

# Research Consultations as Research Support in the Virtual Environment

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GWENDOLYN BROOKS  
**LIBRARY**  
CHICAGO STATE UNIVERSITY

# Outline

- Our Context
- Appointment scheduling platforms
- Virtual research consultations via *Zoom* and *GoToMeeting*
- Changes in the Research Consultations
- Benefits and drawbacks of video conferencing applications
- Data collection and data trends
- What We Learned
- Resources

# The Context

## Campus/Student Characteristics

- Predominantly commuter campus
- Majority non-traditional students
- Heavy reliance on mobile devices and/or tablet computers for Internet access
- Strong preference for on-campus learning and instruction
- Majority of classes taught on-campus
- Limited distance library services

## Shift to Remote Learning/Work

- Campus wide except “essential” workers
- 75% of classes shifted to fully online instruction
- Majority of classes taught asynchronously
- Majority of faculty lacked experience teaching online
- Expanded distance library services

# Scheduling Applications: *LibCal* Appointments

- Connected to a specific librarian's account
- Requires pre-establishing appointment availability; time slots
- Patron selects a specific time slot
- Limits flexibility
- Integrated, self-populating appointment calendar
- Advantages:
  - Robust appointment settings
  - Robust communication settings

# LibCal Appointments

The screenshots that follow are of settings available in Springshare *Appointments* software:

- Appointment Settings
- Communication Settings

appropriate.

To request an appointment, **click on an available time slot** and complete the request form. Please submit your request at least **3 business days** in advance of the date you wish to schedule, unless **prior arrangements** have been made with **me**. Try to be as specific as possible regarding **your topic**.

You will receive an acknowledgment via email that your request has been successfully submitted. You will receive a **second** email message confirming your appointment. Your appointment is **not confirmed** until you receive a **confirmation message**. Please provide a phone number and email address in case I need to contact you prior to the appointment.

If you need to cancel prior to the date of the appointment, please use the link to cancel provided in the confirmation message. If you will be late or need

Save

➤ Appointment Form Questions

➤ Appointment Form Question Order

➤ Appointment Form File Uploads

➤ Color Settings

➤ Confirmation Email to Patron



➤ Rescheduled Email to Patron

➤ Confirmation Email to Admin



➤ Patron Cancel Email to Patron

➤ Admin Cancel Email to Patron



➤ Reminder Email to Patron



➤ Follow Up Email to Patron



## ▼ Appointment Settings

Appointment Duration ⓘ

60 minutes

Appointment Padding ⓘ

0 minutes

➡ Patron Must Book In Advance ⓘ

24 hours before Appointment

Patron Can Cancel Appointment ⓘ

0 hours before Appointment

➡ Patron Booking Window ⓘ

3 weeks

Public Nickname ⓘ

Friendly URL ⓘ

<https://csu.libcal.com/appointments/>

Restrict Bookings by Email Domain(s) ⓘ

To enter multiple addresses, separate using a comma.

Directions ⓘ

➡ Patron Reminder Email ⓘ

1 day before Appointment

➡ Patron Follow Up Email ⓘ

No Follow up

Save

Screenshot

# Scheduling Applications: *LibWizard* Form

- Multiple librarians notified of a request simultaneously
- Patron may indicate up to 3 dates/times that would work for them rank ordered
- Maximizes flexibility
- Requires maintaining an appointment calendar
- Advantages:
  - Robust form-building capabilities
  - Built-in database and data analytics



# The Research Consultation Form

The screen shots that follow are from our research consultation request form, which was created using Springshare *LibWizard*.

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# GWENDOLYN BROOKS LIBRARY

## Request a Research Consultation

A research consultation is available by appointment to students, faculty, and staff who need assistance finding relevant materials on a particular research topic or to meet a specific information need. To request an appointment, complete and submit the online request form. Requests must be submitted at least **two (2) business days** in advance of the date you wish to schedule. **Please note**, holidays, official school closings, and weekend days do not count as business days. In addition, appointments are available **Monday-Saturday** based on the following schedule:

Mondays and Wednesdays, 10 a.m. to 6 p.m.

