

# Assisting, Instructing, Assessing: 21st Century Student-Centered Librarianship

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Thomas G. Carpenter Library  
University of North Florida



Thomas G. Carpenter Library

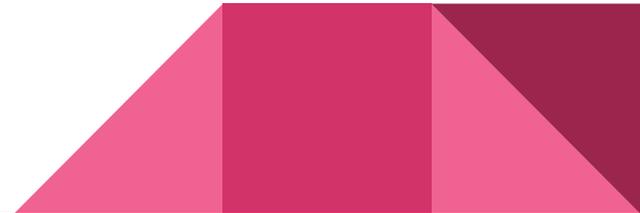
# History of UNF Instruction

- Face-to-Face library instruction one-shots
- LIS 1001 in person 1997; Online 2013
- Online instruction began in 2014
- But are one-shots and an elective course enough?



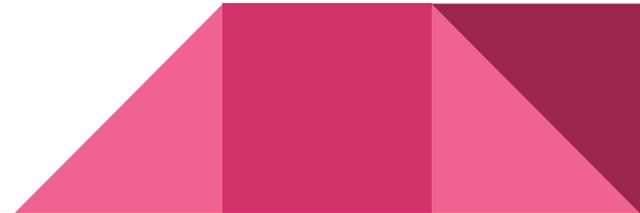
# Defining UNF Student's Needs

- Talking to professors
  - Finding out after library instruction that faculty felt the need to have students have one-on-one sessions with a librarian
- Small group instruction
- Reaching out to talk to students

