

DePaul University

From the Selected Works of Jessica Alverson

Spring March, 2015

Creating Audience and Environment-Friendly Research Guides: Findings from a User Study

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Jennifer Schwartz, *DePaul University*

Amelia Brunskill, *DePaul University*



Available at: https://works.bepress.com/jessica_alverson/6/



Creating Audience and Environment-Friendly Research Guides:

Findings from a User Study
ACRL 2015 Annual Conference

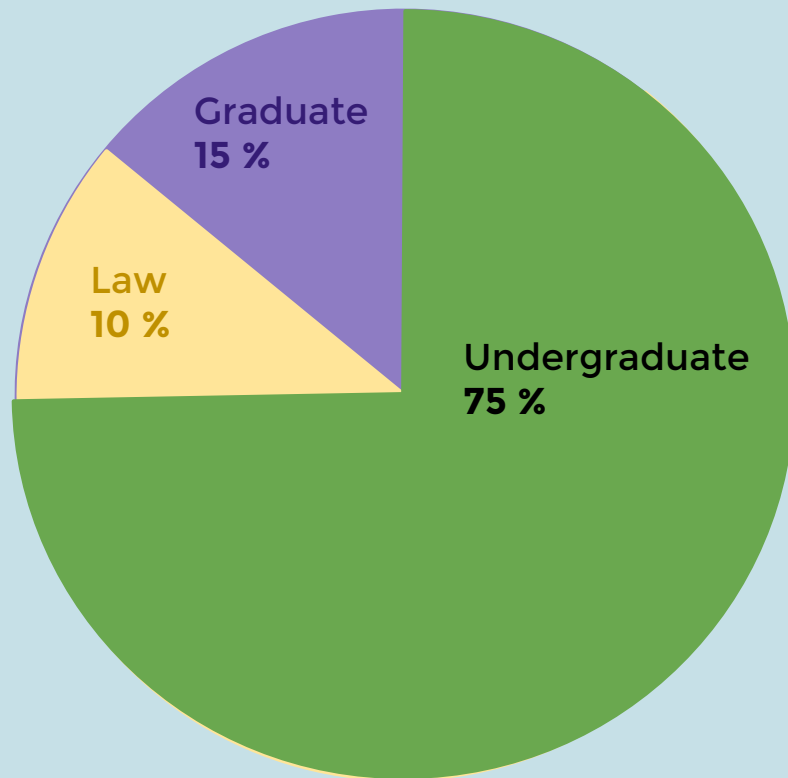
Jessica Alverson, Jennifer Schwartz,
Jim Lefager & Amelia Brunskill
DePaul University

DEPAUL
UNIVERSITY

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DePaul University



Research Guides @ DePaul

- 148 guides
- Subject, How To & Course guides
- Template

The screenshot shows the DePaul University Library website. The header is dark blue with the DePaul logo and 'University Library' text. A 'DePaul Shortcuts' button is in the top right. Below the header is a navigation bar with links: FIND, GET HELP, SERVICES, SPECIAL COLLECTIONS, and ABOUT. The main content area has a left sidebar titled 'Get Help' with links: ASK A LIBRARIAN, RESEARCH GUIDES, TUTORIALS, GENIUS SQUAD, FAQs, and LEARNING COMMONS. The main content area is titled 'Research Guides' and includes a breadcrumb trail: DePaul University Library > Get Help > Research Guides. Below the title is a paragraph explaining the purpose of research guides. At the bottom, there are three tabs: 'By Subject' (selected), 'How To Guides', and 'By Course'. Under the 'By Subject' tab, there is a 'Browse All Guides' button and a list of subjects arranged in two columns.

DePaul University Library | University Library

DePaul Shortcuts

FIND GET HELP SERVICES SPECIAL COLLECTIONS ABOUT

DePaul University Library > Get Help > Research Guides

Research Guides

Use research guides to help you identify and search subject-specific library resources for your research topics. How-To guides help you learn how to do research and use library resources.

By Subject How To Guides By Course


Help by Subject

[Browse All Guides](#)

Accounting	Health Sciences
American Ethnic Studies	History
American Studies	International Studies
Anthropology	Languages
Art	Literature
Biology	Management
Business	Marketing

Fall 2013 User Study

- Qualitative
- Subject-guides only
- Student-focused

 **DEPAUL** | **University Library**

FINDGET HELPSERVICESSPECIAL COLLECTIONSABOUT


DePaul University Library » Research Guides » Psychology Research GuideAdmin Sign In

Psychology Research Guide

Guide to DePaul University Library resources for research in psychology.

