Using LibGuides & LibAnswers

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*SUNY College of Environmental Science and Forestry*

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Using LibGuides & LibAnswers

Presentation for the Upstate Science Librarians Meeting
October 26, 2012

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SUNY College of Environmental Science and Forestry
Moon Library
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All about LibGuides

- LibGuide software gives libraries the opportunity to organize information on any kind of topic in an online environment.
- LibGuides and LibAnswers are terrific online tools that allow libraries to offer the same services to in-house and off-site users. Whether you are helping someone at the reference desk, giving a library lecture or have patrons looking for assistance when the library is closed - LibGuides and LibAnswers work together and connect to each other via embedded links/urls and provide excellent ways to effectively communicate with and educate library users.
All about LibGuides

• LibGuide software is available via Springshare
  http://www.springshare.com/libguides
• If you want to try out LibGuides you can contact Springshare for a trial or a Sandbox account.

FAQ on LibGuides

How much does it cost?

$ 

The pricing is based on the size of your institution (FTE for academic, or # of card holders for public), and ranges between $899/year and $2,999/year ($549 for K-12). Most libraries would be in the lower price range – email us for an exact quote, and chances are you'll be pleasantly surprised.

We can pro-rate licenses to coincide with your fiscal year.
All about LibGuides

- LibGuides can be used to relay information on:
  - External or internal information
  - How to guides/steps for doing research
  - For guest lectures
  - For outreach
  - For database instruction
  - And more!
All about LibGuides

• LibGuides can be accessed anywhere users have the internet.
• With LibGuides you can customize your domain name and the individual names of your LibGuides.
• Changes you make are immediate.
• You can get statistics on LibGuide views.
• You can check your links through LibGuides.
• Users accessing LibGuides on mobile devices are automatically taken to the mobile-friendly version of LibGuides.
All about LibGuides

- As of June 2012 the LibGuides community site had over 258,749 guides created by 46,231 librarians at 3312 libraries worldwide.

- As of October 2012 the LibGuides community site has over 291,475 guides by 49,697 librarians at 3606 libraries worldwide!
LibGuides Community
http://libguides.com/community

• Before you start using LibGuides search the LibGuides Community site by topic or look at colleges that are similar to yours to get ideas for LibGuides.
• You can copy and re-use LibGuides on the community LibGuide site. Just be sure to ask the original LibGuide creator for permission.
When you do re-use a guide the creator will receive the following email.

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From: do-not-reply@libguides.com  
To: Jane M. Verostek  
Cc:  
Subject: [Library School Sandbox] - Guide Reuse Notification

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Hello,

We wanted to let you know that Deirdre Joyce at Masters Programs in Library & Information Science (http://librarieschool.campusguides.com) used your “What is a LibGuide?” guide as a template for a new guide they created. As the saying goes - imitation is the sincerest form of flattery!

However, if you are unhappy that your guide was used as a template or if it was used without your permission, you may email this user directly (di Joyce@circ.org) or email Springshare support (support@springshare.com) and we’ll contact this User and punish them severely (just kidding).

Please do not reply to this message, as replies will be routed to an unmonitored mailbox. If you have questions about the content of this message, or need any other assistance, please visit http://librarieschool.campusguides.com/support.php to submit a support ticket.
Moon Library’s LibGuides

- In the Summer of 2012 Moon Library purchased a license for LibGuides http://libguides.esf.edu
- LibGuides on this site are mainly created by Moon Library librarians.
Moon Library’s LibGuides

- Many of our LibGuides are created for classes via library guest lectures and for outreach with local high schools and on special topics like grants, online citation generators/generators, etc.
- Guides are created collaborating with faculty, teaching assistants, other librarians and our students.
Things to remember about LibGuides

• When you create a LibGuide it has the status of UNPUBLISHED until you change it to PUBLISHED.
• You decide if you want others to be able to re-use your guide information.
• The keywords you enter into your LibGuide description are searchable via the Internet.
• Always be on the look out for new opportunities to create LibGuides.
• Regularly check in with faculty, staff, students and the community, etc. to see if they have a need for specific LibGuides.
Things to remember about LibGuides

- Remember to promote and publicize LibGuides – via your webpage, signage, table tents, handouts, social media, newsletters, bulletin boards, email and more!
All about LibAnswers

• Libraries use LibAnswers software to create an online forum for reference questions and answers.
• LibAnswers software is available via Springshare
  http://www.springshare.com/libanswers
All about LibAnswers

- As of July 2012 the LibAnswers community site had 167,320 answered questions at 621 institutions.

