THE POWER OF CONTENT MANAGEMENT SYSTEMS: TOOLS AND SOLUTIONS TO AUGMENT YOUR INFORMATION LITERACY AND LIBRARY PROGRAMS

Joseph Yap
Ramina Mukundan
Nazarbayev University Library

XIII International Conference «Central Asia 2019: Information and Library Resources in Science, Education, Culture, and Business
April 24-26, 2019 | Urgench, Uzbekistan
Objectives

1. To understand the benefits of CMS in managing virtual reference services.

2. To share the experiences of Nazarbayev University Library in using Springshare as a CMS tool.
To highlight the advantages of having a proprietary CMS as tools for library instruction and Information Literacy.
Library websites provide up-front basic information
Content Management System

Designed “to create, customize, and manage information” (Patnaik & Mishra, 2015) and is utilized by all industries to organize information and knowledge (Wan, Li & Gao, 2016).
Open Source CMS
Libraries using Drupal

Started in 2001
According to Dobbs, Sittler, & Cook (2013) “the easy-to-use tools in Springshare’s LibGuides help you organize webpages, improve students’ research experience and learning, and offer an online community of librarians sharing their work and ideas.”
The Benefits of a LibGuide

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< joseph.yap@nu.edu.kz >

Introduction

Libraries are increasingly expected to create and share information in a timely and cost-efficient manner due to budget and staffing cuts. The traditional way of marketing library services involves creating brochures that may not be the most economical or environmentally friendly method. As user demographic changes and as technology evolves, libraries are expected to provide information at time of need.

LibGuides is a content management system (CMS) from Springshare (2017) and is being used by more than 5,700 libraries in 80 countries. Rodriguez (2015) reported that 4,800 libraries are using LibGuides which means a 19% increase in a span of two years. LibGuides has become a popular platform to promote library resources as well as share the subject expertise of the liaising librarians. The Nazarbayev University Library has been using LibGuides version 2 for about a year. Currently, it has more than fifty published guides that are categorized by general purpose, school, course guide and topic guide.

Benefits

The University of Pittsburgh (2017) reported a number of benefits of using LibGuides to complement students’ learning. Since the guides are organized in a subject-specific manner and available online, students can access the materials at their own pace. Another advantage to using LibGuides is the ability to update the content almost immediately as information changes.

Subject Librarians as Owners of the Guides

At Nazarbayev University Library, a subject librarian is assigned to each school or center to support with their information needs. Subject librarians are responsible for creating, maintaining and promoting their own guides. Each librarian works independently and thinks of a topic related to their subject specialization. Librarians are instructed to follow an existing guideline or template. For example, librarians are required to upload a photo in their profiles to help patrons be familiarized with their librarians.

In addition, librarians receive email reminders on how to curate and update assets. An asset is a “content object” which can be added to enhance a guide, such as a hyperlink, media including photographs, document, file, book from a catalog or an RSS feed. Assets should be managed carefully as deleting an asset may affect guides that contain the same asset. Subject librarians should also be cautious with tagging metadata, adding images and customizing design.

Creating your first guide is a fun experience. Before your guide is published, it is important to make sure that your content is user-friendly and accessible. Key checkpoints would include closed captioning for your videos, functional links, clear and informative headings and text, including avoiding the use of jargon. Martínez (2017) from O’Neill Library, Boston College in Massachusetts, has prepared an excellent introduction to LibGuides. You may visit his LibGuide for more information.
In 2012, NU Library started creating LibGuides

<table>
<thead>
<tr>
<th>2012</th>
<th>2018</th>
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<tr>
<td>18</td>
<td>60</td>
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</table>
Total guide views

Year:
- 2012: 2,342
- 2013: 4,204
- 2014: 3,014
- 2015: 5,437
- 2016: 12,885
- 2017: 25,773
- 2018: 45,536

Number of hits:
- 0
- 10,000
- 20,000
- 30,000
- 40,000
- 50,000
Most accessed LibGuides in 2018

