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Connecting First-Year Students with the Library: Wayne State University's Initiative

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Connecting First-Year Students with the Library: Wayne State University's Initiative

Carrie Croatt-Moore, Information Services Librarian
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Wayne State University

About Wayne State University



- Urban research university located in Detroit, MI
- Fall enrollment was approximately 32,000
- 3,000 are first-time students
- Campus-wide first-year initiatives began approximately 4 years ago

Library Outreach to First-Year Students via a Customized Webpage



Hours at the UGL for Today: 8:00am-11:00pm / Extended Study Center Hours: Open 24hrs

How Do I?

- [Get reserve items](#)
- [Find a computer](#)

Renew Books

Renew Books, View Checked-out Items, See Fines and more...

Find Articles

Find articles using the library.

<http://www.lib.wayne.edu/fye>

The Process

The Charge:

- Develop a webpage for beginning students to support the university's first-year experience initiative

The Team:

- Five librarians (Instruction Team Librarian, Web Librarian, Computing Services Librarian, two Information Services Librarians)

The Process

Goals for the page:

- To be “unlike” typical library pages
- Focus on the essential information
- Have fun!

Development

- Began Spring 2006
- Researched other libraries’ pages focused on first-year students (Lit Review)
- Gathered ideas for content from first-year students

The Outcome

- A portal to guide students to the campus resources needed to support academic success debuted Fall 2006
- Provides “one-stop shopping” environment by bringing together library information and resources with university-wide services
- Design inspired by University of Minnesota’s Undergraduate Virtual Library (<http://www.lib.umn.edu/undergrad/>)



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- [Find a computer](#)
- [Locate a Study Room](#)
- [Get free classes on PowerPoint, EndNote, etc...](#)
- [Get help with my multimedia assignment](#)
- [Get computer help](#)

Need Help? Ask a Librarian

- AIM screenname:  [waynelibrarian](#)
- [Chat with a Librarian](#)
- [Email a Librarian](#)
- [See a Librarian in person](#)

LOL, Weird News...

- [Cheese beats Baboon Metaphysics in odd book prize](#)
- [No. 1 lady detective series?](#)
- [Pizza-making machine has chefs in a spin](#)
- [Priests get jail for stealing from church](#)
- [Sorry no training, TV ad](#)

Renew Books

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Assignment Planner

Start Date:
 - -

Due Date:
 - -

You CAN beat the clock!

Campus Connections

- [Help with papers \(Writing Center\)](#)
- [See an advisor](#)
- [Financial Aid](#)
- [Need a Job?](#)
- [Tutoring](#)
- [Testing Center](#)
- [Campus Health Center](#)
- [Course catalog](#)
- [Schedule of classes](#)
- [Campus maps](#)
- [People Search](#)
- [Where to eat](#)

Find Articles

Find articles using the library.

Search:

For more databases see the [Articles and Databases list](#)

Find Books & Movies

Find books (like textbooks), and movies using the library catalog.



Search

Did You Know?



Detroit's Eastern Market is the largest wholesale/retail market of its kind in the U.S.! Saturday's at the market are crazy busy -- check it out! from: *The Detroit Almanac*

- **Library Services**—renewing books, getting reserves, reserving study rooms, and other essentials, including Ask a Librarian!
- **The Assignment Planner**, a time management tool
- **“Campus Connections”** links to university services such as advising, class schedules, tutoring, places to eat, the Writing Center, and other “essentials”
- Current day’s **hours** for the UGL
- **“Find Articles”** a metasearch that generates a list of articles available online from selected fulltext library databases
- **“Find Books and Movies,”** a WSU catalog search to locate materials in the library.
- **“Fun Stuff”**—Students can read “Weird News” from Reuters RSS feeds or learn unusual facts (“Did You Know?”) from a whimsical family of librarian avatars.

Usability Testing & Page Effectiveness

TASKS

- Find the books on reserve for the BA 1010 class taught by Clinton Andrews.
- What time does the Undergraduate Library close?
- How do you renew books you have checked out?
- If you were assigned a project on 3/1/2007 and it was due on 5/1/2007, by what date would you need to *find, review, and evaluate books*?
- When does Priority Registration for summer classes begin?
- How would you find where Shapero Hall is located?
- Find a journal article on the global warming.
- Find out if the library has the book *Fast Food Nation* by Eric Schlosser and if it is available for checkout.
- Check your Wayne State e-mail.

