

## *Student Services “Question a Week” Discussion – April 2019*

### **Week 1:**

Our first question is on the topic of student engagement: Many of us know the adage, "If you feed them, they will come." But, are there other methods or programs that you have found particularly engaging to your students?

- Great question, looking forward to the responses...  
For law review trainings, I had the journals' Board "require" attendance. I'm not sure if there's a penalty per se, but I do take attendance and the new journal students do all attend.

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Cassie Rae DuBay  
Head of Research Services  
Underwood Law Library  
Southern Methodist University

- One thing that has great success is our bi-annual student survey on Survey Monkey for students. This is the third time we are doing it. The first two times we received 100 plus responses. So far, this year we are at 59 with 2 more weeks to go! I think this could be used (but sparingly) for things that pop up from time to time. Obviously this is a very easy thing since they don't have to be there in person.

Along the same lines we have changed our offerings of "legal research seminars" which cover lots of topics to almost all online (via TWEN) and we have more participation when compared to the last year when all were in person.

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Brian Cassidy  
Student Services Librarian  
Cleveland State University Cleveland Marshall College of Law Library

- Brian, how do you get the survey to students? And, how do you promote it? We do a survey at orientation that gets great feedback (because they fill it out right then and there), but we have very few responses later with the online follow-up survey.

For student engagement, we've had a lot of success when we can make the library part of a bigger event. For example, our school does an annual professional conference onsite mainly targeting our 1L students. We've done sessions at this conference and have around 50-60 students attend our session. The program seems to be well received with good feedback and further interactions with students who attend.

Kristen R. Moore

- I'm chiming in to say that we also do an annual student survey (via Catalyst) but we run it during National Library Week as one of our activities. We offer a gift card or other prize to one or two lucky students who complete it. We've had really good responses and have made a number of changes as a result of these surveys-adopting a study room reservation system, offering meditation sessions, and so on. We promote the survey in a number of ways via the SBA, on facebook, on our electronic sign, etc.

Best,

**ANNA L. ENDTER, JD, MLIS**

Head of Research Services

Gallagher Law Library

## **Week 2:**

The Week 2 topic for discussion is Student Wellness. We are all aware of the demands and stresses of Law School. In an effort to help students strike a school/life balance, what wellness services does your library offer?

- In the past UGA Law Library has offered seated chair massages for law students during reading days. Though very popular with students it can cost a bit. We have also partnered with UGA's office of wellbeing to offer free yoga classes, advertised the larger university's free yoga classes during exam weeks to our law students, and advertised the larger university's libraries "Paws & Relax" event to our students (students can mingle with pets from the local shelters, mainly dogs but some cats and even a goat in the past!).

This round of exams we are working not only to advertise to law students the variety of wellness and mindfulness-type free classes open to the entire UGA community, but also to offer an escape-driven Virtual Reality day where law students can come "play" VR in the library (for example an underwater experience, VR tetris, and even fight zombies).

I was very excited to see this topic being shared and open for discussion. We hope to read through what others are doing as well to see if there are more ideas we can implement during our upcoming reading days and exam weeks.

Thanks for this topic!!

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Rachel Evans, M.L.I.S.

Metadata Services Librarian

UGA Law Library, Annex

- We do several things to promote wellness:
  - We have added a section to our library on wellness/mental health in the last year
  - We have a libguide on the topic: The Mental Health and Well-Being – Resources for Law Students
  - (<http://guides.law.csuohio.edu/c.php?g=834342>)

- We do occasional blog posts on the topic in our blog: <https://cmlawlibraryblog.classcaster.net/>
- We have partnered with the law school and the University Rec Center to offer Yoga classes for free in the library several times a month this year
- During our Open House for students we have had the University Counseling Services and Health Services attend with handouts and information for students
- We are currently looking to start having comfort / emotional support dogs in the library during finals--still working on University and law school approval for this.

Brian E. Cassidy, JD, MLIS  
 Student Services Librarian  
 Cleveland-Marshall College of Law

- To follow on to Sangeeta's initial post yesterday and the great responses following that today I would like to hear more about what your law library does on a more day to basis to promote wellness. We have 2 things that have gotten good feedback.