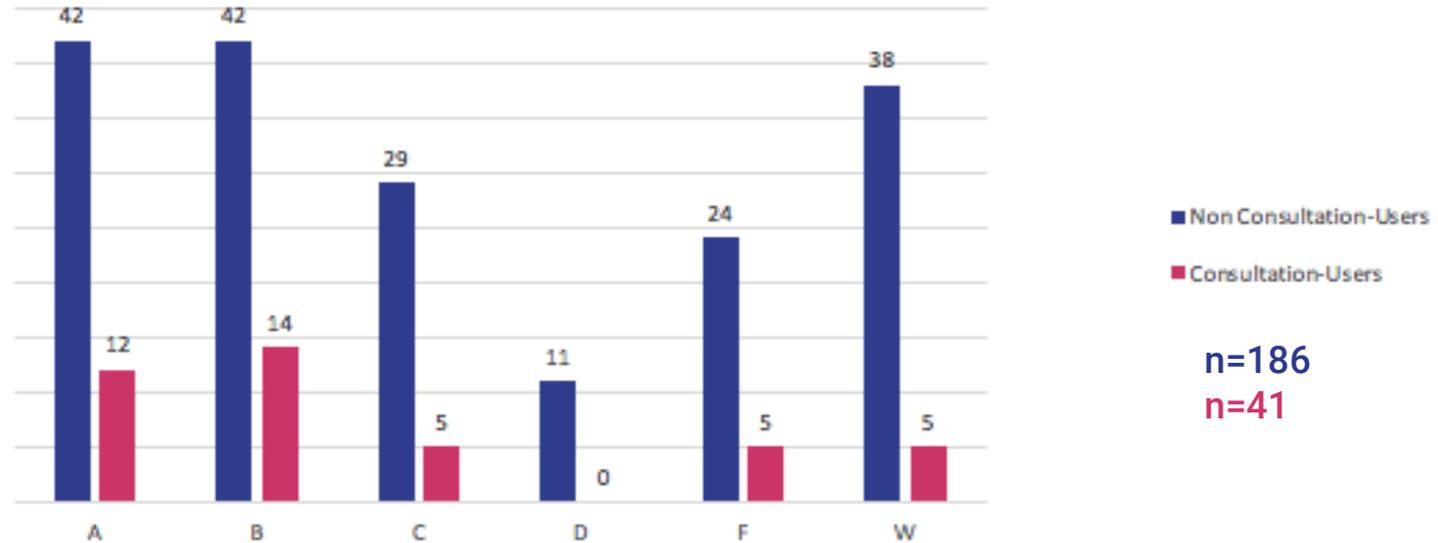


# Looking to Assist Our Students

- What was our goal?
  - Was library instruction actually enough?
  - What about students that were not having enough time to critically evaluate or work on their information literacy skills?
- To meet faculty expectations
  - Faculty are expecting their students to continue research with consultations (Example: 44% of International Studies students)
- Assisting students needed to go beyond the reference desk



# Craft of the Historian HIS 3051



Non Consultation-Users DFW rate= 43%

Consultation-User DFW rate= 26%

DFW= grade below a C, therefore failure in the course

# Public Relations Writing PUR 3100

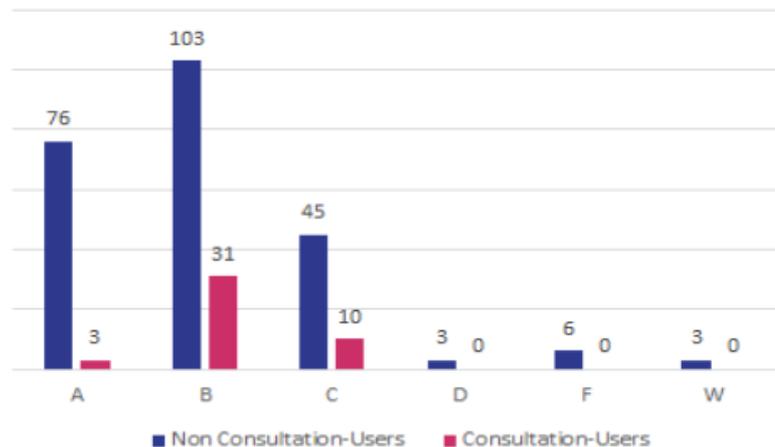
## Audience Analysis Assignment

Non Consultation-User = 43/60 points

Consultation-User = 46/60 points

Overall Course Grade

n=236  
n=44



# Prior to Starting Research Consultations

- What would a research consultation look like?
- What is the librarians' game plan?
  - Time allotment?
  - Preparation?
  - Librarian availability?



# How to Spread the Word

The question became how do we let students who are not getting library instruction in their class know about this service?

- Orientations/Outreach Activities
- Flyers/handouts
- Student to student marketing



Meet online or face-to-face

Choose your date and time

Schedule a **RESEARCH CONSULTATION**

UNF  
Thomas G. Carpenter Library

Questions? Contact Us  
(904) 820-2618  
lib-instruction@unf.edu

<http://unf.libcal.com/appointments>

Need help finding information? Schedule a research consultation to meet with a librarian at the Thomas G. Carpenter Library.

Follow us @unflibrary



This area is reserved for  
**RESEARCH CONSULTATION  
APPOINTMENTS**

Calendar

If you require assistance with library resources, please make an appointment with a librarian

Text "APPT" to (904) 507-4122



UNF

Meet me at the  
**Consultation Station**

Need help finding information?  
Schedule a research consultation to meet with a librarian at the Thomas G. Carpenter Library.

