

REFRAMING REFERENCE FOR MARGINALIZED STUDENTS

A PARTICIPATORY VISUAL STUDY

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#ReframingReference

tinyurl.com/ReframingReference

ACRL 2019 | Cleveland, OH | 13 April


OVERVIEW

- Research focus
 - Method
 - Findings
 - Implications
- 

RESEARCH FOCUS



AREAS OF INTEREST

- How can academic librarians improve reference services for marginalized students?
 - How can research into library services center students' ideas and experiences?
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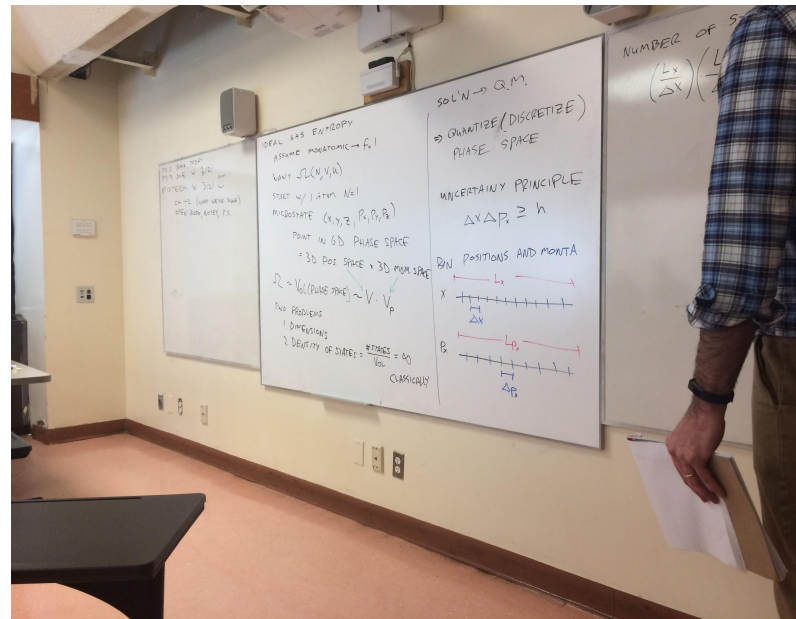
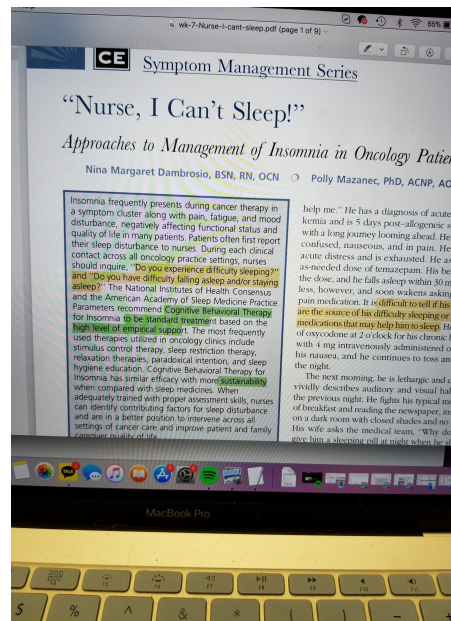
Library workers must “relinquish the notion of total control over space and instead empower students, faculty, and community members to take ownership of academic libraries and use them as sites of social justice.”

- Freeda Brook, Dave Ellenwood, and Althea Eannace Lazzaro, “In Pursuit of Antiracist Social Justice: Denaturalizing Whiteness in the Academic Library,” 2015

METHOD

PHOTOVOICE

- A visual, qualitative method combining photography and participant narratives
- Participatory: subjects and themes are determined by participants



“[Photovoice’s] theoretical basis brings together Paulo Freire’s theories on participatory education, Feminist theory focusing on giving voice to the disadvantaged, and documentary photography techniques representing societal realities.”