1. We posted a laminated card in all the bathroom stalls with the contact info for the law school's mental health counselors and also info on Cal's resources. Students like getting info this way as it is private and confidential as opposed to asking at the desk.

2. We also have a Wellness Guide - <https://libguides.law.berkeley.edu/c.php?g=890876>. It includes not only law school and university resources but links out to meditations, yoga exercises, etc. This guide was put together in large part by one of our student researchers who worked with Student Services and also used feedback from students on what works.

So, tell us your great ideas!

Edna L. Lewis  
 Reference Librarian  
 UC Berkeley School of Law Library

- One of the Drake Law Librarians, Karen Wallace, participates on the school's Joint Committee to Promote Student Well-Being, which has undertaken a variety of initiatives to contribute to wellness. Through the committee, Karen initiated an effort to destigmatize the need for help and connect students to resources by widely posting signs extolling the virtues of seeking help – see <https://maall.wildapricot.org/resources/Documents/Wallace%20Wellness%20in%20Legal%20Profession.pdf> – and referring students to an associated guide at <http://libguides.law.drake.edu/help>. (Please note Karen is seeking a partner to develop a database of law school wellness initiatives. She can be contacted at [Karen.wallace@drake.edu](mailto:Karen.wallace@drake.edu).)

The library has also offered its facilities to host an on-site counselor, meditation sessions, and, during finals, therapy dogs.

John Edwards  
Associate Dean for Information Resources  
and Technology and Professor of Law  
Drake University Law School

- We have recently added a number of stressbuster giveaways and activities during finals to try and keep things interesting. Two of the most popular and rather unusual offerings are an origami maker station (with a variety of paper and instruction books) and giveaway plastic toy animals. Students made a wide array of origami paper cranes and then set up their own display of them in our Main Reading Room.





And, every semester we try and offer new toy animals and the students come in large groups to pick out their favorites for that exam period. They have set them up as company around the library AND even taken them to their exams.





These are a couple of inexpensive ideas, but have gone a long way to bring some cheer during a stressful time. What unusual things have you found to be successful??

Sangeeta

Sangeeta Pal  
Access Services Librarian  
UCLA Law Library

- I love this topic!

We continue to do a number of things during each quarter related to student wellness:

--I offer weekly guided meditation sessions called "Mindful Mondays" at lunchtime and everyone in the community is welcome (students, staff, etc.)

I published an article in March in the NWLawyer about mindfulness meditation, as well: (feel free to share and/or give it a try!)

[http://nwlawyer.wsba.org/nwlawyer/march\\_2019?pg=49#pg49](http://nwlawyer.wsba.org/nwlawyer/march_2019?pg=49#pg49)

--We have created a wellness guide that collects resources specifically for law students: <http://guides.lib.uw.edu/law/wellness>

--We have therapy dogs visit during finals every quarter and host them in our law student lounge

--We work in wellness topics in our other programming. So, for example, during NLW this week we are offering tea and cookies, puzzles, a wellness wall to write things on, etc. In addition, I teach a quarterly Interviewing and Counseling course and devote an entire session to wellness, which has been very well received.

--We also run an annual student survey to find out from students what they need in terms of wellness and we attend SBA meetings every week to gather similar info.

--This year I led a meditation session and participated in other wellness programming during new student orientation in the fall, which was helpful because it cemented for students that the library supports them.

--We have handed out inspirational post it notes on course reserve books just before finals.

--We offer yoga mats for check out at our Circ desk. Plus other things to promote wellness like Frisbees, ear plugs, etc.

Anna

**ANNA L. ENDTER, JD, MLIS**  
Head of Research Services  
Gallagher Law Library

- Okay folks, so many great postings and so many great ideas. Tuesday was Spirit Day at our law school and the law student association asked us to do a puzzle jamboree so we put out jigsaw puzzles in various places and offered \$5 gift cards to the law school cafe for photos of completed puzzles. Attached are some pics. Jigsaw puzzles are not a new idea but have been one of our most successful. We did learn to go for 500 as opposed to 1000 piece puzzles work best as students told us the 1000 piece ones took too long and got frustrating which of course is not the point.