<http://unf.libcal.com/appointments>

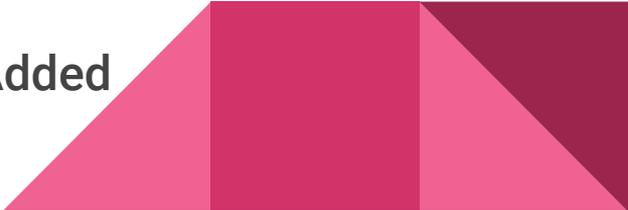


**schedule**  
A **research consultation**

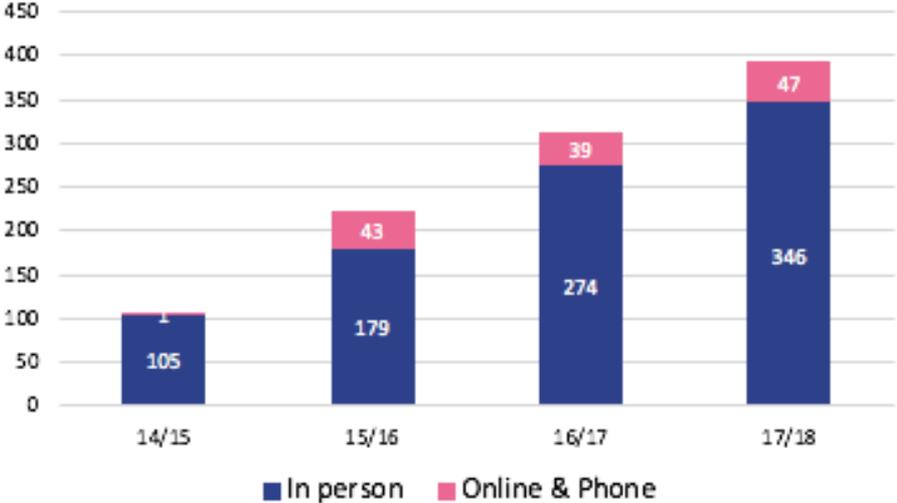
Improve the quality of your research and save time.

<http://unf.libcal.com/appointments>

# Research Consultation Expansion

- Starting 2012, consultations grew
    - Mentioned at every library instruction session
    - Mentioned to all students and faculty events
    - This brought about a large increase of consultations
  - We expanded the location outside of classrooms
    - Personal Offices
    - Research Consultation Station and allows for advertising
    - In 2015 started offering phone, Email
    - Small group library research consultations
  - Distance Learning/Online Learning Consultations Added
    - BlueJeans software 2017
- 

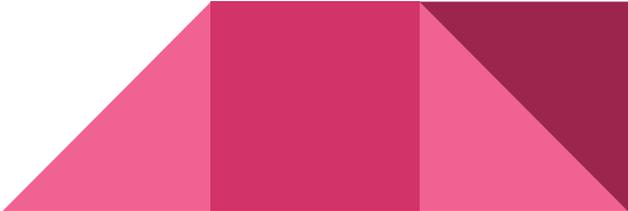
# Growth of Research Consultation Service



Continues to grow year after year

August/September 2017= 45 students

August/September 2018= 134 students





15 Monday

16 Tuesday

17 Wednesday

18 Thursday

19 Friday

8 AM

Appointment with marianne scheiner  
(g1821uat@gmail.com)  
consult desk  
s.weiss@unf.edu



9 AM

Appointment with Charles Andrew Crawford  
(candrewcrawford@gmail.com)  
Consult desk  
cat.silvers@unf.edu



10 AM

11 AM

12 PM

Appointment with nashun gross  
(nashun.gross@gmail.com)  
consult desk  
s.weiss@unf.edu



1 PM

2 PM

3 PM

Appointment with Rachel Wedderburn  
(wedderburn\_rachel@yahoo.com)  
lauren.newton@unf.edu



Appointment with Lawrence Normandeau  
(n00946248@ospreys.unf.edu)  
Consultation desk  
lauren.newton@unf.edu



Appointment with Suzanne Rachauskas  
(suzannepr@outlook.com)  
Consultation desk  
lauren.newton@unf.edu



4 PM

Appointment with Ruthellen Carroll  
(reecrrl@bellsouth.net)  
consult desk  
s.weiss@unf.edu



5 PM

Appointment with Andrew Crawford  
(candrewcrawford@gmail.com)  
/O=UNIVERSITY OF NORTH FLORIDA/