- Lisa M. Given, Anna Opryshko, Heidi Julien, and Jorden Smith, “Photovoice: A Participatory Method for Information Science,” 2011

PROCESS

1. Recruited 11 participants through flyers posted on-campus
 2. One-on-one meetings to describe photovoice, ethical considerations, and the project's goal
 3. Participants had two weeks to take 20 photos of times they looked for information
 4. In-depth interviews held with each participant
 5. Focus group held with most participants, to share photos and determine themes
- 

PARTICIPANTS

Additional information about participants identities that they felt were relevant to how they perceived the world:

- “Impaired mobility”
 - “New citizen”
 - “immigrant”
 - “Queer Woman of Color”
 - “first one in my family to study at University”
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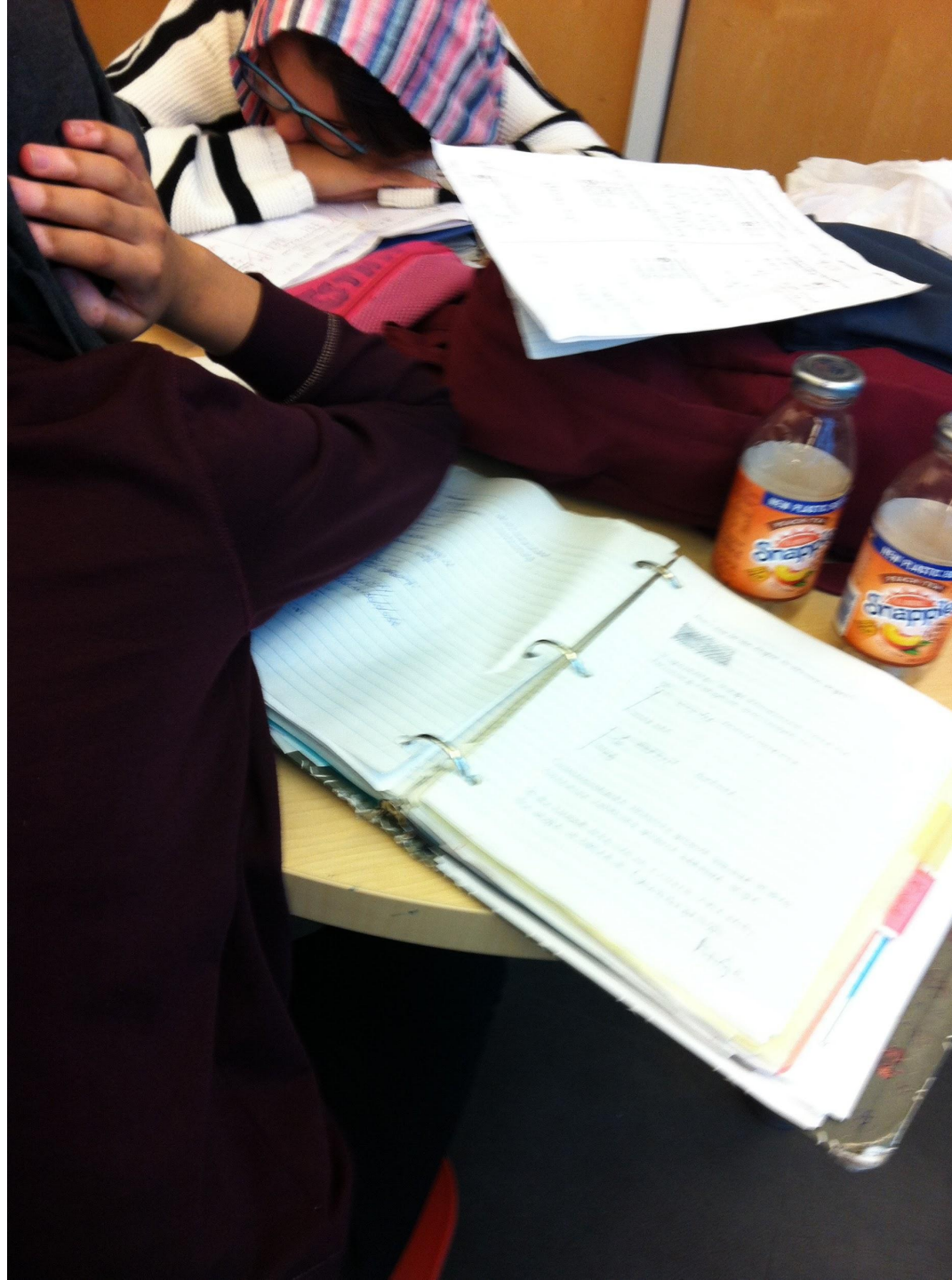
FINDINGS