Tuesdays and Thursdays, 10 a.m. to 8 p.m.

Fridays 10 a.m. to 4 p.m.

Saturdays 12 p.m. to 4 p.m.

When completing the form, try to be as specific as possible regarding your topic or information need so that the librarian can better prepare for the appointment.

You will receive an acknowledgment **on-screen** that your request has been successfully submitted. You will receive a follow-up **call or email** message from the librarian with whom your appointment is scheduled to confirm your appointment. Your appointment is not confirmed until you receive a confirmation message.

If you need to **cancel** your appointment **prior to** the date of the appointment, please contact the librarian directly by email or phone **as soon as possible** using the contact information she provided to you. If you will be late or need to **cancel on the day of** your appointment, please contact the librarian by phone at the Reference Desk at 773-995-2235.

We look forward to working with you.

[Begin](#)

# GWENDOLYN BROOKS LIBRARY

## Request a Research Consultation

Status (select one) (Required)

- ☒ Undergraduate Student
- ☐ Graduate Student
- ☐ Faculty
- ☐ Staff

Your Name (First and Last  
Name) (Required)

CSU ID Number

Email Address: (Required)

Phone Number (Required)

**Please Note: Research Consultations may be scheduled during the following hours:**

Mondays and Wednesdays, 10:00 a.m. to 6:00 p.m.

Tuesdays and Thursdays, 10:00 a.m. to 8:00 p.m.

Fridays 10:00 a.m. to 4:00 p.m.

Saturdays 12:00 p.m. to 4:00 p.m.

Requests must be submitted **two business days prior** to the desired Research Consultation date.

First Choice

Appointment Date (Monday  
thru Saturday) (Required)

MM/DD/YYYY



HH

:

MM

AM

Second Choice

Fridays 10:00 a.m. to 4:00 p.m.  
Saturdays 12:00 p.m. to 4:00 p.m.

Requests must be submitted **two business days prior** to the desired Research Consultation date.

First Choice

Appointment Date (Monday  
thru Saturday) *(Required)*

↑  
HH  
↓

:

↑  
MM  
↓

Second Choice

Appointment Date (Monday  
thru Saturday) *(Required)*

↑  
HH  
↓

:

↑  
MM  
↓

Third Choice Appointment  
Date (Monday thru Saturday)

↑  
HH  
↓

:

↑  
MM  
↓

College

Make a selection

Undergraduate Major or  
Graduate Degree Program  
*(Required)*

Health Information Administration

Course Number

*(Course the assignment is for. Example: ENG 1280)*

Course Name

*(e.g., English Composition II)*

Course Instructor *(Required)*

*(First and last name of instructor the assignment is for)*

Assignment or Research  
Paper Topic *(Required)*

*(Provide as much detail as possible)*

Additional Information or  
Special Instructions

Review

Screenshot

# Virtual Research Consultations: *Zoom & GoToMeeting*

Essential features for research consultations:

- easy meeting scheduling
- mobile capability
- screen shareability
- mouse and keyboard sharing
- recording with cloud and computer storage options

# Changes in Research Consultations

	Pre-Pandemic	Pandemic and Beyond
Method for Scheduling Consultations	Phone, in person, or unscheduled	Online request form using LibWizard
Prep time	Sometimes planned/prepped, sometimes on the fly	Almost always planned/prepped
Technology	Desktop computers for face-to-face research consultations	Web conferencing applications, like <i>Zoom</i> and <i>GoToMeeting</i> , which enabled us to re-create the face-to-face experience

# Video Conferencing Applications: Benefits

Video conferencing via *Zoom* and *GoToMeeting*:

