

East Tennessee State University

## Digital Commons @ East Tennessee State University

---

ETSU Faculty Works

Faculty Works

---

2018

### Thinking Outside the Building: Developing a Library Ambassador Program Across Campus(es)

Lydia C. Gwyn

*East Tennessee State University*

Follow this and additional works at: <https://dc.etsu.edu/etsu-works>



Part of the [Library and Information Science Commons](#)

---

#### Citation Information

Gwyn, Lydia C.. 2018. Thinking Outside the Building: Developing a Library Ambassador Program Across Campus(es). Individual paper/presentation (20 minute presentation). *Georgia International Conference on Information Literacy*. <https://digitalcommons.georgiasouthern.edu/gaintlit/2018/2018/75/>

This Presentation is brought to you for free and open access by the Faculty Works at Digital Commons @ East Tennessee State University. It has been accepted for inclusion in ETSU Faculty Works by an authorized administrator of Digital Commons @ East Tennessee State University. For more information, please contact [digilib@etsu.edu](mailto:digilib@etsu.edu).

---

## Thinking Outside the Building: Developing a Library Ambassador Program Across Campus(es)

Georgia Southern University  
**Digital Commons@Georgia Southern**

---

Georgia International Conference on Information  
Literacy

---

(Formerly known as the Georgia Conference on Information Literacy)

Sep 28th, 1:50 PM - 2:10 PM

# Thinking Outside the Building: Developing a Library Ambassador Program Across Campus(es)

Lydia C. Gwyn

East Tennessee State University, Sherrod Library, [gwynlc@etsu.edu](mailto:gwynlc@etsu.edu)

Follow this and additional works at: <https://digitalcommons.georgiasouthern.edu/gaintlit>

 Part of the [Curriculum and Instruction Commons](#), and the [Information Literacy Commons](#)

---

## Recommended Citation

Gwyn, Lydia C., "Thinking Outside the Building: Developing a Library Ambassador Program Across Campus(es)" (2018). *Georgia International Conference on Information Literacy*. 75.

<https://digitalcommons.georgiasouthern.edu/gaintlit/2018/2018/75>

This presentation (open access) is brought to you for free and open access by the Conferences & Events at Digital Commons@Georgia Southern. It has been accepted for inclusion in Georgia International Conference on Information Literacy by an authorized administrator of Digital Commons@Georgia Southern. For more information, please contact [digitalcommons@georgiasouthern.edu](mailto:digitalcommons@georgiasouthern.edu).



# THINKING OUTSIDE THE BUILDING:

DEVELOPING A LIBRARY AMBASSADOR PROGRAM ACROSS CAMPUS(ES)



A PEER-MENTORING APPROACH TO RESEARCH HELP

# WHAT IS A LIBRARY AMBASSADOR?

## Li.brar.y Am.bas.sa.dor: (noun)

an undergraduate student hired by the library who has received two semesters of information literacy and research skills instruction and spends their subsequent semesters deployed in academic buildings and computer labs across campus helping students with their research.



# WHY A PEER LEARNING MODEL?

- Peer learning programs have proven successful in tutoring centers & elsewhere in the university
- People from similar social groups, not professionals, help each other to learn and in turn help themselves
- Trained undergraduates are ideal for delivering general reference and information literacy instruction
- Student engagement, library use, and library instruction all have positive impacts on retention; peer learning addresses each of these areas



The advantages of peer learning also include opportunities for empathy, bonding, and lowered anxiety

# Program Timeline

SPRING-SUMMER

2017



Plan

- How many ambassadors?
- What type of students?
- What interview questions to ask?
- How much training?

FALL

2017



Hire & Train

- Hire Ambassadors
- Begin first semester of information literacy instruction

SPRING

2018



Train & Specialize

- Last semester of information literacy instruction
- Ambassadors begin to specialize in the databases of their respective majors
- Reach out to satellite campuses about hiring ambassadors

