

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

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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

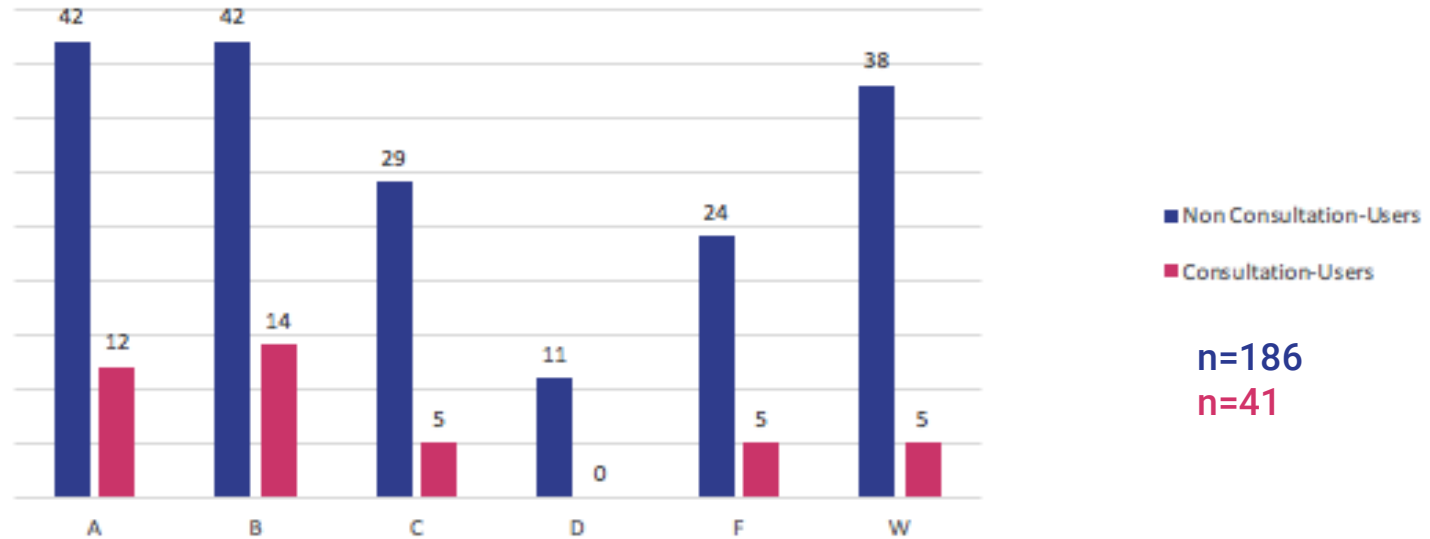


Looking to Assist Our Students

- 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

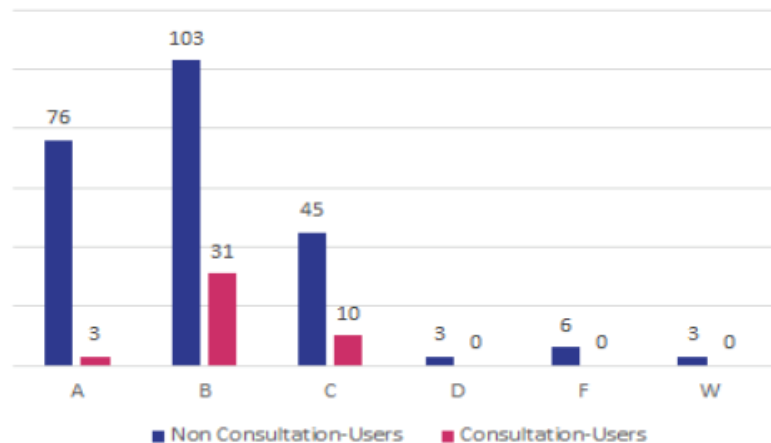
Audience Analysis Assignment

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**

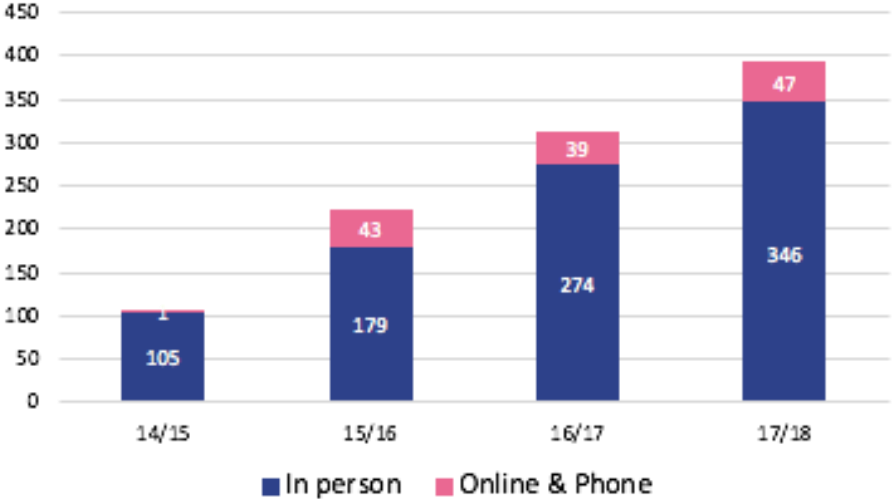
Improve the quality of your
research and save time.