- Both applications have similar features, which makes them close to interchangeable
- Many students were already familiar with one or both applications from classes
- Facilitate guided research in a virtual environment through screen sharing
- Facilitate hands-on/active learning in a virtual environment with remote mousing and keyboarding capabilities
- Facilitates replication of in-person experience, eliminating the need for a special trip to campus

# Video Conferencing Applications: Drawbacks

- Lacks the personal touch of face-to-face communication
- Orientation to the software features might be needed
- Potential technical problems
- Best used with computers



# Data Collection and Data Trends

- User Status
- Colleges
- Majors or Degree Programs

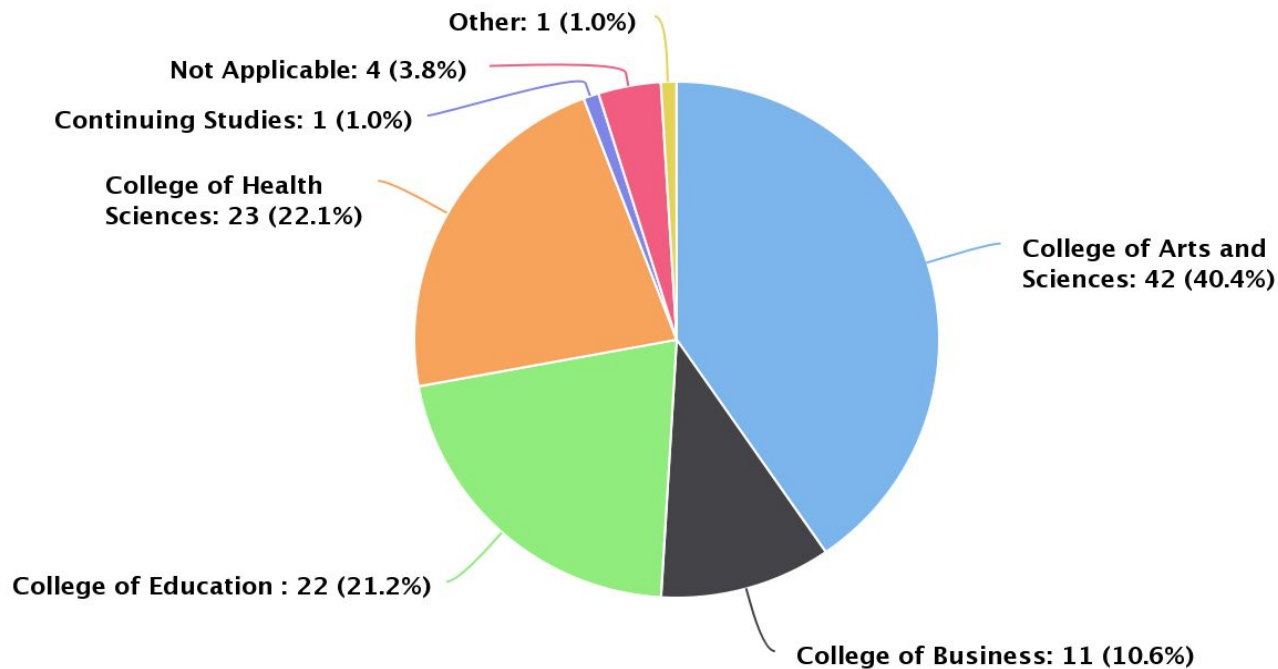
## Status

Response	Number of Submissions	% of Overall Submissions
Undergraduate Student	76	67.26%
Graduate Student	32	28.32%
Faculty	4	3.54%
Staff	1	0.88%
Total	113	100.00%

