Library on Location: taking library services outside the library walls

Meg Upjohn
Deborah Fitchett
University of Canterbury Library
Library Anxiety
Look it up!
Assignment Questions?

Use ASK LIVE...

Your instant messaging connection to a librarian

Access ASK LIVE via the library homepage
Outreach History
RETURNS

Emptied weekdays only at 9am

Please re-open door to check that item has cleared the chute.
Books a Go-Go

Contra Costa County Library, California
The trouble with roaming is the patrons all think I'm trying to catch them at something.
The book goes to the man, not waiting for the man to come to the book.

-Mary Titcomb

The Story of the Washington County Free Library (1931)
Washington County Library, Maryland
We realize that people can't always come to the library. So, we try to bring the library to the people. New technology gives us new ways to do that.

- Anne Cain
  Director, Contra Costa County Library, California
Time
One of our most common questions in the first few weeks of term [...] is "Can you help me find room #X?"

- Heather De Forest

“Ask us here” coordinator at Simon Fraser University
Matariki at the Marae (Christchurch)
Place
They were thinking while walking and... there I was.

-Lisa Lavoie
Roving librarian at Tunxis Community College
…we’re just trying to go where students already are and already are studying.

-Ellen

Comment on Tame the Web (http://tinyurl.com/onlocation1)
Materials
Branding
It would be beneficial [sic] to have some type of sign that said Mobile Librarian because I had no idea what she was in the lobby for...  

-Student feedback  
Mobile Library trial at CSU Monterey Bay
Interactions
It’s all about conversation…

…librarians have to be accessible and adept at hosting a conversation.

-Lisa Lavoie
Roving librarian at Tunxis Community College
Evaluation
Library on Location feedback card

Approximately how often have you visited any university library this year?
never  a few times  once a week  a few times a week  daily

How useful was the Library on Location service to you today?
not useful  a little useful  very useful

Other feedback, comments, suggestions?
Approximately how often have you visited any university library this year?

- Never
- A few times
- Once a week
- A few times a week
- Daily

**Trial 1**

**Trial 2**
How useful was the Library on Location service to you today?

Not useful | A little useful | Very useful
---|---|---
0 | 5 | 25
Other feedback, comments, suggestions?
Takeaways
Where students are need us
You’ve gotta give a little something
Show them some attitude!
Books are like people: they can become good friends, and you get to know them quicker when they come halfway to meet you.

-conclusion of the film Libraries on Wheels (1945)
Thanks to . . .

Lisa Lavoie . . . . . . . . Tunxis Community College
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Pam Baker . . . . . . . . CSU Monterey Bay
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Questions?
More information:

http://www.deborahfitchett.com/lib_onlocation.php