Where is the “point of need”?  
How users access streaming tutorials

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Overview

• Rationale
• Defining “point of need”
• Videos and their pages
• General Usage
• Usage by type
• Usage by access point
• Redefining “point of need”
• What’s next?
Rationale

• Contact with students
• Partnership with CAETE
  – Brick&Click classrooms and programs
• No significant difference between live and virtual instruction
  – Satisfaction
  – Self-reported learning outcomes
    (Maness 2006)
“Point of need”

- Provide what is needed when and where it is needed
  - What?
  - Where?
What and where?

• “Online tutorials should be assignment or at least discipline-based, i.e. it should be anchored” (Tancheva, p. 3).

• Centrally-located “help” pages are heavily used (Arnold, Csir, and Sias; Trump and Tuttle)
Four levels of library instruction

1) **Library and Information Resources Level** -- General library overview and orientation.

2) **Discipline Level** -- Overview of resources specific to the discipline or subject area.

3) **Course Level** -- Brief overview and specific to the course.

4) **Assignment/Task Level** -- Specific to assignment/point-of-need. "Library instruction is usually more effective when delivered at this ‘point-of-need’" 

(Southwell and Brook, pp. 6-7).
Problem:

• Level 4 not always possible
• “Learn to Use the Library” is used, but where else is it necessary?
• What should we teach, and where should we provide it?
What?

- Introductory videos (1)
  - Catalog, e-resources, ILL, search techniques
- Resource videos (1 & 2)
  - EV2, IEL, WoS, RefWorks
- Discipline videos (2)
  - Seven engineering majors
- Class videos (3 & 4)
  - Two graduate course lectures
Where?

- Subject guides (2)
  - Resource (1 & 2)
  - Discipline (2)
- Resource (1 & 2)
  - Resource (1 & 2)
- Learn to Use the Library (1-4)
  - All videos (1-4)
Learn to Use the Library

Instructional Services | Introductory Tutorials | Resources by Discipline | Overviews of Databases | Full-length Lectures

Instructional Services
In-class instruction is available by contacting the Library or the Instruction Librarian directly.

Also available below are video tutorials that can be viewed remotely and downloaded for future reference (Requirements. Only Windows operating systems and Internet Explorer browsers are currently supported.)

Introductory Tutorials--Jack Maness, Reference and Instruction Librarian, Engineering Library

These four tutorials range in length from 8 to 12 minutes, and are designed to provide you with the information necessary to conduct bibliographic research at the University of Colorado at Boulder. It is recommended that these tutorials be viewed as an introduction to Libraries resources. Each tutorial includes a practice session where you actively practice searching databases, answer multiple choice questions, and test what you have learned or need to learn from the tutorials. You can take these practice sessions before or after viewing the videos.

Distance Students: The Colorado Technical Resource Center (CTRC) is no longer in operation. References to it in these videos are out of date. For more information, please contact the Engineering Library.

Introduction to Chinook
This session is designed as an introduction to searching for library materials at the University of Colorado at Boulder. It covers contact information, remote access options, appropriate use...
Subject Guide for Mechanical Engineering

Abstracts and Indexes | Dictionaries | Directories | Encyclopedias | Handbooks and Manuals | Internet Links | Bibliographic Management Tool

The branch of engineering that deals with the generation, transmission, and utilization of heat and mechanical power and with the production of tools, machines, and their products. (Access Science)

CU - Resources marked with this symbol are available in campus libraries and to students, staff, and faculty via the campus network. Use of these resources is subject to terms of use for electronic resources. Off-campus access information.

VIDEO TUTORIAL: Library Resources for Mechanical Engineering
This session demonstrates the use of Engineering Village 2, a citation index, Chinook, and subject guides to find information in mechanical engineering. Running time: 11:54.
Other videos are available at our Learn to Use the Library page.

Abstracts and Indexes to Academic or Scholarly Articles, Statistics, and Government Information

Although many databases contain links to full-text articles, when you find book or article citations in the index databases, you need to search Chinook to see if the Libraries owns that book or periodical title.

CU Engineering Village 2—Compendex and INSPEC
Compendex is a comprehensive bibliographic database of engineering research literature. Contains references and abstracts to engineering journals, conferences and technical reports. Subject areas include: chemical and process engineering, computers and data processing, applied physics, electronics and communications as well as civil and mechanical engineering. Includes links to full text when available. Coverage: 1984 - present.

INSPEC is a bibliographic database that indexes physics, astronomy and astrophysics, electrical engineering and electronics, computers and control engineering and information technology. The database contains full-text links when available. Coverage: 1999 - present.

Video Tutorial: "Engineering Village 2: An Overview" (14:37)
Handout: Engineering Village 2 (Compendex and Inspec)
Video Tutorial: "EV2 RSS Feeds in RefWorks" (1:20)
Session Goals

- Libraries or the Web?
- Chinook
- Subject Guide
- Citation Indexes
  - Engineering Village 2, ABI INFORM
- Other
  - Bibliographic Manager
  - Handbooks
  - Industry Analysis
  - International Organizations
  - Policy
- Summary
Expectations: General

• High use
• On and off campus
• Content and access would inform “point of need” thinking
Expectations: Content?