THEMES

- **Academic work**
 - Keeping up in class
 - Studying with friends or alone
 - Help from professors
 - **Information in the moment**
 - Getting around
 - Connecting with loved ones
 - **Gathering information for later**
 - Parsing complex information
 - Personal interests
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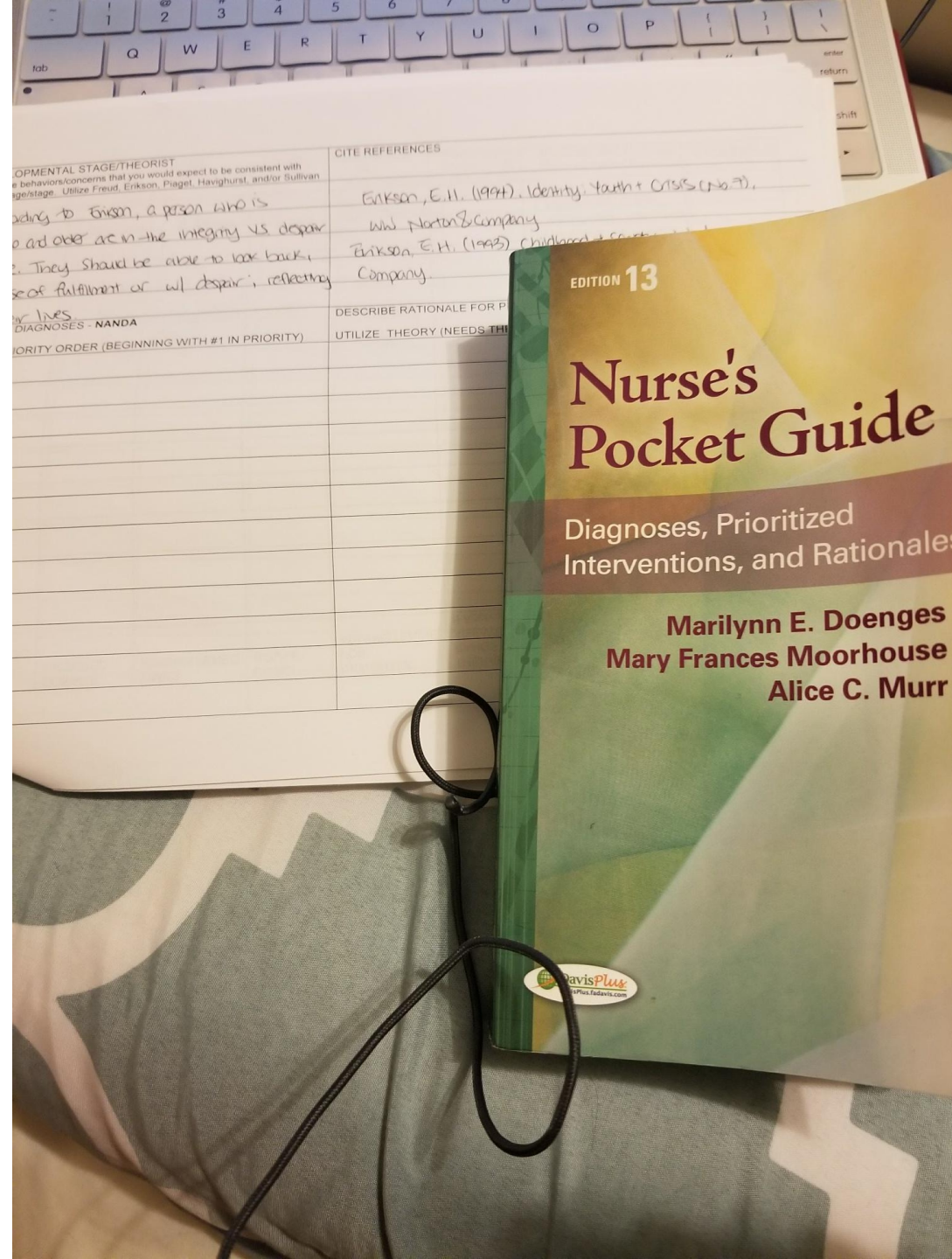
ACADEMIC WORK

"It's just a quiet environment, and all my friends live near the library so we all meet up there."



