

Mi Casa, Su Casa

FIU

Libraries

Librarians serving
students from the
comfort of their
homes

Introduction

Pre-COVID-19

During COVID-19

**Best Practices & Trends in
Librarianship**

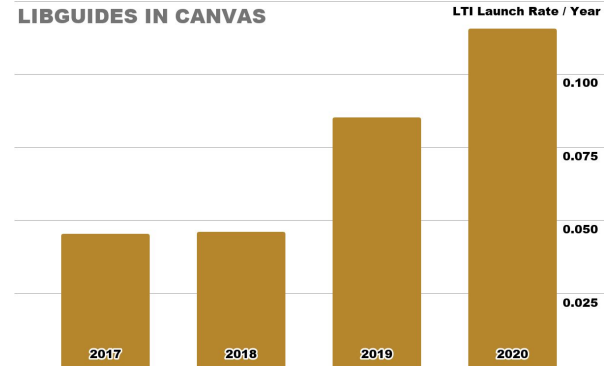
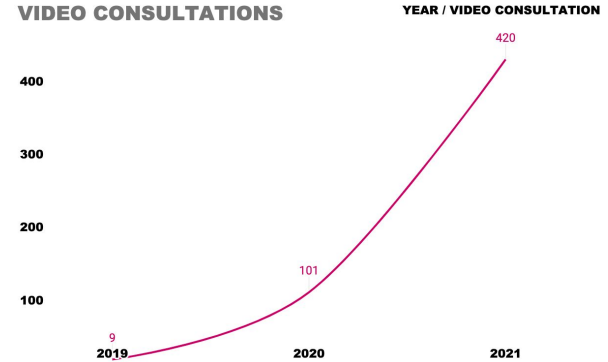
- ↓ Reduced F2F Hours: Preference for Chat, Online Services
- ↑ Increased Online Presence
- 🏠 Expanded eResources came online
- 📖 Access Services provides access to print when necessary
- 🔔 Little difference in what we can provide!

Course Support

Embedded Librarians

Video Consultations

Remote Media
Literacy Course



Student Engagement

Zoom Breakout Rooms

**FIU Language Day
Events**

“ The breakout room idea was great ...

“ It is fun and interactive. It is also engaging and social, which is perfect during the social distancing age.

“ Thank you so much for this fun online opportunity. It was great to finally get a chance to participate in an "extra curricular" activity with other students. I've only been on campus a handful of times to meet with a guidance counselor or a professor, never anything social. I feel like this gave me a chance to connect as if I were on campus. 🙌🙌

Tech Interventions



Libraries

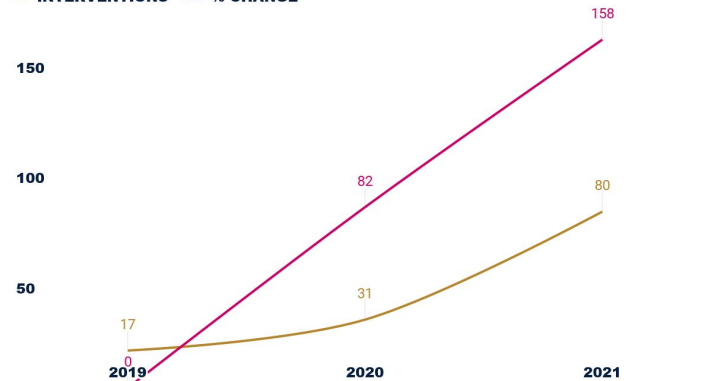
Targeted Chat Hours

Zoom Reference

YouTube Instruction

Zoom Interventions

— INTERVENTIONS — % CHANGE



YouTube % Change (2019 - 2020)

Views	Hours	Subscribers	Impressions	Avg Duration
^432%	^120%	^250%	^1,600%	-59%

Contact Info

Sarah J. Hammill

 Business & Online Learning Librarian

 hammills@fiu.edu

Elana D. Karshmer

 Head of I. & R.S.

 ekarshme@fiu.edu

Christopher M. Jimenez

 Web Services Librarian

 jimenezc@fiu.edu

Holly Morganelli

 Global Learning Librarian

 hmorgane@fiu.edu