

Frequently Asked Questions about the Library and Learning Commons

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FAQs for Campus Library Services

Q: What if I have library materials checked out currently?

A: All library materials currently checked out will be automatically extended until campus operations are open again. No fines or fees will be charged until further notice.

Q: What if I have a live “in class” library orientation scheduled or need library instruction for my class?

A: We have many options for online library instruction! The LLC has short videos on various topics that can be embedded in your Canvas classroom for students to view (https://guides.fscj.edu/library_resources). We can also have a librarian drop in on your synchronous online class to give a demonstration or answer questions on researching and library access. Please contact your campus librarian directly (<https://guides.fscj.edu/Contact/staff>).

Q: What if I have materials on course reserve for my students in the library?

A: Please contact your campus librarian (<https://guides.fscj.edu/Contact/staff>). At this time, we do not have access to physical materials in the LLC, but we will work with you to locate similar items in digital format that can be shared online with your students. The library will purchase ebooks for your class (funds permitting). We already have almost 200,000 ebooks available now on virtually every topic! Please check with a librarian.

FAQs for Online Library Services

Q: How can I obtain live access to a reference librarian for research help?

A: We have LIVE access to a librarian for research assistance for you and your students. Students can text, chat online, or submit a question to connect with one of our reference librarians. The hours are Monday – Thursday from 8 am – 9 pm, Friday 8 am – 3 pm, Saturday 9 am – 3 pm, and Sunday from 1 pm – 5 pm. You can always submit a question or review our FAQs at any time.

Link: <https://libanswers.fscj.edu/>

Q: How can I access library tutorials?

A: We have several library research videos for you to share with your students that show how to access your library account, search the library catalog, and search the library databases.

Link: https://guides.fscj.edu/library_resources

We can also create a customized video for a specific project or research assignment. If you would like a live session, we can work with you to provide library instruction using Canvas Conferences. Please contact Shannon Dew, Director of Online Library Services, or the librarian at your location for assistance.

Email: shannon.dew@fscj.edu

Link to Contacts: <https://guides.fscj.edu/Contact/staff>

Q: How can I include Library Linking in my Canvas course?

A: You can embed library resources right into your Canvas course! Access our Canvas Library LibGuide for tutorials on how you can add eBooks, journal articles, videos, and LibGuides for your students. You can always contact Shannon Dew, Director of Online Library Services, for further assistance.

Email: shannon.dew@fscj.edu

Link: <https://guides.fscj.edu/Canvas/Home>

FAQs for Tutoring Services

Q: When we transition to online instruction, will my students still be able to get live tutoring help or have tutors review their essays?

A: Yes! The LLC is currently working to prepare all our FSCJ tutors so that they can provide live tutoring virtually through the Conferences application in Canvas. While students are still on Spring Break and faculty are preparing to go fully online, tutors are participating in training, and we are making the logistical arrangements required to allow us to go live with virtual tutoring beginning on Monday, March 23rd. The LLC is continuing to explore multiple additional support mechanisms to ensure that faculty, staff, and students are fully supported!

Q: Will Brainfuse (online tutoring support) still be available to students?

A: Yes! Students will still be able to access Brainfuse within the current usage limits. At this time, there are no plans to extend the amount of time (90 minutes per month) that students have to work in the Brainfuse platform. We feel confident that students will be able to receive the academic support that they need by primarily working with FSCJ's tutoring staff in a virtual environment, and they may continue to utilize Brainfuse as a supplement to this support.

Q: When and how will you communicate with the FSCJ community about tutoring access?

A: Once we have finalized all logistical arrangements for virtual tutoring support, we will communicate with faculty, students, and staff via various channels to ensure that everyone knows how to access tutoring. This will include an e-mail blast to students and posting of access information on multiple LLC Web pages. Additionally, watch for the LLC Newsletters, social media, and other venues for information sharing. Remember that the LLCs are ready now to serve you, and an email or a phone call for quick support is always welcome!