"Studying with friends"

“Usually I actually don’t really use the textbook that was recommended on the syllabus, just because I feel like a lot of professors already have their own PowerPoints and it’s just a condensed form of the textbook.”

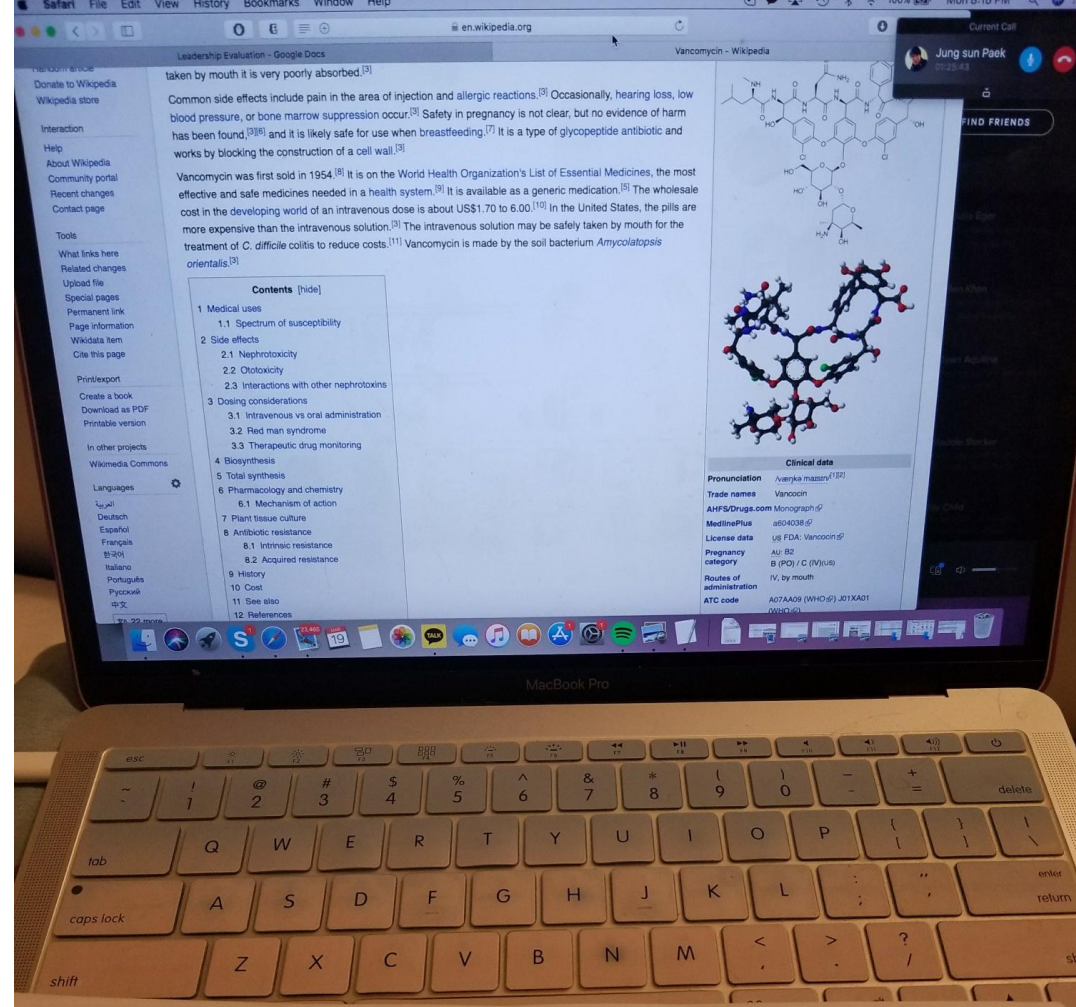


“Using textbook that was listed in my course syllabus”

“That’s my organic chemistry teacher’s office. I go to him often when I need help with homework or when I’m studying for a test.”



