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Thinking Outside the Building: Developing a Library Ambassador Program Across Campus(es)  

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THINKING OUTSIDE THE BUILDING:
DEVELOPING A LIBRARY AMBASSADOR PROGRAM ACROSS CAMPUS(ES)

A PEER-MENTORING APPROACH TO RESEARCH HELP
WHAT IS A LIBRARY AMBASSADOR?

Library Ambassador: (noun)

an undergraduate student hired by the library who has received two semesters of information literacy and research skills instruction and spends their subsequent semesters deployed in academic buildings and computer labs across campus helping students with their research.
WHY A PEER LEARNING MODEL?

- Peer learning programs have proven successful in tutoring centers & elsewhere in the university.
- People from similar social groups, not professionals, help each other to learn and in turn help themselves.
- Trained undergraduates are ideal for delivering general reference and information literacy instruction.
- Student engagement, library use, and library instruction all have positive impacts on retention; peer learning addresses each of these areas.

The advantages of peer learning also include opportunities for empathy, bonding, and lowered anxiety.

<table>
<thead>
<tr>
<th>SPRING-SUMMER 2017</th>
<th>FALL 2017</th>
<th>SPRING 2018</th>
<th>FALL 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Plan</strong></td>
<td><strong>Hire &amp; Train</strong></td>
<td><strong>Train &amp; Specialize</strong></td>
<td><strong>Implement</strong></td>
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<tr>
<td>• How many ambassadors?</td>
<td>• Hire Ambassadors</td>
<td>• Last semester of information literacy instruction</td>
<td>• Ambassadors deployed across campus to help students with research</td>
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<tr>
<td>• What type of students?</td>
<td>• Begin first semester of information literacy instruction</td>
<td>• Ambassadors begin to specialize in the databases of their respective majors</td>
<td>• Hire 23 new ambassadors for main campus, hire ambassadors at satellite campuses &amp; begin first semester of information literacy instruction</td>
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<td>• What interview questions to ask?</td>
<td></td>
<td>• Reach out to satellite campuses about hiring ambassadors</td>
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<tr>
<td>• How much training?</td>
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</table>
INtopFORM

Quality Enhancement Plan Fellowship

- Funding
- Assessment Help
- Fun & Creative Teaching Ideas with an Emphasis on Critical Thinking
Pre and Post Assessment

- 12 multiple choice questions
- 4 scenarios--short answer
- All questions based on research and information literacy skills
- Pre-assessment is given the first day of training
- Post-assessment is given the last day of training
Assessment Results for Pilot Group of Library Ambassadors

Fall 2017: 60
Spring 2018: 90
WHO ARE THE AMBASSADORS?

30 APS Students
- 21 Freshmen
- 9 Juniors
  (8 Transfer students)

Public Health
- Criminal Justice
- Media & Communications
- Business
- Math
- Interior Architecture

Education
- English
- Physics
- Physical Education
- Pre-Occupational Therapy
- Public Relations

Interdisciplinary Studies
- Accounting
- Dental Hygiene
- Health Science

Specializations
- Biology
- Chemistry
- Art
- Social Work
WHAT ARE THEY LEARNING?

- Develop research questions & identify keywords/search terms
- Use OneSearch, databases, Google Scholar, and the Web to find quality sources of information
- Evaluate sources of information
- Differentiate between popular, scholarly, trade sources & primary, secondary, & tertiary sources
- Specialize in the databases of their field
Future Vision

- Ambassadors stationed in every academic building, residence hall, and computer lab
- Ambassador programs at all satellite campuses
- Collaborate with area community colleges to hire transfer students into the program
- Collaborate with the CFAA to cross-train ambassadors and tutors in both areas
- Target students on academic probation: hire them as ambassadors
THANK YOU FOR LISTENING!