

Transitioning statistics help desk service from in-person to remote: Exploration of risks and opportunities

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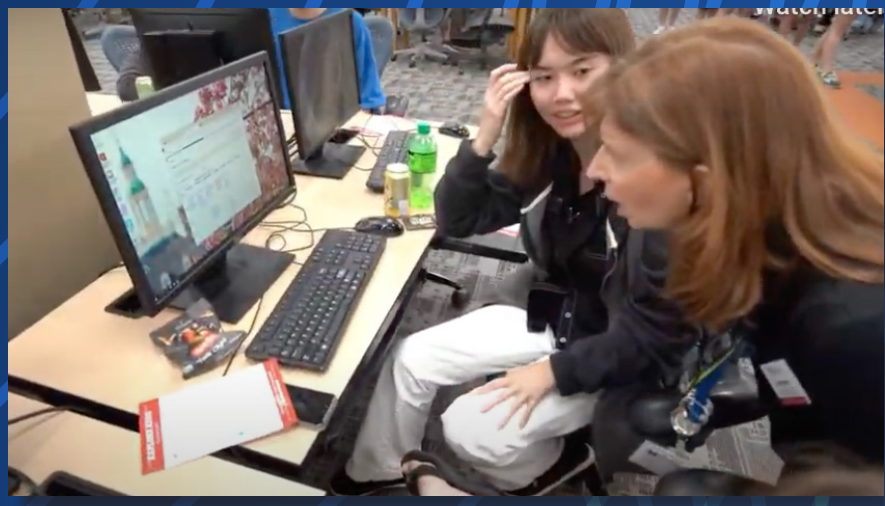
Background and Goals

Background

- Provided in-person service for close to a decade in our Business, Engineering, Science and Technology (B.E.S.T.) Library.
- As a result of low usage in 2017, began a concerted marketing effort
- Usage grew 10-fold with student budgets between \$5K-\$10k per year.

Service Goals

- Help undergraduate student learning of statistical theorems and software.
- Provide student employees with valuable hands-on experience teaching / training on these complex topics.
- Specifically, peer-to-peer training for undergraduate students completing assignments using tools such as Excel, R, SPSS, etc.



Catalysts for Change

- COVID-19 Pandemic / lockdown forced all learning online, all library locations closed.
- Increasing move to online services like chat and e-learning plus new remote services like mail delivery, curbside service etc.
- Planned closure of BEST Library accelerated — Decision not to reopen in Fall 2020 after lockdown.
- Alignment with “Catalyst” Strategic plan - Emphasis on Virtual spaces and services.
- Increased funding pressure (both pre and post pandemic) countered by institutional commitment to student employment.

B.E.S.T. Library »

Farewell to B.E.S.T.
Services, equipment and materials
Celebrate its legacy

Transform the Libraries' environment and user-centered experience to anticipate evolving modes of learning and the actual resource needs of our community.
Virtual spaces & services

Stats Help Desk Transition to Remote Service — Current Status

Partners / Collaborators

- (Internal) Web Services, IT, Human Resources
- (External) Statistics Consulting Center, Writing Center

Logistics / HR

- Hire, schedule, train, manage one student employee
- Student self-directed training
- Establish frequent Communication
- Single service access point
- Process documentation

Resources / Technology*

- Springshare LibApps: LibGuide, (LibChat), FAQs, Ticket Queue
- Statistical software & VPN access

* Special thanks to Jerry Yarnetsky, Web Services Librarian, for his invaluable technology assistance

