

PANEL: SERVING DIFFERENT POPULATIONS

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OUTLINE

- Introductions
 - Background and context of their practice
- Q& A (feel free to interject)
 - Outreach
 - What about the “others”: postdocs, non-trationals, commuters, URM?
 - Biggest challenge? Big successes?
 - Audience questions

Serving Different Populations: Graduate Students in Computing

Roman Koshykar

Computing and Information Sciences Librarian and Graduate Services
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RIT Libraries

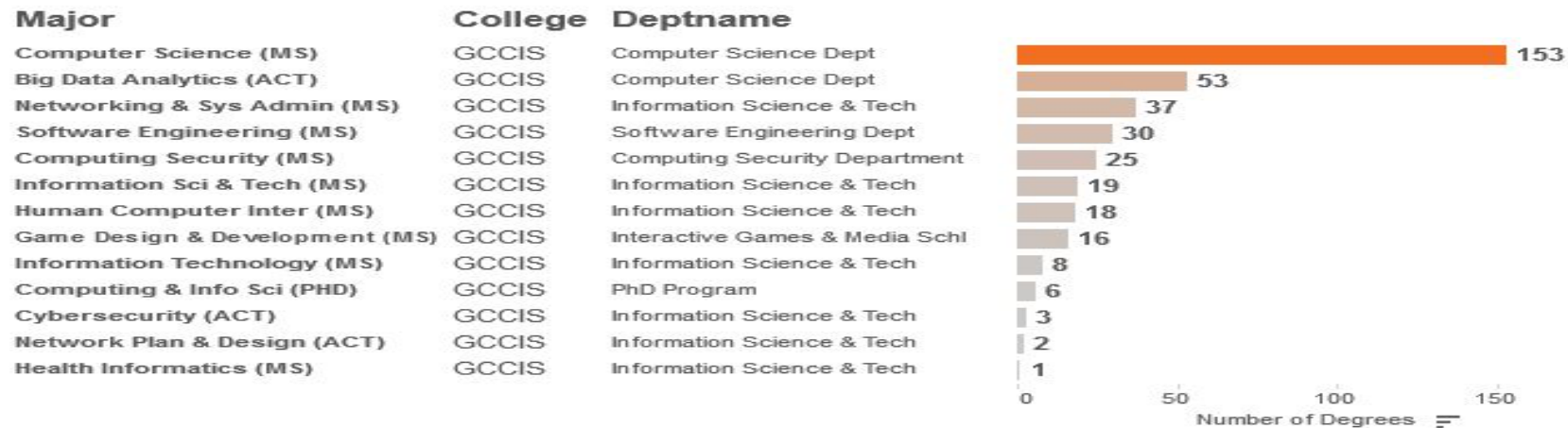
Rochester Institute of Technology

RIT Computing graduate students at a glance

14 Graduate Programs in RIT's GCCIS:

- 8 MS degrees (with a 9th forthcoming)
- 4 Advanced certificates
- 1 PhD program (interdisciplinary computing and information sciences)

Degrees awarded in AY2016-17



Different students across computing programs

Professional focus

- RIT developed as a technical institute; Graduate programs have a professional/industry focus
- Capstone/Masters Project vs. Masters Thesis
- Reach entire population via general outreach and “introductions” in research methods seminars, new grad student orientations, etc.

Specializations are important at RIT

- Dedicated MS degrees in high-demand areas like SE, HCI, GDD
- Advanced Certificate programs and online masters driven by EdX
- Customize message by providing tailored guides and instruction sessions

Serving Different Populations

Transforming Libraries for
Graduate Students
March, 2018



Mou Chakraborty
Director of External Library Services
SU Libraries

Salisbury
UNIVERSITY
*A Maryland University of National
Distinction*

- Founded: 1925
- Member of the University System of Maryland
- Regionally accredited four-year comprehensive institution
- Located: Wicomico County, MD
- Total Enrollment – 8,714 (2017-18)
- Students from 32 states and 66 foreign countries
- Among Nation's '50 Most Beautiful Autumn Campuses'



PC: Kathy Pusey, SU Photographer

58 graduate and
undergraduate
programs

17 Master's & Doctoral
Programs



PC: Kathy Pusey, SU Photographer

Graduate Degree Programs

Masters Programs:

- [Applied Biology \(M.S.\)](#)
- [Applied Health Physiology \(M.S.\)](#)
- [Athletic Training \(M.S.A.T.\)](#)
- [Business Administration \(M.B.A.\)](#)
- [Conflict Analysis and Dispute Resolution \(M.A.\)](#)
- [Education \(M.Ed.\)](#)
- [English \(M.A.\)](#)
- [Geographic Information Systems Management \(M.S.\)](#)
- [History \(M.A.\)](#)
- [Mathematics Education \(M.S.M.E.\)](#)
- [Nursing \(M.S.\)](#)
- [Social Work \(M.S.W.\)](#)
- [Teaching \(M.A.T.\)](#)

Doctoral Programs:

- [Education \(Ed.D.\)](#)
- [Nursing \(D.N.P.\)](#)

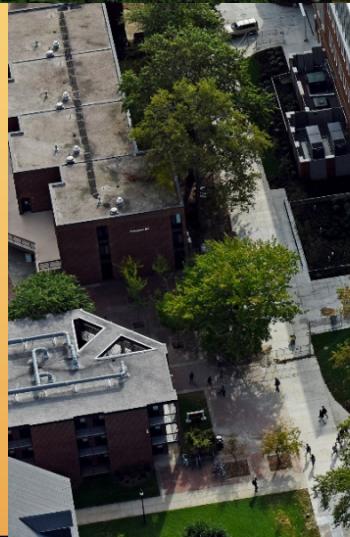
Post-Baccalaureate Certificates:

- [Post-Baccalaureate Certificate in Higher Education](#) 📄
- [Teaching English to Speakers of other Languages \(TESOL\)](#)

Post-Master Certificates:

- [Post-Master Certificate of Advanced Study in Educational Leadership](#) 📄
- [Post-Master Certificate in Literacy Educator](#) 📄
- [Post-Master Certificate of Successful Completion In Educational Leadership](#) 📄

Patricia Guerrieri Academic Commons



Patricia Guerrieri Academic

Commons



Serving Graduate Student Populations

A Graduate Student Librarian
in situ



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Graduate Outreach - A Notre Dame timeline

- 2006 - the Graduate School conducts a self study and issues report
- 2010 - Graduate School Professional Development Committee forms
- 2012 - Library reorganizes and creates Graduate Outreach Librarian role
- 2012 - Academic Affairs creates Graduate Student Life director and office
- 2013 - Strategic Initiative on ARL Graduate Workshops environmental scan
- 2013 – Center for Digital Scholarship Opens



Graduate Students at Notre Dame

- Historically undergraduate institution
- Carnegie R1, Private, not-for-profit
- Enrollment Data, Fall 2017
- Post-Baccalaureate = 1,640 new first-time,
 - of which 349 are international (~21%)
- Undergraduate = 2,055 new first-time,
 - of which 128 are international (~6%)



Engagement with Colleges

- Primary service to three academic colleges
 - Arts and Letters (humanities and social sciences)
 - Engineering
 - Science
- Secondary service to professional colleges
 - College of Business - Business librarians take precedence
 - Law School - Law librarians take precedence
- Program Development
 - Dissertation and thesis camps
 - Dissertation Professional Seminar



Engagement with professional development

- University Writing Center
- Kaneb Center for Teaching Excellence
- Center for the Study of Languages and Cultures and English for Academic Purposes
- Graduate Career Services
- Institute for Scholarship in the Liberal Arts
- Hesburgh Libraries Center for Digital Scholarship



Engagement with fellow library colleagues

- Graduate Outreach Librarian NOT a replacement for subject librarians or program liaisons already in place
- Invest time to learn about
 - the characteristics of library faculty workstyles,
 - levels of engagement with programs and faculties and
 - comfort with academic support technologies and instruction
- Use synergies and interests to drive partnerships internally
- Host Graduate Student Library Advisory Panel for the University Librarian twice yearly.

Samantha Walsh, MLS

*Manager of Information &
Education Services*

The Gustave L. Levy Library at the Icahn
School of Medicine at Mount Sinai



**Mount
Sinai**

The Icahn School of Medicine at Mount Sinai

A growing medical & graduate school at a rapidly expanding academic medical center in New York City

The Medical School

- Undergraduate Medical Education
- Graduate Medical Education
 - Interns, Visiting Students
 - Residents
 - Fellows

The Graduate School

- Masters Programs
 - MPH, Genetic Counseling, Clinical Research, Biomedical Sciences, Biostatistics, Bioethics, Health Care Delivery Leadership, Biomedical Informatics
- PhD Programs
 - Biomedical Sciences, Neuroscience, Clinical Research

The Icahn School of Medicine at Mount Sinai

A growing medical & graduate school at a rapidly expanding academic medical center in New York City

- A small school placed in a much larger hospital, quasi-corporate environment
- Many typical “university” services are lacking: Writing Center, software support, etc.
- Each academic program is distinct and administered virtually independently from the rest
 - Academic programs vary widely in size and support from organizational leadership
 - This disparity is felt in library services as well; Medical Students receive significantly more library instruction than graduate students
- **The Levy Library is virtually the only centralized service and resource for the school**

GRIP: SERVING DIFFERENT POPULATIONS

Nastasha Johnson

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Physical & Mathematical Sciences Information Specialist

GRIP, Chair

Purdue University

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WHAT IS GRIP?