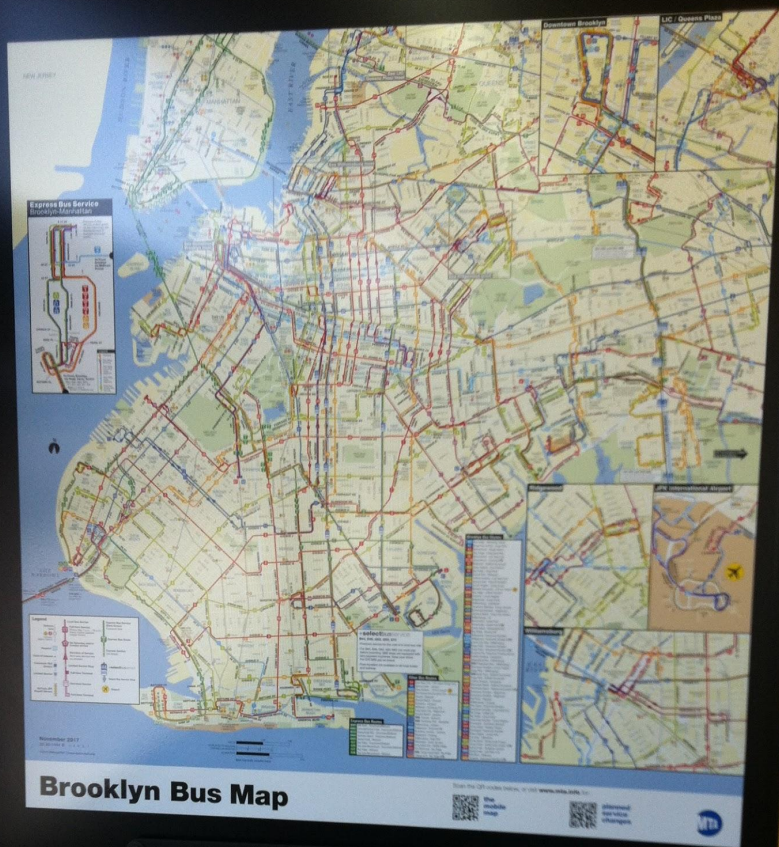
“Teacher’s office.”



INDICATION E/GENERIC	DOSAGE ORDERED	TIMES ADMINISTERED	DOSE/ ROUTE	RATIONALE FOR ADMINISTERING	THERAPEUTIC RANGE FOR AGE/WEIGHT If Applicable	NURSING IMPLICATIONS Required Patient Education	CITATIONS
gcm	125mg	q 6hrs	oral soln PEG	sepsis	—	Nephrotoxicity + ototoxicity	
azole	500mg	q 8hrs	IV	C. diff	—		
	3mm over affected areas	daily	topical	pressure ulcer	—		
	8 units	twice a day with meals	Subcut	DM II	—		
	1mg/kg	q 12hrs	Subcut	LV thrombus	—		

“Using Wikipedia for school related assignments. Bad but I use this often”

