

What do university students want to know?

A hand-drawn question mark is sketched in black ink on the lined paper background. The question mark is positioned to the right of the main title.

Re-evaluating information sessions based on an analysis of
commonly-asked library questions

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An open notebook with lined pages is shown. A silver pen with a yellow tip lies diagonally across the bottom left page. On the top right page, there is a small, dark, abstract drawing that resembles a stylized figure or a cluster of lines. The notebook is open to a spread of two pages, with the left page being slightly more illuminated than the right page.

What do students want to know?

Background on McGill



Our Learning Activity

Sample Population

- **13 sections** from **5 classes** in the Faculty of Education and Continuing Education
- **12 undergraduate** and **1 graduate** class
- Over **200** questions collected

Methodology

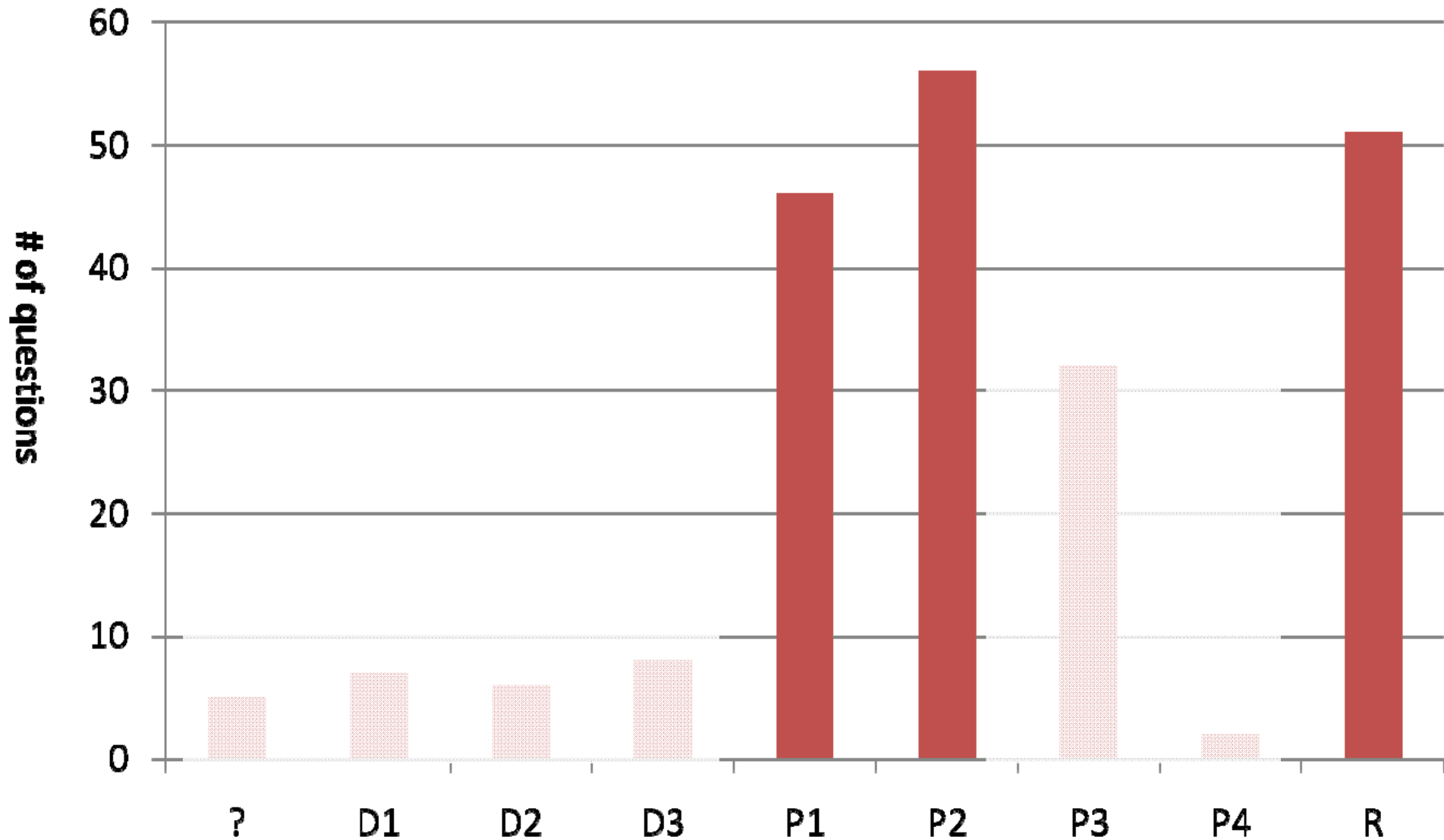
- Questions collected and entered into Excel
- Each question assigned a number
- Questions randomly sorted
- Questions coded according to classification scheme
- Questions analyzed by semester and month