Let's go out on a high for the week on this topic. We know some of you have some great ideas that you haven't yet shared!

Edna & Sangeeta for the Student Services Committee

Edna L. Lewis  
Reference Librarian  
UC Berkeley School of Law Library

- Working with the Stanford Law Association Mental Health and Wellness Chair, the Stanford Law Library created a Kindness Wall. The Kindness Wall, located in our 24 hour access room, gives students the opportunity to post (on bright sticky

notes) notes of encouragement, inspiration, and support. Our theme is: "Throw Kindness Like Confetti!" Feel free to check out pictures of the wall and features of some of the student notes here: [https://www.instagram.com/p/BrG1oA\\_FC-z/?utm\\_source=ig\\_web\\_button\\_share\\_sheet](https://www.instagram.com/p/BrG1oA_FC-z/?utm_source=ig_web_button_share_sheet).

Thank you for the lovely topic!

Katie

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Katherine Ott  
Reference Librarian  
Stanford University

- I have enjoyed the ideas so far! A few things we have done:
  - Peanut butter and jelly bar
  - Therapy dogs
  - We have partnered with other departments on campus for lunch breaks for students during finals.
  - A kitty room - We have someone at the law school who rescues animals. She always has so many kitties in need of a home. Last semester she brought in several that we let roam free in an extra office space we have. Students were free to stop by and play with the kittens any time during the day for as long as they wanted. We also let the students know that all of the kitties were up for adoption. It was a huge success. We had over 100 students visit and at least one kitty was adopted and several fostered.
  - Puzzles - We do put out the bigger communal jigsaw puzzles. But, we also found some puzzle collections that contain several smaller puzzles (like Pups in Cups: [LaFayette Puzzle Factory™ Pups in Cups Mini Shaped Jigsaw Puzzle](#)) which students love for mini breaks.
  - We celebrated National Chips & Dips day a day early to give students a break during brief writing season this semester.
  - We have a wellness collection and wellness guide.
  - We participated in our school's wellness fair to promote the wellness collection and activities we do in the library.

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Kristen R. Moore  
Reference Librarian  
Stetson University College of Law

### **Week 3:**

The Week 3 topic for discussion is about Student Feedback. We are all interested in providing needed and used services to our student community. How and with what frequency do you obtain feedback from students regarding your Library Services? AND, how do you implement changes/add new services/discontinue existing services based on feedback?

- Hello Everyone,

This question comes at a providential time for the Jacob Burns Law Library (GWU Law School). This past month, the library implemented its first ever student survey. The responses are in and the survey committee is in the review and analyze phase. It will be interesting to read what others have done especially in regards to implementation.

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Lesliediana Jones  
Head of Doc. Services/Res. Librarian  
George Washington University Law School

- We do a survey in April (working on it right now) about use of the library and satisfaction. We do another early in the fall semester asking about their research experience in their summer jobs.

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Daniel L. Bell, JD, MLIS  
Director and Assistant Professor of Law  
Mabee Legal Information Center  
University of Tulsa College of Law

- We survey our students every other year in the spring semester. We don't do it yearly in order to avoid "survey fatigue." The survey covers all aspects of library services – hours, availability of materials, the physical facility, the service points, etc. We generally have a good response rate, around 30% of the students fill out the survey and write long, thoughtful comments.

We also have a student library/technology committee that meets throughout the year. We use them to both solicit their ideas and to serve as a sounding board for our ideas.

We absolutely have added and deleted services based what we find in the student survey and from the student committee. We've changed our hours of operations, added items to circulate (headphones, earplugs, etc.), and added services.

Joyce Manna Janto  
Deputy Director of the Law Library  
University of Richmond

- Dear All,

We do once or twice per year, first at the beginning of that semester and at the end of the semester. Fortunately, we only received positive feedback. We try to add new services but have not discontinued old services. Hope this helps.