Stats Help Desk Transition to Remote Service — Next Steps

Resources / Technology

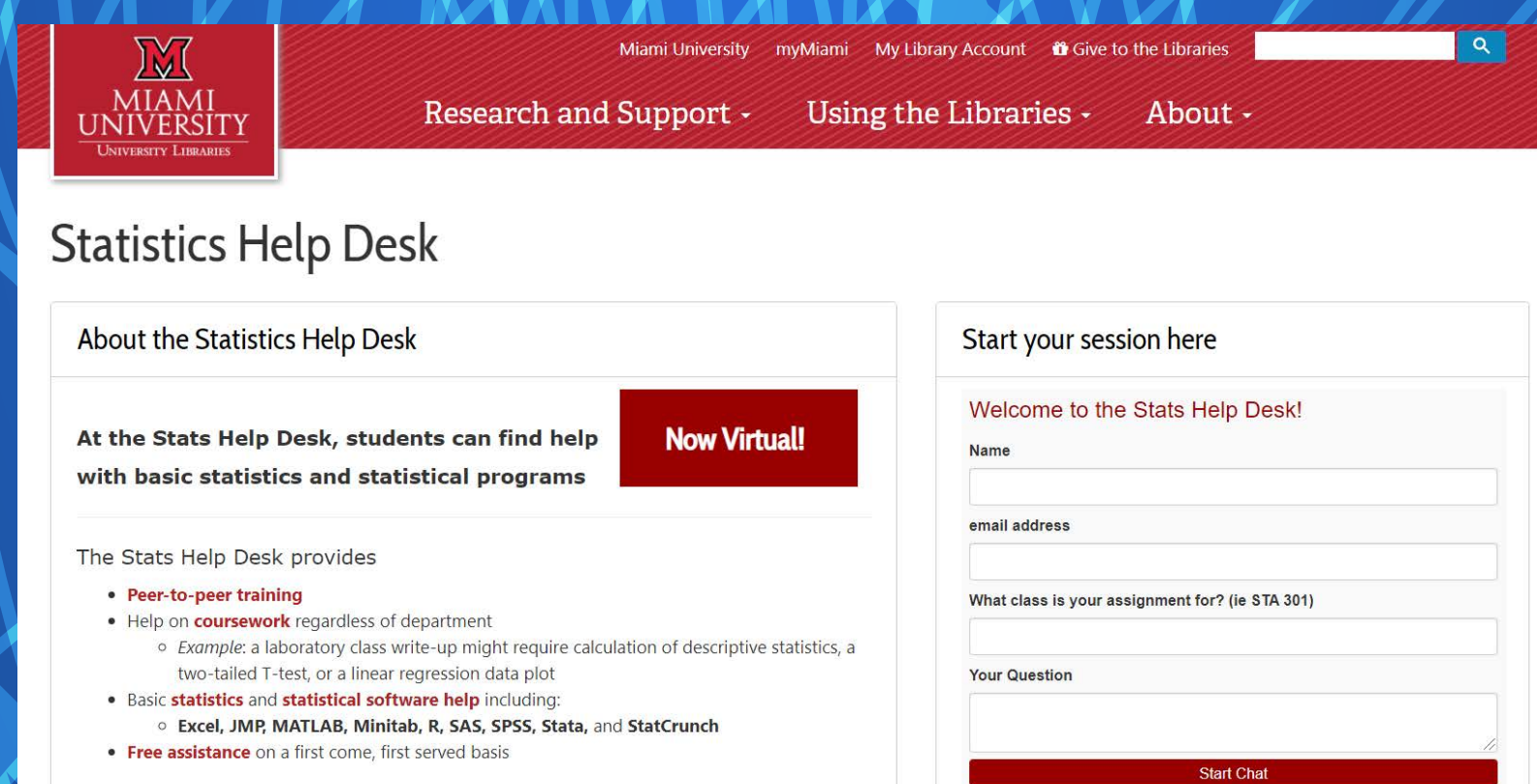
- Statistical software & communication of statistics (*Continue*)
- Synchronous meetings (*Implement*)
- Scheduled consultations (*Implement*)

Logistics / HR

- Hire, schedule, train, manage (*Continue*)
- Communication (*Continue*)
- Increase service access points (*Continue*)
- Identify & document further Standard Operating Procedures (*Continue*)
- Assessment: Quality Control (*Implement*)

Partners / Collaborators

- Internal & external: Marketing / engagement (*Implement*)
- Campus Accessibility (*Implement*)



Conclusions

Libraries must continually assess & revise services to meet institution's changing needs

COVID-19 Pandemic

- Transformation of learning environment to remote
- Adapted to transformed learning environment to support teaching & learning excellence

Institutional Mission (2020, President Crawford State of the University Address)

- Support student success & industry experiences
- Support new academic programs: Data Science & Analytics; Statistics & Mathematical Modeling; & more

Libraries Strategic Values

- Adapt to new realities
- Create new opportunities
- Take smart risks & learn from failures
- Design inclusive systems

Libraries Remote Services & Spaces Strategic Initiative

- Transform Libraries to anticipate and meet evolving learning, service & resource needs
- Ensure cohesive experience between remote & physical spaces

Research & Assessment Next Steps

Assess Remote Stats Help Desk Service

- Technology
- Remote communication of Statistics
- Continually improve **Stats Help Desk service** provision
- Continually improve **Student employees' access to industry experience** to their best advantage
- Compare & contrast to other remote library services for continual improvement of **remote services**