OverviewArticlesTests & MeasurementsBooks & E-booksEncyclopedias & ReferenceCiting Sources

What's in this Guide




Articles
The following databases are useful for research in all areas of psychology.

Tests & Measurements
Use the following databases to find information about published and unpublished psychological tests and measures.

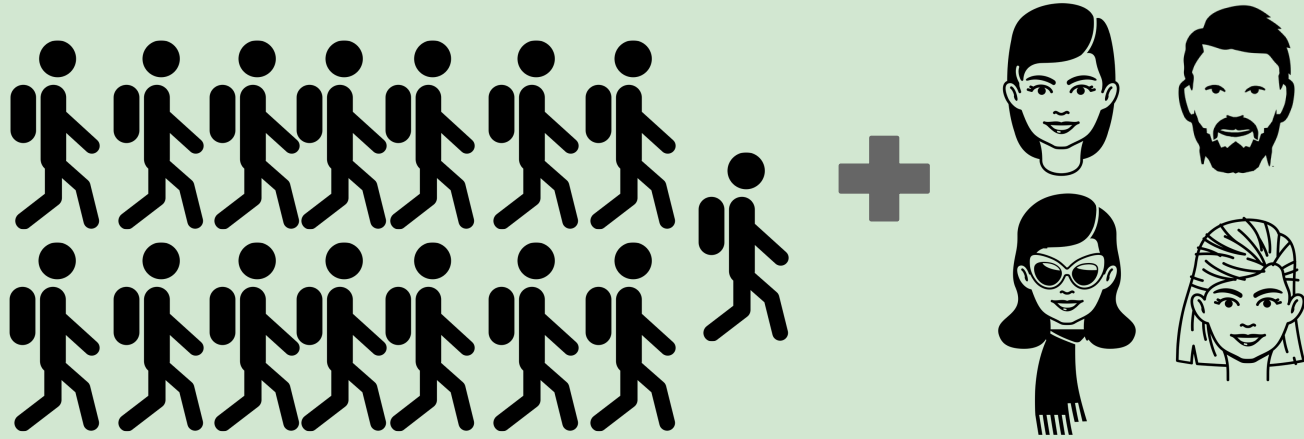
Books & E-books
Search the Library Catalog for books and link to relevant e-book collections for psychology research through this link.

Encyclopedias & Reference
The following encyclopedias are good starting points for psychology research.

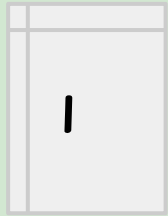
Citing Sources
Citation resources including guides on formatting in APA style and using Zotero, the citation management software

Reference & Instruction Librarian

Susan Shultz
Contact Info
(312) 362-8547
[Send Email](#)
Links:
[Profile & Guides](#)
Subjects:
[Management, Psychology,](#)

Methodology



Methodology



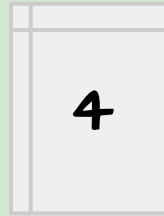
Research Habits



Unguided research task



Guided research task



Exit interview



 TechSmith®

Morae®

Data Analysis

- Inductive coding techniques were utilized to analyze the data.
- The markers feature in Morae was used to highlight common themes
- Recordings were separated by Task using Morae to identify sections of the study
- Recordings were divided up among the group and reviewed and coded by two group members