<table>
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<tr>
<th>Guide</th>
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<tr>
<td>Media and Information Literacy</td>
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<tr>
<td>Citation Styles and Tools</td>
<td>1,843</td>
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<td>Career and Advising Center</td>
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<td>Subject Librarians</td>
<td>1,721</td>
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<tr>
<td>Google Scholar</td>
<td>1,656</td>
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</table>
Knowledge can be created and disseminated in all forms and formats. Media and information increases everyday and it becomes so abundant that it can be found anywhere, anytime specially in the booming era of data and information explosion. Becoming media and information literate individuals will test our patience on how we deal with information. It includes a certain level of respect towards those who need and request for it. Respect for information need means we allow each and everyone to express their ideas, opinions and expressions fully without any judgment or prejudice. MIL teaches us to use information and media content in an ethical, efficient and effective manner.
### Science track

**Venue:** Block C4, Room 268

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<th>#</th>
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<td>1</td>
<td>A. Sarsen, A. Sheverdin, A. Abrashuly, C. Vafarianopoulos</td>
<td>Maximizing photonic response with simple resonating structures in various geometries</td>
<td>10:00 – 10:20</td>
</tr>
<tr>
<td>2</td>
<td>Joseph M. Yap</td>
<td>Tracking the use of LibGuides: A content and usage study applying return on investment</td>
<td>10:20 – 10:40</td>
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<tr>
<td>3</td>
<td>A. Altayzy, H. Fan, Y. Xie</td>
<td>Effects of carbon nanoparticles on bacteria and application potential in biomedicine and pollution detection of ocean</td>
<td>10:40 – 11:00</td>
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<td>5</td>
<td>T. Ukhitov, A. Issakhanov, O. Nurdualit, A. Desyatnikov</td>
<td>Twisted and knotted light in photonic lattices and nonlinear media</td>
<td>11:20 – 11:40</td>
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<td>6</td>
<td>E. Abdikamalov, D. Alina, M. Demissey,</td>
<td>Astrophysics Frontiers: Computer simulations and analytic calculations</td>
<td>16:20 – 16:40</td>
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<td>I. Sleznev, R. Allibekova, M. Pignatelli, A. Clementi</td>
<td>Developing a bilingual survey on patient satisfaction to assess patient-centered healthcare in Astana, Kazakhstan: Experience of Nazarbayev University School of Medicine</td>
<td>16:40 – 17:00</td>
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<td>8</td>
<td>A. Kuzhabekova, A. Ternorbayeva, J. Sparks</td>
<td>Research capacity and re-adjustment of foreign PhD holders from Kazakhstan</td>
<td>17:00 – 17:20</td>
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<td>A. Rakisheva, N. Smat, M. Yelibay</td>
<td>Understanding Kazakhstani Cultural Values</td>
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<td>M. Yakup et al.</td>
<td>Cross linguistic information on the acquisition of the stress pattern in L3 (English)</td>
<td>17:40 – 18:00</td>
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LibAnswer queueing system helps the Reference Department in responding to immediate questions via chat, email, or random questions posted in our FAQ.
Ask a Librarian Queries based on User category

Monthly distribution:

- January: Faculty 216, Students 351
- February: Faculty 164, Students 431
- March: Faculty 127, Students 272
- April: Faculty 158, Students 383
- May: Faculty 223, Students 189
- June: Faculty 218, Students 210
- July: Faculty 99, Students 140
- August: Faculty 282, Students 181
- September: Faculty 382, Students 531
- October: Faculty 111, Students 331
- November: Faculty 115, Students 384
- December: Faculty 82, Students 189

Legend:
- Green: Faculty
- Red: Students
Google Scholar: Google Scholar

Learn some tips & tricks to improve your Google searches as well as how to get the best out of Google Scholar

Google Scholar Search Tips

Introduction

With the right combination of keywords and filters, Google Scholar can find articles and patents on most topics. However, not all articles allow you to read the full text. The full text of the documents usually comes from institutional repositories, personal pages of scientists, open access journals, the public domain etc. The more recent materials (not in public domain) are made available with the agreement of the authors for free access. Today there is a range of access permissions that you should know in order to make the best use of the articles without infringing author’s rights. Nazarbayev University Institutional Repository (NUR) is an example of an open access resource indexed in Scholar. Click here to see results from NUR in Scholar.