Study Participants

- All participants were first-year students.
- 5 male, 3 female
- All were traditional-aged students (18-24)
- All self-selected to participate

Page A (FYE) and Page B (Homepage)



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- Need a Job?
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- Testing Center
- Campus Health Center
- Course catalog
- Schedule of classes
- Campus maps
- People Search
- Where to eat

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Wayne State University Library System - Mozilla Firefox

http://www.lib.wayne.edu/

Libraries | WSU | Pipeline | Blackboard | WSU E-Mail | My Library Account

Wayne State University University Libraries

WSU Libraries
Neef Law Library
Shiffman Medical Library

Catalog: Full Catalog

Advanced Search | New Titles

Find Articles & Databases:

Find Online Journals:

Can't find it? [Ask-A-Librarian](#)

Subject Guides | Reference Tools

News | Library Info

Digital Projects

Temporary Classrooms from the 1940s

Search for more images of temporary classrooms from the Virtual Motor City Collections.

On-campus users, search here:

Off-campus users, go to [Google Scholar](#)

Suggestions | Privacy | Acceptable Use
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For Students | For Faculty

News For You:
[Partnership with Wayne State gives new life to Macomb library](#)
[Dean of Library System elected to OCLC Board of Trustees](#)

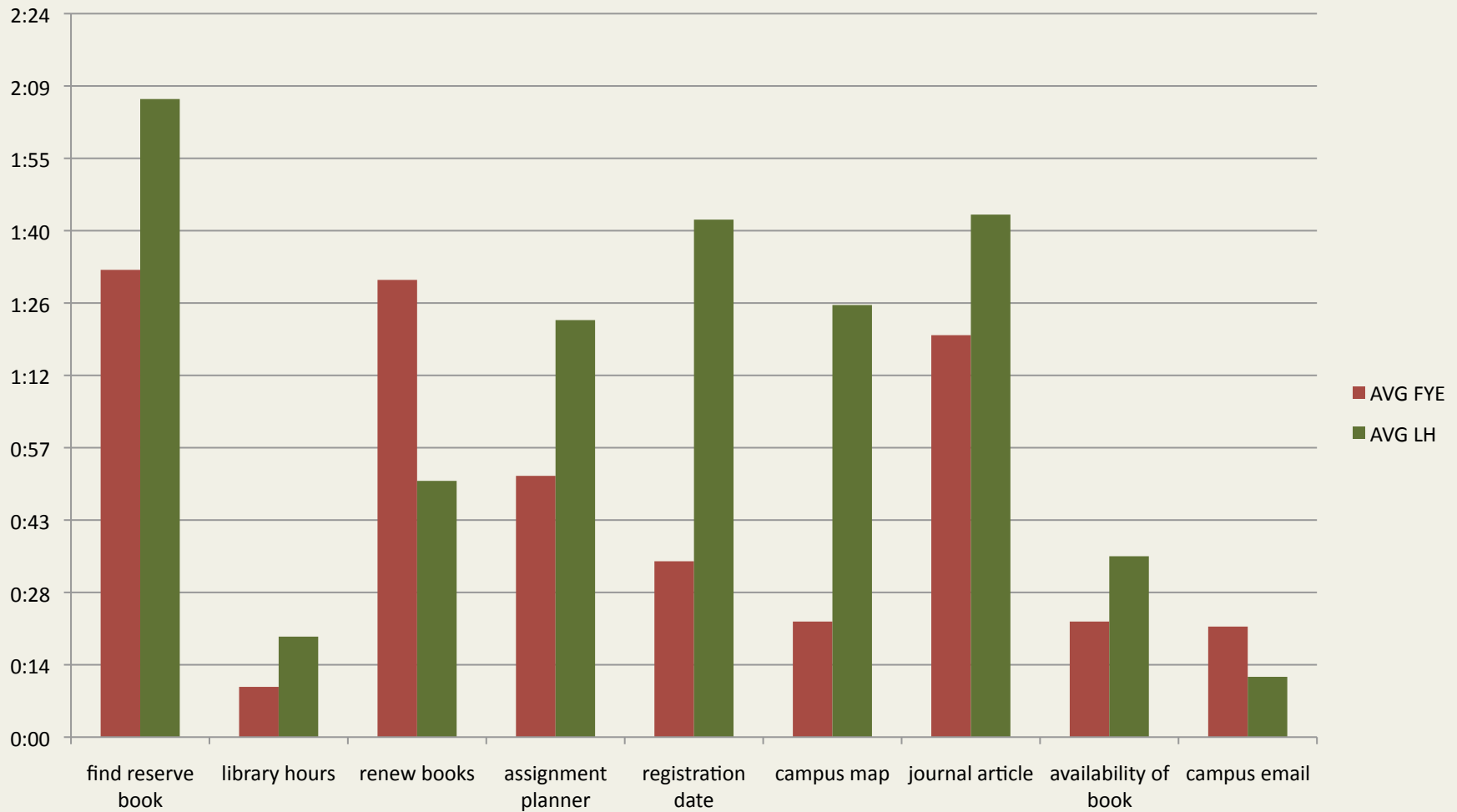
Gathering & Analyzing Data

Task	3A	3B	4A	4B	5A	5B	6A	6B	7A	7B	8A	8B	9A	9B	10A	10B	DT
find reserve book	3:27	1:25	1:01	3:17	2:31	:15	:28	2:37	2:51*	:57	:32	5:01	1:06	:11	:29	3:15	
library hours	:07	:21	:04	:16	:08	:12	:20	:10	:16	:24	:01	:20	:09	:21	:04	:35	
renew books	2:58	1:14	1:22	:30	3:46	:59	1:02	:20	1:05	:21	:45	1:37	:55	:25	:11	1:25	
assignment planner	1:40	1:28	:18	1:43	1:00	:50	:17	:53	:37	2:14	1:32	2:13	1:13	:18	:19	1:25	
registration date	:36	1:17	:15	2:48	:26	1:30	1:00	:50	:50	:40	:16	1:41	:55	4:10	:20	:45	
campus map	:37	:26	:19	:50	:43	:15	:13	1:53	:21	:38	:12	:43	:24	2:55	:14	3:51	
journal article	3:00	3:11	:31	:38	:32	1:28	1:56	:58	1:09	1:49	1:27	1:53	1:04	:43	1	4:29	
availability of book	:24	:25	:21	:44	:17	:26	:44	:28	:27	:48	:16	1:16	:16	:15	:18	:28	
campus email	:57	:13	:17	:14	:18	:05	:28	:20	:20	:08	:12	:18	:10	:11	:12	:08	
Total																	

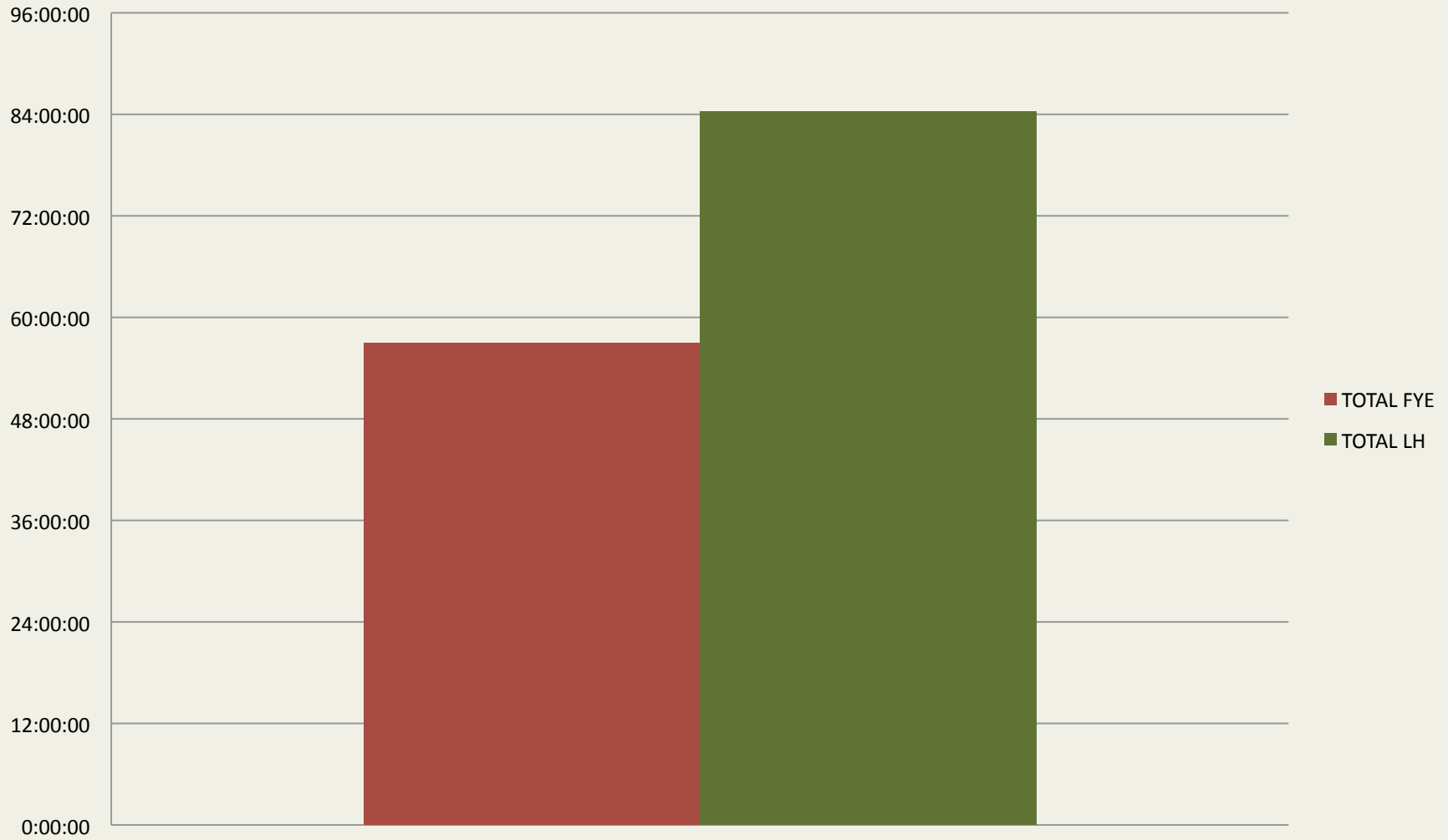
*did not read question correctly; missed "reserve"