FALL

2018

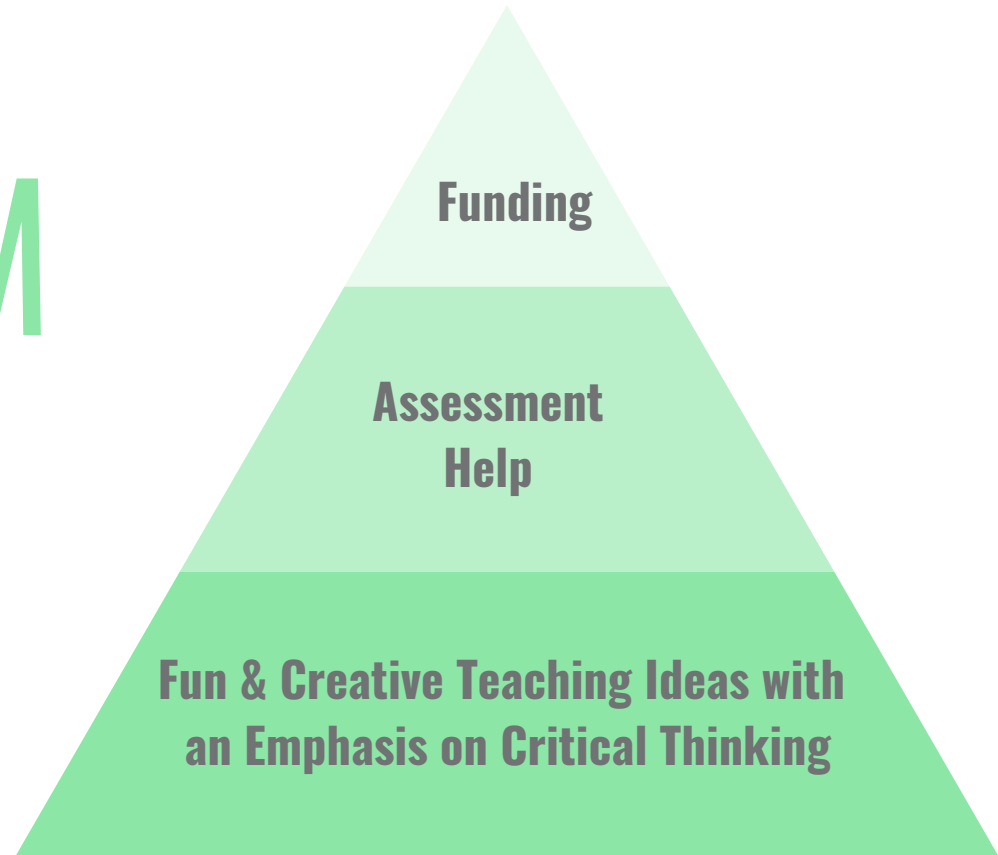


Implement

- Ambassadors deployed across campus to help students with research
- Hire 23 new ambassadors for main campus, hire ambassadors at satellite campuses & begin first semester of information literacy instruction

