



**REFERENCE SERVICES AT
HUDSON COUNTY COMMUNITY
COLLEGE LIBRARIES
IN THE TIME OF COVID-19**

Presented by
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WHAT DO STUDENTS NEED FROM THE LIBRARY DURING THE PANDEMIC?



Connection with a LIVE HUMAN BEING



Reference Services



Reserve Books

WHAT CAN WE OFFER OUR STUDENTS?

The Fastest, Easiest Answer(s):

- Phones (Directional)
- Chat (Reference)
- Reserves were initially provided by RedShelf



CHAT



The College Libraries are now open to the HCCC community -

<https://library.hccc.edu/reopening>

Visit [HCCC.EDU](https://www.hccc.edu)



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Textbooks

Access to
Course
Reserves



Research

Search & find
valid
information



Instruction

Invite a
librarian to your
class



E-Resources

eBooks,
journals, news,
videos & more



Technology

Computer,
printer, tech
loan, & more



Events

Virtual events,
workshops,&
storytime

Ask Us



Library

Do you need help?

A librarian is online ready to help.

Chat Now

No Thanks

While connected to your school network, visit [AccessNYT.com](https://www.accessnyt.com)

AccessNYT.com

NY Times Academic Site License

Phone Banks

Eventually, Reserves



DURING SPRING SEMESTER WE SET UP
PHONE BANKS USING GOOGLE
VOICE. WE USED THOSE PHONE BANKS
THROUGHOUT THE SUMMER.



WHEN WE RETURNED TO CAMPUS IN
FALL WE USED SLACK TO COORDINATE
ON-DEMAND RESERVE REQUESTS.

HOW ELSE COULD WE REACH THEM?



Pre-Recorded Videos



One-on-one Reference
Instruction



Workshops

Online instruction vs on-ground instruction



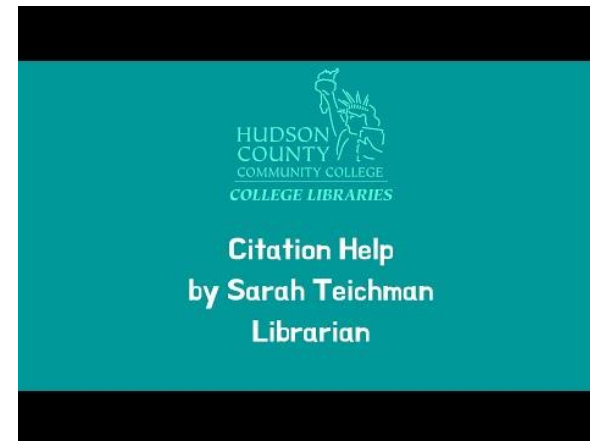
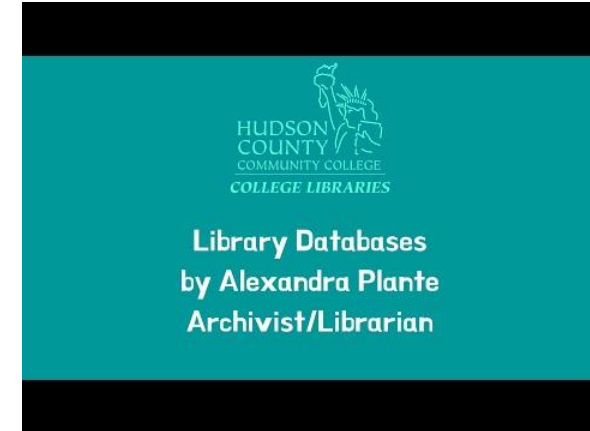
Some Professors prefer synchronous instruction, some like asynchronous.



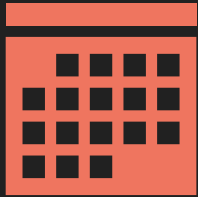
We tried to service both.

Pre-recorded videos

Instructional videos helped us manage frequent chat questions. Additionally, these helped us fulfill asynchronous library instruction requests from faculty.



One-on-one Reference Consultations



93 1-on-1 Consultations During
Fall 2020, but really October-
December



How did this come about



Faculty Buy-In

HCCC LIBRARIES PRESENTS:

THE LIBRARY IS ONLINE

A weekly update from your friends at the library covering new and innovative tools available to students, staff, and faculty!



Thursday November 19th @ 11AM

Meeting ID: 938 7924 9943

Password: e=Kvx3

THE LIBRARY IS ONLINE!

OH SNAP! WE'RE DIGITAL!

Join us as we explore Gale Virtual Reference available through the Hudson County Community College Library!

Thursday, November 12 at 11 am

Zoom Meeting ID: 920 9168 7784

Passcode: ONbi8h



HCCC LIBRARIES NOVEMBER EVENTS



All events held virtually.

For more details, please visit hccclibrary.libcal.com

The Library is Online Thursday, 11/5, 11:00 am- 11:45 am	APA/MLA Workshop Friday, 11/13, 4:00 pm- 5:00 pm
RIOT: The Opioid Epidemic Thursday, 11/5, 2:00 pm- 3:00 pm	APA/MLA Workshop Wednesday, 11/18, 3:00 pm- 4:00 pm
The Library is Online Thursday, 11/12, 11:00 am- 11:45 am	The Library is Online Thursday, 11/19, 11:00 am - 11:45 am
Game Mic (video game discussion) Thursday, 11/12, 6:00 pm- 7:00 pm	Virtual Open Mic Friday, 11/20, 4:00 pm- 5:00 pm

WORKSHOPS

Conclusions

Pandemics are no fun!

We tried to use the resources we had.

We were open to adaptation.

It's likely we'll have to offer these services (or some version thereof) ad inifitum.

