

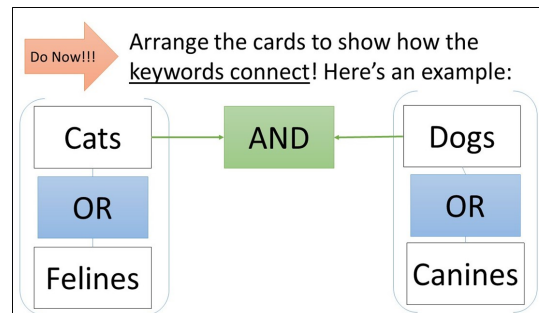
Jargon-Free Librarianship: Speaking the Language of Our Patrons

Old Dominion University Libraries | Norfolk, VA

Instruction Ideas

At the start of class, groups can arrange sets of index cards that include keywords, synonyms, and connectors. Asking them to arrange them in ways they think they might get the most or best results is a way for them to warm up for class, prep for upcoming group work, and to start thinking about connectors.

Later, when discussing search plans in class, you can refer back to the connector activity and ask how it relates and how they arranged their cards.



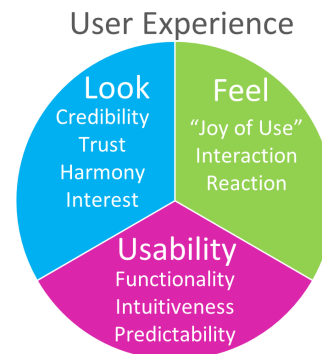
Example slide from an in-class card-sorting activity about connectors.



Connector **Boolean Operator**
Details **Article Record**
Read Now **PDF Full Text**
Rent **Check Out**
Research Help **Reference**
Narrow **Limits, Facets**
Find Books **Catalog**
#Hashtags **Subject Headings**
Borrow **Interlibrary Loan**
Search Plan **Search String**
Library Guides **LibGuides**
Google **Search Engine**
Location **Dewey or LC**

Working With Discovery Layers

Depending on your Discovery Service provider, you may have a lot more options to customize your results page than you realize. Optimizing for usability on the backend to ensure ease of use and accuracy on the front end can often be such a chore that many libraries ignore simple design changes they can make to enhance the UX of their results pages and give users—especially novices—a better sense of what they can expect to find. Contact your vendor to see what options are available for your discovery layer.



References

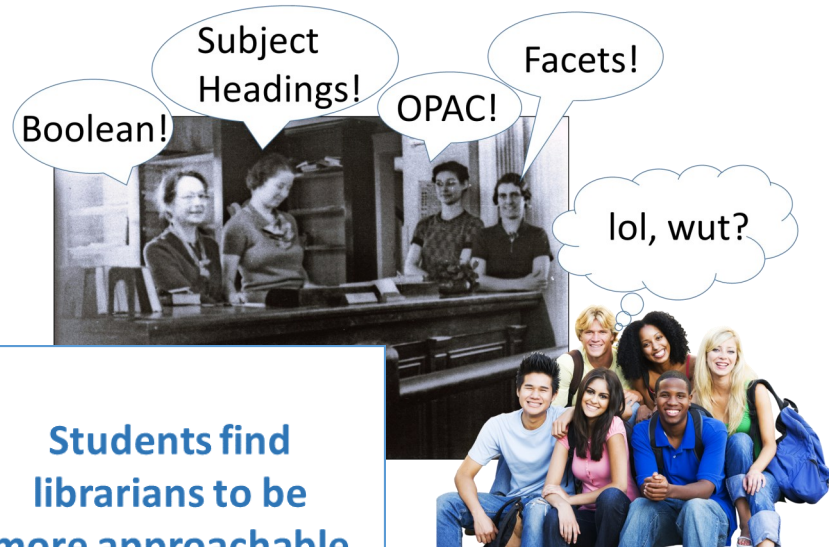
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Students find librarians to be more approachable when they are friendly and jargon-free (Matteson, Salamon, & Brewster, 2011).