Peer Mentoring: The P.A.I.R. Program @ CSULA

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&

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What is P.A.I.R. ?

- P = peer
- A = assisted
- I = information
- R = research

Why did we start the program?

- To fill a gap in the spectrum of our instruction/research/reference support services.
- We knew that not all students came to the library to get help.
- To provide one-on-one research support to students.
- Other peer mentoring programs had been successful.
- We could apply for a grant.
- We had the peers already!

Typical Day at Reference Desk

Noisy and with Distractions

Program Objectives

- Promotion of academic success and performance through improved papers and other research products.
- Establish service points outside the Library to reach students at a point of need .
- Development of superior information and leadership skills in Library student assistants (PAIR Mentors) .
- Promotion of the academic mission of the University Library.

Community Building

- Partner with campus computer labs, tutorial center, and writing center.
- Continue to build relationships with these as they are places we know students use and gather.
- Use their locations to offer the mentoring.
- Give the mentors an opportunity to "run" the program
  - Named the program
  - Assist in training of new hires, help develop procedures, create publicity materials

How we started the program

- The only way to fund the program was through grant $
- We applied for an "Instructionally Related Activities" Grant
- First time we applied was 2008
- We would use the $ to:
  - Pay the mentors salaries
  - Buy laptops
  - Buy style manuals
  - Publicity
  - Give aways

Funding we have received

- October 1, 2012 – June 30, 2013 = $9,000
- October 1, 2011 – June 30, 2012 = $9,600
- October 1, 2010 – June 30, 2011 = $8,600
- October 1, 2009 – June 30, 2010 = $10,000
- October 1, 2008 – June 30, 2009 = $10,000

Total= $47,200

Hiring

- We only hire students who have a proven track record.
  - Reference Desk Assistants
  - Electronic Classroom Assistants (rovers)
- $12.00 per hour (RDAs begin with $10.00)

Training & Support

- In-depth training when hired
  - Just as important what they CAN answer and what they CAN'T answer
- Annual refresher training
- Mentors help with the training of new mentors
- Daily support
  - Email
  - Cell phones
  - Referrals

Operations

- Hours
  - Monday – Thursday 12noon to 6:00pm
  - Friday 11am – 3pm
- Shifts are 3 hours, except Fridays
- Begin 3rd week of quarter end Friday of 10th week
- Average 4 to 8 PAIR mentors per quarter

PAIR Mentors assisting students

Advertising

- Students are responsible for delivering and posting flyers
- Librarians announce at their classes
- Liaisons send mailings to their departments
- Library's website
- Give aways

http://www.calstatela.edu/library/

Google

Favorites

California Academic and Res...   University Library | Califo...

Page ▼   Safety ▼   Tools

Cal State LA | University Library

About | Find Resources | Research Assistance | Services | Collections | How To | Campus Links | Hours

myCSUL

| Multi-Search | Books & More | Articles & Databases | Journals | Course Reserves |

BOOKS (CSULA & beyond) **+ ARTICLES** (Searches many databases at once)

Search [all fields ▼] for [For example: california earthquakes safety]   GO

To request books or articles from other libraries (Interlibrary Loan), click on the **360 Find it!** button at the result page.

one campus   one book

Free Research Help

Library Prep Rally Saturday Nov. 24

RefWorks Bibliographies Made Easy

Library 330 Winter 2013
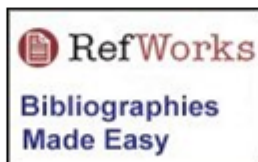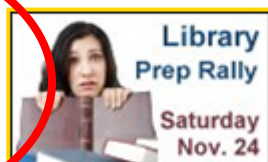
News & Events

Banned Books Exhib

Library Prep Rally - Saturday, Nov. 2

more

Ask a Librarian

Best Viewed | FAQ | Renew Books Online | Site Index | Suggestions | Mobile Library |