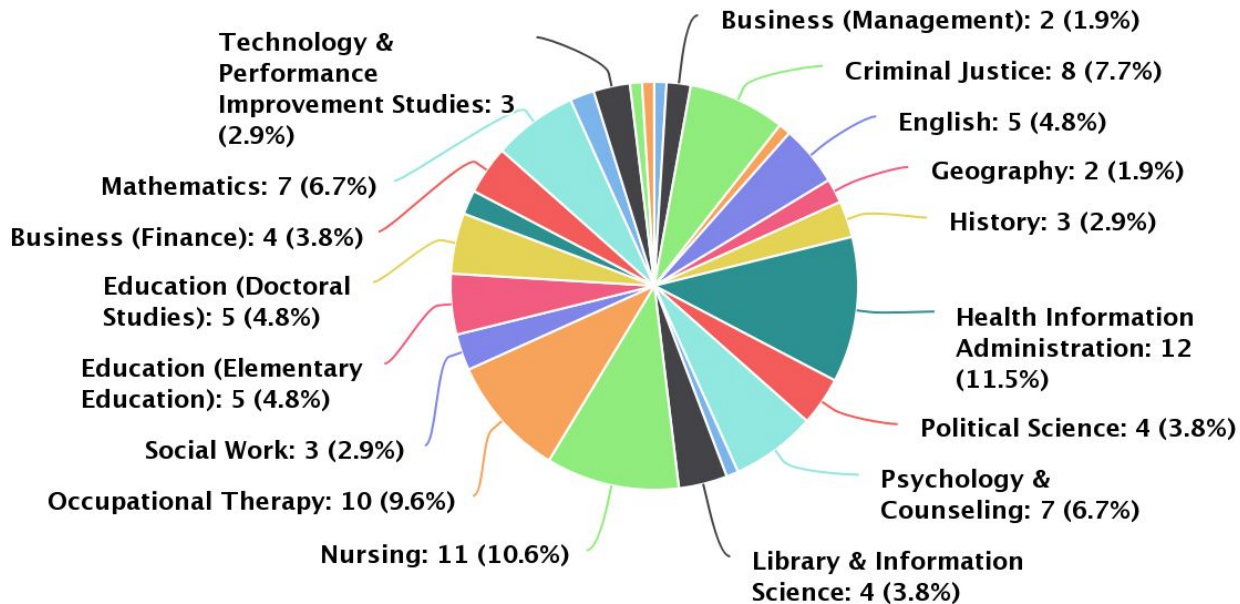
Total responses: 113

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# College



# Undergraduate Major or Graduate Degree Program



# What We Learned

- Necessity of adaptability to changing contexts and modes of operating was reinforced
- Not to assume that students know how to use the various technologies and software platforms
- Gained experience using previously underutilized technologies
- Long-term benefits of ostensibly temporary solutions
- How to better support remote and distance learners
- Areas for professional development
  - Video tutorial best practices
  - Quick, online assessment activities
- Feasibility of extending hours of service without increasing personnel

# Resources

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# About the Presenters

Joanna Kolendo is an associate professor of Library and Information Services and an reference, instruction, and electronic resources librarian. Starting in 2012, Professor Kolendo has worked at the Chicago State University. In this position, she staffs the reference desk as well as teaches library instruction sessions. Additionally, she is responsible for managing all electronic resources including databases, electronic books, and electronic journals. She holds a Bachelor of Arts in English Literature from Dominican University as well as a MSLIS in Library and Information Science from University of Illinois at Urbana-Champaign, and a M.Phil in Medieval Literature and Languages, Trinity College in Dublin, Ireland.

Rosalind Fielder-Giscombe has been an associate professor of Library and Information Services and a reference and instruction librarian at Chicago State University since 2009. She is also the liaison to CSU's social science programs and selector for print materials and electronic resources relevant to those subjects. She holds an MSLIS and an M.A. in Political Science from the University of Illinois at Urbana-Champaign. She holds a B.A. in Political Science and Spanish from the University of Illinois at Chicago. Her political science research focused on comparative politics, Latin American politics, racial and ethnic politics, identity politics, nationalism, ethnic conflict, and social movements, particularly in Latin America and the United States. Her publications include book reviews and book indexes related to her research interests as well as a book chapter with Brandon C. Taylor in *Real Life Distance Education: Cases in Practice* edited by A. P. Mizell and A. A. Piña.