Usage would reflect need

Highest to lowest use:
- Class/assignment (3 & 4)
- Discipline (2)
- Resource (1 & 2)
- Introductory (1)
Expectations: Access?

Access would reflect content

- **Learn to Use the Library (1-4)**
  = Introductory (1), Resource (1&2)
- **Subject Guides (2)** = Discipline (2)
- **Resource List (1 & 2)** = Resource (1& 2)
First 11 months’ general results

- 2,280 views
- 175.38 per video
- 4.48 views per video per week
- Annualized 624 contact hours
- 64% off-campus
- India, Eastern Europe, many states
Results by type of video

<table>
<thead>
<tr>
<th>Video</th>
<th>Total Views</th>
<th>↑ Per Week</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Introductory Videos</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chinook</td>
<td>201</td>
<td>4.48</td>
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<tr>
<td>e-Resources</td>
<td>84</td>
<td>1.94</td>
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<tr>
<td>Interlibrary Loan (ILL)</td>
<td>105</td>
<td>2.43</td>
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<tr>
<td>Advanced Searching</td>
<td>59</td>
<td>1.51</td>
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<tr>
<td><strong>Average Per Video</strong></td>
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<tr>
<td><strong>Resource Videos</strong></td>
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<tr>
<td>Engineering Village (EV)</td>
<td>237</td>
<td>5.35</td>
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<tr>
<td>Web of Science (WoS)</td>
<td>519</td>
<td>11.72</td>
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<tr>
<td>IEEE Electronic Library (IEL)</td>
<td>124</td>
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<tr>
<td>RefWorks</td>
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<td>4.84</td>
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<tr>
<td><strong>Average Per Video</strong></td>
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<td><strong>Subject Videos</strong></td>
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</tr>
<tr>
<td>Civil</td>
<td>66</td>
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<tr>
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<tr>
<td>Aerospace</td>
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<tr>
<td>Mechanical</td>
<td>57</td>
<td>2.20</td>
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<tr>
<td>Telecommunications (ITP)</td>
<td>73</td>
<td>3.06</td>
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<td>Engineering Management (EM)</td>
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<td>1.52</td>
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<td><strong>Course Videos</strong></td>
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<td><strong>Average Per Video</strong></td>
<td><strong>164.5</strong></td>
<td><strong>6.94</strong></td>
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</table>
Results by access point

*Only views for which referral pages were determinable are included: 64.91% of total views
Resource versus Subject videos

• What?
  – Resource videos (1 & 2) seem to be closer to the point of need than Subject videos (2)

• Where?
  – Subject (2) = central (1-4)
  – Resource (1 & 2) = Subject (2)

• What and Where did not coincide with expectations
So?

• “Point of need” is a matrix, not a hierarchy
• Users have different goals, different skills in meeting them
• Novices
  – Need discipline help in Help pages
• Intermediate
  – Need resource help in Subject pages
“Point of need”

- Varies by user’s experience and need
- Redesigning our Learn page to highlight lower level instruction
- Redesigning our Subject pages to highlight resources
- Focus on resource videos
- Using database to link resource videos to disciplines
Learn to Use the Library

Instructional Services
In-class instruction is available by contacting the Library or the Instruction Librarian directly. We can also produce videos, webpages, or handouts for your class.

In addition, below are several video tutorials on how to use our tools and services.

How do I...?

- Connect from off-campus
- Contact the Libraries
- Manage my Library account
- Subscribe to Engineering RSS feeds
- Use Chinook to find books, journals, and more
- Find full-text from a citation

How do I find a...?

- Book
  - If it is available
  - If they’re already checked out or are in PASCAL
  - If UCB doesn’t own it
  - If it’s online
  - If no regional library owns it
- Journal
  - Electronic
  - Print
  - If an issue is in PASCAL
- Specific Journal Articles
- Course Reserves

How do I find information on...?
(the following videos are being updated and have different technical requirements than the above)

- Aerospace engineering
- Civil engineering
- Engineering management
- Environmental engineering

FAQ
If we are off-line, please email us

Ask Us
englibref is online

Type here and hit enter to send a private message.
edit nick: Library Patron

get meep
Research & Subject Guides

This database contains library research and subject guides and tutorials from all the CU-Boulder University Libraries.

Search for a Guide:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

What guides are available for your department?
Check out the Academic Department/Library List.

Looking for the guide created for your class?
Check out the Course Guides.

Looking for help using the Libraries?
Check out the How Do I... Guides.

Looking for help citing materials?
Check out the Citation Guides.

Not finding what you need? Help is on its way!
Ask Us: email | chat | phone

Looking for help searching a database?
Check out the Database Guides

Most Requested Guides:
Affirmative Action and Civil Rights
Current Maps Online
Anthropology
Other interpretations

- Title?
- Mistakes?
- Learning styles?
- Categorization?
  - Overviews of processes and tools?
  - Introductory and resource same level of instruction?
What’s Next?

• A better understanding of “point of need” instruction
• Qualitative research on different users’ access patterns
• NOT based on “status”
  – Experience, learning style, “personas”
Works Cited


Questions?

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http://ucblibraries.colorado.edu/engineering/index.htm