

“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

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What we'll do today...

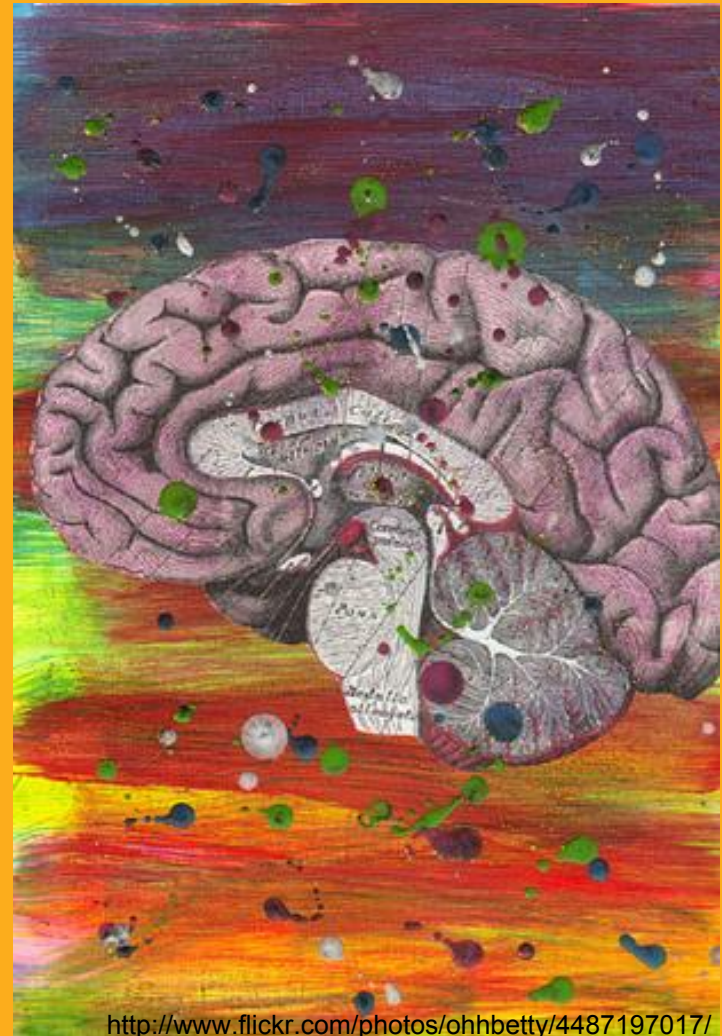
- Identify characteristics, challenges, and opportunities for research consultations
- Explore models for one-on-one work from other helping professions
- Identify behaviors and practices to adapt or adopt



YOU!