6 PM

Appointment with Brooke  
(brookeehammond@gmail.com)  
cat.silvers@unf.edu



7 PM

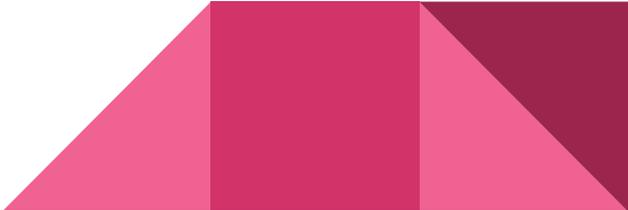
|       | 10<br>Monday  | 11<br>Tuesday  | 12<br>Wednesday  | 13<br>Thursday   | 14<br>Friday   |
|-------|---|--|--|--|--|
| 8 AM  |   |  |  |  |  |
| 9 AM  | <p><b>Rivwe Saulsbury</b> (n01297848@unf.edu) [Thomas Caswell] t.caswell@unf.edu 🧑🧑</p> <p>Xuwei Guo (n01396629@ospreys.unf.edu) Consultation Station, lauren.newton@unf.edu 🧑🧑</p> | <p>NO SHOW: Barbara Goldman (goldmanb@palmbeachstate.edu) [Stephanie BLUE JEANS stephanie.race@unf.edu 🧑🧑</p>                            | <p><b>Radika Haberland</b> (radika_haberland@hotmail.com) [Maria Atilano] Consultation Station, 2nd floor m.atilano@unf.edu 🧑🧑</p> |  |  |
| 10 AM |   |  |  |  | <p>Karissa Wyatt (karwyant@gmail.com) [Thomas Caswell] #M681778] t.caswell@unf.edu 🧑🧑</p>  |
| 11 AM | <p>Erisa Gjoka (n01360878@ospreys.unf.edu) [Thomas Caswell] #M676899] t.caswell@unf.edu 🧑🧑</p>  | <p>Paige Ramsey (pramsey0126@gmail.com) [Thomas Caswell] t.caswell@unf.edu 🧑🧑</p> <p>Tim Plemmons My Office stephanie.race@unf.edu 🧑</p> | <p>Sangeetha Varghese (sangeetha.l.varghese@gmail.com) [Thomas Caswell] #M679325] t.caswell@unf.edu 🧑🧑</p>                         | <p>NO SHOW Amber Smith (smith_amber09@yahoo.com) [Maria Atilano] Consultation Station, 2nd floor m.atilano@unf.edu 🧑🧑</p>  |  |
| 12 PM | <p>Vanessa Tarbell (n01370975@unf.edu) [Lauren Newton] #M676495] Consultation Station, 2nd floor lauren.newton@unf.edu 🧑🧑</p>   | <p><b>Farida Ahmed</b> (n01423826@osprey.unf) [Lauren Newton] #M674341] Consultation Station, 2nd floor lauren.newton@unf.edu 🧑🧑</p>     |  |  |  |
| 1 PM  |   | <p>Kelsie Conroy (kelsconroy@icloud.com) [Dan Feinberg] #M676191] daniel.feinberg@unf.edu 🧑🧑</p>   | <p>Heidi Copley (thecopleyfamily@yahoo.com) [Lauren Newton] #M678431] Con lauren.newton@unf.edu 🧑🧑</p>                             | <p><b>Lauren Larger</b> (n01144076@ospreys.unf.edu) [Dan Feinberg] #M677345] 2nd floor daniel.feinberg@unf.edu 🧑🧑</p>  |  |
| 2 PM  |   |  | <p>Leanna Boyer (n00968086@unf.edu) [Maria Atilano] #M679027] Consultation Station, 2nd floor m.atilano@unf.edu 🧑🧑</p>             | <p>Ethan Richardson (n01396063@ospreys.unf.edu) [Thomas Caswell] #M679710] t.caswell@unf.edu 🧑🧑</p>  | <p>Mckenzie Rooney (mckenzie.rooney595@gmail.com) [Maria Consultation Station, 2nd floor m.atilano@unf.edu 🧑🧑</p>                  |
| 3 PM  |   | <p>Hannah Lovett (n01362692@ospreys.unf.edu) [Lauren Newton] #M677376] Consultation Station, 2nd floor lauren.newton@unf.edu 🧑🧑</p>      | <p><b>Sarah Tai</b> (n01063954@unf.edu) [Maria Atilano] #M677686] Consultation Station, 2nd floor m.atilano@unf.edu 🧑🧑</p>         |  | <p><b>Alvaro Aranda</b> (amaranda219@gmail.com) [Maria Atilano] #M682774] Consultation Station, 2nd floor m.atilano@unf.edu 🧑🧑</p> |
| 4 PM  |   |  | <p>NO SHOW Louisa Augustin (louisaaugustin@yahoo.com) [Maria Atilano] Consultation Station, 2nd floor m.atilano@unf.edu 🧑🧑</p>     | <p>Kristen Ruiz (n01401407@ospreys.unf.edu) [Thomas Caswell] #M679710] t.caswell@unf.edu 🧑🧑</p> <p>Samantha Morden (samanthamorden1412@gmail.com) [Daniel Feinberg] daniel.feinberg@unf.edu 🧑🧑</p> | <p><b>Cari Horn</b> (dejavucari@aol.com) [Thomas Caswell] #M682357] t.caswell@unf.edu 🧑🧑</p>                                       |
| 5 PM  |   | <p><b>Nadia Bossemeyer-Biernacki</b></p>   |  |  |  |
| 6 PM  |   | <p>Appointment with Eiman Eltinay Consultation Station, 2nd Floor</p>  |  |  |  |
| 7 PM  |   |  |  |  |  |

