

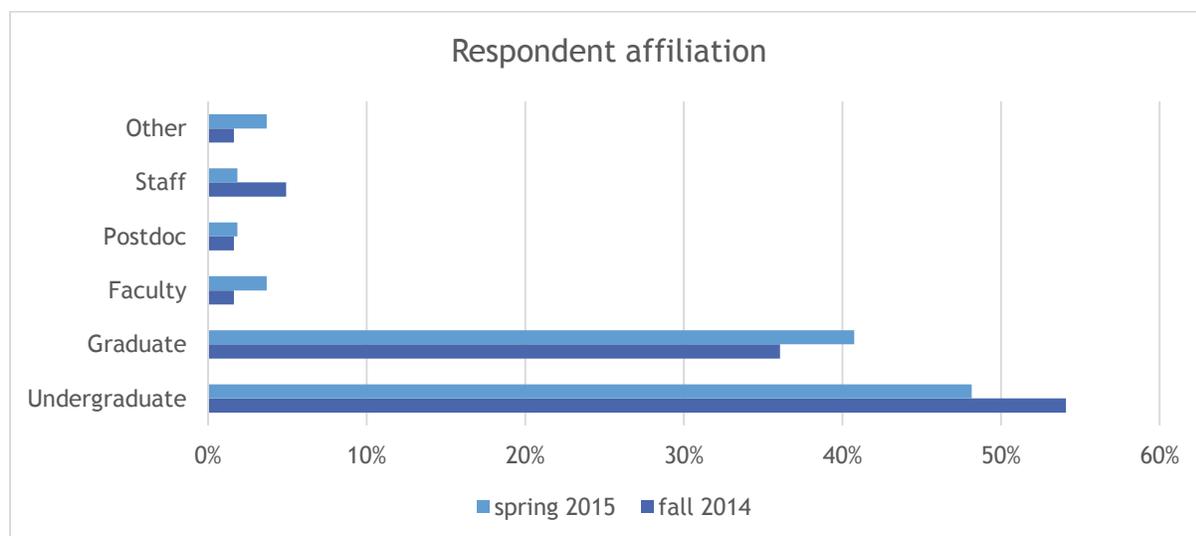
Research consultations survey

Background¹

In November 2014, the Assessment Core Team planned and piloted two efforts to gather feedback on Duke University Libraries' research consultations. These efforts were repeated during the spring 2015 semester. The first effort was a brief, ongoing survey to be offered to each student at the end of a research consultation. Only three students were offered the survey before the end of the fall 2014 semester; 16 students completed the rolling survey in spring 2015. The second effort was an end-of-semester survey distributed to library users who had participated in a research consultation over the course of the previous semester. In order to create a list of everyone who had registered for a research consultation, data was exported from LibCal and Qualtrics, and public services staff were asked to compile records of everyone they had arranged consultations with via email during the semester. These were entered into a Qualtrics panel, and the survey was sent out to 187 people after the close of the fall 2014 semester and to 146 after the close of spring 2015.² The end-of-semester surveys ran for three weeks and included a raffle for an Amazon gift certificate as an incentive.

Findings

We received 54 responses in spring 2015 (compared to 58 responses in the fall), a response rate of 37%. The response rate in fall was 31%. The breakdown of affiliations was similar both semesters. Of all respondents, 48% were undergraduates, 41% were graduate students, 4% were faculty and other respectively, and 2% were staff and postdocs respectively. Both "others" were here on Fellowships. Among undergraduates, 27% were first-year students, 19% were sophomores, 23% were juniors, and 31% were seniors.

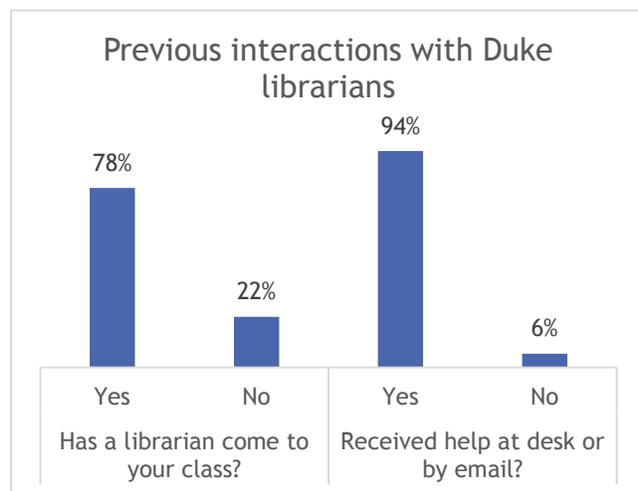


¹ For more information, please contact emily.daly@duke.edu

² Many more research consultations occurred, this is just the number of people for whom we were able to gather contact information.