Graduate Research Information Portal

“A task force that created a libguide”

- ❖ Tasked with collecting what we were doing and what we could and should be doing
 - ❖ Resulted in a libguide and workshop calendar immediately
 - ❖ Offering just EndNote workshops like mad!!

WHY GET A GRIP?

- ❖ To meet the co-curricular needs of graduate students
- ❖ To brand and create an umbrella of services and offerings for students
- ❖ To systematically fill a gap

COMMITTEE OF 8

- Archives
 - Chemistry
 - Math, Stats, Physics
 - Scholarly Communications
 - Business/Marketing
 - Education
 - Data
-
- Rotating, but appointed

OUTLINE

- ~~Introductions~~
 - ~~Background and context of their practice~~
- Q& A (feel free to interject)
 - Outreach
 - What about the “others”: postdocs, non-trationals, non-residentials, URM?
 - Biggest challenge, biggest triumph
 - Audience questions

OUTREACH

How do you get the word out to the different populations?

What worked

- Building connections and collaborations
- Targeted workshops
- Individual research consultations
- Embedded librarian in courses
- Invited to orientations and faculty meetings
- Subject and course specific LibGuides
- Custom videos (for students and adjunct faculty)
- Some F2F IL sessions, some online synchronous

Greatest achievement in outreach

Identifying faculty teaching research seminars

- Specifically offered to introduce myself and give a ~30 min. presentation in every graduate research methods or project/thesis seminar
- Several of them have had me back; interest waned in others

Recurring sessions in several disciplinary seminars

- New PhD student cohort – met with them every year for over a decade
- CS MS Project seminar
- Research Methods in HCI



Panel Question #2 - Response

- Example: If a faculty member requests a literature review session, planning looks back to similar past requests:
 - Were they from the same program?
 - Is it STEM, humanities or social sciences?
 - Is it a full class and introductory, such as part of the graduate first year professional seminar or is this for a lab that has been working together with members coming and going?



Panel Question #2 - Response

- Example 2: When new services come on board assess the best conduits for sharing the information.



Panel Question #2 - Response

- Pro-Tip:
 - Work with fellow subject librarians to understand their levels of service and engagement
 - Network with other professional development colleagues across campus
 - Get to know administrative assistants and program directors
 - Attend programs targeting new and continuing graduate students.

"THE OTHERS"?

How do you reach online students, post-docs, commuters, non-traditional students?

Reaching non-traditional students

Emerging area of focus

- Most efforts have been focused on traditional MS and PhD students
- Advanced Certification programs are new enough that I haven't attempted outreach yet...

Assistance from my colleagues

- RIT has Global Campuses Librarian and an Outreach Librarian
- Leverage their expertise?

Virtual Instruction

- LibGuides, Camtasia tutorials
- Ideal for graduate students with busy schedules (common in professional studies)

Library Services to Graduate Students

Program	Liaison	Services	Comments (what worked/what didn't/what would you do differently?/Outreach)
MBA		LibGuide	RIS has a team working on creating a toolkit for liaisons to use to both access their existing collection for graduate level research, and to target graduate level resources within their collection development plans. We are only at the beginning stages of this goal, but since I'm chairing this team, that's been my main focus regarding graduate level research this year, and not services. In the future I hope to be able to contribute more to this area, though!
Applied Health Physiology	Mou	Met with the course prof. Teach F2F his grad class every semester. Created a course guide. Embedded in course. Prof has sent students for individual research consultations.	
Conflict Analysis & Dispute Resolution	Mou	Course prof and I discussed what needs to be covered. Taught his F2F classes. Created a course guide.	
Social Work (MSW)	Mou	IL sessions; Libguides Embedded in some courses; Individual consultations	
Nursing (MSI)	Mou	Libguides; individual consultations	Good rapport with grad program director. MS>DNP
Nursing (DNP)	Mou	Orientation; taught via Big Blue Button; course specific research guides – one of them is used for a scavenger hunt assignment; embedded in courses with my own Discussion thread Ask Mou! Responded to students questions with	Good rapport with grad program director.

