## Give examples of the benefits of the e Resources

- Folders – imagine if the (reference desk, Adult services, Circulations Desks, Youth Services/Children's dept.) had folders set up for the regular predictable question that patrons ask us
  - Legal forms
  - Health topics
  - Hobbies & Crafts – programming and STEAM
  - Homework Help
  - Storytime materials – lists of books etc... by topic
  - SRP
  - Career Prep
  - Resumes
  - Read-a-likes
  - Next in series information
  - Author info
  - Think of all the things we regularly look up for our patrons – over and over again..... at your finger-tips – easily added to with one login
  - Search Results. What would it feel like to do a search for information on behalf of a patron and know that the information is reliable and authoritative – and not just a toss of the dice....?
- Having an eResources open and know how to use it to do basic searches on behalf of patrons instead of Google – why – authoritative, reliable, vetted sources and in some cases peer reviewed
- AtoZ Databases
- LearningExpress
- Explora
- Britannica Chrome Extension – Britannica

## Mel.org Navigation

- Help – Public & Patrons
  - Contact Your Library
  - Help
- Library Staff Page – Resources
  - Help with e Resources
  - Training
  - Marketing and Promotional materials

- Web Buttons

## The EBSCO – Additional – and Train the trainer Resources

- Promotional Materials
- Training
  - Recorded Webinars
  - Live Webinars
  - Tutorials

## eResources – Navigation

- Basic Search
- Browse by subject
- Locate via scrolling or clicking on letters of the alphabet
- Find eResource
- Help within the eResource

## **Two things that can really help at the desk – get the search started in a way that returns results that are authoritative and reliable**

### Why not use Google to search?

- **Not authoritative and reliable**
- **Anyone can put anything on the internet/web – and it's not vetted – eResources are vetted, authoritative, and reliable**
- **Relevance of search results often based upon \$\$\$**

## ***Tips:***

Use Google Chrome

Sign in using Google

Make an account in EBSCO, Learning Express etc.. make folders, take tests, and save documents

Folders -session vs being signed in – why this is a good idea.

You won't be signed in from eResource to eResource – must sign in every time if you want to save to folders or save your progress in Learning Express or for tests/quizzes...

## *Britannica School Insights – Chrome Extension – get's the search started in a vetted source*

- Go to Chrome Store
- Demo
- Search Panda Bears (Giant and habitat)

## *Explora for Public Libraries and High School – Not a database/eResource – put in favorites or pin to browser that opens when opening Google Chrome*

- Search Panda Bears (Giant and habitat)
- Sleeping and snoring – adult- treatment
- Narrow search 2014-2019
- Search Panda Bears (Giant and habitat)

## *Search in Legal Reference Center- search example*

- “state court forms” -> Michigan -> adoption (one term per box)
- Go to facets and choose “more” (child custody)

## *Choose and ESCO host eResource – Academic Search*

**Demo searching other data bases and choosing other databases – can't do this in Reference Centers**

Invite attendees to set up appointments