Sep 23rd, 2:00 PM - 3:30 PM

F2F in the Age of IM: Term Paper Clinic at West Virginia University Libraries

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F2F IN THE AGE OF IM: THE TERM PAPER CLINIC AT WEST VIRGINIA UNIVERSITY LIBRARIES

Kelly Diamond, Alyssa Wright, & Noël Kopriva
West Virginia University Libraries
The beginning is a very good place to start.
West Virginia University

Land grant institution
13 colleges and schools
offering 191 bachelor’s,
master’s, doctoral, and
professional degree programs

Fall 2010
Total Enrollment = 32,351
Undergraduate = 25,348
Graduate = 5,266
Professional = 1,737
WVU Libraries: Four libraries

Downtown Library Complex (Arts & Sciences; Life Sciences; Foreign Languages)

Evansdale Library (Engineering; Creative Arts Center; Agriculture and Forestry; Physical Education)

Health Sciences Library

Law Library
The Term Paper Clinic

Has been in operation since 2002

But has changed since then.
Term Paper Clinics

Since 2002, we help with:

- Paper topics / research questions
- Finding sources, using databases
- Organizing research
- Using citation systems like MLA or APA.
Term Paper Clinics

We don’t:

☐ Proofread
☐ “Grade” assignments
☐ Provide Dissertation or Thesis Support*
☐ Help with writing difficulties*

☐ *Except when we do
The Term Paper Clinic . . . . . Then, 2002 -

- One part-time librarian
- Available in 1 Library
- Held in Study Room
- Laptop
- Set Schedule
  - Monday – Friday: 1:30 – 3:30
- Started the 3rd week of class (after Labor Day and MLK Holidays)
Study Room: Take Two
The Term Paper Clinic . . . . . Now, 2011

- Three full-time librarians
- Available in 2 libraries
- Held in our offices
- Office computers with large screens
- By appointment
  - Anytime between 8:30AM and 4:00PM, later if a librarian has evening hours.
My (messy and not very adult) Office
WVU Libraries Term Paper Clinic:
Evansdale Library

History & Reflections
Evansdale Campus began its existence in the late 1950s as the Main Campus grew crowded.

Originally envisioned as home of “professional schools ...to limit the movement of undergraduates between campuses” (Doherty and Summers 202).

Currently serves five colleges (out of thirteen).
Evansdale Library @ WVU: a timeline

- 1961: Engineering & Agricultural Sciences buildings completed
- July 1961: Books moved into library in Engineering Building
- July 1978: Groundbreaking for Evansdale Library
- December 19, 1980: Evansdale Library opens
- October 2007: Term Paper Clinic opens
Launching Evansdale Library’s Term Paper Clinic

- Started in October 2007 (with my arrival)
- Research included literature on drop-in workshops offered by libraries
- Read Kelly’s presentations on the TPC at the Downtown Campus Library (main library)
- Concluded that using the DCL setup would be a good starting place
- Believed that I would modify after receiving feedback from clients
Observations

- Promotion and marketing helped to clarify our mission as a research consultation service.
- Attendance was low but the service much appreciated.
- International and graduate students were especially eager for help.
- Going from a drop-in to an appointment-only service has allowed for more flexibility and probably better serves graduates and nontraditional students.
- Marketing needs to be tweaked for international and other students who want / need writing help.
Data & Assessment
Data Collection

- Two Standard forms filled out by hand then collated into semester reports (Downtown Library)

- Session Stats Form
- New Patron Info Form
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<th>Day</th>
<th>Date</th>
<th>Assistance Provided</th>
<th>Research</th>
<th>Organizing</th>
<th>Formatting</th>
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<th>Time In</th>
<th>Time Out</th>
<th>Total Time</th>
<th>Number of patrons</th>
<th>Topic</th>
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Student Types by Semester
Downtown Library

- Undergrad
- Adv. Undergrad
- Grad

Fall 03, Spring 04, Fall 04, Spring 05, Fall 05, Spring 06, Fall 06, Spring 07, Fall 07, Spring 08, Fall 08, Spring 09, Fall 09, Spring 10, Fall 10, Spring 11
Referral Method

- Faculty / Instructor: 46%
- Librarian / Library Staff: 21%
- Sign: 14%
- Word of Mouth: 12%
- Website / Libguide: 5%
- Other Advertising: 2%
Types of Help Provided
Downtown Library

- Research Strategy: 37%
- Formatting / Documentation: 24%
- Organizing Information: 24%
- Help With Topic: 15%
Types of Help Provided
Evansdale Library