B	C	D	F	
Recording	Task	Marker	Notes	Finding #
RSG2014_1_part2	Books & Ebooks Page	F (TREND 1)	Expected some direction or search box that was subject specific..Something other than the regular catalog search	1
RSG2014_1_part2	Books & Ebooks Page	Q (TREND 9)	Doesn't think this (WCL) should take up a whole 'spot' or page Note: I thought they were referring to the book page, not just the WCL part.	1
RSG2014_1_part2	Exit Survey	Q (TREND 9)	Emphasis on more subject specific resources-thinks that those are some of the more valuable resources in the library--like the Bloomberg terminals.	1
RSG2014_1_part2	Exit Survey	W (May Use)	Would never use it here, I would just go to the library webpage to search for books and ebooks	1
RSG2014_11	Overview - Books & Ebooks	F (TREND 1)	World Cat Local draws from too much and it's too broad	1
RSG2014_11	Overview - Books & Ebooks	F (TREND 1)	would the wcl draw different things if I used it from this page?	1
RSG2014_11	Overview - Books & Ebooks	P (Confusion/Disconnect)	Student notes that he's unsure if WorldCat Local search box on the Books & Ebooks page would draw different search results from the WorldCat Local box on the home page.	1
RSG2014_11	Overview - Books & Ebooks	X (Would not use (participa	Student indicates that he would not use the WCL search box from this page. If he were to use it, he would use it from the library home page.	1
RSG2014_11	Overview - Books & Ebooks	Z (TREND 10)	Student notes that he doesn't use WorldCat Local because it isn't useful. Searches too much.	1
RSG2014_13	Overview - Articles	F (TREND 1)	Would expect to find a guide to finding articles on exercise and depression	1
RSG2014_14	Overview - Articles	I (Student expectations)	Articles tab would contain terms to help you search	1
RSG2014_15	Overview - Articles	F (TREND 1)	(on the articles page) maybe some major topics. Maybe a link for , if you are researching Freud, or something like that ... Or a mental disorders page...	1
RSG2014_15	Articles Page	F (TREND 1)	(on the articles page) maybe a list of major ideas of psychology	1
RSG2014_16	Overview Page	F (TREND 1)	I would expect to find (articles) topics, that you could click through for articles	1
RSG2014_16	Books & Ebooks Page	L (Doesn't Meet Expectation)	Students notes that she expected if she clicked on the Books & Ebooks tab, it would know what she is looking for (obv: I think that she means the topic, or at least context sensitive), but then she changes her mind and says that of course it wouldn't know what she was looking for.	1
RSG2014_2	Books & Ebooks Page	L (Doesn't Meet Expectation)	Student notes that the Books page kind of reminds her of the library home page. She says that she 'isn't sure if she would expect more help finding a book instead of just typing in the title'	1
RSG2014_2	Exit Survey	P (Confusion/Disconnect)	Student notes that she doesn't really get the 'first things first' box. She comments that she would wonder/think she needed to do those things (get an illiad account, etc.) in order to use the research guide page.	1

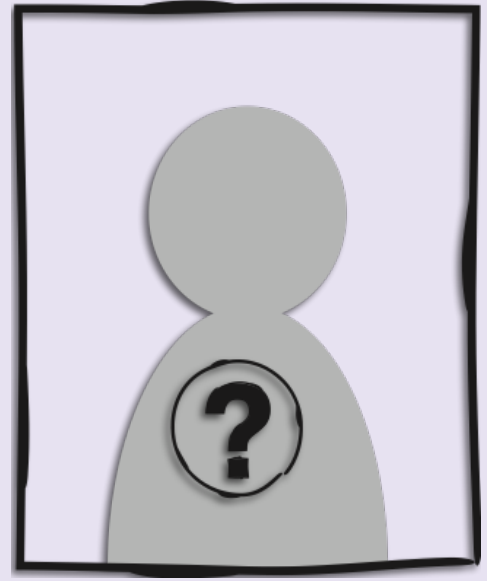
Findings

DePaul's original subject research guide template was not optimal for any particular user group, and was instead confusing for many.



Findings

- 1) What is the **overall purpose** of the guides?
- 2) Who is the **primary audience** for the guides?
- 3) What is the **intended context** for guide discovery?



Trends: Subject Focused

“I think maybe either a list of books that DePaul has, or something that makes going to this research guide a little bit more specifically focused on psychology...just because here it really is just a search bar to search all of the books that DePaul has access to which isn't necessarily needed to go into this research guide to do...”

Psychology Research Guide
Guide to DePaul University Library resources for research in psychology.

Overview | Articles | Tests & Measurements | Books & E-books | Encyclopedias & Reference | Citing Sources

Requesting Books


Click here for step by step instructions on how to request a book from DePaul University Libraries and I-Share.

Find Books

DePaul WorldCat Local

Search books, articles, I-Share and more..

