

Service Excellence in Global Librarianship

Perspectives and Trends

April 13, 2018
18th Distance Library Services Conference

Who are we?

Bios



Hong Cheng is the Global Services Librarian at the University of Cincinnati (UC). She serves as the primary library and information services provider for the UC-Chongqing University Joint Co-operative Institution in China. She provides services to UC students, faculty, and staff based in China with occasional travel for on-site teaching. She also provides support for broader global initiatives of the UC Libraries as well as the university. She has many years of experience in teaching, instructional design, outreach and marketing. Her current position also incorporates work in science and engineering librarian communities.



Daniel Perkins is NYU Libraries' Global Services Librarian, where he provides programmatic, instruction, and research support to students and faculty at NYU's 11 global academic centers. He earned his MLS from City University of New York's Queens College Graduate School of Library and Information Studies. Previous to this he served as Adjunct Health Sciences Librarian at NYU and volunteered at the American Museum of Natural History Library, where he worked with their Digital Special Collections.

Bios



Neely Tang is the Off-Site Public Services Librarian for the Management Library at Cornell University. She liaises to all programs that do not reside on the Ithaca campus for the Samuel Curtis Johnson Graduate School of Business, including the Cornell-Tsinghua EMBA/FMBA and the Americas EMBA, whose students span across Canada, the United States, and Latin America. She chaired the 2016-17 Cornell University Library Internationalization Task Force that was charged with creating a SMART goal-based model to sustain the library's support of Cornell's internationalization. Before joining the Management Library, Neely performed business development and competitive intelligence research for Orrick, Herrington, and Sutcliffe. LLP.



As the Extended Campus and Distance Services Librarian, **Lindsey Wharton** is responsible for ensuring equitable access to library services and resources for all distance learning students as well as students and faculty at Florida State University's remote instructional sites and international programs. Lindsey's research interests include global library services, emerging technologies, virtual reference services, information ethics, and digital pedagogy.

Global Library Services Discussion Group

Many American universities currently have global campuses, joint programs, or study-abroad programs worldwide with physical or online programs that connect with universities in the U.S. The number will continue to grow. This group is aimed to establish a network of librarians to exchange knowledge and develop sustainable services in order to support teaching and research.

In addition to the evolving role of global librarians, this group also discusses how to provide support for broader global initiative of their libraries.

Join Us!

Sign up by listing your email at:

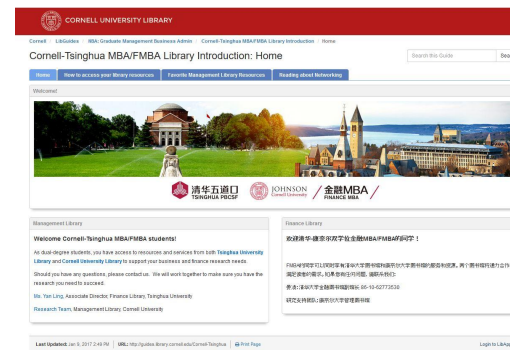
bit.ly/globalgroupsignup

What interests you?

1. Job/Program Creation and Development
2. Collaboration and Partnerships
3. Marketing and Promotion
4. Teaching and Learning
5. Technology

Job / Program Creation and Development

- **As global education expands, so will the need for global librarians**
 - Branch campuses
 - Joint programs
 - Study abroad programs
 - International library partnership
- **Creating a global librarian position**
 - Funding from the Institution or program
 - Administration's support
 - Librarians' competencies in
 - Teaching
 - Interculture communication
 - Collaboration within and beyond the home institution
 - Flexibility to travel
- **Program development**
 - ID possible champions
 - Understand the culture
 - Influencing administrators - Environmental Scans and Networking



LibGuide created by Cornell and Tsinghua librarians



Neely touring Renmin University Library in 2015.