# INtopFORM

Quality Enhancement Plan  
Fellowship



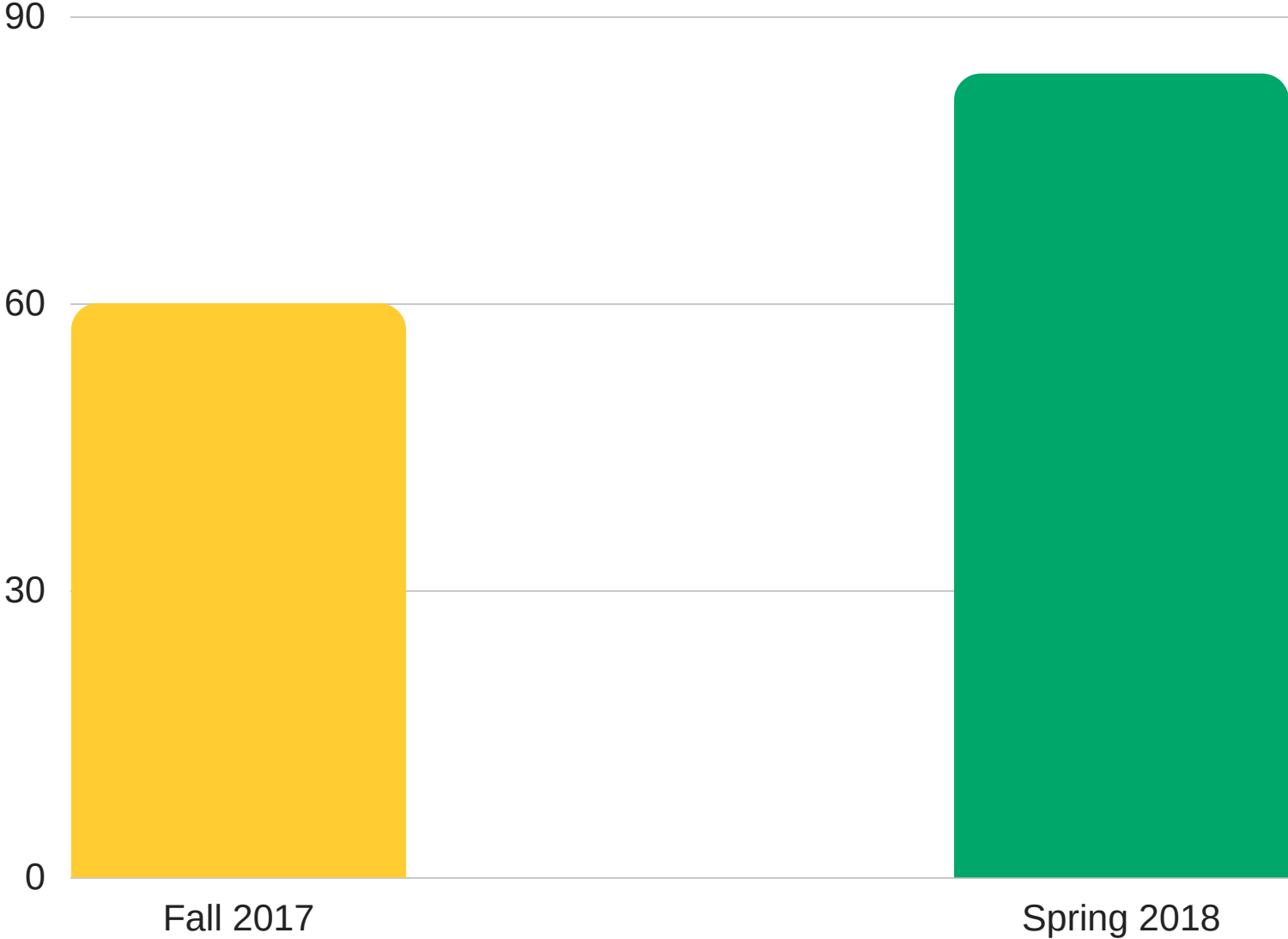


# Pre and Post Assessment

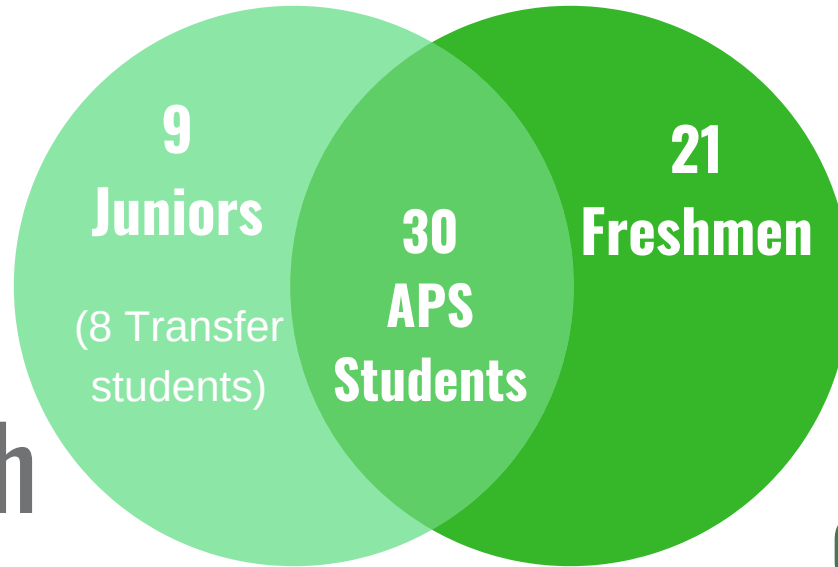
- 12 multiple choice questions
- 4 scenarios--short answer
- All questions based on research and information literacy skills
- Pre-assessment is given the first day of training
- Post-assessment is give the last day of training



