

A Place Of First Resort: Designing Academic Library Services for First-Generation Students

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Recommendations

<p>Learn about your students' unique identities. First-generation students are not a monolith.</p> <ul style="list-style-type: none">● Gather demographic data● Connect with first-gen/other student organizations● Include first-gen demographic questions in regular library surveys● Specifically invite feedback from first-gen students	<p>Partner with campus offices/programs. Contribute to spaces where first-gen students already are.</p> <ul style="list-style-type: none">● Outreach to first-gen office or related programs (e.g. TRIO)● Assign a liaison librarian for college first-gen programs● Integrate library instruction/support into first-gen programs, including summer bridge programs● Partner with mentoring programs
<p>Rethink messaging and use of library jargon to tackle the library's own 'hidden curriculum.'</p> <ul style="list-style-type: none">● Review library website, messaging, and signage● Invite students and non-library staff to provide suggestions● Ensure that the way help-seeking is presented is barrier-free and seen as 'normal'	<p>Train staff and set expectations around culturally responsive staffing.</p> <ul style="list-style-type: none">● Address cultural responsiveness and different cultural expectations● Emphasize not making assumptions about students' knowledge or prior experiences● Address historical oppression, power differentials, and microaggressions that affect patron interactions● Include student employees in training

Further Reading

Arch, X., & Gilman, I. (2020). *Academic library services for first-generation students*. Libraries Unlimited.

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