John F. Kennedy Memorial Library

California State University, Los Angeles

5151 State University Drive

Library User Comments Form. - Windows Internet Explorer

http://www.calstatela.edu/library/pair.htm

Google

File   Edit   View   Favorites   Tools   Help

Favorites   California Academic and Res...   Library User Comments F...   X

Page ▾   Safety ▾   Tools

Need Research Help?
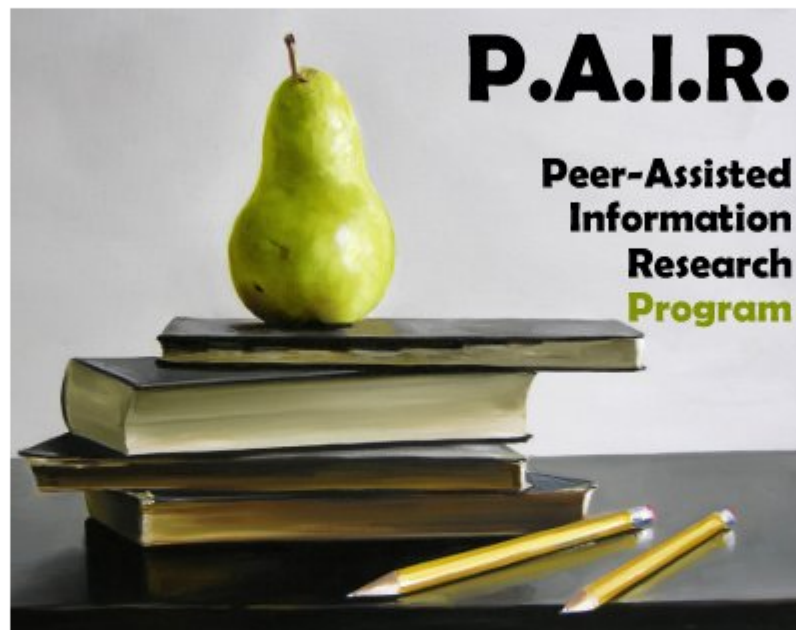
WHEN: Starting Monday, October 8th

Monday - Thursday   12:00 noon - 6:00 pm *
Friday   11:00am - 3:00pm

WHERE: University Writing Center
              Palmer Wing (Library South)   Room 1039A

WHAT: The PAIR program is a Peer-Aided Information Research Program. We offer
              one-on-one in-depth research assistance to any student in need.   Each PAIR
              mentor is a highly trained Cal State LA student who knows the ins and outs of

Sample Flyer

P.A.I.R.
Peer-Assisted Information Research Program
GET FREE RESEARCH HELP

@ University Writing Center
Monday –Thursday 12:00 – 6:00pm
Friday 11:00am – 3:00pm

Closed Saturdays, Sundays & Finals Week

Sponsored by the CSULA Library

Fall Quarter 2012

Program Evaluation

- Two elements
  - Student evaluation
  - Mentor evaluation
  - For each transaction
- Mentors write reflections at the end of the quarter

Please take a minute to tell us how we're doing!

Date: _____Course Name & Number_____
(e.g. CHDV 496)

1. How did you find out about us (**circle only one**):
   Sign/poster
   Friend/classmate
   Professor/course
   Library
   University Writing Center
   Tutorial Center
   Student Union

2. Mentor's name (**circle only one**):
   Gloria
   Samantha
   Francine
   Nando
   Other: _____

3. Location :
   University Writing Center
   Other: _____

4. In general the mentor was (**circle only one**):
   a. Very helpful
   b. Helpful
   c. A little helpful
   d. Not helpful at all

5. Do you feel more confident about your research skills after this session?   (**circle only one**)
   a. Yes, very.
   b. Yes.
   c. Yes, a little.
   d. No.

6. Would you recommend this program to a friend? (**circle only one**)
    a. Yes, strongly recommend
    b. Yes, would recommend
    c. Maybe, not sure.
    d. No, definitely not because _____

7. Should the program hours be extended? (**Circle as many as apply**):

    Yes: Add Saturday hours
    Yes: Add 9am – 12pm
    No, the times are fine.

