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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 Library on Evansdale Campus

- 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 Collection

- Two Standard forms filled out by hand then collated into semester reports (Downtown Library)
  - Session Stats Form
  - New Patron Info Form
<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Assistance Provided</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Help with Research</td>
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<td></td>
<td></td>
<td>Organizing</td>
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<td></td>
<td>Formatting /</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Time In</th>
<th>Time Out</th>
<th>Total Time</th>
<th>Number of patrons</th>
<th>Topic</th>
<th>Strategy</th>
<th>Information</th>
<th>Documentation</th>
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**Total Time & Patrons**

**Totals**
<table>
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<tr>
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<tr>
<td>Date</td>
<td>Name</td>
<td>Number</td>
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<td></td>
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<td>Clinic?</td>
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<td></td>
<td>Email</td>
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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
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?

- Helpful Librarian/ One-on-one Help: 57%
- Expertise of Librarian: 30%
- Time Saver: 5%
- Drop in Hours: 8%
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

Librarian/Staff
Sign
Previous.Patron
Library.Instruction.SessionFriend
Faculty

Student.Online.Portal
University.Email
Flyer
Student.Newspaper
Orientation
Library.Website
Marketing: Our Focus Now

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


Questions?

ta-daa!
now let’s have a cocktail…