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## Refresh Student-Library Relationships with Innovative Applications of GooseChase

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# Refresh student library relationships with innovative applications of GooseChase

Natalie E. Bishop  
Jesse Xiong



**GARDNER-WEBB UNIVERSITY**  
**LIBRARY**

# Chasing more positive engagement

## Old Orientation Model

Students participated in an orientation during their first week on campus.

Orientation has used both the “tour” model and “scavenger hunt” model.

Scavenger hunts were paper-based and included in-house created puzzles, tokens, and clue cards.

Each orientation included 1000-1050 students. We ran 5-6 sessions during the week.

## Consequences of Impact

Significant number of staff hours devoted to creating and “resetting” the orientation.

Students found the experience to be overwhelming and complicated.

Students did not retain any information points covered during the orientation.

Student engagements with the library and staff were ineffective, forced, and awkward.

# Creating a “Framework” for Engagement

## Positive Engagement

Transform library student interactions and building use by using technology that conforms to students’ expectations for documenting experiences.

## Searching as Strategic Exploration

Build a foundation for implementing “mental flexibility and creativity”-encourage students to ask questions, engage with library spaces, creatively problem solve.

## Research as Inquiry

Create a positive environment where students practice “seeking appropriate help when needed” through short, targeted engagement opportunities.

# Duck, Duck, Goose! Why we chose Goose Chat

- » We needed to be more efficient with how we utilized staff time.
- » We wanted an effective tool for engaging with students.
- » Called about Higher Ed pricing model which is not on their website.

# Game Development

- » Students practiced the process of “browsing and serendipitous methods of information gathering”, by finding a weird book in the collection and uploading a picture
- » Students were asked to document their experiences in photos and videos by “exhibiting mental flexibility and creativity”. This resulted in humorous and unique submissions.



**Task:**  
Find some of the  
recycling bins.  
Snap a pic.







## So, what happened?

Student workers displayed an increased sense of responsibility, building ownership, and willingness to interact with library staff.

New and returning students felt comfortable enough to share the new things they had learned. An overwhelming amount of comments were made on how fun the experience was.

Staff reported seeing large numbers of freshmen interacting with staff. There was an increased willingness to ask questions.

Using Goosechase for an Instagram giveaway was a success.

# Future Applications Beyond Orientation

## Dissertation Bootcamp

June 2019 Opening session icebreaker, followed by challenges and objectives that ask participants to document their experiences and what they have learned. (Assessment)

## Student Worker Training

September 2019 student worker training helped students learn about the building and staff in a fun way.

## Promotions & Game Nights

August 2019 Instagram giveaway was a huge success.

Will look at creating a GooseChase game night for the campus, with librarycentric challenges.



# THANKS!

## Any questions?

You can find us at

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