8.   Any comments or suggestions?

P.A.I.R. Student Evaluation

- Course name & number
- Day of the week
- Week of the quarter
- Length of session
- Location
- Name of PAIR mentor
- Did you make a referral?
- Gender
- Age (approximate)
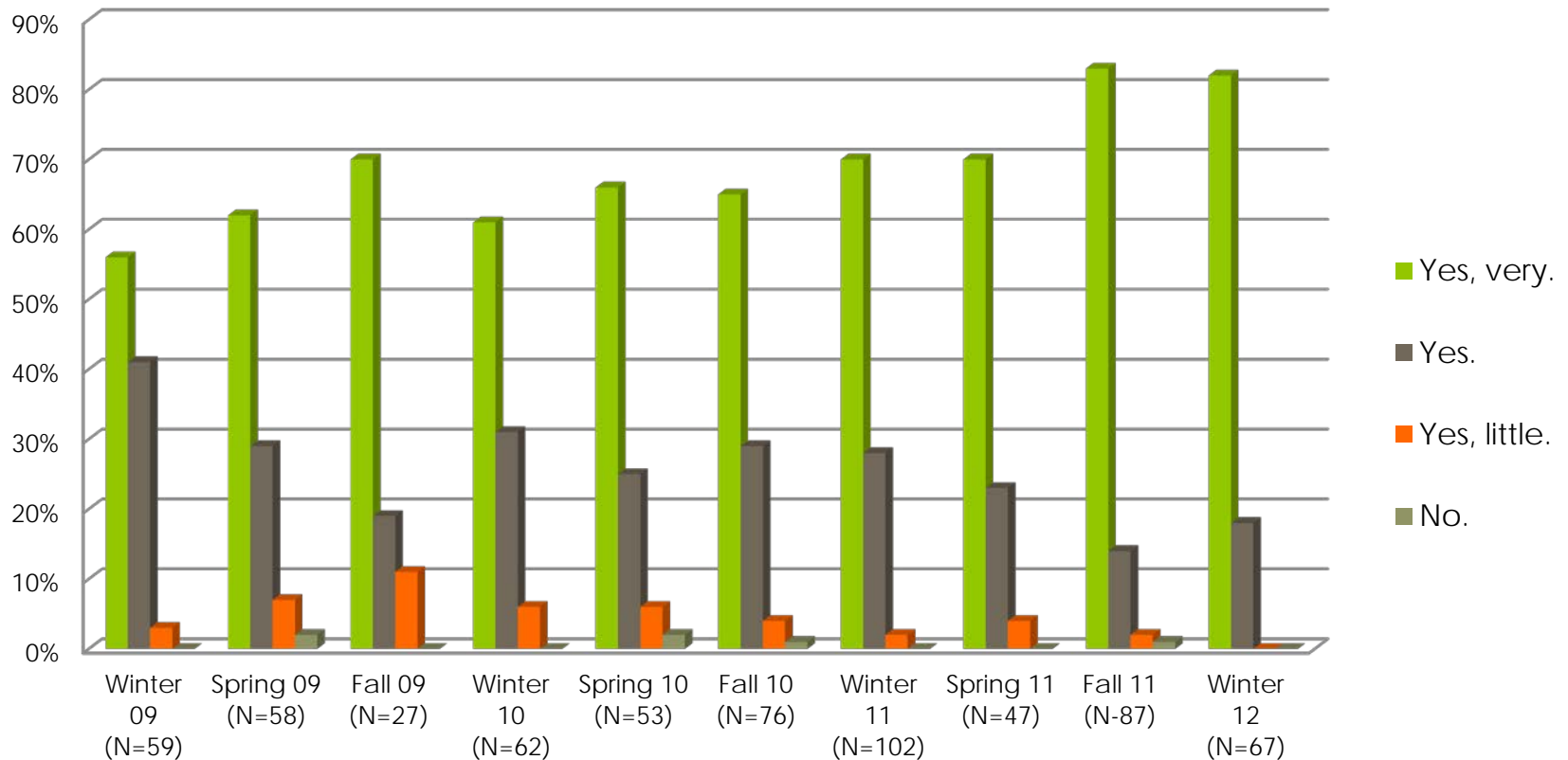
P.A.I.R. Student Evaluation

- English first language
- Research need
- Databases were suggested/used
- Type research question
- Level of confidence at answering question
- Type of assignment
- Connectivity problems