Participants were affiliated with 31 different departments during the fall survey, and with 33 during spring semester. Department affiliations were diverse, and included the sciences, social sciences, and the humanities, though far more respondents were associated with humanities in the spring, and far fewer with the sciences. Seventeen percent of respondents who had an affiliation that could be categorized were affiliated with the sciences (this was 38% in fall), 35% with the social sciences (49% in fall), and 48% with the humanities (only 13% in the fall). Public Policy once again had the highest number of respondents (11%, 12% in the fall), followed by Graduate Liberal Studies and Art History/AAHVS (7.5%) each. In the fall, Global Health (12%) and International Comparative Studies (7%)

were the second and third most represented departmental affiliations.



We asked respondents if a Duke librarian had ever come to their class to teach them how to use library resources. In both semesters, 78% responded that they had, and 22% had not. A higher rate (92% in spring, 86% in fall) of the undergraduates who answered this question said a librarian had come to their class. Furthermore, 94% (92% in fall) had received help with research from a Duke librarian at a library help desk or by email. Only 6% had never received such help.

Survey participants were also asked to think back on their research consultation and choose one of two statements that best described it. Ninety-four percent of respondents reported that the session helped them feel more confident to do research for their paper or project (92% in the fall), while only 6% reported that the session did not help them feel more confident in their abilities.

Participants were asked to share something they learned during the research consultation that they found useful as they completed their research paper or project.³ When the responses were normalized into categories,⁴ 50% (24) mentioned the topic of “finding resources” (compared to 11% in the fall), 15% (7) mentioned “searching library databases” (compared to 26% in the fall) and another 15% mentioned “using Endnote/Zotero/RefWorks,” and 6% (3) mentioned “performing a literature review”



³ See full responses in Appendix C (not normalized)

⁴ Responses could be coded with multiple values

(compared to 5% in the fall). Two people each – or 4% – mentioned “navigating the library” or “searching citations.” The rest of the topics had one respondent each, and ranged from “performing a literature review” to “using the library’s website.”

Takeaways: the takeaways discovered in fall hold firm -- participants learn a variety of new skills during research consultations. The most common skills taught during consultations are how to search library databases and how to locate resources pertinent to the research topic. Interestingly, while these were the two main topics learned in both semesters, the first was far more common during the fall and the second during the spring.

When asked what, if anything, they did differently as a result of the research consultation, normalized responses showed that 34% (13) of respondents said they “know about and have used different resources” as a result of their consultation (compared to 25% in the fall). Additionally, 29% (11) of respondents said that they now “search differently for resources” (compared to 19% in the fall). An additional 6% reported “organizing research resources differently” as a result of the consultation. The rest of the answers had 1-2 respondents only and ranged from topics such as “I was more confident that I could get the resources I needed even if Duke didn't already have copies of new books” to “my meeting shaped all of my research for the semester and provided me with the opportunity to conduct my research in a completely different way.”

Takeaways: research consultations have an impact on research behavior and quality. In particular, consultations expand students’ knowledge of available resources and improve their ability to implement successful information seeking strategies.

The final question on the survey asked respondents to provide suggestions for improvements to the processes of scheduling, requesting, and conducting a research consultation. We received 45 comments, 67% of which were simply positive statements or statements that nothing needed to be improved. The two most frequent suggestions for improvement were that the Libraries provide an online scheduler instead of an email system for scheduling research consultations (11%, 5 people) and that the Libraries do more and better marketing of the service (9%, 4 people).⁵

Takeaways: research consultations are effective and people are generally very satisfied with the service. It is somewhat of a burden on students to schedule by email instead of being able to use an online system like LibCal. In participants’ opinion, many students continue to be unaware of the service, which should be marketed more heavily if possible.