INFORMATION
IN THE MOMENT



Weekend

9:45 PM Fri to 5 AM Mon



Free shuttle buses to STILLWELL AV

Station

 Shuttle bus stop

Church Av

on McDonald Av at Church Av

Ditmas Av

on McDonald Av at Ditmas Av

18 Av

on McDonald Av at 18 Av

Avenue I

on McDonald Av at Avenue I

Bay Pkwy

on McDonald Av at Bay Pkwy

Avenue N

on McDonald Av at Avenue N

Avenue P

on McDonald Av at Avenue P

Kings Hwy

on McDonald Av at Kings Hwy

Avenue U

on McDonald Av at Avenue U

Avenue X

on Shell Rd at Avenue X

Neptune Av

on Shell Rd at Neptune Av

West 8 St

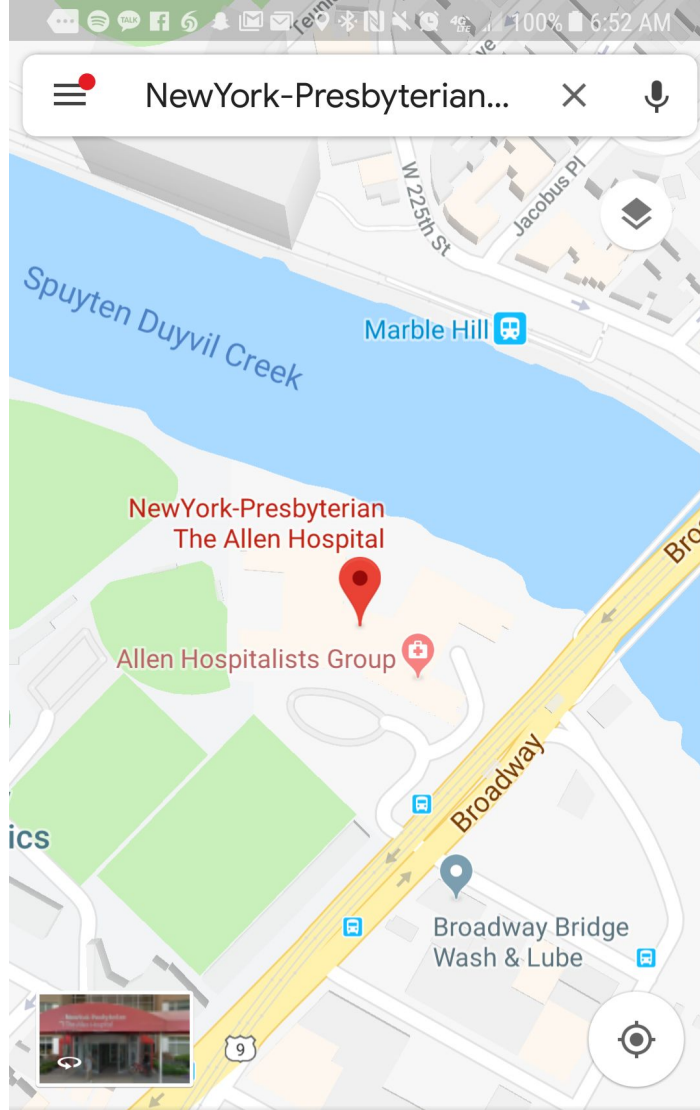
on Surf Av at West 8 St

POST: All shuttle bus stops to
Stillwell Av - (24), Service Plan
B-49-11 3860-17-77

Visit mta.info for travel info, travel tools, widgets,
apps and more...

Wk_49_17 17x23 Wayfind
Page 40

"Shuttle bus"

