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### Where They Lead, I Will Follow: Serving Remote Graduate Student Populations

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# Where They Lead, I Will Follow: Serving Remote Graduate Student Populations

Penny Scott, MAT, MLIS, Reference Librarian, University of San Francisco

## Hey, where did everybody go?



2003: I begin my job at University of San Francisco, as library liaison to the School of Management grads and undergrads. I teach classes, conduct workshops, work with students one-on-one and in groups.



2005: I begin "librarian office hours" in the School of Management, increasing my visibility to grad students



2012: All School of Management masters programs, including students, staff, and faculty, move to a new downtown campus across town. LIBRARIAN PANICS!

## Evolution of Service

2013

- Librarian office hours two hours a week on two different days

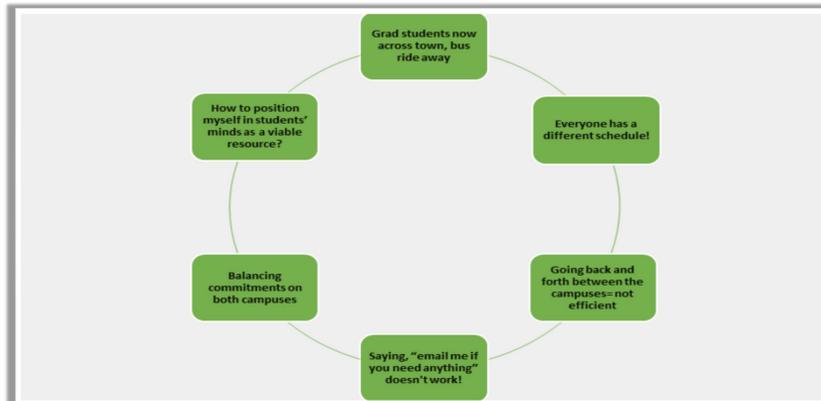
2015

- Started with half days twice a week
- Ended the year doing one full day every other week

2016

- Evolved into one full day every week!

## Concerns, Obstacles, Realities



## Benefits of Service



## What Success Looks Like

- Learning about an event or class to partner with
- Chatting with profs about what they're researching and teaching
- Students recognizing you from orientation
- Students making appointments with you during your office hours
- Conversations that wouldn't have happened if you hadn't been there: "I was going to email you, but here you are!"

## Real Talk!

- You'll worry that the students don't need you anymore
- When you reach out to certain program assistants or directors, they won't respond.
- You will sometimes feel very uncomfortable sitting at a table waiting for people to talk to you.
- You will be somewhat at a loss about how to measure your success

## Best Practices

Start small:  
Try out  
an  
hour or two  
at first

Build on  
established  
connections  
with  
students,  
staff,  
administrators

Engage  
within  
existing  
structures  
(events,  
programs,  
etc.)

Keep  
trying!  
Really