⁵ See full responses in Appendix C (not normalized)

Appendix A: copy of survey

PerkinsLibrary Research Consultations 2014 - end of semester

Earlier this semester you had a one-on-one meeting with a librarian. We hope you'll help us improve this service by completing this 5-question survey. Your feedback will be kept entirely anonymous. By completing this survey you'll be entered in a drawing to win a \$35 Amazon gift certificate! The survey will be open through May 22nd.

Which best describes you?

- First-year student
- Sophomore
- Junior
- Senior
- Graduate Student
- Postdoc
- Faculty or Instructor
- Duke University Staff
- Other _____

What major, program, or department are you affiliated with?

Have you done any of the following?

	Yes	No
Had a Duke librarian come to your class to teach you how to use library resources	<input type="radio"/>	<input type="radio"/>
Received help with research from a Duke librarian at a library help desk or by email	<input type="radio"/>	<input type="radio"/>

Think about the one-on-one meeting with a librarian you had earlier this semester, and select the statement below that best describes your experience.

- The session helped me feel more confident to do research for my paper or project.
- The session did not help me feel more confident in my ability to do my research paper or project.

Share something you learned during your one-on-one session with a librarian that you found useful as you completed your research paper or project.

What, if anything, did you do differently as a result of your one-on-one session with a librarian?

Based on your experience, how could the process of requesting or scheduling a meeting, or meeting with a librarian be improved?

Appendix B: free text responses

Share something you learned during your one-on-one session that you found useful as you completed your research paper or project

Undergraduate responses
They directed me to more useful sources for my project.
Greta was awesome she showed me that there were subject specific databases.
the librarian went over all the resources available through Duke libraries
There are so many academic journals available to Duke students for research that I never otherwise would have known about.
How to navigate library.duke.edu
How to access and use ref works
I was able to learn how I can gain access to the Time Magazine archive, and I was able to learn how to scan book pages and email it to myself.
The most helpful thing was he librarian's ability to identify intersectionalities in my topic and point me to other librarians as well
Knowing first how to even navigate the library, and what online resources are helpful for what I'm researching.
I learned more about the use of multiple research sites past the single one I usually used (i.e. instead of just sticking with PubMed, I've learned more about Web of Science and have used it more often since then).
The librarian showed me how to use ancestry.com to learn supplemental personal details about people involved in my project. I also learned how to access historic newspapers from a variety of databases, which really helped with my project.
Both librarians helped me immensely to find unique online search tools and databases for my research.
I was able to locate the exact sources that I needed, and I got an overview of valuable websites that allow a researcher to look for a particular source at many libraries around the country.
How to refine searches better. For example sorting for scholarly articles and using subjects in the catalog to find other helpful sources
I learned how to link up my Google Scholar with my duke account so that I could get access to more documents. I also learned how to use different databases for different needs
Using trln.
Brittany showed me how to use different search engines through Duke library's site to be more effective in finding relevant sources.
Related topic search

How to conduct a systematic literature review
How to use zotero
endnote
Different resources to use such as Artstor, a lot of the databases like that I didn't know about
Databases like Scopus, MeSH terms
I had no idea that there was a database in which you could find previous dissertations, which had more information on my topic (which was pretty obscure).
Helped me narrow down my topic and suggested some keywords that I can use to look for resources.
Useful search engines for my research
Different hot keys to perform a search
How to use the Rubenstein collection
She helped me find book resources and think of key search terms
How to efficiently search a database
Helped find info for my neuron science paper.
I learned that when I come across a useful book or other resource, I can find similar resources by checking searching the keywords listed.
How to work with endnote and Nvivo on pc vs mac
Made requesting books a lot easier
We have the ability to request texts from different libraries/universities
She taught me how to use endnote and where the education books in the library are.
Some good starting points for research.
I learned how to request books from other libraries
Learned about a couple of new useful databases
How to cite photos
Learned the secret weapons section on the art history resources - basically a database of theses that covers a wide scope of material.

