



*MEETING  
STUDENTS IN THEIR  
OWN SPACES AND  
GUIDING THEM TO  
OURS*

*The Changing Landscape of  
Undergraduate Library Services*

# AGENDA

- ⦿ Social Media
- ⦿ Reference
- ⦿ Teaching and Learning

The logo for EDUCAUSE, featuring the word "EDUCAUSE" in white, uppercase, sans-serif font centered within a dark red rectangular background.

EDUCAUSE

### **Mission and Organization**

EDUCAUSE is a nonprofit association whose mission is to advance higher education through the use of information technology.

EDUCAUSE Center for  
Applied Research (ECAR)

# SOCIAL MEDIA AND THE MSU LIBRARIES

## ◉ Twitter

- <http://twitter.com/msulibraries>

## ◉ Facebook

- <http://www.facebook.com/msu.libraries>

## ◉ Flickr

- <http://www.flickr.com/photos/msumainlibrary>



of students say that technology helps them achieve their academic outcomes

# MSU Libraries

 Search  
Library Site Search

- General Info
- Resources
- Research Help
- How To . . .
- Computers
- Contact

MSU » MSU Libraries » Contact » Ask A Librarian

## Ask A Librarian

Need help using the MSU Libraries?

### In-person

Visit the [Main Library Reference Desk](#) or meet with a [Subject Specialist](#) who specializes in your area of study.

### Chat 24/7

24/7 research help via [web chat](#) from MSU librarians or academic librarians from partnering institutions who have been trained to assist when MSU librarians are not available.

### Instant Message 24/7

### Text

Text us at 66746 and start your initial question with "askMSU". See our [Text A Librarian](#) page for more information about using this service. *Example: askMSU How do I find articles?*

### Email

[Send us your question](#) and you will receive a response within 2 business days.

### Phone

1.800.500.1554 or 517.353.8700  
A Reference Librarian is available by phone during hours when the [Main Library Reference Desk](#) is open.

### Engagement Centers - NEW!!

[Make an appointment](#) to meet with a librarian for research help at the Brody or Hubbard Engagement Centers or at the Main Library. Appointments are available on Mondays, Tuesdays, and Wednesdays from 6-8pm during the semester. For other times, contact your [Subject Specialist](#).

Ask A Librarian

Your Question/Message

Type your question in this box. You will need to provide your email address to use this service.

Send

Chat Available

Patron	Time	Patron's Last Message
( ) Library Patron	15:16:42 2012/10/16 (GMT -0400)	15:18:51 (GMT -0400) Patron ended cha

**Library Patron:**

**Question:** Qwidget: testing

**JuliaMSU:** Note: Patron's screen name: Library Patron

**Library Patron:** Note: Patron has added an email address.

**JuliaMSU:** Librarian 'JuliaMSU' has joined the session.

**Library Patron:** Oh hi...

**JuliaMSU:** Hi! I'm Julia, one of your librarians at MSU. I'll be with you in just a moment!

**Library Patron:** Are you guys open tonight?

**JuliaMSU:** Yes, the Main Library is currently open 24 hours and won't close again until Friday night at 10pm.

**Library Patron:** Oh wow!

**JuliaMSU:** Is there anything else that I can help you with?

**Library Patron:** Ok,, uh, no. See you later!

**Library Patron:** Thanks!

**JuliaMSU:** You're welcome! Thank you for using our chat reference service. Please feel free to contact us again if you have more questions or need additional assistance.

**Library Patron:** Patron ended chat session.

- Patron Library**
- get email
  - get popup
  - ge information disclaimer
  - ging patron viewport
  - bye

- (37) My Library**
- Distance Learning Services: 24/7
  - End session - nonresponsive patron
  - Followup by patron library
  - Goodbye (chat)
  - Greeting - MSU

# MSU Libraries

**Hours & Locations**

**Library Catalog**

**Databases**

**Research, Subject & Course Guides**

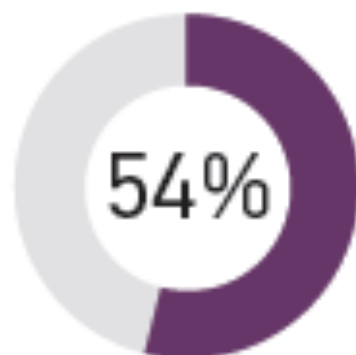
**Your Library Account**

**Contact Us**

**News & Events**

[Feedback](#) | [Full MSU Libraries Site](#) | [MSU Mobile Site](#)

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of students say they are more actively involved in courses that use technology



### Log On

Select your account type from the pull-down list, then click "Proceed."

### Search and Help Links

[ANGEL Course Search](#)[ANGEL Group Search](#)[ANGEL Help](#)

### MSU Links

[MSU Libraries](#)[Academic Calendar](#)[MSU Homepage](#)

### Public Announcements

View: [Past](#) **[Present](#)** [All](#) | Sort: [Descending](#)

There are no new announcements.

### System Status

#### Scheduled Maintenance

- SHIBBOLETH-IDP: Logins to Angel, Confluence and Other Web Applications: Service Unavailable During Maintenance (Sat, Oct 20 5:30 AM - 7:00 AM) ([Details](#))
- TELEPHONE-PBX: Scheduled Maintenance: Telephone PBX (Wed, Oct 17 5:15 PM - 5:45 PM) ([Details](#))
- NETWORK: Service May Be Unavailable During Maintenance (Wed, Oct 17 6:00 PM - 9:00 PM) ([Details](#))

#### Recent Events

- NETWORK: Service Temporarily Unavailable: Physical Plant Building (Wed, Oct 17 6:00 AM - 7:00 AM) ([Details](#))
- GradPlan System: GradPlan System will be unavailable due to maintenance. (Wed, Oct 17 10:00 AM - 10:05 AM) ([Details](#))
- IDENTITY MANAGEMENT: ACORNS change (Tue, Oct 16 5:00 PM - 6:00 PM) ([Details](#))

For more information, see [servicestatus.msu.edu](http://servicestatus.msu.edu)

### MSU Privacy Statement

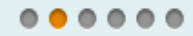
MSU expects that you will respect the rights of faculty and other students as you participate in the educational process. Participating in an ANGEL course means that you may have access to personal information and academic work produced by other students and faculty members, such as discussion board postings, drafts of papers and other work produced in the course. Academic norms and MSU policy require that you must not reveal any information about classmates, course work content, or its authors to anyone outside the course.

Students should be aware that their use of ANGEL materials and communication tools in a particular course may be observed and recorded by the instructor of that course. These observations and records may include a student's access to online library materials linked through the ANGEL



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[Discover how Desire2Learn® Learning Suite is Different.](#)



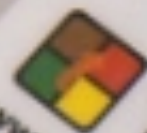
# TEACHING & LEARNING: CHALLENGES



## Students wished their instructors communicated more using:







**TurningPoint**<sup>®</sup>  
[www.turningtechnologies.com](http://www.turningtechnologies.com)

1/A

2/B

3/C

4/D

5/E

6/F

7/G

8/H


9/I

0/J

?

ResponseCard<sup>®</sup> RF

# What are your burning questions about the library, librarians, etc?

 **Start** this poll to accept responses

"Is this polling tool, whereby students can ask questions anonymously, accessible to instructors in the classroom?"

about 1 year ago

"What have you found that students are most confused by in doing the disciplinary literacies assignment?"

about 1 year ago



YOUR QUESTIONS  
COMMENTS?