

Report on Libraries Outreach Activity: UW Libraries Tours for Transfer Students Fall 2017

Amanda Hornby, Emilie Vrbancic, Linda Whang | Undergraduate Student Success Team, Odegaard Library

UW Libraries Tours for Transfer Students

Mon, Sept. 25, 10-11am | Tues, Sept. 26, 1-2pm

Libraries at the UW come in all shapes and sizes. On this interactive, student-led tour, we will visit a few of the unique libraries on the UW Seattle campus so you can get a feel for the variety of spaces and resources available, meet librarians, and learn about the similarities and differences between the UW Libraries and community college libraries. Wear comfortable shoes and be prepared to walk between libraries. Light refreshments will be provided at the end of the tour.

Goals and Outcomes

1. Encourage new transfer students to use different libraries on campus by making them feel welcome in a variety of libraries.
2. Help transfer students recognize the differences between community college and university libraries.
3. Reach new transfer students to inform them of different libraries, where they are and what they offer that is unique.

Partners

First Year Programs (FYP)

Resources

Funding

Funds spent on refreshments for 15-20 people at the end of each tour

Planning Committee

Amanda Hornby, Emilie Vrbancic, Linda Whang

Event Staff

2 Odegaard staff members, 2 FYP Transfer Student Ambassadors, 1 Odegaard GA

Activity Overview

The UW Libraries Tours for Transfer Students were designed to give transfer students an introduction to the variety of spaces and resources available to them in the UW Libraries system. Tours were led by a Transfer Ambassador (a returning transfer student) and an Odegaard librarian. This year, the tours met inside Odegaard Library where the groups were welcomed by the librarian and Transfer Ambassador, and students could have a chance to introduce themselves and where they they transferred from. Tours then visited Foster Business Library, Engineering Library, and the Research Commons. Each library featured a librarian or staff member who welcomed the students and told them a little about that library. The Research Commons also had refreshments (coffee and donuts or cookies) and students were encouraged to stay and ask questions.

Assessment of the tours included headcounts, observations, and staff reflection.

The first tour on Monday, Sept. 25 had 16 transfer students and one parent and was led by two Transfer Ambassadors and one librarian. The second tour on Tuesday, Sept. 26 had 12 students and was led by one Transfer Ambassador and one Suzzallo GA.

The tours began in Odegaard Library with students introducing themselves and sharing which colleges they transferred from. An Odegaard librarian welcomed the group and gave a quick introduction to the services and spaces in the building and the Transfer Ambassadors shared information about how they use Odegaard and other libraries on campus. The groups then walked to the Foster Business Library, the Engineering Library, and the Research Commons, where librarians or library staff welcomed them, gave a brief introduction to their spaces and services, and answered questions. Students asked questions about library hours, if there is coffee nearby, how quiet the libraries are, is food allowed, and are some areas only available for students majoring in business or engineering. Students were observed making small talk during the walks between libraries, getting to know one another and sharing information about preparing for classes, choosing a major, finding housing or jobs on campus, getting a UPass, etc. The tours ended with refreshments in the Research Commons and students stayed to ask questions and talk in small groups. One student commented that the tour was **“very helpful and the best part was finding out that anyone can use any library!”**



Odegaard Librarian greets new transfer students



Refreshments in the Research Commons

Conclusions

Based on our assessment data, the goals for the UW Library Tours for Transfer Students were met. New transfer students were introduced to four different libraries on campus and received information about specific resources and services available at each one. The students on the tours also asked many questions and learned about some of the differences between community colleges and university libraries that way. Having a librarian and a Transfer Ambassador lead the tours together gave students a well-rounded overview of the libraries and students were able to hear about how current students really use the libraries and what they find most helpful. Doing introductions at the beginning of the tour, and opportunities to talk in small groups between libraries and over refreshments at the end of the tour, created a welcoming environment and allowed students to meet and connect with other new transfer students.

The event was high impact, for the students who attended, with relatively low staff time and cost.

Recommendations & Resources Requested

We recommend holding two UW Library Tours for Transfer Students during fall quarter Dawg Daze, with the following recommendations in place:

- Continue to partner with First Year Programs to promote and market the tour events.
- Library tours should continue to be led by a Transfer Ambassador in partnership with a librarian or Libraries GA.
- Using the observation data from the 2016 and 2017 tours, create a list of common questions to share with the branch libraries and Transfer Ambassadors in advance.
- Continue to offer refreshments at the end of the tour- this was a great opportunity for small group discussions and questions. Include bottled water as attendees were thirsty after walking across campus!
- Reuse and print the FYP-designed library map, photos and descriptions and give to all tour attendees.

Previous Outreach Reports

- [Report on Libraries Outreach Activity: Transfer Student Tours F2016](#)