P.A.I.R. Student Evaluation

- Student was
  - Unprepared
  - Had search before
  - Understood his/her assignment
  - Had not read the assignment
  - Followed along with me
  - Has a citation problem
  - Other
- Was anyone else waiting for you
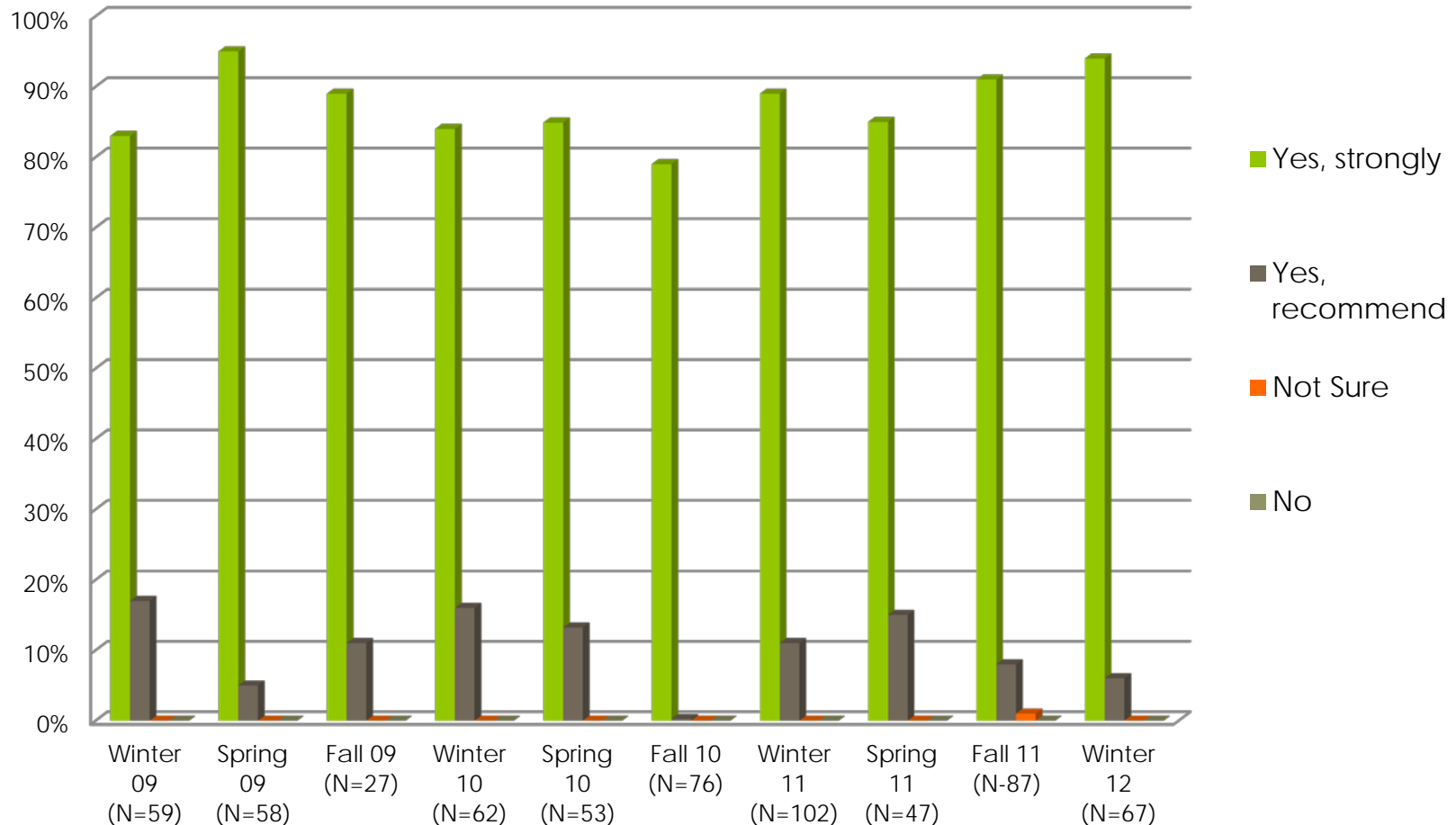- Repeat customer

Do you feel more confident about your research after this session?

