Long Distance Relationships: Assessing the Library Service Needs of Rural Students in Online Courses

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The eLearning Landscape at UAA

30 PERCENT OF PROGRAMS ARE AVAILABLE VIA eLEARNING

- 11% available 100% via eLearning (24)
- 19% available 50-99% via eLearning (41)
- All Others 70% (153)
Standards & Literature Review
Perspective
Alaska's size compared with the 48 contiguous states
Methods and Procedures
Turnagain Arm
Survey Questions

1. Demographics
   • Location
   • Major
   • Level of Study
   • Age
   • Accessibility

2. Use of the Library Website
   • Frequency
   • Reasons
   • How helpful

3. Access to Library Resources
   • ILL
   • Document & Book Delivery
   • e-Resources
   • Tech problems

4. Information Literacy
   • Ask a Librarian
   • Research Assistance
   • Library Instruction
Survey Respondents

Noatak, AK
- Pop. 514
- 70 mi north of Arctic Circle

Craig, AK
- Pop. 1,201
- Only by air or by sea
Age and Level of study: Rural students vs. all students

**Level of Study**

- Associate degree
- Undergraduate degree
- Graduate degree
- Certificate
- Continuing Education
- Non-degree seeking/Other

**Age Range**

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 and up
Majors vs. courses taken: Rural students and all students

- Arts
- Business and Public Policy
- Community & Technical College
- Education
- Engineering
- Health Sciences
- Humanities
- Law
- Physical and Life Sciences
- Social Sciences

Percentages: 0% - 60%
When and Why do you use the CL website?

- Once a day: 5%
- Once a week: 30%
- Once a month: 28%
- Once a semester: 23%
- Never: 14%

Bar chart showing usage frequency:
- Books: 40%
- Articles: 80%
- Citation Help: 40%
- Renewals: 10%
- Holds: 10%
- Study Rooms: 10%
- Event Info: 5%
- Contact a Librarian: 5%
- Contact Reference Desk: 5%
- Personal use: 5%
Local Library Visits: Frequency and Purpose

Pie Chart:
- Never: 44%
- Once a day: 1%
- Once a week: 13%
- Once a month: 18%
- Once a semester: 24%

Bar Chart:
- It's nearby/Convenient location: 80%
- Has the resources I need: 10%
- It's what I am used to: 10%
- Other (Describe): 10%
Problems with access to CL electronic resources:
Scale from 1 (Never) to 6 (Always)
How do you typically read electronic materials?

How do you prefer to read?
Are you aware that the CL offers the following services?

- Research assistance
- Citation help
- Evaluation of sources
- In-depth consultations
- Subject or course guide
- Subject specific research
- Subject Liaison Librarians

Unaware, Never accessed/not needed, Used
What resources do you normally use to complete your research? Check all that apply.

- Internet search engine
- Wikipedia
- Books/ebooks
- Articles
- Databases
- LibGuides
- Ask a Librarian
“This is day one of my first online course and the first UAA course I've ever taken.”

“I've never even heard of the consortium library.”

“Access to online journal articles is wonderful!!! I couldn't complete my coursework without it.”

“I wasn't aware of any of the library services for distance students.”

“I have used the online website to look for e-books and articles. These have been easy to search and locate as a distance student.”

“Apparently, I need to know more about what the Library offers and how to use it from a distance. Probably better marketing on what's available and how to use it.”
Next steps

• Analyze data from specific user groups

• Review student suggestions
  • (e.g.) Virtual orientation for eLearning students

• Expand future surveys to include distance students at APU/UAF/UAS

• Report to stakeholders
Reflections

• Never assume
• More e-Resource-related/Info Lit questions
• Institutional Contacts
• Test the survey
• The Politics Game
Thank you!

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