- Establishing inter-rater reliability
- Calculating the timings
- Time per task

Average Time per Task



Comparison of Total Time per Page



Analysis

- Seven out of the nine tasks were completed successfully in less time using the customized page.
- Completing the tasks took approximately 33% less time using the customized page.
- Finding an article and finding a book were completed more quickly by 6 out of 8 participants using the customized page.

Student Feedback

- Following the task completion portion of the testing, participants completed a short paper questionnaire.

“You don’t have to search a lot to figure out what to do.”

“I like the layout and I will probably use this site in the future for the majority of information I need. I like the inclusion of a “did you know?” Section and the weird news section.”

“But I really like the Assignment Planner and how easy it was to find articles/books.”

“If it were more advertised or known, then I am pretty sure students will use it on a regular basis.”

Next Steps

First-Year Students

This guide is created as a "one-stop shopping" site of library and university services for students new to Wayne State University.

Last update: Feb 05th, 2010 | URL: <http://guides.lib.wayne.edu/content.php?pid=94558> | [Print Guide](#) | [RSS Updates](#) | [SHARE](#)

Getting Started

Getting Started | [Comments \(0\)](#) | [Print Page](#)

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How do I?

- [Get Reserve Items](#)
- [Renew my Books](#)
- [Find a Computer](#)
- [Locate a Study Room](#)
- [Get Help with my Multimedia Project](#)
- [Get Computer Help](#)

[Comments \(0\)](#)

LOL Weird News

- [Woman seeks "Jessica Alba" makeover to win back lover SHANGHAI \(Reuters\)](#) - A Chinese woman is seeking extensive plastic surgery to look like U.S. actress Jessica Alba, mainly because she hopes to win back her boyfriend who she said always wished she looked more like the Hollywood star.
[Email this](#) | [Save to del.icio.us](#)
[Digg This!](#)
- [Camel burger newest "healthy" option on Dubai menu DUBAI \(Reuters\)](#) - A traditional Emirati restaurant in Dubai has added a new entree to its menu

Welcome

Comments (0)

Need Help? Ask-a-Librarian

Reference Desks

- UGL: 313-577-8852
- PurdylKresge: 313-577-6423
- Science & Engineering: 313-577-4068

[Ask-A-Librarian](#) - Contact us by email or phone when we are offline.

AIM Ask-A-Librarian Chat

waynelibrarian is offline.

Offline

Your Name:

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Search for Books @ WSU

encore Search:

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