

A Big Virtual Welcome to you!

**I am Louise Greenfield, a Librarian at the U of A library.
I am also the librarian who has the special assignment of being
the Liaison to the College of education and therefore liaison to
YOU.**

I want to begin by asking you two questions

**1. Think of one word that describes how you feel when you
begin a library-related assignment**

Answer:

**Obviously I can't actually hear your answer, but I can guess.
Generally students respond with such words as overwhelmed,
anxious, lost, nervous and once in a while excited.**

**2. This second one is related to the 1st question:
How many physical items (books, tapes, newspapers journals,
etc. do you think we have in our library system?**

Answer:

How many physical items do we have in the library?

Did anyone say 9 million?

Well that's the approximate number.

**But it does not include the hundreds and hundreds and
hundreds of materials we have access to electronically.**

SO...

**If you are feeling anxious, overwhelmed, uncertain and maybe
even a little excited, it may be due to the fact that there is a lot of
stuff out there.**

**Helping you to work through all this stuff and find the materials
best for you, in a reasonable timeframe is how I and other
librarians can help.**

Today I am going to give you a personal introduction to our services and the collections I think you will find of interest.

We are a teaching and learning library.
We like to help you. That is what we are here for.

We have a service called Reference consultation
You can make an appointment with a librarian who is a subject expert in their field
For example I am the subject expert for education and children's literature.

We have subject experts for Biology, Business, Psychology, Spanish and Portuguese and many, many other subjects.

On our home page go to the category

[Help](#)

- Select
- [Contact a Subject Specialist](#)

Subjects are listed alphabetically.

You can then send an email to the librarian assigned to your subject.

We can sit down with you for up to an hour.

We can introduce you to a particular database or resource, or help you with a particular search or topic.

The Information commons houses our Information Commons help desk. This is a reference desk and a technical help desk. We have a very friendly and knowledgeable staff. For reference questions just come to the desk.

All Reference questions are answered from this desk

Research reference, technology related. The Info commons is located on the ground floor of the library.

Our third form of reference is Chat Reference.

Has anyone ever been in a chat room or used an instant messenger type service?

It is actually quite similar. You can contact a librarian via the web and chat virtually with her or him through email. The librarian will respond to your email message instantaneously

and will virtually chat with you, helping you to solve your information question.

You can use our chat service by going to our home page then looking under the Help category and clicking on Ask a Librarian looking under Ask a Librarian.