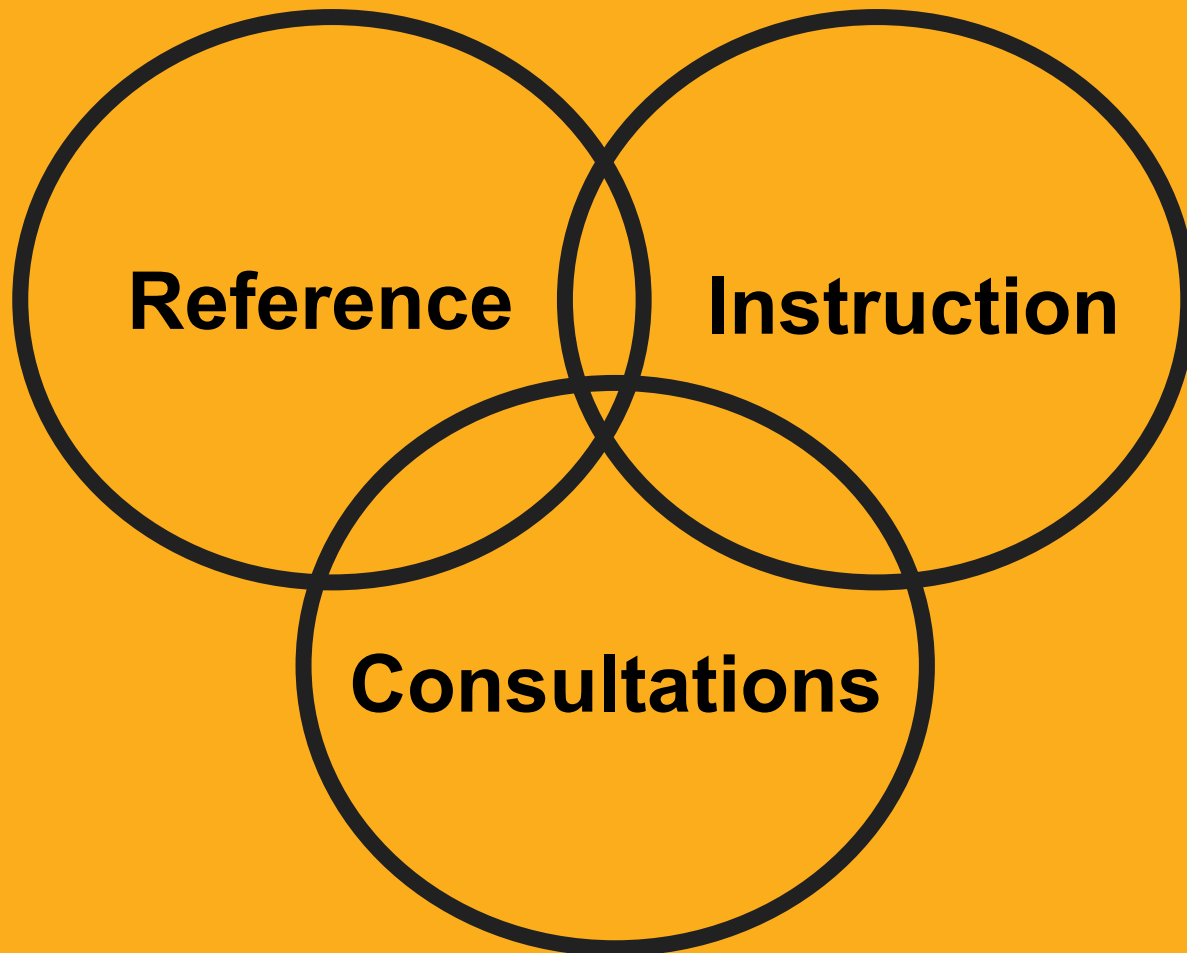
Intellectual and academic skills & abilities



Affective issues: perceptions, attitudes, feelings



What we do about it...



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

<http://www.wholeliving.com/136047/martha-stewarts-home-exercise-routine>



Coach



Tour guide



Spiritual leaders

<http://www.kuow.org/post/interfaith-amigos-meaning-light-and-celebration>



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)

Attitudes & behaviors

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

- Cormier, L. S., & Cormier, W. H. (1998). Interviewing strategies for helpers: Fundamental skills and cognitive behavioral interventions. Pacific Grove, Calif: Brooks/Cole.
- DeJong, P., & Berg, I. K. (2002). Interviewing for solutions. Pacific Grove, CA: Brooks/Cole.
- Elmborg, J. K. (July 01, 2002). Teaching at the Desk: Toward a Reference Pedagogy. Portal: Libraries and the Academy, 2, 3, 455-64.
- LaBuagh, R.T. (2008). Solution Focused Reference: Counselor Librarianship Revisited. In Steiner, S. K., & Madden, M. L. (Eds.) The desk and beyond: Next generation reference services (pp.38-52). Chicago: Association of College and Research Libraries.
- Lukenbill, W. B. (December 07, 1983). The Counselor Librarian: Fad or New Role for Youth Librarians?. Top of the News, 40, 1, 81-90.
- Penland, P.R. (1971). Counselor Librarianship. In Encyclopedia of Library and Information Science. New York: Marcel Dekker.
- Stover, M. (January 01, 2004). The Reference Librarian as Non-Expert. The Reference Librarian, 87, 273.

Thank you!

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