Creating a Help Station Where There Isn’t One

Derek Malone

University of North Alabama, dmalone3@una.edu

Follow this and additional works at: https://ir.una.edu/libfacpresentation

Part of the Higher Education Commons, and the Library and Information Science Commons

Recommended Citation
Creating a help station where there isn’t one

Problem: We’re a public service department, without a public service computer station to access ILLiad accounts and check records

Solution: We use a tablet (iPad) to create a help station

Common questions we would like to answer by opening the patron’s account and guiding them through the processes

- How do I renew my interlibrary loan book(s)?
- Why can’t I renew my interlibrary loan book(s)?
- How do I make an interlibrary loan request?
- How do I request a(n) book chapter/article using ILLiad?
- How do I access my article using ILLiad?

Our iPad folder includes:

1. Links to our different ILLiad logins
2. Links to our catalog, and consortia catalogs
3. Link to WorldCat

Our materials are checked out in the patron record and through ILLiad. Our two most common questions concern the two not matching and renewals.

Quick links inside of the folder:

1. ILL login for student, faculty, staff
2. ILL login for Friends of the Library
3. Link to patron’s library record
4. Link to our catalog, OhioLINK, SearchOhio, and WorldCat