Library Education via Distance Learning: Implications for the Profession

A Student/Alumni Perspective

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Face to Face to Online Education

- Face to Face Courses
- Hybrid Courses
- Online Courses
- D...I...S...C...O...N...N...E...C...T...E...D
- Motivated to learn
- ...........How to be CONNECTED
- ..................How to be a more effective communicator
Effective Communication

- Effective Communication = Success
- Student Library Organizations, Listserves, blogs, etc.
- How do others communicate online (professionals, faculty & students)?
- Netiquette
- Sensitivity to others who are trying to connect
- Be descriptive
- Provide examples, links, tutorials, photos, etc.
- Emoticons 😊, 😞, ;)
Bringing These Tools to Work

- Online communications skills translate well to the profession through effective written and visual communication
- Responding to patron emails
- Creating tutorials via email and for courses
- Creating departmental instruction manuals and reports
- Positive feedback from supervisors, co-workers and patrons

- These skills were learned out of necessity in library school and not on the job
Effects of Distance Education on Library Users

- Positive impact on staff members and library users
- Body language and tone of voice: two important factors of successful communication
- Sensitive to the concerns and frustrations of Distance Education students (a rapidly growing population of students)
- Thorough in communicating with patrons via phone and email
- Descriptive step by step instructions, examples, links, photos
- Strong desire to make the distance library user feel CONNECTED!
Thank you! Questions?

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