Graduate and postdoc responses
How to find databases with useful market reports on health care.
I learned about Zotero.
I learned about relevant sources the library has that were extremely helpful to my work.
I learned the multiple resources available to find sources and do graduate-level research for my paper.
Using Endnote and learned that when I am using school IP, the google scholar is connected to getit@duke.
learned how to conduct a comprehensive database search for a systematic review

I learned about the acquisition status of a certain periodical that I needed for research purposes but had been unable to locate.
N/A
I learned about resources I wouldn't have known otherwise.
How to find, download, and use Census data
I learned that EndNote does not play well with Safari but is much easier to use with Firefox or Google Chrome.
Contemporary reviews of popular music are available in Rock's Backpages. I learned how to access and use this resource effectively.
to learn how to use the Duke library website and search for specific documents such as primary sources
How to search pubmed and use endnote
Using various databases to search for articles
Understanding the different types of databases
Laura Williams taught me how to search for books more effectively in the data-base of the library (using the subject heading, for example). She also provided me with lots of useful links to books that may help.
Michael taught me about two databases that I could use to search for articles for my research paper.
We looked at citation networks in web of science and she taught me how to find keywords that people are using in the literature to find new articles across disciplines. She also showed me some new things in google scholar and exposed me to articles I hadn't seen before.
I found out about Duke resources I had been unaware of before
Methods for searching citation frequency
The variety on non-English sources available
Nothing this particular time, it was a simple question.
I was so pleased that a librarian could meet with on a Sunday afternoon. He was VERY helpful getting me on the right path with EndNotes.
I learned that I could turn to area studies librarians for help finding datasets.
I learned about the library's purchasing program and my ability to request new books.
He showed me how to find relevant materials more efficiently.
Using the bibliography as a great resource for sources
The librarian pointed me in the direction of useful resources I was not aware of in the Duke library, and also advocated for me through the ILL department in procuring materials from other universities and libraries.
some specific search terms, subject headings, and databases that were relevant & useful for what I was looking for
Karen was extremely helpful in pointing me to relevant texts and reliable sources (such as allAfrica)
the amount of sources I could use

During my one-on-one session, the librarian was very helpful in showing me how they went about finding the sources and how I could use their techniques to find better sources in a more efficient manner. I also found several new databases to search.
How to better use End Note, and how to effectively search the libraries databases (newspapers, dissertations).
Found how to research more efficiently
being able to research in different databases outside my own fields.
use of database; finding specific sources
I've found that the librarians who specialize in a particular region are especially helpful at directing me to the resources pertinent to my research. They have also informed me of reliable data bases.

Staff and faculty/instructor responses
End note information
help with doing a search of BHL
I learned about new online business databases
We continue to work together to help students learn to do literature searching
A way to do a literature search
I learned a lot about the online databases that are available to me and my students.

What, if anything, did you do differently as a result of your one-on-one session with a librarian?

Undergraduate responses
None
I used databases I had never used before
More organized outline
I used a different type of resource (review articles).
N/A
I used the resources she offered in my project.
I tried to search for different resources using the keywords after books to look for new materials in similar fields.
I searched for research articles more effectively!
I used keywords to find things related to my research which I had not thought about doing before.
searched using more specific key words
More often and easily gain access to relevant research materials.
Help us locate the librarian's offices.

Knew that librarians are a great resource and when researching, I have to think of different words that I can use to search something
I used the duke library database.
not much, she mostly validated the work I had already done
I researched more precisely which allowed a much more concise, specific paper.
expanded my searches by field
I was able to narrow my search for research and found better qualified sources for my papers.
I gained access to a new resource which added context to my research paper.
I was able to order texts in Russian from Moscow
I generally always use the Duke libraries website to look for academic journals.
I've started using more than one search engine for research papers.
The librarian helped me find more sources to supplement my research in a particular direction, and so as I continued on I kept going in that direction.
My meeting shaped all of my research for the semester and provided me with the opportunity to conduct my research in a completely different way.
Basically it saved me time, and pointed my search in the right direction,
My searches were more efficient
Nothing really
The way I used the search function
N/A
Looked at the sidebars/other information on a page more closely to find what I needed
Change format and process of researching for article
Search the same search across databases
cite w/ correct format
I know where to look, instead of a broad overview from the library main site
Search techniques
Looked through dissertations, searched for my topic in a roundabout matter.
Tried to use specific key words to look for references.
Utilized these resources
Performed searches more efficiently based on key words and hot keys like asterisks. AND. Quotations
More refined catalogue searches
Didn't do anything differently, but was able to be more productive with my research.
Found more physical resources
Found great articles.
Gather my sources before deciding on a topic, rather than choosing the topic and then looking for sources to support my claim.
Determine the direction of my research project
More/ better resources
Chose more specific search terms