15 minutes
Taboo
Kasrat

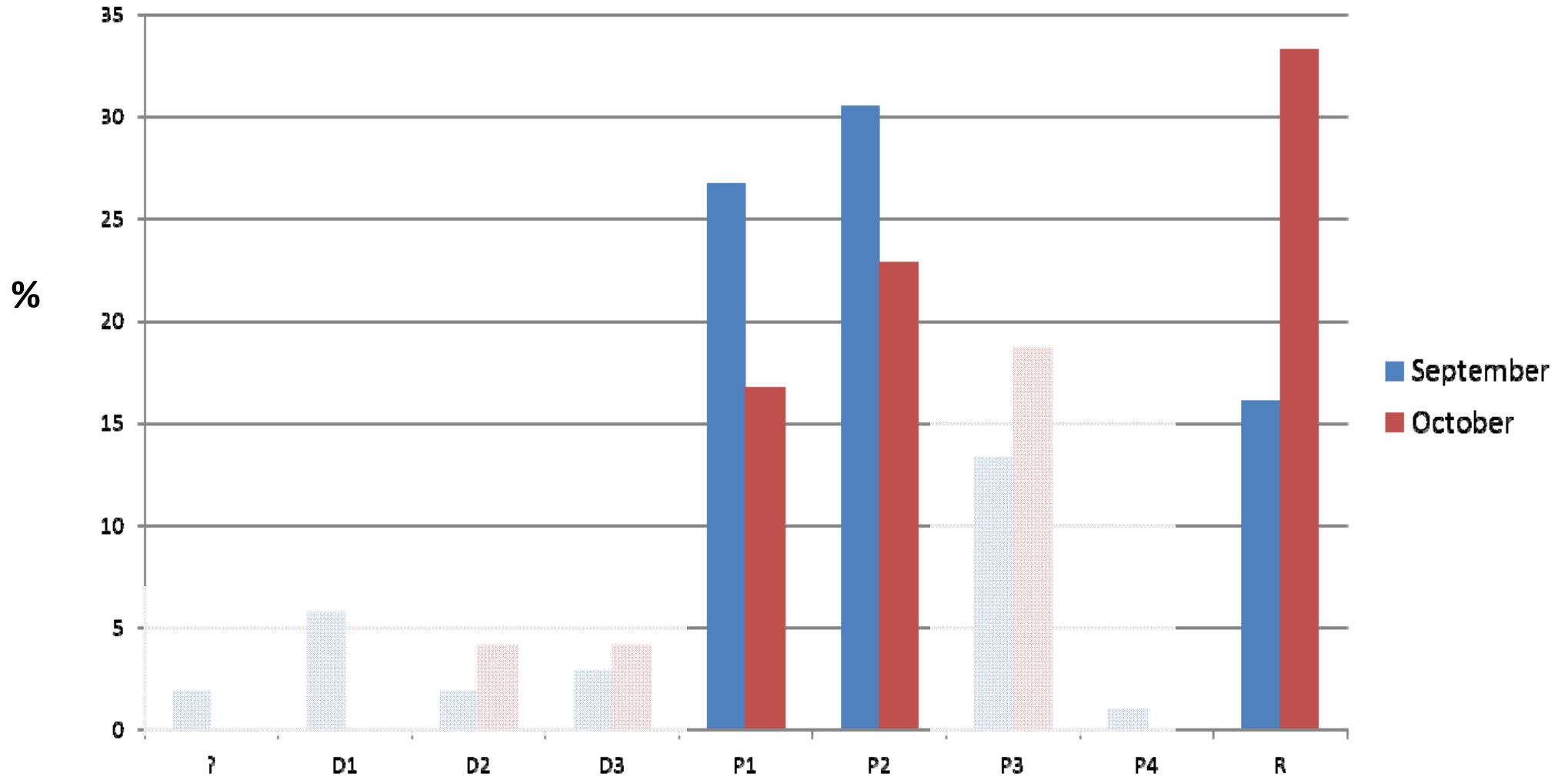
Team A		Team B	
1	2	3	2
2	3	2	2
3	1	3	3
1	3	2	1
0	3	1	1
<hr/>		<hr/>	
1	3	5	5
2	3	1	5
1	2	5	5
4	3	1	5
2	3	4	5
3	3	4	5
<hr/>		<hr/>	
4	3	4	5