		the discussion thread and/or via email and phone calls; individual research consultations; created videos	
EDD	Mou	Embedded in courses Endnote workshops APA workshops Individual consultations – In person and virtual	Embedded in community of practice class; direct access to students; Great rapport with program director and library liaison team; invited to meetings, retreat
Copyright, SOAR, Thesis/Dissertation formatting, etc.		Dissertation formatting workshop Presentations to faculty, grad council on dissertation submission, formatting, and archiving	<p>Collaboration with various library colleagues, ID&D faculty, and faculty from selected graduate departments on educational and collection development programs for graduate students</p> <ul style="list-style-type: none"> • The lack of University-wide guidelines for thesis and dissertation submission, formatting, and archiving • Students' refusal to archive their theses in SOAR and ProQuest (usually, upon the advice of their faculty advisors or mentors) • Set up an ETD program at SU • Be able to reach all graduate students via email as needed • Use every opportunity to educate them on copyright, open access, and scholarly publishing, mostly through a personal contact during workshops, research consultations, or when they are referred to me for help
Athletic Training		Guide on-the-Side tutorial	<p>I work with the M.S.A.T. program, which is newly converted from an undergraduate to graduate program, so they're still building their numbers and finding their footing. It's a hybrid program, with some classes on-campus and some online, and many clinical hours. I've worked mainly with ATTR 610: Research Methods for ATTR Clinical Practice, where I've created a Guide-on-the-Side tutorial that talks about research, MeSH headings, complex searches for literature, etc. Since this is only the second year of the program, the cohort just reached the research stage of the program.</p> <p>Going forward, I'd like to do more outreach with the department, where appropriate. Now knowing the faculty more, and the program is settling into its</p>



Panel Question #3 - Response

- We have few graduate programs that aren't residential.
- Remote programs tend to be supported by subject librarians.
- Postdocs are reached direct connection with the head of the Postdoctoral Scholars Office, and embedded weekly announcements in the weekly postdoc electronic newsletter.

BIGGEST CHALLENGE?

What is your biggest challenge in reaching full potential with serving grad students?

Where outreach fell short

Academic Integrity outreach

- Great need according to both faculty and academic advisors
- Very difficult to drive attendance!
- One session required extensive planning and coordination – and NO students showed up

But it got better!

- Reconsidered timing – very start of the fall semester proved much better than around fall midterms
- Partnership with academic support staff member and graduate academic advisor

What didn't work well

- GSO coordinated in-person orientations
- Librarian liaisons reported some programs were unsuitable
- One librarian reported – students can't email from Canvas because they don't see the librarian's name
- Lack of collaboration with faculty for some programs
- Faculty unwilling to give up class time
- Mini library survey – administered to nursing



Panel Question #3 - Response

- The biggest challenge is time.
 - Without more time in a given day, seek to work strategically by leveraging newsletters, past workshop rosters, networking with faculty and graduate students.
- The most recent success: Unplanned lunch with a faculty member in the Theology program allowed sharing some library services that the faculty member didn't know about, and making connection.

PERFECT WORLD? THEN... THE WORK AROUND?

In a perfect world, what do you need to reach optimize library efforts for serving graduate students? What's your just-in-time, real world workaround, since your dream hasn't come true yet?

Optimization of service to graduate students

My “Perfect World” scenario

- Academic integrity instruction rolled into graduate curriculum
- Just in time delivery of research support at all levels
- Better integration of library resources in the CMS, even for graduate students (targeted to the specific needs of their degree programs)
- Near universal use of citation management systems (I prefer Zotero, but EndNote or Mendeley or others are ok too) with easy connections to instructional support
- Clear, concise instructions for publishing students’ scholarly work (theses and dissertations, conference submissions, etc.)

Real world work-arounds

Or, how to reach out to 850+ graduate students

- Graduate Services Coordinator role allows for additional outreach to my core grad students, as well as outreach to grad students enrolled in other colleges/programs
- Other workshops on more timely topics lead to connections with computing grad students
- Attend a general introduction to library services for grad students; or citation management system instruction session; or thesis submission workshop → learn that I am also their subject liaison librarian!

What is needed most

- More collaboration



PC:<https://www.flickr.com/photos/legoboy-productions/8834127656/in/faves-92906951@N08/>

- Teamwork



What is needed most

- Graduate Studies Office – exit survey- library questions
- Graduate Council – librarians
- I've been invited to EDD faculty retreat; other liaisons need more connection with their departments
- Faculty to be aware that 'grad students don't know everything about the library; they don't know how to use resources effectively!'