Libraries Worldwide

Searching 15+ key databases
Search with  ☐ Search articles only
[Advanced Search](#) | [DePaul VuFind Catalog](#)
[Search Tips](#)

Find E-books

• EBSCO eBook Collection

A large collection of e-books, including content previously accessed through NetLibrary. Mac users should use either Safari or Chrome to view this content.

NOTE: E-books are limited to one reader at a time, please be sure to click Result List, New Search, Back, or Exit before closing the browser window, or other users will be locked out of the e-book.

Ask a Librarian

Or contact us by:

New Books - Psychology


- Psychological testing : a practical introduction
- Selves, symbols, and sexualities : an interactionist anthology
- Palliative care nursing : quality care to the end of life
- Spiritual competency in psychotherapy
- Investigative interviewing :

Find Books

DePaul WorldCat Local

Search books, articles, I-Share and more..

Libraries Worldwide

Searching 15+ key databases
Search with  ☐ Search articles only
[Advanced Search](#) | [DePaul VuFind Catalog](#)
[Search Tips](#)

Trends: Too Many Choices

"Sometimes I feel like there's a little too much going on."

"I feel like there's so many [article databases] I wouldn't know what to choose."

The screenshot shows the 'Psychology Research Guide' website. The 'Article Databases' section is highlighted with a blue border. It lists several databases: PsycInfo, PsycArticles, PILOTS, and PubMed. Each database entry includes a brief description and the dates covered. The 'Ask a Librarian' section is also visible, along with a 'Scholarly or Not?' section.


Psychology Research Guide
Guide to DePaul University Library resources for research in psychology.

Overview Articles Tests & Measurements Books & E-books Encyclopedias & Reference Citing Sources

Google Scholar Search Box

Want Google Scholar to detect when DePaul has access to an article?

1. Go to scholar.google.com
2. Click on Settings > Library Links
3. Search for DePaul; select Find full text @ DePaul University



Find specific journal/newspaper

Article Databases


Use databases to search for articles related to your topic:


- **PsycInfo**
Indexes journals, dissertations, books and book chapters in all areas of psychology. Many full-text articles; some articles have abstracts only.
Dates Covered: 1887-present
- **PsycArticles**
Provides full-text access to many of the journals indexed in PsycInfo, including the ability to search within full-text of the articles.
Dates Covered: 1894-Present
- **PILOTS**
This database is an electronic index to the worldwide literature on PTSD and other mental health consequences of exposure to traumatic events.
- **PubMed**
Indexes biomedical journals from MEDLINE and additional life science journals. Also links to molecular biology databases of DNA/protein sequences and 3-D structure data.
Dates Covered: 1966-present

Ask a Librarian

Or contact us by:

Scholarly or Not?





Article Databases

Use databases to search for articles related to your topic:

- **PsycInfo**
Indexes journals, dissertations, books and book chapters in all areas of psychology. Many full-text articles; some articles have abstracts only.
Dates Covered: 1887-present
- **PsycArticles**
Provides full-text access to many of the journals indexed in PsycInfo, including the ability to search within full-text of the articles.
Dates Covered: 1894-Present
- **PILOTS**
This database is an electronic index to the worldwide literature on PTSD and other mental health consequences of exposure to traumatic events.
- **PubMed**
Indexes biomedical journals from MEDLINE and additional life science journals. Also links to molecular biology databases of DNA/protein sequences and 3-D structure data.
Dates Covered: 1966-present
- **ScienceDirect**
Full text articles for well over 1,000 journals in science, health and the social sciences.
Dates Covered: 1996-present
- **Social Sciences Citation Index**
Indexes references lists in social science journals. Recommended for advanced research on where authors and articles have been cited.
Dates Covered: 1975-present
- **Health Source: Nursing/Academic Edition**
Indexes scholarly journals in many medical disciplines; with full text.
Dates Covered: 1984-present

Trends: Side Box Content?

"It's just sort of an informational box that doesn't serve much purpose."


Psychology Research Guide

Guide to DePaul University Library resources for research in psychology.

- Overview
- Articles
- Tests & Measurements
- Books & E-books
- Encyclopedias & Reference
- Citing Sources

Go Beyond Wikipedia!

Encyclopedias are credible academic sources you can use at every stage of research. Discover a topic of interest, get an overview of an unfamiliar subject, and gather more in-depth information.