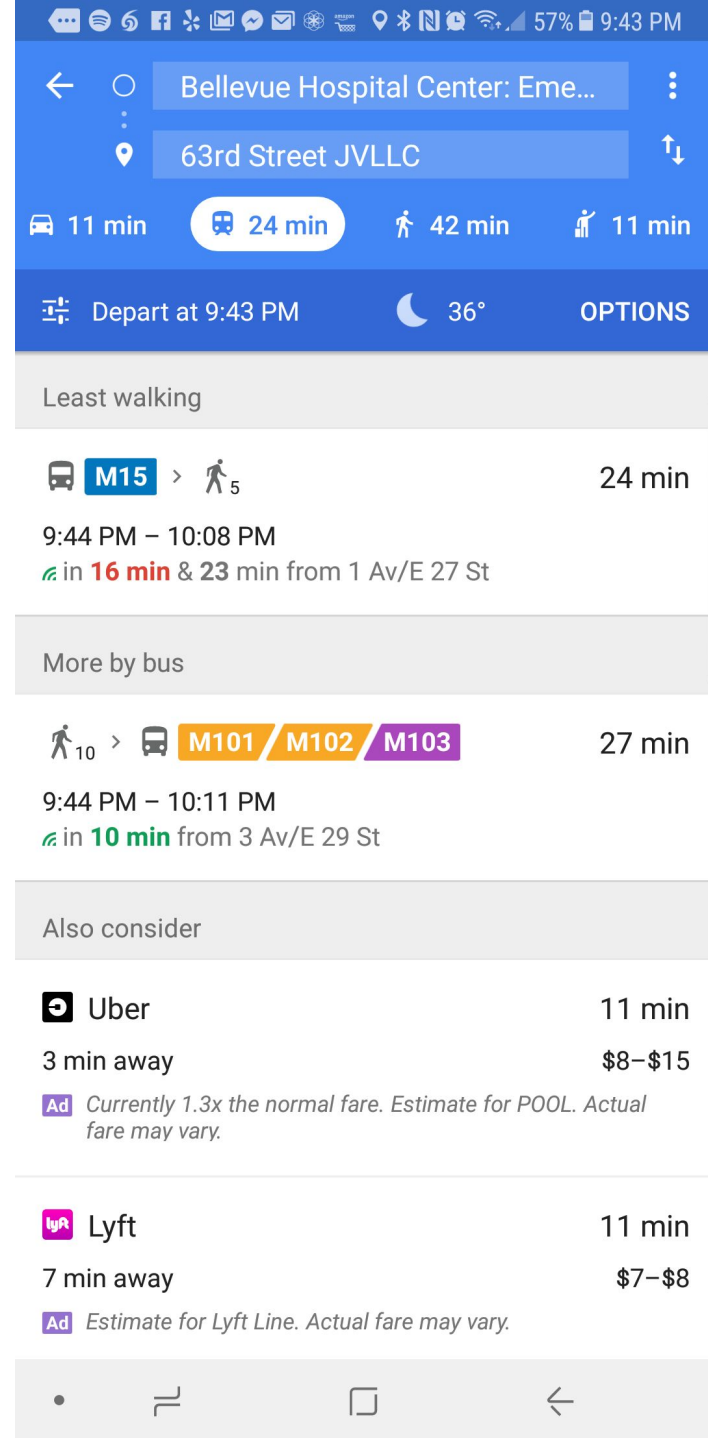


NewYork-Presbyterian The Allen Hospi...

3.2 ★★★★★ (140)

ⓘ MORE INFO

📍 DIRECTIONS



“Google Mapping directions to NYP Hospital for clinicals”

“I went there to give them what I had to, my work study information. And then I go every time I run out of money so I can get the paperwork.”