Use the tabs below to find more information to make the most of searching with Google Scholar.

On Campus

On the right of the results list you can see if the article is available. You might see an option for [pdf] or full text through the Library. You should also click on the title link because the article might be available in open access through the publisher.

- Designing materials for biology and medicine
  - Abstract: Biological materials have played an essential role in the success of medical devices and pharmaceuticals. However, we are now moving towards a new era of smart materials that can interact with their environment. Research is increasingly focused on designing materials that can sense and respond to changes, such as water or temperature changes.
  - [Full Text @ NU Library]

- Hydrogels in biology and medicine: From molecular principles to bionanotechnology
  - Abstract: Hydrogels are a special class of polymer materials that can absorb a large amount of water and maintain it in a gel-like state. These materials are used in a variety of applications, including biomedical devices and drug delivery systems.
  - [Full Text @ NU Library]

Reference Librarian Email Me

Subjects:
- Multidisciplinary

Was This guide helpful?
- Yes
- A Little
Patron Chats

All (1) / New (0) / Mine (1)

Sagadat is chatting with Joseph Yap

Department: Default

Chat

5:26 PM
Hello. How can I help you?

Sagadat

5:26 PM
Hi, I need a certain article but NU doesn't have access to it. What I need to do to access it?

Joseph Yap

5:26 PM
May I know the doi?

Sagadat

5:26 PM
DOI: 10.2174/138222666171212152406

5:26 PM
It's pretty recent

5:26 PM
also, I requested this one via portal DOI: 10.1093/jetlet/2017.4.009

Joseph Yap

5:28 PM
This is published by a possible predatory publisher. Can you find another article?

Sagadat

5:32 PM
I will check the second one

5:32 PM
For the second one, I will request via ILL.

5:32 PM
When do you need the article? May I know your email address?

Joseph Yap

5:33 PM
We will try our best since you just requested now.

Chat

Powered by Springshare. All rights reserved.
Hi, I need a certain article but NU doesn't have access to it. What do I need to do to access it?

Joseph Yap: Hello, how can I help you? I'm Joseph Yap. May I know the details?

Sagadat: Hi, I need a certain article but NU doesn't have access to it. What do I need to do to access it?

Joseph Yap: May I know the details of the article?

Sagadat: DOI: 10.2174/13852732822060171212152406

Joseph Yap: I see. It's pretty recent. Is there anything specific you need help with?

Sagadat: Yes, I need to access the article. What are the steps to do it?

Joseph Yap: You'll need to request the article through the library system. You can send an email to the library with the DOI and they'll assist you.

Sagadat: Thank you so much, Joseph. I appreciate your help.

Joseph Yap: No problem. If you need any more assistance, feel free to contact me.

Sagadat: I will. Thank you again.

Joseph Yap: You're welcome. Have a great day!
LibCal

LibCal is a great tool for organizing library workshops, one shot sessions, events, and making appointments.
MPH: Citation Tool EndNote Online

This workshop will introduce participants to EndNote - a tool for creating bibliography and managing references.

You will learn how to set up an EndNote account, import citations, use the Cite While You Write for Microsoft Word plug-in and share project folders, and other features.

The workshop is arranged for students of MPH Year 2.

**Related LibGuide:** Citation Styles and Tools by Reference Librarian

**Event Organizer**

Anar Dautova

School of Medicine
Library, Floor 7, office 701/2
5/1 Kerey-Zhamibek
Khandar street
+7 (7172) 70-82-73

**Date:** Monday, April 1, 2019
**Time:** 4:00pm - 5:00pm
**Location:** Small Comp Lab (701/5)
**Campus:** School of Medicine Library
**Categories:** One-shot session
Anar Dautova has requested your review of an event in the Explore Workshops & Events calendar.