Encyclopedias and Reference

- [International Encyclopedia of the Social and Behavioral Sciences](#)
More than 4,000 articles and 90,000 bibliographic references as well as comprehensive name and subject indexes.
- [Corsini Encyclopedia of Psychology Online](#)
Reference tool providing extensive coverage of the field of psychology.
- [SAGE Knowledge](#)
Cross-searchable collection of more than 100 encyclopedias and handbooks from SAGE.

Ask a Librarian

Chat Now!

Or contact us by:

Phone Text Email

Make Appointment

Go Beyond Wikipedia!

Encyclopedias are credible academic sources you can use at every stage of research. Discover a topic of interest, get an overview of an unfamiliar subject, and gather more in-depth information.




Trends: Actionable Content Preferred

"It's useful to have the Writing Center link and how to make an appointment, right there."

Psychology Research Guide
Guide to DePaul University Library resources for research in psychology.

Overview Articles Tests & Measurements Books & E-books Encyclopedias & Reference Citing Sources

Get Help Writing & Citing



The DePaul Writing Center works with writers on many kinds of projects; from research papers and lab reports to Master's theses and personal projects.

- [Make an Appointment](#)
- [Drop by an Outpost Location](#)

Citation Guides

- **APA Formatting and Style Guide**
Lots of great examples using APA style formatting of books, articles, videos, Web pages, library database articles, and other online resources. Compiled by Purdue University's Writing Center.
- **Research and Documentation Online**
Provides citation examples in each of the four major styles: APA, MLA, Chicago and CSE.

Citation Research Guides

Citations: How to Read One
by - Last Updated Jul 9, 2014
There are many different styles for citing a reference, but they all include basically the same information. How do you tell which is a book, a chapter in a book or a journal article? (DePaul University Libraries)
68 views this year

Zotero: A How-To Guide
by - Last Updated Mar 3, 2014
DePaul University Libraries' introductory guide to using Zotero, a freely available Firefox extension for citation management.
0 views this year

Citation Tools

Tools to help you manage your citations.

- [Zotero](#)

Ask a Librarian

[Chat Now!](#)

Or contact us by:

[Phone](#) [Text](#) [Email](#)

[Make Appointment](#)

Get Help Writing & Citing

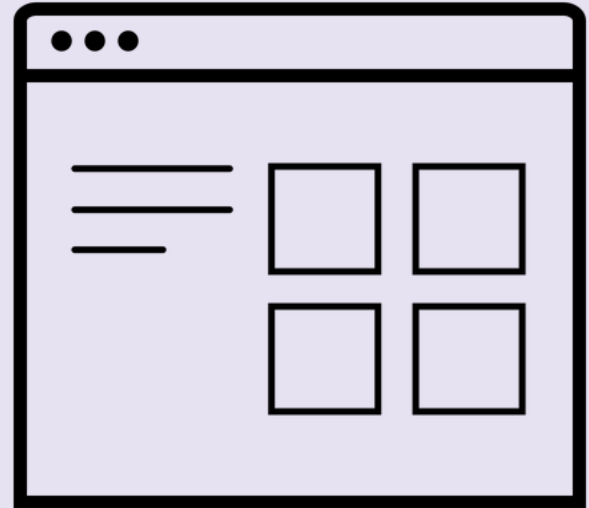


The DePaul Writing Center works with writers on many kinds of projects; from research papers and lab reports to Master's theses and personal projects.

- [Make an Appointment](#)
- [Drop by an Outpost Location](#)

Recommendation

Define audience, purpose, and context for subject guides.



Recommendation

1. **Audience**

Undergraduates/Beginners


2. **Purpose**

Instructional; simple introduction to subject resources

3. **Context**

Library website

Before...

 **DEPAUL** | **University Library**

FINDGET HELPSERVICESSPECIAL COLLECTIONSABOUT


DePaul University Library » Research Guides » Political Science Research GuideAdmin Sign In

Political Science Research Guide

DePaul University Libraries guide to basic resources in Political Science

OverviewArticlesBooks & E-booksGovt ResourcesBackground InfoElection InfoData & Public OpinionCiting Sources

What's in this Guide



UN Member Flags

Articles

Search article databases, including CIAO (Columbia International Affairs Online); PAIS (Public Affairs Information Service); America: History and Life.

Books & E-books

Find lists of new books, search for books by keyword.