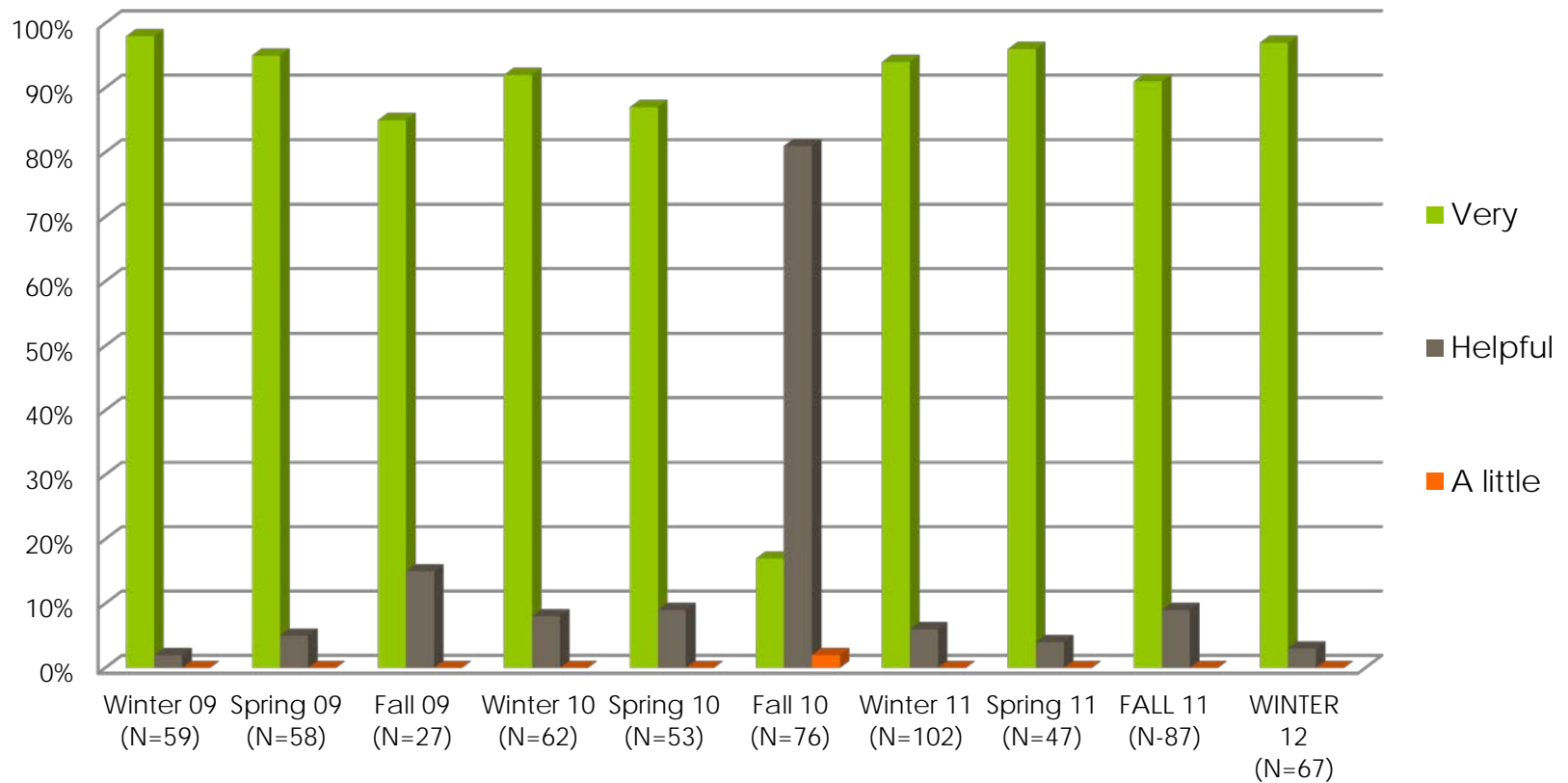# Would you recommend this program to a friend?

Statistics

Helpfulness of the Mentors

Legend:
- ■ Very (green)
- ■ Helpful (gray)
- ■ A little (orange)

Categories:
- Winter 09 (N=59)
- Spring 09 (N=58)
- Fall 09 (N=27)
- Winter 10 (N=62)
- Spring 10 (N=53)
- Fall 10 (N=76)
- Winter 11 (N=102)
- Spring 11 (N=47)
- FALL 11 (N-87)
- WINTER 12 (N=67)

What we have learned

- Students who don't understand their research need do not seek out this service.
- Word of mouth is an important means of promoting the service.
- Improved self confidence on part of mentors.
- Student mentors have become better student desk assistants and rovers.
- One more way for the library to get noticed on campus.
- Learn more about what students need help with.
- Rewarding for us to see the growth in our mentors and the program.

P.A.I.R. Mentor Reflections

"Not only did I gain more insight about students' research needs (or lack thereof) but I also learned about the vast amount of useful research skills I've acquired that have prepared me to help other students through P.A.I.R. Clearly, there is still a lot to learn, but I felt comfortable answering the questions posed by students. Much of the credit has to be given not only to the thorough training I've received, but also to every librarian who didn't burst out [with] laughter at my questions. I've really learned a lot."   -Albert E.

P.A.I.R. Mentor Reflections

"I got this question more than once: 'I want to know how to navigate the library catalog, but I don't know where to go or what to do [next], could you please show me how to find the information I need?'"

-Marlen O.