# Online Consultations

- Education masters research course Dr. Miller students following up after attending course
  - Appeared from consultations that while the instruction helped,
    - the follow-up research consultations were needed for specific few
- Dr Kim TESOL/ESOL consultation→ instruction
  - Joint instruction that led to follow up consultations



# Challenges With Research Consultations

- Huge time commitment
  - Students no show or cancel
  - **Location preference varies by student**
  - Not all students are comfortable with one-on-one
  - Online research consultations take time to get comfortable doing/attending
  - Students have unrealistic expectations of how much can be accomplished
  - Librarians can have unrealistic expectations of what students should be prepared to do
  - Extra Credit= less motivation
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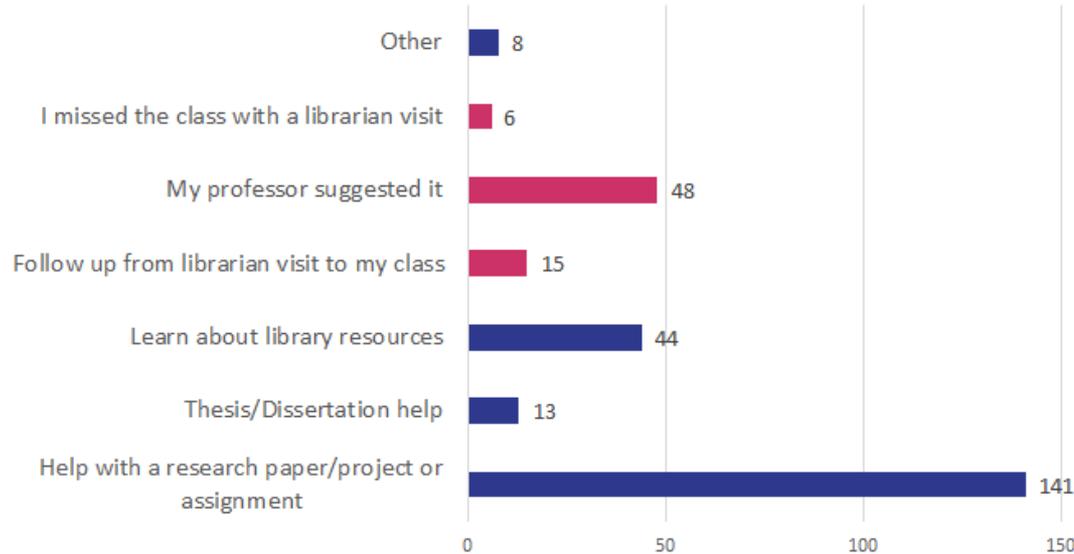
# Examples of Research Consultation Topics