Best Regards,

*Pushyamitra Veeramachaneni*  
Outreach & Library Services Law Librarian  
Florida International University  
College of Law Library

- Hi all,

We also do a yearly spring survey! We split the questions into two sections. The first section has standardized questions that we ask every year about the library, usage, and overall opinion. The second section changes yearly. We use this section to get information on new programming, facilities questions, etc. For instance, this year we asked for opinions on our new standing desks – if they liked them, if they liked the locations, if they wanted more.

Splitting the survey allows us to measure overall opinion over the years ( I think we have comparable data going back five years now) while also being responsive to changing needs and trends in the library.

Best,

Patrick

- Greetings,

Here at BU, the University Libraries surveys all BU students and faculty via an incredibly well thought out and comprehensive survey done every other year. That survey includes our BU School of Law students and faculty. The survey is customizable (I think?) for each school, and the faculty surveys are distributed via a unique URL to each full-time faculty member on campus. Once tabulated, the results are distributed in a really excellent publication with detailed explanations, graphs, and clearly defined areas of patron satisfaction and patron dissatisfaction. Our law library has a person who participates on the committee that constructs, distributes and promotes this survey. Yet, we benefit greatly from the invaluable feedback it offers us and also from the useful comparisons we can make between us and other campus libraries.

Perhaps most importantly, we can and have used this survey as one of the tools we use for assessing the effectiveness of our services which is required by the ABA for accreditation purposes.

Those of you who have constructed survey instruments know that is no easy task to build an effective one, and this one is most excellent. To my knowledge we have not discontinued or embarked on new services as a result of this survey, but that may only be true for the past four years which is the time I've been here at BU.

Ronald E Wheeler  
Director of the Fineman and Pappas Law Libraries  
Associate Professor of Law and Legal Research  
Boston University School of Law

- Hi everyone!

Here at the University at Buffalo, we hold focus groups with our law students every semester to solicit feedback on our space and services. We bribe the students with a catered lunch (usually Thai or BBQ), and ask them about their experiences in the library and suggestions for improvements. These discussions have yielded several suggestions we have been able to incorporate, including standing desks, book stands, headphones, and calculators. Also, in response to repeated requests, we are planning to allow 24-hour access to one floor of the library next year so students can study anytime.

In addition to our focus groups, we also send out a short online survey every fall to our returning second and third year students to ask about their summer internships. We ask several questions, but the most important thing we want to know is what they *wish* they would have known at the start of their internships. This information helps inform our instruction throughout the year as we try to prepare our students to tackle the variety of issues they will encounter in practice.

All the best,

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Brian Detweiler  
Student Services Librarian  
Charles B. Sears Law Library  
University at Buffalo School of Law

- Thanks for sharing!! These are great ideas. I'm curious to know what others are doing to get student feedback that are not online surveys? We try and connect with the new SBA leadership each year to develop an ongoing relationship with them and have gotten some great ideas (ex. Standing desks) from their feedback.

What are others doing?

Sangeeta

- When I was at UCLA, Sangeeta and I created a series of mini surveys (4 or fewer substantive questions) that we offered throughout the 2017-2018 academic year. We offered a total of 10 or 11, so just over 1 per month. Each was on a very specific topic including research instruction, non-traditional circulating items (think stand up desks, seat cushions, etc.), and the students favorite library spaces. We incentivized each survey with a drawing for a \$5 Starbucks gift card. We distributed the survey to students via our in-house course management system, emails, social media, an iPad in the library, and tabling in the law school.

It was a very successful program and the mini surveys offered throughout the year allowed us to immediately incorporate feedback. Some areas where we could respond relatively quickly were research instruction (adding workshops), adding more circulating items (like chargers), and buying some inexpensive furniture (\$30 laptop tables for the soft seating).

We were a bit surprised by how many general library questions we received while tabling for the survey. Those interactions bolstered the idea of more student outreach outside the physical library. Another librarian at UCLA, Rebecca Fordon, started a tabling program that has been quite successful.

Sangeeta and I are working on an article, but if you have questions, please reach out.

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Kelly Leong  
Head of Reference  
Fordham University Law Library

#### **WEEK 4:**

Does your library actively engage in any specific efforts to engage, assist, or direct diverse or vulnerable populations? This could include anything from access to justice efforts to outreach to international students to services or collections for patrons with disabilities.

- No discussion followed.