

# Meeting Graduate Student Needs

## RLG Partnership Annual Symposium

June 3, 2009



# Graduate students at NYU









# Commonalities among grads...

- Intensity
- Duration
- Synthesizers
- Goal-based

But, really, no such thing as “a” grad student



### Subject Orientation

- Discipline
- Department
- Anticipated degree

### Demographics

- International
- Returning student
- Families/partners
- “Day job”

### Lifecycle

- Teacher
- Proposal writer
- Capstoner
- Group member
- In “the field”



### Subject Orientation

- Discipline
- Department
- Anticipated Degree

### Lifecycle

- Teacher
- Proposal writer
- Capstoner
- Group member
- In “the field”

### Demographics

- International
- Returning student
- Families/partners
- “Day job”

What about our MAs?

## Findings – a multiplicity of users



### Lifecycle

- Teacher
- Proposal writer
- Capstoner
- Group member
- In “the field”

### Demographics

- International
- Returning student
- Families/partners
- “Day job”

What about our MAs?



# Approaches and interventions

## Spaces

Commonalities

Collaboration

Overcoming isolation

## Services

Segmentation

Recasting

Messaging



# Interventions in spaces





# Collaborative





# Overcoming isolation

- Decompression
- Interdisciplinarity
- Silos







# Segmenting services

## Demographics

### ASSISTANT: GRAD STUDENTS

Information about  
that you can utilize to  
faculty members.

### WORK FOR

you can use  
readings for  
tributes to 42,000  
, as well as image,  
of this content  
r teaching, and  
n easy way to get  
ne-hour session  
materials in your

### INTRODUCTION TO AMERICAN RESEARCH LIBRARIES

This session is for new international graduate students who would like an overview of how to use the rich resources and services of an American style research library. This is a great opportunity to ask questions about how an academic library works and learn how to connect with your subject specialist for more help.

### BACK TO SCHOOL BASICS

If you have been out of school for a number of years, then this session is for you. We will cover the basics of academic research methods, especially focusing on online catalogs, databases, and various ways you can manage your research and bibliographies. Make sure to bring questions!

## Lifecycle

### NEW SERVICES

#### PROPOSAL WRITERS' WORKSHOP

Learn how to prepare yourself for your dissertation proposal writing tasks. Get information about managing your research materials and bibliographies, using specialized database tools like *Web of Science* and *Dissertation Abstracts*, and using our systems and experts to get the best possible body of research materials.

**Dissertation writing group:** The library will be piloting an interdisciplinary dissertation writing group to meet in the library. See [library.nyu.edu/grads](http://library.nyu.edu/grads) for more.

**Expert help when and where you need it:** Your subject librarian is always just an email or phone call away. Go to [library.nyu.edu/grads](http://library.nyu.edu/grads) and click on "Getting Help." You can



## Retiming...

- Lunch, after work, weekend
- Crunch times
- Holiday catch ups

## ...and reframing

- Who cares what RefWorks is called?
- Focus on efficiency
- Help ease reentry





## Diversify messaging

NEW YORK UNIVERSITY LIBRARIES Graduate Student Community WG Communication out

Welcome Scott Collard | History | Preferences | Adminis

View Edit Attachments (1) Info Review Browse Space

Added by Scott Collard, last edited by Scott Collard on May 27, 2009 (view change)  
Labels: (None) EDIT

### Messaging outlets, listed by frequency of communication

#### Weekly announcements

Outlet name	Contact person	email or submission location	site
LibLink list	Kara Whatley	liblink@lists.nyu.edu - submissions are moderated	none
Liblink blog	SAC/GR	<a href="http://liblink.wordpress.com/">http://liblink.wordpress.com/</a> - SAC has admin account	same
SRC - all-grad newsletter	Jodi Bailey (director), Kim Yu (send submissions) tuesdays	kimyu@nyu.edu	<a href="http://www.nyu.edu/src/grad.li">http://www.nyu.edu/src/grad.li</a>
Grad Web door	Grad WG	Andy.Rutkowski	
Facebook Announce	VRSS	Jessica or Scott	

#### Every 2 weeks

Outlet name	Contact person	email or submission location	site
OTS Digest - GSAS newsletter (Submission Schedule)	Kristofor Larsen	kl29@nyu.edu	<a href="http://gsas.nyu.edu/page/grad.life.ots">http://gsas.nyu.edu/page/grad.life.ots</a>
MA college, GSAS	Suzanne Sultan (also David Giovannella Director for GES)	suzanne.sultan@nyu.edu	<a href="http://gsas.nyu.edu/object/ots_10092007_masterscollege.h">http://gsas.nyu.edu/object/ots_10092007_masterscollege.h</a>
OISS	Alexandra Higgins OR Nancy Young	at jah511@nyu.edu; nancy.young@nyu.edu	<a href="http://www.nyu.edu/ots/oiss/">http://www.nyu.edu/ots/oiss/</a>
Steinhardt message direct	Andrea Fannelli	af26@nyu.edu	n/a

NEW YORK UNIVERSITY LIBRARIES



# We learned...

- It pays to go cheap
- It really pays to go medium
- Cheap and medium help when you go big



# As always, more questions

- How do we scale?
- How much segmentation can we handle?
- How do you maintain momentum?
- How do you integrate with the whole?
- What is unique to NYU and what cuts across all of us?



## ...but unexpected benefits too

- Data is fantastically useful in other projects
- Assessments are better integrated
- Change in the overall service culture
- Library's campus partnerships flourish



# Thanks

## Scott Collard

Social Sciences Coordinator, New York University  
[scott.collard@nyu.edu](mailto:scott.collard@nyu.edu)

## Lucinda Covert-Vail

Director of Public Services, New York University  
[lcv@nyu.edu](mailto:lcv@nyu.edu)