I knew where to find resources.
I included a different section in my paper.
I utilized more resources.
Nothing the session was very helpful
Figured out a better, more effective plan for approaching the research question
Cited more deliberately

Graduate and postdoc responses
Located a good database.
Nothing, it was a great session.
I was able to use historic census data.
I looked into more resources to find the information I was looking for.
I started using Endnote
Included databases I would not have considered. included search syntax I would not have known about.
I narrowed down the avenues of research (i.e. topic areas) relevant to my investigation
N/A
I used journals and search engines specific to my research area.
Found NC- specific data to analyze
I changed my browser.
I was able to access these primary sources and incorporate contemporary rock critics' viewpoints into my paper.
nothing
Find and organize research studies more effectively
I was able to use better key words/phrases to find more relevant articles, and use more appropriate databases.
She broadened my perspective by providing links to lots of books, articles and dissertations that related to the essay I was working on from different perspectives, which really helped.
Yes, I will be using these two sites again.
definitely the keywords that I use - I now look at past literature to get a good idea for key words that might work before diving in.
I was able to use the library website and search features more effectively
Begin my search with databases
Not-so-targeted research
Nothing
Have a better understanding of EndNotes.
I always look on the areas studies librarian's website when I am starting a new project with relevant content.
I was more confident that I could get the resources I needed even if Duke didn't already have copies of new books.

I narrowed down my research topic. The meeting helped a lot with my proposal.
Was able to look deeper into the archives
I was able to focus my research more narrowly and come up with resources I hadn't found before.
it helped me narrow down my search to more relevant areas
wasted less time :)
nothing
I wish I had a more solid grasp on my paper topic before the first one-on-one session, but the librarian was very nice and was incredibly helpful via email and me stopping by their office for more questions.
See above.
techniques for searches and where to start searches to get better results
researched in scientific databases for GMO research
all was fine
Seek their assistance more in the future and use the same databases that they do.

Staff and faculty/instructors
I shared Catherine's list of databases with my students and they used them extensively in their papers.
use end note
Was able to set up easier search methodology
Nothing
Gained exposure to some new online databases
Nothing yet

Based on your experience, how could the process of requesting or scheduling a meeting, or meeting with a librarian, be improved?

Undergraduate responses
None
I think the process was easy and should not be changed
No ideas
N/A it is very easy!
N/A
It was very easy to set up an appointment. It could be useful to have the librarian know about the specific class or professor.
I think everything is perfect! However I think I would love to talk about my paper with a librarian after I finished a draft.
Maybe make it more well-know to students on how to do it. If I hadn't had a librarian come to one of my classes to tell us how to do it, I never would have figured it out on my own.

not sure - everything seemed very streamlined and accessible for students
No suggestions
Maybe to promote an online reservation time.
Instead of a text box to request had buttons to select availability.
Nothing was about my experience was troubling in any way.
have time slots to sign up for instead of emailing one on one with the librarian
I had no trouble scheduling a meeting. I thought it was very easy.
It was fine
Do it similarly to the writing studio
I think it was pretty straightforward. Maybe making it more obvious to students doing research that the possibility of such meetings are available to them if they ever need help with research or something else.
People probably request that you should be able to sign up for appointments online, but I like that you can email the librarian directly and discuss over email your project before you actually meet with them.
It was really wonderful - no complaints!
I think it works pretty well now, maybe just more awareness that librarians Re available for individual guidance would be useful for new students to have.
I think it's great
No, it was exactly what i needed and worked out great
The system now is great! Just letting more students know about what's already in place would be great!
It was good. Brittany had already looked up some material and even had a book that was helpful for me.
Sometimes it's a little hard navigating the research guide/database pages. I think it would be helpful to funnel from general subjects to more specific things a little easier.
none - worked well
I thought it was easy!
it was fine
My professor had made this one for me, to mainly show Artstor, but in general perhaps an online schedule that is easy to find
Give handouts so I can remember everything
It was a straightforward experience.
Wish the meeting was more private.
Perhaps an online appointment system could be used
It was an easy meeting and went smoothly
I found the process very easy. Would encourage publicizing the library's great programs even more
It was great!
Specific options would have been useful. Trying to find a spot in his schedule was a little difficult.
Nothing