P.A.I.R. Mentor Reflections

"My attitude towards libraries has shifted from thinking that they were not so important (or going out of style) to being convinced that they are [something] more folks need to become well acquainted with… the discovery that the library holds all the necessary information for us to ready ourselves for academic success is sometimes a moment of liberation for those of us that never took ourselves seriously academically."   -Madelyn W.

Nando silly….
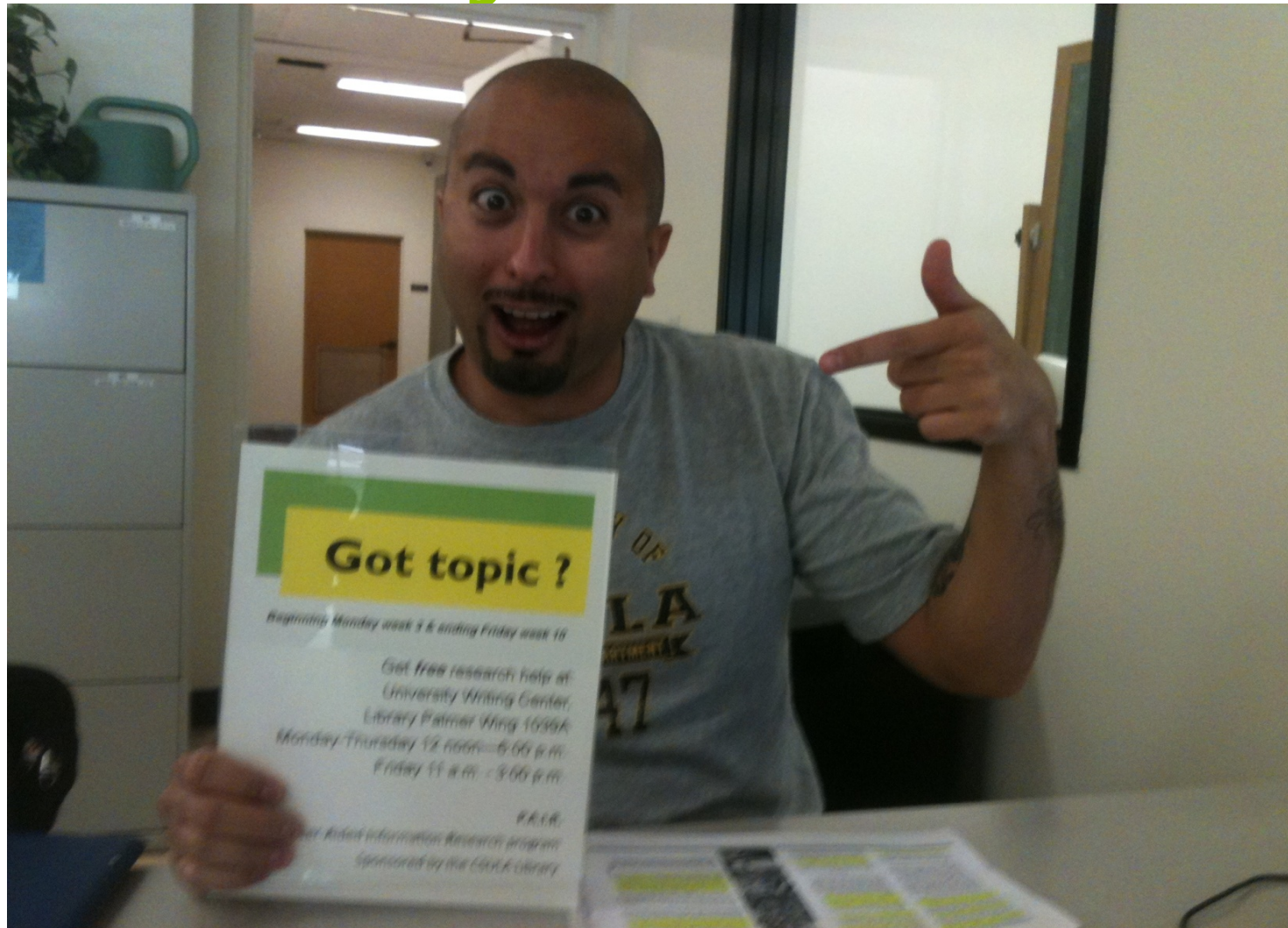
Catherine Haras &
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P.A.I.R. Program
2011 recipient of
the ProQuest
Innovation in
College
Librarianship Award

Thank You

Questions?