Assessing Online Art Reference Services

ARLIS Information Literacy Competencies & Remote Reference Benchmarks
Objectives

1) to use reference statics in a meaningful and productive way.

2) a way to determine that I was hitting my benchmarks

3) ....in an online environment.
What I learned in library school:

- Reference and User Services Association (RUSA) guidelines

- Internet Public Library standards (best practices for answering reference questions via email)

What is a successful reference encounter?
My Aha! Moment.

Reference is Teaching.
What I did.

- Created a set of pilot benchmarks
- Based on ARLIS’ Information Literacy (IL) Competencies for Students in Design Disciplines (Basic Level)
- Used these to assess how well I am teaching and modeling IL in past online reference exchanges
How I did it.

- Simplified/streamlined language of ARLIS IL Competencies for quick coding

- Went back through past reference email and coded student questions with these ARLIS IL competencies codes

- Used codes to assess my responses
ARLIS Information Literacy Competency

Basic skills for all design students

Be able to:

SEARCH TECHNIQUES / SKILLS

- Distinguish among search engines, research databases, and the library online catalog to choose the approach most appropriate to the topic and information need: what do they search or index? Do they themselves yield full-text information or are further research steps necessary? What is their scope and limits, and how does that impact the likelihood of relevant results?

Simplified Language ➔ Search Techniques (identify, understand and choose between Google, library catalog, and article database)

Code  = STRATEGY

Coding.
Orientation to Information (recognize need, match approach to need, match source to need) = ORIENTATION

Organization/Access (access databases, find articles, navigate web site/library catalog) = ACCESS

Searching (use catalog to find specific books, find information on open web) = SEARCHING

Topic (choosing, developing) = TOPIC

Search Techniques (identify, understand and choose between Google, library catalog, and article database) = STRATEGY
“I am looking for an article in JSTOR about Falling Water. I found it on Google but can’t get all of it there. I also need the site plans. I can’t find JSTOR on the library website. Do we not have it?”

STRATEGY
ORIENTATION
ACCESS
(CITATION)
“I am looking for an article in JSTOR about Falling Water. I found it on Google but can’t get all of it. I also need the site plans. I can’t find JSTOR on the library website. Do we not have it?”

My Response:
Hi there!
Thanks for the email – that is a great question. Sounds like you are writing a paper that requires an academic journal article. We have some great article databases that will help you find what you need. You can access them through the library website here:

http://elmo.academyart.edu/find-resources/online_articles.html

The first two databases on this page will help you a quite a bit. I did a test search and found 3 articles on the first two pages about Falling Water, one with site plans in EBSCO. Please let me know if you need help finding these.

Also, it’s good to know that often it’s much faster to find this type of information in our article databases. Because Google is a search engine, it is good for a lot of things – like finding the best bagel shop in Oakland – but not as good for this type of academic research. You can find full-text articles in our databases from academic journals and professional publications, so they are better for writing papers for your Professor, and later reports for your Boss or Client. Also, you’ll probably need to cite this article later. Here is the link to our citation guide, in case you need it.: 

http://elmo.academyart.edu/reference-help/mla_citation_guide.html

Let me know if you have any other questions!
STRATEGY

Search Techniques (identify, understand and choose between Google, library catalog, and article database)

Analyze response by working backwards
SEARCH TECHNIQUES / SKILLS

- Distinguish among search engines, research databases, and the library online catalog to choose the approach most appropriate to the topic and information need: what do they search or index? Do they themselves yield full-text information or are further research steps necessary? What is their scope and limits, and how does that impact the likelihood of relevant results?

Did I model this standard?
Hi there! Thanks for the email – that is a great question. Sounds like you are writing a paper that requires an academic journal article. We have some great article databases that will help you find what you need. You can access them through the library website here:

http://elmo.academyart.edu/find-resources/online_articles.html

The first two databases on this page will help you a quite a bit. I did a test search and found 3 articles on the first two pages about Falling Water, one with site plans in EBSCO. Please let me know if you need help finding these.

Also, it’s good to know that it’s a better strategy to find this type of information in our article databases. Because Google is a search engine, it is good for a lot of things – like finding the best bagel shop in Oakland. However, like you found out looking for full-text articles, it’s not as good for this type of academic research. You can find articles in our databases from academic journals and professional publications, so they are better for writing papers for your Professor, and later reports for your Boss or Client. Also, depending on what the how big your project is, you might need to look at Avery Index for Architectural Periodicals:

(Link Provided)

If you haven’t started using Avery yet in your classes, it’s really helpful and important to know about! Avery is an index, like an index in the back of a book, so it won’t give you full text access to all of the articles on Falling Water. However, it will show you everything that is out there. It is an important resource to know about for your upper-level classes and career, so let me know if you need any help figuring it out.

One last thing -- you’ll probably need to cite this article later. Here is the link to our citation guide, in case you need it:

http://elmo.academyart.edu/reference-help/mla_citation_guide.html

Let me know if you have any other questions!
- Code before replying to emails
- Confident that my modeling of IL has improved
- Confident that I am learning
- Strategy used in conjunction with Reference Interview techniques

What I have learned.
- Revise objectives, create blueprint for future assessment instruments
- Test/pilot revised assessment tool
- Create rubric or form to save time and train coworkers.

Now What?
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