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Don't wait for them to come to you: Partnering with student support services

Katie Bishop

University of Nebraska at Omaha, kabishop@unmc.edu

Connie Sorensen-Birk

University of Nebraska at Omaha, csorensen-birk@unomaha.edu

Derek Boeckner

University of Nebraska at Omaha, dboeckner@unomaha.edu

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Don't wait for them to come to you: Partnering with student support services

Team Lead: Katie Bishop, Criss Library | Team Members: Connie Sorensen-Birk & Derek Boeckner, Project Achieve

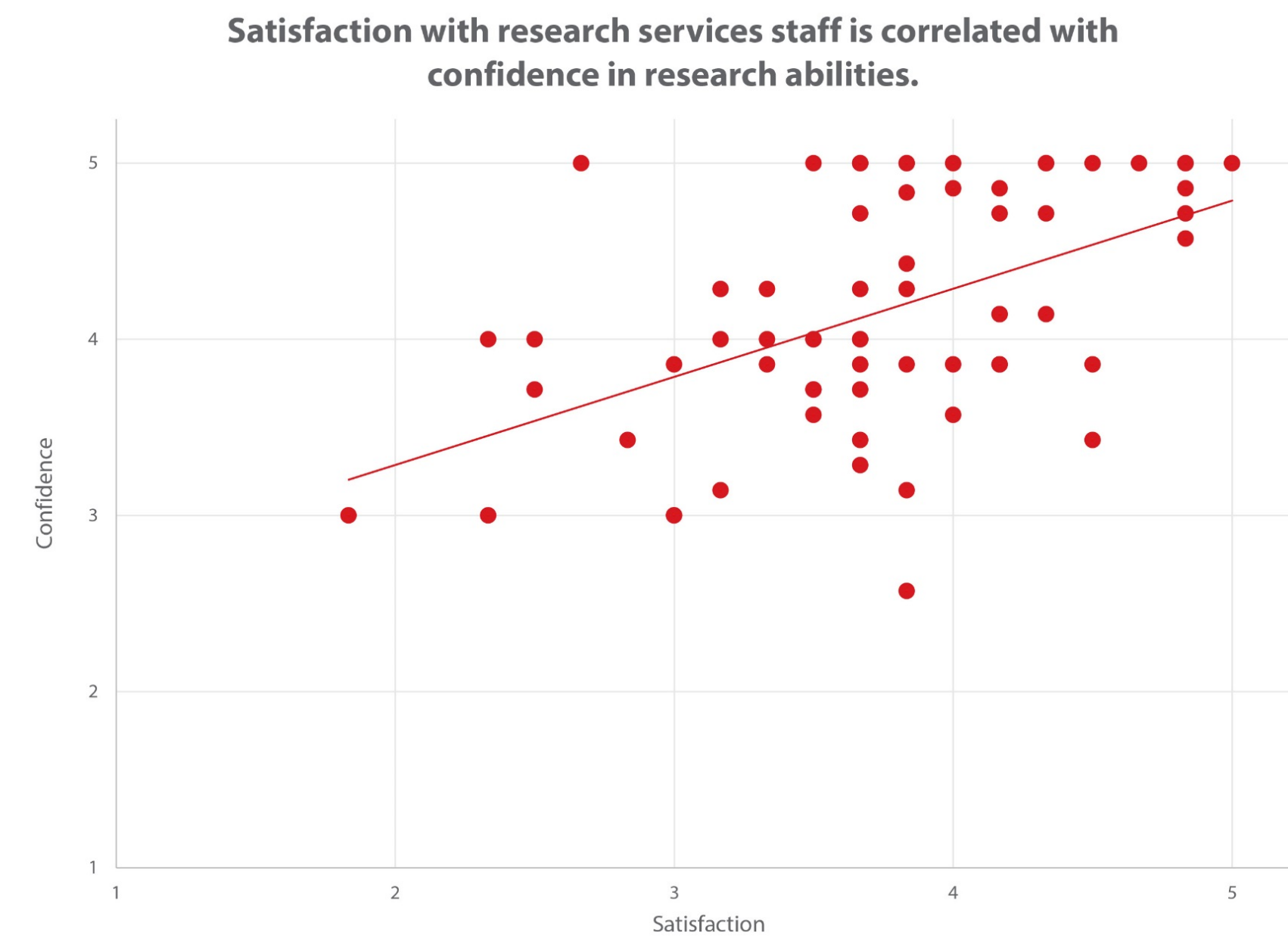
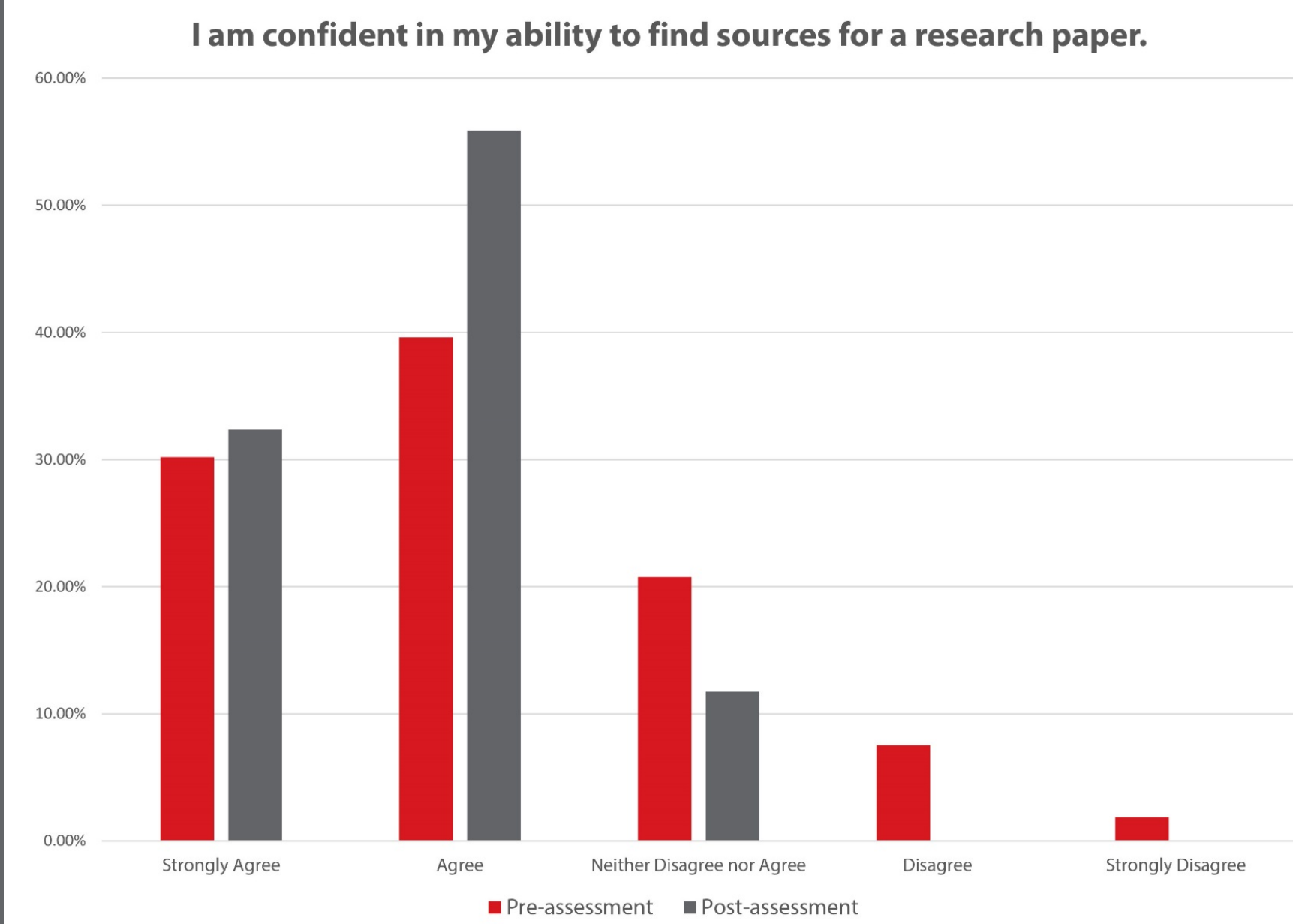
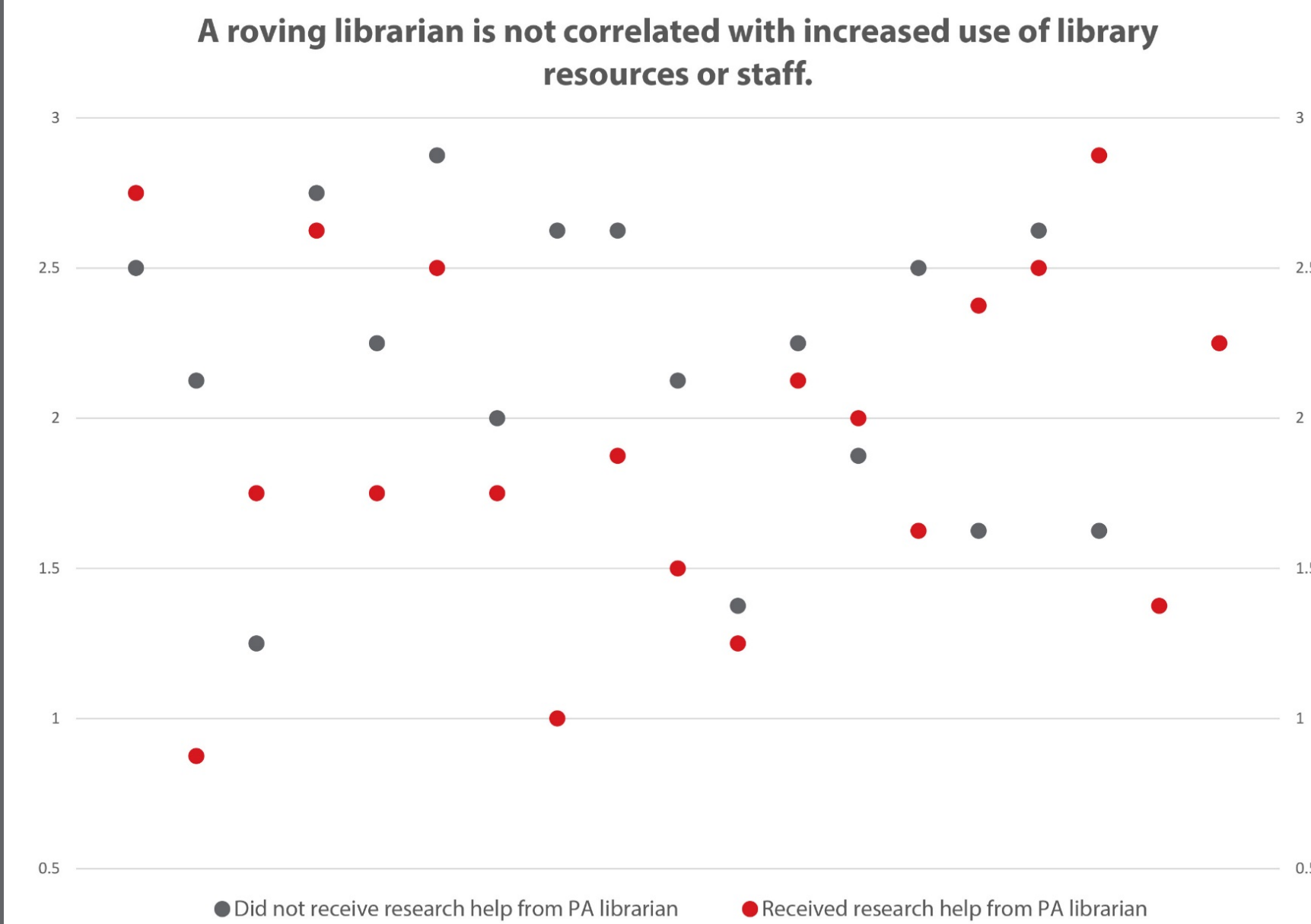
Inquiry Question

