11-3-2017

Ghosted by Faculty: When You Build It and They Don't Come

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GHOSTED BY FACULTY

WHEN YOU BUILD IT AND THEY DON'T COME

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OUR AGENDA

MEGHAN'S GHOST STORY

- LibGuides

HEIDI'S GHOST STORY

- Online modules

TAMMI'S GHOST STORY

- Workshops

A terrifyingly short slide with the background about this problem

WE HELD UP OUR END AND THE FACULTY NEVER SHOWED. NOW WHAT?

MEGHAN'S GHOST STORY

PSYCHED OUT

- Started at UNO in July 2016
- Assigned as liaison to Department of Psychology
- Fall 2016 Psychology faculty member asks for course specific LibGuide for Spring 2017
- Met with faculty in August to nail down resources and scope of LibGuide
- Completed assigned tasks by October and waited to hear from the faculty member...

MEGHAN'S GHOST STORY

PSYCHED OUT

- **And waited...**
- Emailed faculty multiple times in October with no response
- End of October - email received saying faculty member is swamped and will get to LibGuide after Thanksgiving Break
- Wait some more...never hear anything for rest of semester

MEGHAN'S GHOST STORY

PSYCHED OUT

- January 2017 - classes start in five days and now the faculty member wants to get LibGuide done
- **Sends me book list, looks at guide, says its good to publish**
- Publish guide and immediately there are edit requests and "issues"
- Question of why guide was published "without permission"
- List of videos sent to include in guide on February 25th
- Asked if guide is finished on **February 28th**

MEGHAN'S LESSONS

BE CLEAR

What does the faculty member want included vs. the library guides best practices.

SET DEADLINES

Make sure the faculty member respects your time and the efforts you go through for them.

GET BACK UP

Talk to your supervisor about the situation and know what the expectations are when this type of situation occurs.

HEIDI'S GHOST STORIES

DISAPPEARING FACULTY

MGMT 3200 - Business Communications

- 11 sections of F2f, 2 online-only sections
- Goal: Duplicate a 75-minute F2F instruction session on Blackboard (later Canvas)
- Class starts in 3 weeks (Fall 2015)
- Departmental requirement to include library instruction
- Can you just be added to my course and do it?

HEIDI'S GHOST STORIES

DISAPPEARING FACULTY

MGMT 3200 - Business Communications
- 5 short YouTube videos scripted, filmed, edited, uploaded
- Blackboard module created: videos and links tested
- Module uploaded to faculty's two sections (Spring 2016)
- Added as instructor for two semesters to monitor

- **Module was not ever assigned**
- **Module was not graded until Spring 2017**
- **No feedback was given. Ever.**

HEIDI'S LESSONS

QUESTION

How does this project fit within the curriculum? Is it a vanity project? Is it something required by the department?

COMMUNICATE EARLY

Share your hurdles with a supervisor during the process.

ASSESS

How am I going to judge this as a success for myself?
How is my supervisor going to judge this as a success?

REPACKAGE

Who is a better fit for this work? Can I take these skills and/or tools and share them with someone else who might benefit?

TAMMI'S GHOST STORY

GHOSTLY STUDENTS

Undergraduate workshops, Fall 2016

- Five workshops created for a learning community partner
- Marketed workshops to all students
- Printed in planners for students in learning community

- **Attendance was perfunctory ... and the numbers fluctuated**
- **Hard to tell which workshops were successful**
- **How do we know what we're doing well?**

TAMMI'S GHOST STORY

GHOSTLY STUDENTS

Undergraduate workshops, Spring 2017

- Three of the most popular workshops from Fall
- Marketed workshops to all students (and professors)
- Printed in planners for students in learning community (but those students no longer received credit)

- **Different student representation**
- **Attendance motivated by credit**
- **How do we ensure students are motivated by need?**

TAMMI'S GHOST STORY

GHOSTLY STUDENTS

Graduate workshops, AY 2016-17

- 13 workshops offered on two campuses by five librarians
- Integral part of Graduate Studies workshop series
- Marketed widely by library
- Flier mailed to every registered graduate student

- **Very low attendance for all workshops**
- **People we do reach are enthusiastic**
- **How do we manage our time wisely and still maintain our relationship with this campus partner?**

TAMMI'S LESSONS

SET GOALS

What does success look like? Track, assess, and reflect.

ADJUST

Use assessments to set new strategies.

EXPEND POLITICAL CAPITAL ... WISELY

Learn what is important to your partners before changing.
Don't ask your colleagues to do historically unsuccessful things.

BE CREATIVE

Ask yourself (and others): what else could work?

KNOW YOUR MISSION

Clearly align with your library's mission and goals.

GHOSTED BY FACULTY

ASSESSMENT

- We know what went wrong because we track everything

- We separate the events from our emotional reactions, and process each differently

BRICK AND CLICK 2017   UNIVERSITY OF NEBRASKA AT OMAHA

Creating a culture that accepts failure

VALUE CREATIVITY

PLAN ASSESSMENT

MAKE ADJUSTMENTS

QUESTIONS? COMMENTS?

Let us know what you think!

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