Government Resources


Search the Illinois Blue Book, Thomas, the Federal Register, and more.

Background Info

Search online encyclopedias, including CQ Press Political Reference Suite, ISN: International Relations & Security Network, Sage encyclopedias, and more.

Election Info

Find information and data about current and past US elections.



Jennifer Schwartz, Reference / Instruction Librarian

Contact Info

773.325.7830
[Send Email](#)

Links:

[Profile & Guides](#)


Subjects:

[Philosophy](#), [Political Science](#)

After...

 **DEPAUL** | **University Library**

Research Guides **FIND** GET HELP SERVICES SPECIAL COLLECTIONS ABOUT

 Ask a Librarian ▾

DePaul University Library / DePaul Research Guides - BETA / Subject Guides / Political Science / Key Resources

Political Science: Key Resources

Enter Keywords

Search

Key Resources

Background Information

Find Articles

Policy Papers

News and Newspapers

Data, Polls, and Surveys


Government Resources

Key Resources for Political Science

Here are some key resources in the field of Political Science.

- ProQuest Political Science
For finding articles in many different journals, written by political science scholars.
- CQ Weekly
CQ Weekly, with more than 100 reporters, editors and researchers - covers virtually every act of Congress, delivering nonpartisan news and analysis unavailable anywhere else.
- Congress.gov
Congress.gov is the official website for U.S. federal legislative information. The site provides access to accurate, timely, and complete legislative information for Members of Congress, legislative agencies, and the public. It is presented by the Library of Congress (LOC) using data from the Office of the Clerk of the U.S. House of Representatives, the Office of the Secretary of the Senate, the Government Publishing Office, Congressional Budget Office, and the LOC's Congressional Research Service.

Contact Me!




Jennifer Schwartz

Subjects:
Political Science

Next: Background Information >>

Before....

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FINDGET HELPSERVICESSPECIAL COLLECTIONSABOUT

DePaul University Library » Research Guides » Political Science Research GuideAdmin Sign In

Political Science Research Guide

DePaul University Libraries guide to basic resources in Political Science

OverviewArticlesBooks & E-booksGovt ResourcesBackground InfoElection InfoData & Public OpinionCiting Sources

Find specific journal/newspaper

Title begins with

Search

For Example, 'National Geographic'

Political Science Blogs

- [Monkey Cage](#)

Tagline: Democracy is the art of running the circus from the monkey cage. -H. L. Mencken.
- [Crooked Timber](#)

Article Databases

Use databases to search for articles related to your topic:

- [ProQuest Political Science](#)

Includes *Worldwide Political Science Abstracts* and *ProQuest Political Science*. This database provides coverage of political science magazines and journals from an international perspective, and includes material on related fields, such as international relations, law, and public administration and policy.
- [Applied Social Sciences Index & Abstracts](#)

Covers health, social services, psychology, sociology, economics, politics, race relations and education. Updated monthly, ASSIA provides a comprehensive source of social science and health information for the practical and academic professional. It currently contains over 470,000 records from over 500 journals published in 16 different countries.
- [LexisNexis Academic](#)


Indexes newspaper articles, wire service reports and transcripts of TV and radio broadcasts; with full text; can search news, legal cases, law reviews, company profiles, SEC filings, country profiles, and people separately or in a combined search.

Other Databases and Policy Papers


- [IssueLab](#)

Through IssueLab, the Foundation Center is working to more effectively gather, index, and share the collective intelligence of the social sector. We provide free access to thousands of case studies, evaluations, white papers, and issue briefs addressing some of the world's most pressing social problems.
- [CIAO \(Columbia](#)

After...

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Research Guides **FIND** GET HELP SERVICES SPECIAL COLLECTIONS ABOUT

 Ask a Librarian ▾

DePaul University Library / DePaul Research Guides - BETA / Subject Guides / Political Science / Find Articles