- Research Strategy: 80%
- Formatting / Documentation: 20%
Total Subject Areas: 56

- English: 47%
- Everything Else: 18%
- History: 7%
- Political Science: 5%
- Sociology: 2%
- Religion: 2%
- Women’s Studies: 2%
- Communication: 2%
- Engineering: 2%
- Allied Health: 2%
- Nursing: 1%
- Journalism: 3%
- Parks & Rec: 2%
- Psychology: 1%
- Social Work: 3%
- Psychology: 1%
- Religion: 2%
- Social Work: 3%
- History: 7%
- Everything Else: 18%
- English: 47%
Downtown Subject Areas

- Allied Health: 2%
- Communication: 2%
- English Basic Writing: 41%
- English: 7%
- Human Res.: 2%
- History: 7%
- Women’s Studies: 2%
- Sociology: 2%
- Social Work: 3%
- Religion: 2%
- Political Science: 5%
- Parks & Rec: 2%
- Nursing: 1%
- Journalism: 3%
- Everything Else: 17%

Evansdale Subject Areas

- Agriculture: 17%
- Fashion Design & M.: 40%
- Animal & Vet. Sci.: 7%
- Counseling: 3%
- Engineering: 27%
- English: 3%
- English Basic Writing: 3%
Survey Results

- Emailed 3 question survey to students who visited the clinic that semester
- Survey sent at the end of semester
- Average response rate of 14.63% per semester
Total Responses 2005-2011

How satisfied were you with your session?

- Not Satisfied: 0%
- Satisfied: 19%
- Very Satisfied: 80%
What did you like best about your session at the Term Paper Clinic?

- Help
- Expertise of Librarian
- Drop in Hours
- Time Saver

- Helpful Librarian/ One-on-one Help: 57%
- Expertise of Librarian: 30%
- Drop in Hours: 8%
- Time Saver: 5%
What can the Library do to improve the Term Paper Clinic?

- More Hours: 37%
- More Staff: 18%
- More Advertisement: 28%
- Offer Other Services (proofreading, presentations, online help): 12%
- Offer Appointments: 5%
Well, what works for us.
Appointment System

- Students use appointment form on Libraries’ website.
- Email goes to either Downtown (Kelly and Alyssa) or Evansdale (Noël)
- Arrange a time convenient for both student and librarian
Term Paper Clinic Appointment Form

Which Library Would You Prefer?

Name
Email
Instructor
Course Title
Assignment Type (check all that apply):
  - Paper
  - Presentation
  - Annotated Bibliography
  - Independent Study
  - CAPSTONE
  - Other

Help Needed (check all that apply):
  - Finding a Topic
  - Using Databases
  - Finding Sources
  - Using Citation System (MLA, APA)

Comments

Days and Times Available to Meet With Librarian

Librarians are generally available 8:30 am - 4:00 pm Monday through Friday.
Please note that we are unable to provide help with writing difficulties such as grammar and mechanical errors, nor do we proofread papers.
Benefits

- Librarian’s time is not tied up with set schedule
- Students can fit time with their schedule
  - Classes, work, volunteer commitments
- Can arrange with the best time for student and librarian
Set Time and Place System

- Same time and the same place.
- Highly visible place with lots of student foot traffic. A consistent presence is the best marketing tool.
- Use a large sign or poster to draw attention to the space and times.
Running a Session

- Look at assignment sheets / drafts
- Ask open-ended questions
- Demonstrate how to use databases; email articles
- Offer personal advice on best organizational strategies
- Use handbooks and look up citations together
- Sometimes, just listen but . . .
- Set clear boundaries with types of help
Getting the Word Out

All Publicity is Good

(maybe)
Keep statistics!

How students learned about Clinic
Marketing: What We’ve Done

- Enews
- MIX – student email portal
- Teaching faculty directed email
- Library website
- Twitter / Facebook (WVU Libraries and TPC page)
- BIs
- Library staff
- Presentations to faculty / GAs
- English faculty & Graduate student listserv
- Book Marks
- Flyers at First Year Orientation
- Referral slips for faculty
- Work with on-campus Writing Centers
- LibGuides
Marketing
Marketing: Our Focus Now

- Faculty
- Library instruction sessions
- LibGuides: standard box promoting the Clinic
- Term Paper Clinic Facebook Fan Page

Questions?

[Image: Two women in a kitchen. One is wearing an apron and saying, "ta-daa! now let's have a cocktail..." while the other looks down at the oven.]