Results

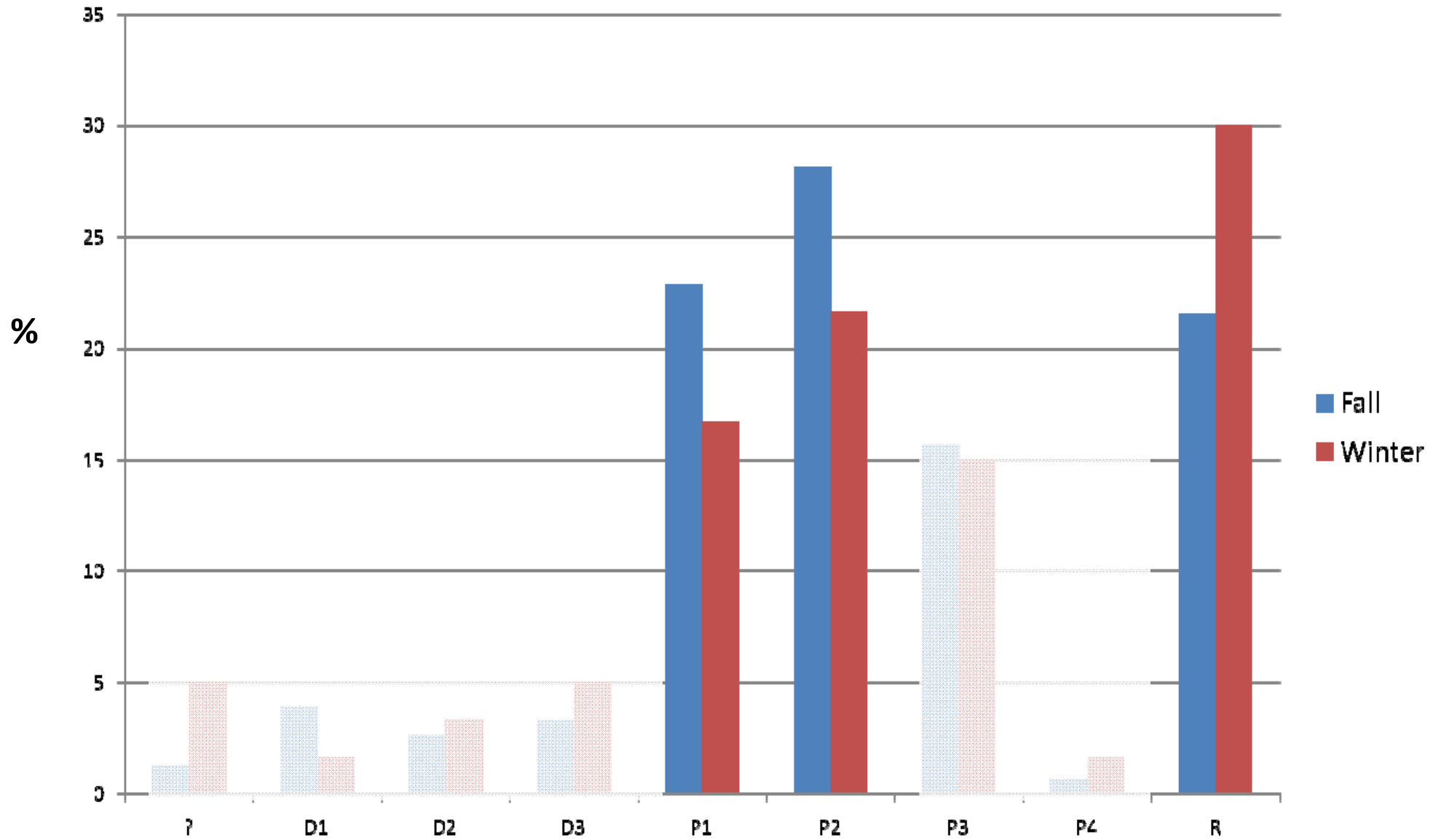
Overall question breakdown



September vs. October

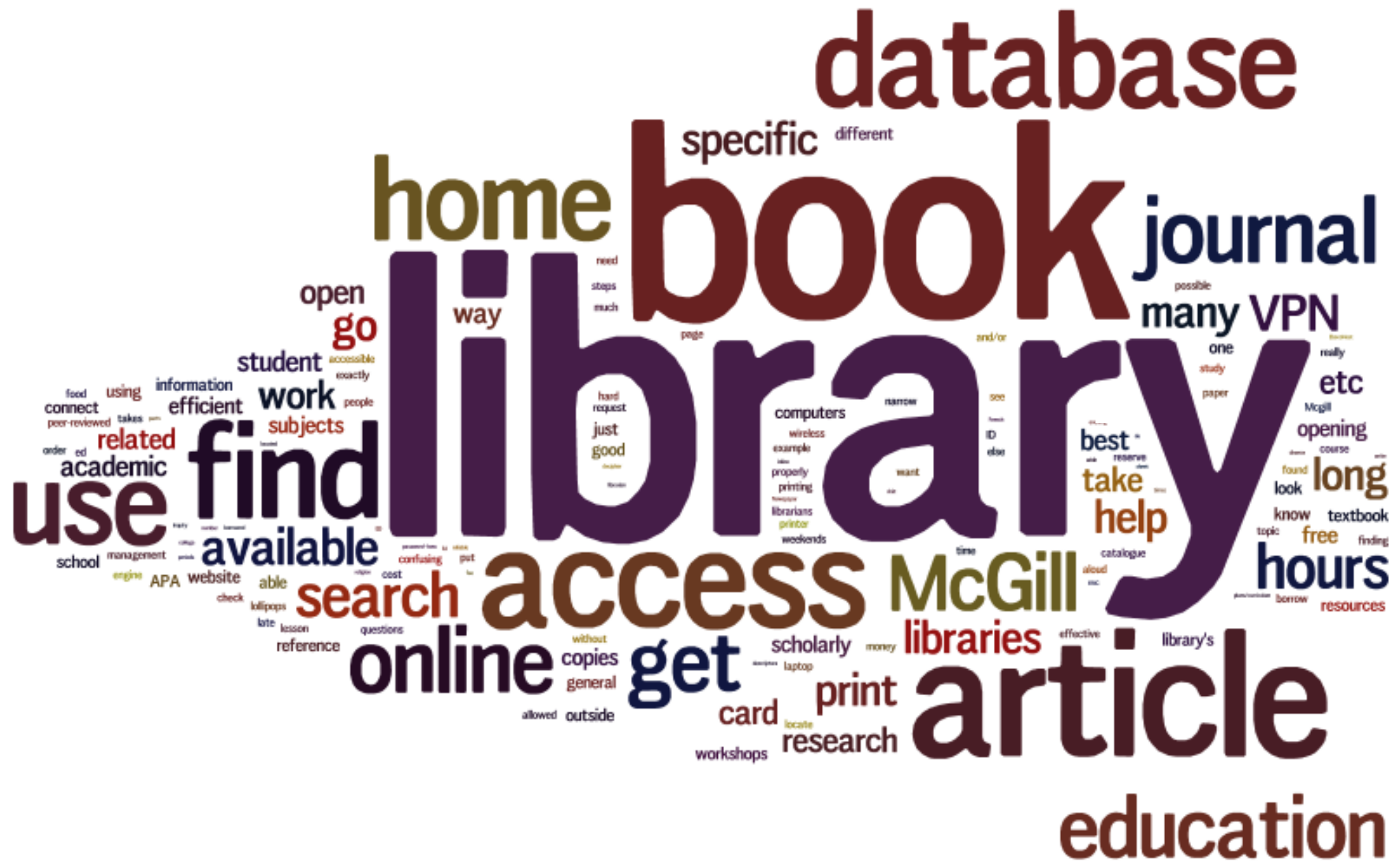


Fall vs. Winter



Observations





Activity Challenges

Questions?

Education is not the filling of a
pail, but the lighting of a fire.

cela fatigue moins les yeux.
Sacha Guitry

...ply the soul of a society as it
...one generation to another.

Gilbert K. Chesterton

Education ... y the soul
of a society ... sses from
... one gener... d another.

ob l
71

I go into my library and
all history unrolls
before me.

nder Smith

Une bibliothèque, c'est le
carrefour de tous les rêves
de l'humanité.

Education costs money, but
then so does ignorance.

Sacha Guitry

Une bibliothèque, c'est le carrefour de
tous les rêves de l'humanité.

... a mind ... stre... y idea or
... tear the lack of thea...

The mind is stretched by a new idea
sensation... never shrinks back to its
former dimensions.

Diver Wendell Holmes

Iron shar...
scholar, tr...

Une bibliothèc...
le carrefour de...
ves de l'...

ans' tre...
scholar.
is Drummond

ie, c'est
ous les
ité

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Photo Credits



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Slide 4: A Lovely Field at McGill University by RecoilRick
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Slide 5 & 14: UF Chalkboard Green Chemistry Laboratory by cdsessums
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