# Assessment Results for Pilot Group of Library Ambassadors

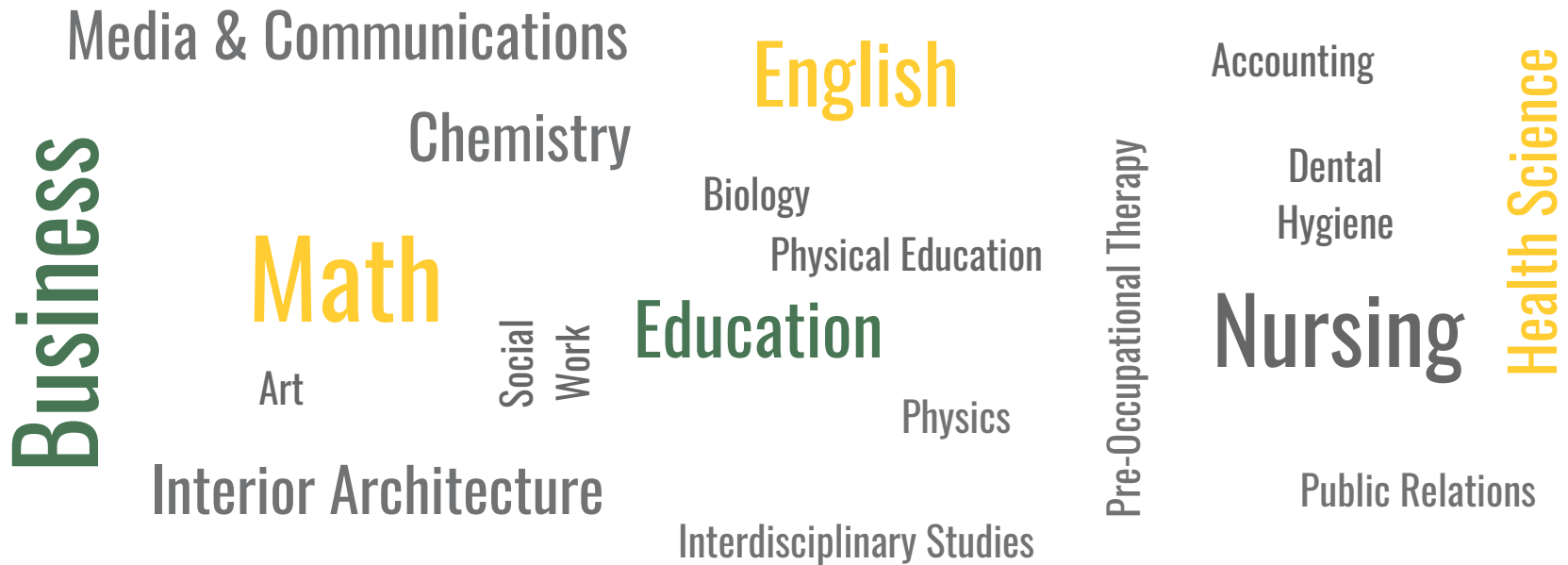


# WHO ARE THE AMBASSADORS?



Public Health

Criminal Justice





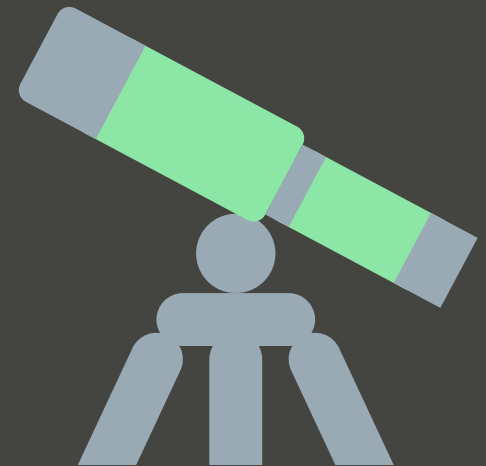
# WHAT ARE THEY LEARNING?



- **Develop research questions & identify keywords/search terms**
- **Use OneSearch, databases, Google Scholar, and the Web to find quality sources of information**
- **Evaluate sources of information**
- **Differentiate between popular, scholarly, trade sources & primary, secondary, & tertiary sources**
- **Specialize in the databases of their field**

# Future Vision

- Ambassadors stationed in every academic building, residence hall, and computer lab
- Ambassador programs at all satellite campuses
- Collaborate with area community colleges to hire transfer students into the program
- Collaborate with the CFAA to cross-train ambassadors and tutors in both areas
- Target students on academic probation: hire them as ambassadors



**THANK  
YOU FOR  
LISTENING!**