What is the effect of having a librarian embedded in a student support services office on student confidence when conducting research, and on their use of and attitudes toward library resources and staff?

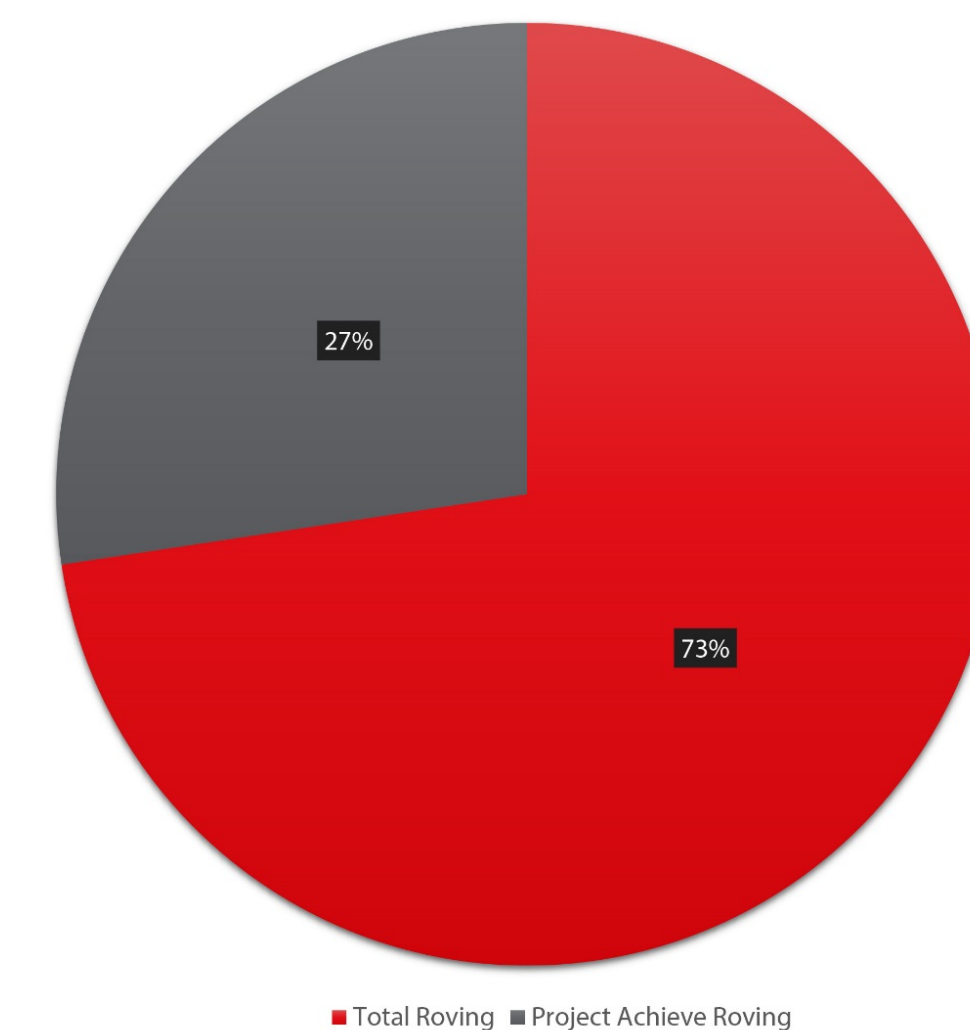
Methodology

- Project Achieve (PA) is a Federal TRIO Student Support Services Program at UNO serving a group of students qualifying as first generation, limited income, or disabled. During the 2014-2105 academic year the PA program supported a total of 190 students.
- A librarian provided roving research assistance at the Project Achieve office 3 hours per week.
- Pre- and post-assessment surveys were sent out to PA students. 55 surveys were collected in the Fall and 36 were collected in the Spring. Significance and correlation were examined via a dependent sample t-Test and Pearson's Correlation analysis.

Results



Roving Statistics for Academic Year 2014-2015



Key Findings from the Literature

- Libraries need to demonstrate the value of their services. Meeting users where they work is one way to do this (Solorzano 2013).
- When looking to partner with target groups outside traditional subject areas, it is critical to take into account the strategic plan and any unmet needs of the campus (Dahl 2007).
- This type of program works best when the coordinators at the partnering office deliver a high level of support to students; they are then primed to take advantage of any offered services (Love 2009).

Conclusions

- High satisfaction with research services staff is correlated with an increase in student confidence when conducting research, therefore customer service should be a top priority for library staff.
- Students in the Project Achieve program reported higher confidence in finding and using resources after a librarian was embedded in the PA office.
- Roving services are more successful when partnered closely with other campus staff. Four librarians held roving hours during the 2014-15 academic year; this project accounted for nearly 1/3 of all roving statistics during that time period.

