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

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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
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
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<th>Time</th>
<th>Monday</th>
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<tr>
<td>8 AM</td>
<td>Rivi Saulbury (<a href="mailto:n01287846@unf.edu">n01287846@unf.edu</a>) [Thomas Caswell]</td>
<td>Xuewei Gao (<a href="mailto:n01996062@ospreys.unf.edu">n01996062@ospreys.unf.edu</a>) [Thomas Caswell]</td>
<td>NO SHOW: Barbara Goldman (<a href="mailto:goldmanb@galveston.txstate.edu">goldmanb@galveston.txstate.edu</a>) [Stephanie GREEN]</td>
<td>Radika Haberland (<a href="mailto:radika.haberland@unf.edu">radika.haberland@unf.edu</a>) [Maria Attilano]</td>
<td>Karissa Wyant (<a href="mailto:karissa@unf.edu">karissa@unf.edu</a>) [Thomas Caswell]</td>
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<td>11 AM</td>
<td>Erisa Djoka (<a href="mailto:n01360878@ospreys.unf.edu">n01360878@ospreys.unf.edu</a>) [Thomas Caswell]</td>
<td>Paige Ramsey (<a href="mailto:grimmey0125@gmail.com">grimmey0125@gmail.com</a>) [Thomas Caswell]</td>
<td>Sangheeta Varshney (<a href="mailto:sangheeta.varshney@gmail.com">sangheeta.varshney@gmail.com</a>) [Thomas Caswell]</td>
<td>NO SHOW Amber Smith (<a href="mailto:smith_aber@ospreys.unf.edu">smith_aber@ospreys.unf.edu</a>) [Maria Attilano]</td>
<td><a href="mailto:Tcaswell@unf.edu">Tcaswell@unf.edu</a></td>
</tr>
<tr>
<td>12 PM</td>
<td>Vanessa Tarbell (<a href="mailto:n01379950@unf.edu">n01379950@unf.edu</a>) [Lauren Newton] [M676440] Consultation Station, 2nd floor</td>
<td>Farida Ahmed (<a href="mailto:n01423828@unf.edu">n01423828@unf.edu</a>) [Lauren Newton]</td>
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**Notes:**
- NO SHOW: The person is not available for the scheduled appointment.
- Consultation Station, 2nd floor: The location of the appointment is in the 2nd floor of the consultation station.
- Contact information for each person is provided.
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
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?

- Help with a research paper/project or assignment: 141
- Learn about library resources: 44
- Follow up from librarian visit to my class: 15
- My professor suggested it: 48
- I missed the class with a librarian visit: 6
- Other: 8

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

85.2% assisted me in completing an assignment.

87.8% increased my understanding of the topic.

96.1% helped me identify additional resources for the topic.

96.8% positively impacted my learning.

64.3% improved my grade.
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

Graduate Students: 3.69 vs 3.75
“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?