Meeting Graduate Student Needs

RLG Partnership Annual Symposium

June 3, 2009
Graduate students at NYU

What we heard from grads:
- We need community
- We need services
- We need space!

What are we missing?
What can we do about it?

Hey, what is a grad anyway??
Graduate students at NYU

Methodologies:
Distinctly mixed media…

Amenity use “paper doll” interview

We at Bobst Lib currently involve project aimed at understanding a fulfilling the nee NYU graduate st

Please fill out this survey — and be as creative, candid, and outspoken as possible! Thank you! If you have questions or comments about this survey, please send the interview schedule:

Teresa 10:00 (SAC/MAE/AGA)

Monday 3/22

Amanda 10:00 (SAC)

Tuesday 4/1

Michael 11:00 (SAC/MAE/AGA)

Wednesday 4/2

Cut 10:00 (AG/AA)

Thursday 4/3

Shana 4:00 (AG/AC/MAE/

tricia 12:00 (SAC/MAE)

Wednesday 4/9

Alice and Natasha 2:00 (SAC)

Friday 4/11

Catherine 10:00 (SAC/MAE)

Monday 4/14

Library.nyuu.edu/grads
Commonalities among grads...

- Intensity
- Duration
- Synthesizers
- Goal-based

But, really, no such thing as “a” grad student
Findings – a multiplicity of users

**Subject Orientation**
- Discipline
- Department
- Anticipated degree

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

**Lifecycle**
- Teacher
- Proposal writer
- Capstoner
- Group member
- In “the field”
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What about our MAs?
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What about our MAs?
Approaches and interventions

Spaces
- Commonalities
- Collaboration
- Overcoming isolation

Services
- Segmentation
- Recasting
- Messaging
Interventions in spaces
Interventions in spaces

Collaborative

- Not really “group study” rooms
- Support team problem solving
- Support co-computing
- “Transitionable”
Overcoming isolation

- Decompression
- Interdisciplinarity
- Silos
Segmenting services

Demographics

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 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 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
Interventions in services

Diversify messaging

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<th>Weekly announcements</th>
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Spectrum of approaches

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

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