I emailed the librarian to meet with her. Perhaps an online form requesting a meeting would be helpful for students who are not willing to email a librarian.
I wish I had been sent a confirmation e-mail the day before or the day of the meeting, so I knew it was still happening. I also wish she had specified what exactly she was wearing or something, so that there would be no confusion who she was when we met in a crowded room.
Online scheduling rather than email
I think it worked out really well actually.
It was great
It was easy enough for me!
Being able to request without having to wait in an email
For interdisciplinary subjects, it can be really hard to figure out which librarian would be best suited to answering your questions (even after reading their bios, specialties, etc.). It would be really helpful to have some type of matching system, in which a student could submit their topic/question/etc, and be told which librarian would have the most appropriate expertise to help with it.
More individualized support

Graduate and postdoc responses
The current process met all my needs admirably.
None.
I had no issue with the process as is.
Maybe having librarians trained to help with more than one department would be helpful because during the time I needed health, the librarian assigned to my department was out of town and there were some delays in getting the help I needed via email.
it is good already.
n/a
Since I set up a meeting via email, I cannot think of anything else to streamline the process, as it was straightforward.
N/A
I received a response immediately, and was able to meet with two librarians shortly after. I wouldn't change anything about the experience.
N/A
The process, as is, worked quite well for me.
It couldn't be improved. Laura Williams was highly responsive to my request and attentive to my needs before, during, and after our meeting. It was a wonderful experience!
Online scheduling?
The process was fine.
Perhaps more broadcasting is needed. I personally believe that not many students come up with the idea of seeking help from a librarian.
I felt a little funny talking in the library area because it is so quiet. Not sure if there could be a little room to meet with people on the first floor. I really appreciated my meeting and all of the help that Michael offered. He is extremely kind, knowledgeable and patient.

It was awesome - we arranged things by email and she had an open appointment within a couple business days. We played phone tag at the beginning, partly because our regular librarian is in China this term, but she was great and very available and helpful!
I thought it was fine as is
Research needs be to more integrated into the education of graduate students
Would be nice if the librarians could refer to others when they are unable to help (especially via chat).
The current set up worked fine for me. I don't see any need for improvement.
I think the process is fine as is.
I think the way it was handled was perfect.
Nothing.
Nothing it was great
The research guides on the website are a good starting place, but they need to be monitored and updated in several instances.
It was very easy to request & schedule. It might help to make sure students understand what will happen in the meeting - this was my first time doing something like this and I thought 'helping me find materials' meant the librarian would actually be doing the searching. Some of the things she showed me for how to search for material were really helpful (especially the particular databases and subject terms), but some of it was stuff I knew and had tried already, and didn't really help me with my research. It was a really useful meeting, but I went into it with some wrong expectations and I think that made it not quite as helpful as it could have been.
It's great
It would behoove librarians to be sure to know at what stage of the paper writing process the student is at, specifically, where in the topic choosing and researching stage they are at. Choosing a topic is difficult, and it would be nice to know if librarians were open to helping with choosing topics or not.
Nothing comes to mind. Duke has the most customer service friendly & oriented Library I've ever seen--better than West Point, Army ones, and Yale's.
nothing. my experience was great
probably would have been better to meet with someone with humanities background as well.
all was fine
It's been great so far

Staff and faculty/instructor responses
it was very helpful
Online scheduling is great I have no suggestion for improvement
The process is simple and works well as is
It works well as is
I went to the wrong library - otherwise it was great
No suggestions. It worked fine.