- As of October 2012 the LibAnswers community site has 210,095 answered questions at 703 institutions.
<table>
<thead>
<tr>
<th>Institution Name</th>
<th>Public Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alachua County Library District</td>
<td>371</td>
</tr>
<tr>
<td>Alameda County Library</td>
<td>312</td>
</tr>
<tr>
<td>Albert Einstein College of Medicine</td>
<td>0</td>
</tr>
<tr>
<td>Albuquerque/Bernalillo County Libraries</td>
<td>794</td>
</tr>
<tr>
<td>Alfred University</td>
<td>0</td>
</tr>
<tr>
<td>Allen Community College Library</td>
<td>62</td>
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<tr>
<td>American Public University System</td>
<td>319</td>
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<tr>
<td>American University</td>
<td>0</td>
</tr>
<tr>
<td>American University of Beirut</td>
<td>0</td>
</tr>
<tr>
<td>Antioch University PhD Program</td>
<td>15</td>
</tr>
<tr>
<td>Arapahoe Library District</td>
<td>299</td>
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<tr>
<td>Argosy University</td>
<td>438</td>
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<tr>
<td>Red Deer College</td>
<td>16777215</td>
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<tr>
<td>College of the Mainland Library</td>
<td>2168</td>
</tr>
<tr>
<td>Boulder Public Library</td>
<td>1587</td>
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<tr>
<td>Cuyahoga Community College</td>
<td>1466</td>
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<tr>
<td>Baker College</td>
<td>1264</td>
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<tr>
<td>Fuller Theological Seminary Library</td>
<td>1171</td>
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<tr>
<td>University of Wollongong Library</td>
<td>1147</td>
</tr>
<tr>
<td>Gwinnett County Public Library</td>
<td>1106</td>
</tr>
<tr>
<td>Dominican University of California</td>
<td>888</td>
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</tbody>
</table>
Moon Library’s LibAnswers

• In the Summer of 2012 Moon Library purchased a license for LibAnswers http://libanswers.esf.edu

• From the Springshare site:
  How Much Does LibAnswers Cost?
  The pricing is based on the size of your institution (FTE for academic, or # of card holders for public), and ranges between $599/year and $1,099/year. All price tiers include an unlimited number of concurrent logons and an unlimited number of accounts in the system. Most libraries would be in the lower price range.”
Moon Library’s LibAnswers

• Many of our LibAnswers connect users to appropriate LibGuides, links to databases, other websites.
• And on the flip side - you can embed a search box to LibAnswers into your individual LibGuides!
LibAnswer TIPS

• As you set up your LibAnswers look at other LibAnswer sites for ideas of how to customize your site and for question and answer ideas!

• Look at print handouts you already have for ideas for pre-populating your LibAnswers.

• Ask students, faculty, etc. to ask for ideas and feedback.
Moon Library’s LibAnswers
the public side.
Once you have your LibAnswers page setup and you’ve pre-populated it – you’ll want to advertise via your webpage, signage, table tents, handouts, social media, newsletters, bulletin boards, email and more!

<table>
<thead>
<tr>
<th>Moon Library FAQs</th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Question:</strong></td>
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<td><strong>Question:</strong></td>
</tr>
<tr>
<td>I’ve heard about some changes to the library catalog and databases - where can I learn more about these changes?</td>
<td>How do I easily find video tutorials to help me do my research?</td>
<td>Do you have a place online where I can find FAQs Frequently Asked Questions about Moon Library and where I can ask a question?</td>
</tr>
<tr>
<td><strong>Answer:</strong></td>
<td><strong>Answer:</strong></td>
<td><strong>Answer:</strong></td>
</tr>
<tr>
<td>We have an online LibGuide called “Changes at Moon Library”</td>
<td>Moon Library has a series called Library 411 at this web address <a href="http://tinyurl.com/Library411">http://tinyurl.com/Library411</a> or you can scan this QR Code</td>
<td>Moon Library has an FAQ site - LibAnswers. To see what questions have been asked or to ask a question yourself visit <a href="http://libanswers.esf.edu">http://libanswers.esf.edu</a> OR scan this QR Code</td>
</tr>
</tbody>
</table>

LibAnswers is an interactive site where you can ask a question and a Moon Library librarian will respond.

LibAnswers is also a database of all the previously asked questions and answers so you can search to see if the question you have has already been asked.

**Use QR (Quick Response) Codes**
A QR Code is like a barcode – when you scan it with your mobile device such as an iphone it will take you to the associated webpage. To scan QR codes you’ll need to download a QR Code app – usually there are free versions.
Things to remember about LibAnswers

• Review your Q & A’s on a regular basis to make sure they are current and up to date.
• Run spell check before you submit answers.
• Add in URLs – Links.
• Promote LibAnswers!