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Write together: assessing writing center data for library collaboration

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BACKGROUND: it started with data
• LAQUAL + national survey (2008, 2012)
• Library floor counts
• Transaction data from library service desks
WHAT WE LEARNED FROM THE DATA
• Students wanted more library study spaces
• At the same time, other study spaces underutilized
• Students had trouble finding the writing center
• Library research services were also underutilized

BACKGROUND:
THE MOVE FORWARD
services open.
FALL 2014:
SPRING 2014:
Project approved. Funding sources: the University Libraries, the Library approached the writing center to form a partnership involving
SPRING 2013:

TRAINING: SKILLED STUDENT EMPLOYEES CRITICAL
• Online tutorial for library student employees.
• Cross-training simulation for writing center service desk student employees to learn library tasks.
• Library skills and values document shared with writing center employees.
• Writing consultant survey about perceptions of librarians, follow-up discussion.
• Training simulation for writing consultants with test artifacts in order to recognize weak research efforts. Evaluated with rubric tool.

UNDERSTANDING THE WORK OF WRITING CENTERS: an analysis
PURPOSE
• What help does a writing center provide? Who does the writing center serve?
• What does this information mean for an integrated service approach?
• More specifically, how do writing centers address the evaluation, attribution and integration of sources?

METHODOLOGY
• Analyzed 1,200 writing center consultant reports for Fall 2013.
• 80% of all face-to-face consultations
• Reports transcribed & coded for analysis
• Elements included: class rank, language ability, course information, date, time, and areas of help.

THE MOVE FORWARD
SPRING 2013: Library approached the writing center to form a partnership involving
SPRING 2014: Project approved. Funding sources: the University Libraries, the Provost, and the Learning Teaching Center-approved
FALL 2014: Renovation of the Knowledge Hub complete. Research and writing services open.

THE KNOWLEDGE HUB
• The Knowledge Hub staff seek to provide writing & research support for members of UoD’s community in a comfortable, collaborative environment where learning can flourish. Staffed by Roesch Library, research librarians and White-Place student writing consultants, the Knowledge Hub will help to empower individuals by offering easy access to the resources they need to succeed.

UNDERSTANDING THE WORK OF WRITING CENTERS:
• Differences in usage between domestic and international students.
• Students seeking writing assistance mostly for work related to their English courses.

PRELIMINARY RESULTS & COMPARISONS
2014: Library transaction numbers remain the same as in 2013

KNOWLEDGE HUB
Write Place and Research Services