Job / Program Creation and Development



Hong and her UC colleagues visited Chongqing University, China in Fall 2017



Lindsey and colleagues visiting classroom at FSU Valencia, 2016

- **Managing different campuses/programs with different strategies:**
 - Join the planning and management groups
 - Traveling to meet users/collaborators is essential
 - Technology may not always be reliable
- **To be an excellent global services librarian:**
 - Be strategic about requesting the budget
 - When campuses/programs evolve, the scope of librarians' responsibilities must adapt. Be ready to change.
 - Be a generalist first, but be prepared to become a specialist as needed
 - Wear multiple hats but understand what's important
 - Knowing another language helps but not necessary

Collaboration and Partnerships

- **Aligning goals and opportunities**
 - Develop collaborative goals and show the benefit of your partnership for the library and global community.
- **Managing communication strategies**
 - Work in their time zone, even if that means a 6am meeting.
 - In-person visit > Video call > Phone > Email
- **Importance of face-to-face**
 - Travel is extremely important in strengthening partnerships .



*Lindsey and colleague at FSU London,,
2016*



*Dan and colleague conducting a online
workshop, 2016*

Collaboration and Partnerships



*Hong and Chongqing U Librarian
Dr. Yuan Hui gave the library
presentation during the New
Student Orientation, Fall 2015*

- **Building a rapport**
 - Try to get invited to faculty meetings, workshops, and special events.
 - Does the site have a social media presence for engaging with students?
- **Find your contact(s)**
 - Depending on program structures faculty may or may not be your point of contact for interacting with a site.
- **Consider scalability**
 - Find someone to share the workload with. Two minds are better than one.

Marketing and Promotion

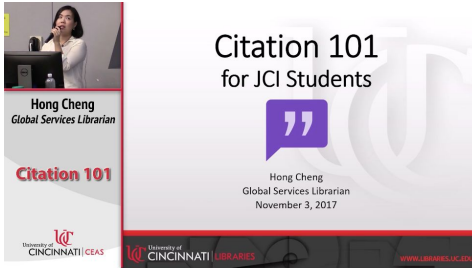
- **Realistic goals customized to your situation**
 - Acknowledge challenges and address effectively.
- **Effectively promoting the library overseas**
 - Follow your channels of communication (online only, in-person, blended, etc.).
 - Social media
 - MailChimp
- **On-campus promotion & global teamwork**
 - International Programs or Global Education Office
 - Faculty meetings, curriculum meetings, student services, student organizations
- **Librarian as ambassador**
 - In-person promotion
 - Personal librarian



Lindsey's online office hours flyer, Summer 2017



Dan's Global Library Services flyer, Fall 2018



Hong teaching citation basics to joint program students in Fall 2017



*Lindsey helping students at FSU
Panama, 2017*

Teaching and Learning

- Online learning opportunities
 - Asynchronous vs. Synchronous
 - Using the LMS
 - Embedding
- Technology considerations
 - Ease of use/ Accessibility
 - Does it meet your needs?
 - Does it open new opportunities?
- Taking library instruction out of the ordinary
 - Unique learning experiences
- Keeping up with pedagogy and best practices
 - Even outside of the library

Technology

- Changing with the times
 - Constituencies needs will evolve
 - Technologies will evolve
- Choosing the right tech
 - Expense and licensing structure
 - Is it supported at all locations
 - Ease of use for all parties
 - Find out who makes the tech purchases/ decision where you work!
- Are you Mobile Friendly
- Go to where your users are
 - Skype, Google Hangout, Facebook, WeChat...



Babylonian Map of the World

Earliest known world map, circa 6th century BCE.

(Kevan Davis, 4/29/2017)

What interests you?

Activity: Develop a SMART goal & Think/Pair/Share

OR

Group Discussion: What are useful approaches to global trends and external conflicts?

Activity - Develop a SMART goal

Think / Pair / Share

Based on global library services experience (program in place, starting a program, no experience) to create... strategic plan - one smart goal?

- Goals (semester, one-year)
- Challenges
- Opportunities
- Action items



A hand holding a silver microphone, with a blurred background of people and foliage. The text is overlaid in the center.

Discussion on global trends and external conflicts

Distance librarianship has extended beyond borders and led academic libraries to focus their efforts on meeting the needs of their students and faculty at global campuses, global programs, and study abroad sites.



bit.ly/globalgroupsignup



Sign up for our Global Library Services Discussion Group

Thanks!

Contact us:

Hong Cheng

hong.cheng2@uc.edu

Dan Perkins

dp58@nyu.edu

Neely Tang

nt243@cornell.edu

Lindsey Wharton

lwharton@fsu.edu

