“If you gain the respect and confidence of readers, and they find you easy to get at and pleasant to talk with, great opportunities are afforded of stimulating the love of study and of directing investigators to the best sources of information.”

Samuel Green, Library Journal, 1876
Research therapist: providing effective student consultations

Emily Keller
Political Science and Public Affairs Librarian
University of Washington Libraries

emkeller@uw.edu
Twitter: @eekeller
What we'll do today...

• Identify characteristics, challenges, and opportunities for research consultations

• Explore models for one-on-one work from other helping professions

• Identify behaviors and practices to adapt or adopt
YOU!
Intellectual and academic skills & abilities

http://www.flickr.com/photos/ohhbetty/4487197017/
Affective issues: perceptions, attitudes, feelings
What we do about it...

Reference

Instruction

Consultations
What we do about it...

Reference

• How does it address student needs?
• Benefits?
• Drawbacks?
What we do about it...

Instruction

• How does it address student needs?

• Benefits?

• Drawbacks?
What we do about it...

Consultations

• How does it address student needs?
• Benefits?
• Drawbacks?
Librarian as "third place"

http://businessgenome.com/blog/are-customers-ready-for-a-4th-place/
Personal trainer

Tour guide

http://www.time.com/time/magazine/article/0,9171,1901473,00.html
Spiritual leaders

Counselors

http://www.tvland.com/shows/bob-newhart-show/photo-galleries/bob-newhart/photo/7
Attitudes & behaviors

Empathy

"Ability to understand people from their frame of reference rather than your own" (Cormier 36)
Attitudes & behaviors

Respect

"Valuing the client as a person with worth and dignity" (Cormier 45)
Genuineness
I'm not playing a role. I'm truly interested and sincerely care
(Cormier 42)
Attitudes & behaviors

Student-centered
Starting where the student is
Recap

- Students bring their affective as well as intellectual and academic selves to research
- Consultations are different: new challenges and opportunities
- Other helping professions provide other models
- We can adopt specific attitudes and behaviors to improve consultations
For further thinking

- Publicizing consultation services
- Evaluating consultation services
- Tools for appointment scheduling
- Office hours in and out of the library
- To prepare or not to prepare?
- Diversity and multicultural issues in one-on-one communication
- Learning spaces
- Advance organizers
For further reading

Thank you!

Emily Keller
Political Science and Public Affairs Librarian
University of Washington Libraries

emkeller@uw.edu
Twitter: @eekeller