Political Science: Find Articles

Enter Keywords

Search

Key Resources

Background Information

Find Articles

Policy Papers

News and Newspapers

Data, Polls, and Surveys

Government Resources

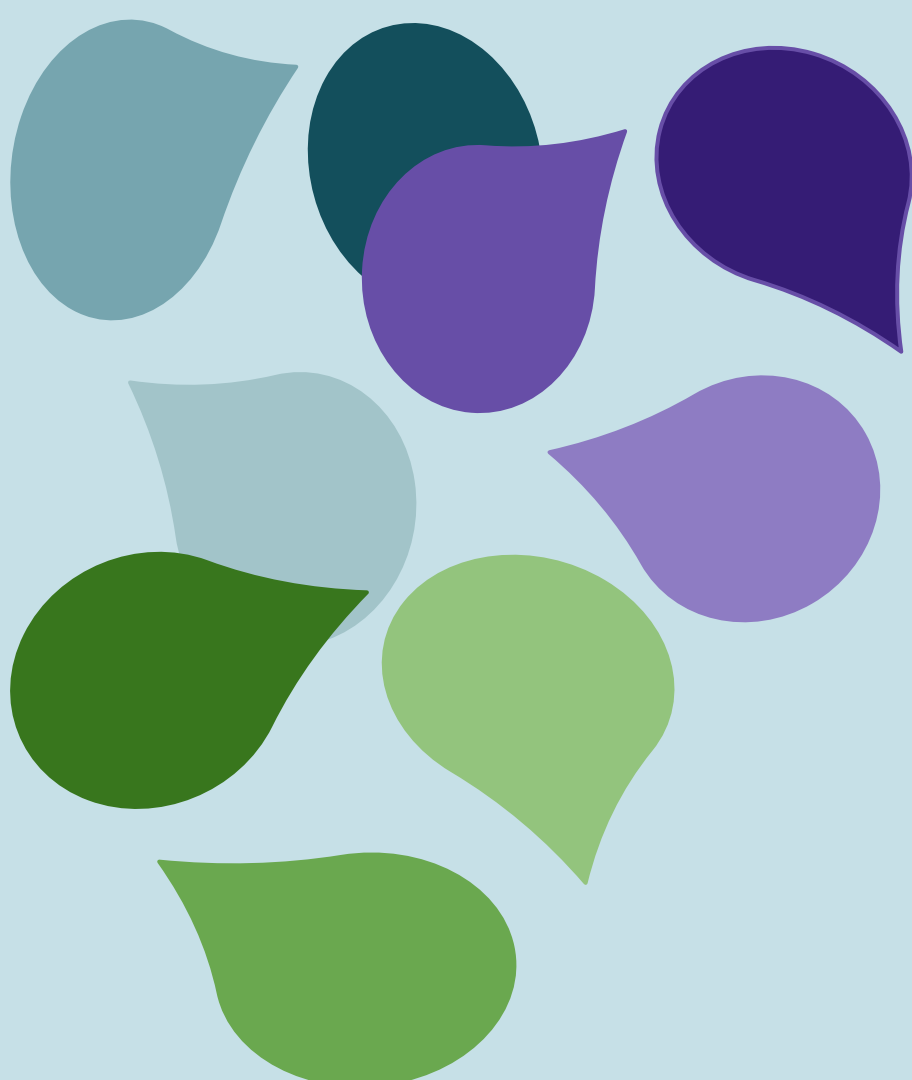
Article Databases

- [ProQuest Political Science](#)
Includes *Worldwide Political Science Abstracts* and *ProQuest Political Science*. This database provides coverage of political science magazines and journals from an international perspective, and includes material on related fields, such as international relations, law, and public administration and policy.
- [Applied Social Sciences Index & Abstracts](#)
Covers health, social services, psychology, sociology, economics, politics, race relations and education. Updated monthly, ASSIA provides a comprehensive source of social science and health information for the practical and academic professional. It currently contains over 470,000 records from over 500 journals published in 16 different countries.
- [LexisNexis Academic](#)
Indexes newspaper articles, wire service reports and transcripts of TV and radio broadcasts; with full text; can search news, legal cases, law reviews, company profiles, SEC filings, country profiles, and people separately or in a combined search.
- [PAIS](#)
Indexes journals, book chapters and dissertations in international public affairs; with abstracts. This content is now hosted by ProQuest.
Dates Covered: 1972-present
- [America: History and Life](#)
Indexes journals, books and dissertations on North American history, covering the United States and

Moving forward...

Summer 2015: Migrating to LibGuides 2

Fall 2015 and beyond: Seeing how users react to the new guides, consider additional round of user testing



Questions?

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kalverso@depaul.edu