[http://unf.libcal.com/
appointments](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
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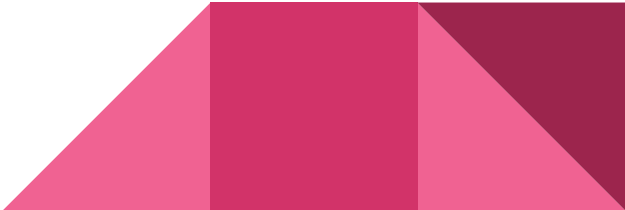
Growth of Research Consultation Service



Continues to grow year after year

August/September 2017= 45 students

August/September 2018= 134 students





September 15 - September 19, 2014

Washington, D.C. ↕

Today
80°F/69°F

Tomorrow
77°F/64°F

Sunday
67°F/62°F

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

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

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

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

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

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


	10 Monday	11 Tuesday	12 Wednesday	13 Thursday	14 Friday
8 AM					
9 AM	<p>Rivwe Saulsbury (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>Radika Haberland (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>Farida Ahmed (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>Lauren Larger (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>Sarah Tai (n01063954@unf.edu) [Maria Atilano] #M677686] Consultation Station, 2nd floor m.atilano@unf.edu 🧑🧑</p>		<p>Alvaro Aranda (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>
5 PM		<p>Nadia Bossemeyer-Biernacki</p>			<p>Cari Horn (dejavucari@aol.com) [Thomas Caswell] #M682357] t.caswell@unf.edu 🧑🧑</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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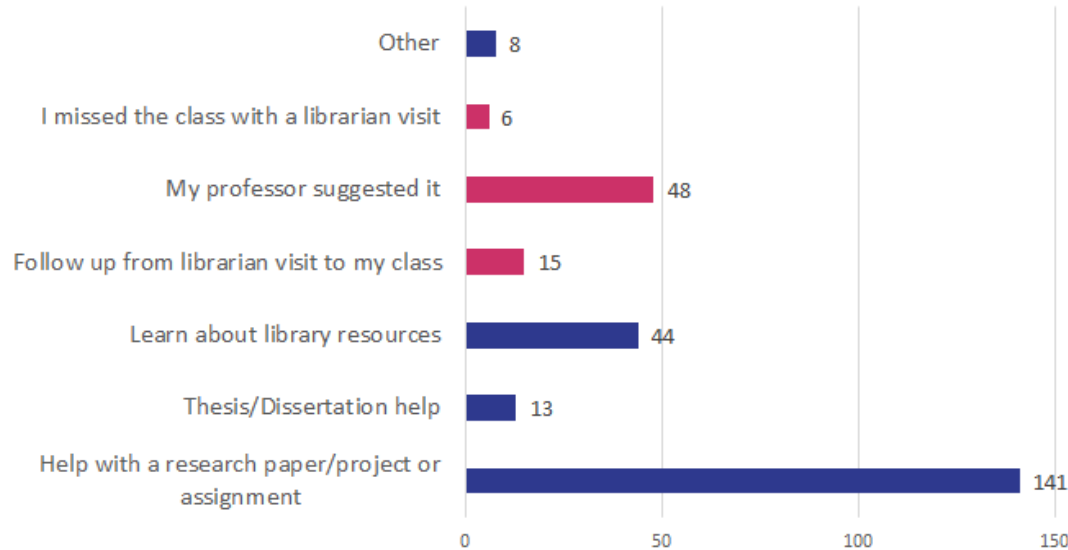
Examples of Research Consultation Topics

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.

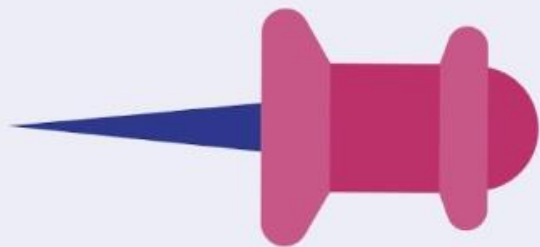
85.2%

“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%

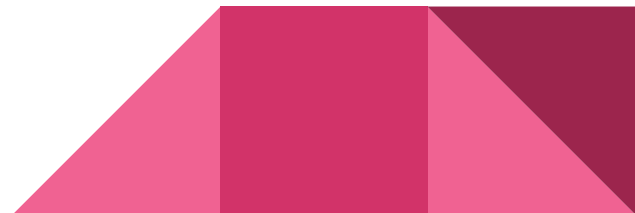


Academic Success

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?