You can review this event by visiting the Publishing Workflow page.

**Event Details:**
- **Title:** MPHY Citation Tool EndNote Online
- **Location:** Small Comp Lab (701/5)
- **Campus:** School of Medicine Library

_4:00pm - 5:00pm, Monday, April 1, 2019_

**Description:**

This workshop will introduce participants to EndNote - a tool for creating bibliography and managing references.

You will learn how to set up an EndNote account, import citations, use the Cite While You Write for Microsoft Word plug-in and share project folders, and other features.

The workshop is arranged for students of MPH Year 2.
Registration (15 seats left)

A seat is being held for you. If you are idle on this page for 10 minutes, your seat can't be guaranteed and you may need to start over.

Registration is required for this event.

Required Fields:
- Full Name *
- Email *
- School (ex. SHS) / Department (ex. Economics) *
- User type
- How did you know about the workshop
- Have you ever taken part in the Library workshops or instruction sessions? If yes, please, list the topics.
- Level

Register
Make an Appointment - Nazarbayev University Library

Meet One-on-One with our expert Librarians to get help with your research or homework.

You are welcome to arrange an appointment - either Face-to-Face or using Zoom video conferencing.

Some topics to be discussed:

- Search books and articles
- Cite it right: EndNote, Mendeley, Zotero
- Getting started with research
- Literature review tools

General Guidelines:
- Appointments must be made 24 hours in advance.
- Cancellations should be made at least two hours in advance.

1. Select a staff member:
   - No preference
   - Darya Zvonareva
   - Yelizaveta Kamilova
   - Joseph Yap
   - Ramina Mukundan
   - Mary Kay Rathke

2. Select Date:

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3. Select Time:

- 2:30pm
- 3:00pm
- 4:30pm

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Report a tech support issue.
Dashboard / Logout.
Study Rooms

- **PhD Study Room** can be booked by students enrolled in doctoral programs.
- **Family Room** is for student and researcher parents who need a quiet place to study with their children.
- **Individual Study Rooms** are not in the booking system. Please proceed to circulation desk 3rd floor.

By using the rooms, you agree to follow the policy [https://nu.kz.libguides.com/rooms](https://nu.kz.libguides.com/rooms).
# Specialized Database Terminals

Specialist resources are available on fixed PCs in The Media Room (2nd floor, 5a.216):

- **The Bloomberg Professional Service (The Terminal)** quickly and accurately delivers business and financial information, news, analytics and insight around the world covering all market sectors: real-time and historical pricing, indicative and fundamental data, charts and graphs, customized analytics, company and industry news, economic data, statistics and estimates.
- **Paragraph** is a unique reference system, which brings together a number of information blocks - law, accounting, full text of regulations and standards, and information on public institutions, public services, social sector and service sector organizations in Kazakhstan.
- **Wolfram Mathematica** provides a single integrated, continually expanding system that covers the breadth and depth of technical computing.
- **SPSS Statistics** is a software package used for interactive, or batched, statistical analysis.

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**Monday, April 8, 2019**

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[Report a tech support issue](#)

View this page in a format suitable for screen-readers

[Room schedule / Dashboard / Logout](#)
Alternative Tools to Springshare

• Social Media (Chat) – FB, VK, Whatsapp (Mobile phone), Zoho - https://socialcompare.com/en/comparison/meebo-alternatives-1ap5l6l7

• Google Calendar (Calendar) combined with Google Forms

Conclusions

• The library’s role is to provide access to information at any given time even if the library is closed.

• The availability of online tools and its countless benefits, just like what Springshare showcases, helps the librarians in assisting students in their search and exploration of information. Thus, it augments our IL program by providing ready-made subject and research guides.

• Tools like Springshare saves the time of the user.
References

Questions?

Thank you for your attention.