Specific: I'm doing research with Robert Zeglin on sexuality among people with disabilities and need help finding some good articles or reviews on the topic.

General: Florida



# Follow up Survey: January 2016-July 2018



**Why did you make  
an appointment  
with a librarian?**

**n=156**

## Time Slot Availability

Very Dissatisfied= 0

Somewhat Dissatisfied= 3

Neutral= 4

Somewhat Satisfied= 21

Very satisfied= 128

## Location in Public Setting

Very Dissatisfied= 1

Somewhat Dissatisfied= 0

Neutral= 11

Somewhat Satisfied= 18

Very satisfied= 124

## Knowledge of Librarian

Very Dissatisfied= 0

Somewhat Dissatisfied= 0

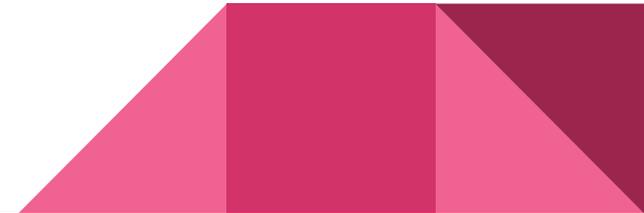
Neutral= 3

Somewhat Satisfied= 11

Very satisfied= 140



n= 156



.. assisted me in completing an assignment.

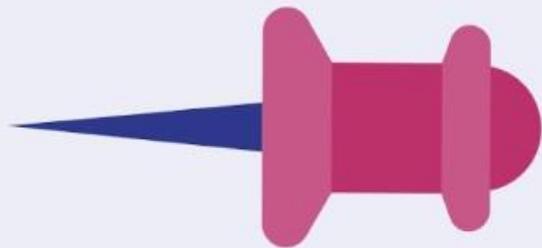
85.2%

“This experience meeting with a librarian....”

87.8%



.. increased my understanding of the topic.



5 point likert scale completed by 156 students

.. positively impacted my learning.

.. helped me identify additional resources for the topic

96.1%

.. improved my grade.

64.3%



96.8%

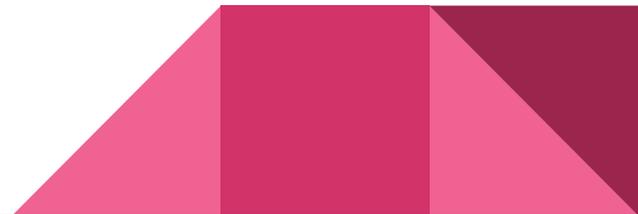


# Academic Success

Cumulative GPA of UNF Students versus those who utilized the Research Consultation Service from Spring 2015 through Summer 2018

Undergraduate Students: **3.02** vs **3.30**  
n=92166 n=460

Graduate Students: **3.69** vs **3.75**  
n=12107 n=121



**“I was unaware of how helpful librarians can be.... Now, I am confident whenever I have a research paper to do!**

**“The flexibility of using an online session was really convenient. I would not have been able to utilize the librarian services otherwise.”**

**“My only suggestion is to select a more quiet area of the library for the consultation, especially for doctoral students. I can concentrate much better without the distraction of working in a public space.”**

**“She was very friendly and made me feel very comfortable”**

**“He was amazing!!! I told other students and my teacher how great he was!!”**

**Questions?**