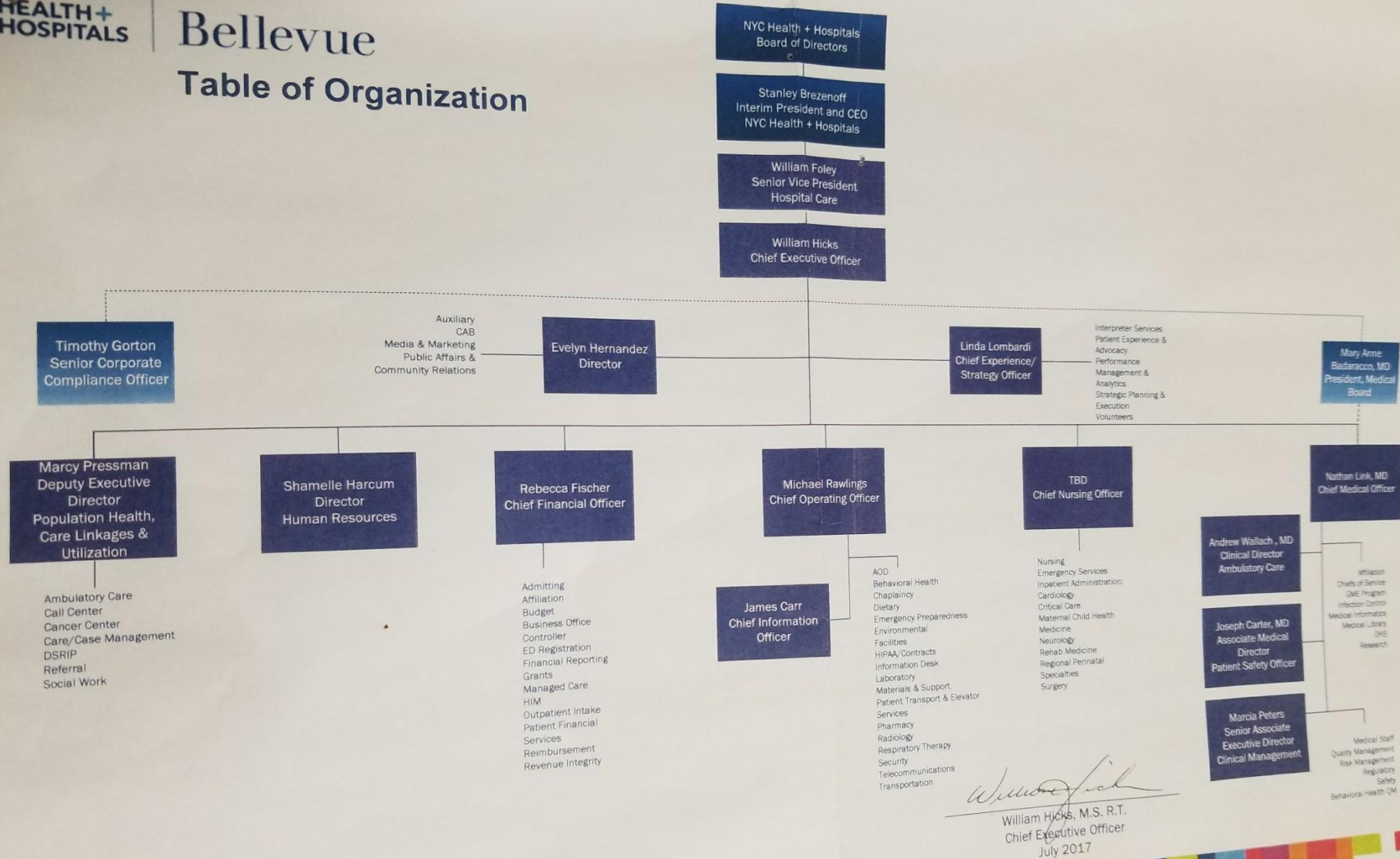


“Financial aid office for one on one sessions”

**GATHERING
INFORMATION
FOR LATER**

Bellevue

Table of Organization



“Document to help me on my assignment”

Fri (2)

wakeup	6 sharp
Ex.sh.BF	6-8
meditation	8-8:30
study(FGPSE)	8:30-11
Typing	11-12
study(FGPSE)	12-1
lunch	1-3
study	3-7
movie	7-9
study	9-10:30

Bed 11

Ek

Thur (1)

wakeup	6 sharp
Ex.sh.BF.meditation	6-8:10
study(D.E)	8:10-12
Typing	12-12:45
lunch	12:45-3
walking	3-3:45
Bloomberg	3:45-5:45
class	6-8
Gym	8-9
walking	9-9:45

with June

prints for Bibi

Ek & Adh

"This gives me an idea of my boyfriend's schedule so we have time to spend with each other"

"I like to compare prices between different stores. And I actually found some prices at this store...the food products are put outside. So you can see the prices when you pass by."



"Information of produce prices"

IMPLICATIONS

IMPLICATIONS FOR REFERENCE

- Participants held no strong opinions about reference

Interviewer: "Have you asked for help at the Ask a Librarian desk, which is on the 3rd floor as you walk in?"

Participant: "Only if I need a stapler."



IMPLICATIONS FOR THE LIBRARY

- What participants *did* care about:

Library hours

Noise

Printing

Getting textbooks

Updated computers


Study rooms that can be booked online

Full-text access to articles

Financial aid



IMPLICATIONS FOR REFERENCE & LIS RESEARCH

- People's experiences and information practices are unique
 - Universal models and generalizations about different populations are not useful to librarians or library users
 - Commonalities among participants: striving to remain focused, stay positive, juggle multiple jobs and family/school/work obligations
- 

NEXT STEPS

- Exhibit of participant photographs to be displayed in campus gallery
- Summarized and shared findings and participant recommendations within the library and with other departments
- Future studies using photovoice and photo-elicitation methods



THANK YOU

SLIDES and NOTES
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Lisa M. Given, Anna Opryshko, Heidi Julien, & Jorden Smith. "Photovoice: A participatory method for information science." *Proceedings of the Association for Information Science and Technology* 48, no. 1 (2011): 1-3.

April Hathcock and Stephanie Sendaula. "Mapping Whiteness at the Reference Desk." In *Topographies of Whiteness: Mapping Whiteness in LIS*, ed. Gina Schlesselman-Tarango, Library Juice Press, 2017.

Alison Hicks and Annemaree Lloyd. "Seeing Information: Visual Methods as Entry Points to Information Practices." *Journal of Librarianship and Information Science* (2018).
