Goals and outcomes:

Our goal with this grant was to extend live library instruction into online and distance courses and create archivable online instruction tutorials. We achieved our outcome of exploring live library instruction using AdobeConnect, using it to provide an option for online and distance faculty and students to have the same library instruction opportunities as on-campus faculty and students. Our original intent was for moving traditional library instruction online and we conducted a number of those sessions. However, we soon found other relevant applications. We provided instruction to community organizers on Montana reservations through the Center for Native Health Partnerships and worked with the HERE (Health Education for Rural Elderly) to facilitate the delivery of a series of health enhancement programs for seniors in four rural eastern Montana communities. We also found a practical in-house use when a member of our reference team was hospitalized with a serious injury. He was able to participate in a reference team meeting from home using this software.

A partnership with the Burns Technology Center allowed us to maximize our grant funds. Instead of using all the money for an AdobeConnect subscription, we were able to purchase a ‘room’ for a significant savings. This allowed us to purchase webcams and headsets for all nine members of the reference team and two years access to a Connect ‘room’ instead of just one. We were also able to purchase new conferencing telephones for our offices so we can take advantage of the new teleconferencing features of the software.

We presented at a number of conferences in order to disseminate information about our project. All were well received and evaluations from our presentation at the American Library Association this summer were overwhelmingly positive. A list of our presentations follows:

“Meeting Users Where They Are: Real-Time Library Instruction for Patrons at a Distance.” Pacific Northwest Library Association Annual Conference, Victoria, British Columbia, August 12, 2010

“Library Instruction Live! Reaching Distance Students in Real Time,” with Nancy Connor (Cuyahoga Community College), ACRL (Association of College and Research Libraries) program at American Library Association Annual Conference, Washington D.C., June 27, 2010

Live From the Library: Real-Time Library Instruction for Students at a Distance,” Montana Library Association Annual Conference, Bozeman, April 9, 2010

“Improving Distance Students' Research Skills and Academic Performance through Live Online Interaction with Librarians,” XLi Conference, Missoula, March 11, 2010

“Using AdobeConnect to Share Knowledge and to Preserve Cultural Heritage,” Niipaitapiisini: Lifelong Learning Conference, Lethbridge, Alberta, October 9, 2009
Assessment:
Feedback from both faculty and student participants has been positive. Data has been collected from students using a SurveyMonkey form. We have requested faculty completion of the Library's Faculty Evaluation of Library Instruction form and have followed up with personal contact. Sample comments from these evaluations follow:

**Faculty comments**

“Just wanted to pass on a comment from one of our instructors regarding the MSSE Adobe Connect session last night ... great job! These sessions will make such a difference in the comfort level for our distance students regarding library resources and access. This is a wonderful service ... thank you!”
“The sessions were informative and motivational. Thanks for the great kick off for the students' search of the literature.”
“The recording will be helpful to my students.”

**Student comments**

“I love being able to see the computer screen in the demonstration.”
“I have not used the MSU library for any of my previous courses simply because the web-site looks so daunting. Most of my fears have been laid to rest. Thanks!”
“I was impressed with how helpful this service will be.”
“The overview of library resources was excellent and I have already accessed some resources as a result of the session.
“The biggest benefit for me was just understanding the breadth of resources available to me and how to access them.”
“The walk through of what’s available though the MSU library will be helpful for my project.
“I learned how to use the advanced search with the subject terms, keyword, etc. In the past, I had only used the keyword search.”
“I had never used infotrac before. Great instruction on it. Thanks.”

**Future plans:**
We are continuing to provide online instruction this fall because we were able to leverage our grant funds for another year’s subscription. We have already taught five library instruction sessions in September using AdobeConnect and another is in the works. Several of these sessions were for faculty members who utilized our online services last year.
At the completion of our pilot year, we reported our experiences to the members of our reference team and have their support for continuing this project. Additionally, we have had some of our team members participate and we will continue to encourage others to utilize AdobeConnect for instruction.
Our plans moving forward include the investigation of better ways to market our online instruction options. We found that getting the word out about this project was the most difficult part of implementing the new service.

**Final Expenditure Report:**
Webcams and headsets for 9 reference team members = $1018.61
AdobeConnect ‘room’ through BTC for FY’ 10 & 11 = $550.00
2 speaker phones = $350.00
Total = $1918.61