

# No Discovery? No Problem.



## How a College Library in Quebec Is Building Smart Researchers with Credo Reference

### Customer

Champlain College Saint-Lambert

### Challenge

Helping first-year students who lack basic resource evaluation skills approach college-level research.

### Solution

Infobase's Credo Reference

### Outcome

Using resources like Infobase's Credo Reference, librarians and faculty partnered to meet beginning researchers' most basic needs by embedding information literacy instruction in a required humanities course.



2

## Preparing Students for University-Level Research

Champlain College Saint-Lambert in Quebec is a longtime subscriber of Credo Reference and a Collège d'enseignement général et professionnel (Cégep). Nicole Haché, Librarian at Champlain's George Wallace Library, shares her experience and ideas on basic research instruction for her college's first-year students. She discusses the specific challenges of working with young students and why starting research with resources like Credo Reference are so effective for this user group.



3

College libraries have many options when it comes to introducing new students to academic research. With so many different levels of academic awareness in a class of new students, this task can be difficult. Many colleges use robust discovery systems to get students started, opening doorways to an often overwhelming number of choices, which can flummox the inexperienced. On the opposite end of the spectrum, smaller libraries might rely only on their library catalog and point students to their physical collection and handful of e-resources, which might overwhelm more research-savvy students.

At Champlain College Saint-Lambert, in the Canadian province of Quebec, a combination of carefully curated e-resources and good old-fashioned library instruction are used to educate their new students and ensure their solid usage of library resources at the same time.



4

In Quebec, students coming out of eleventh grade who wish to attend university must first complete two years of Cégep, a public intermediary level post-secondary school. The majority of students are seventeen when they enter Cégep, and many have never even stepped foot in a library.

"Students who enter Cégep are very new to academic research and to libraries in general," explains Nicole Haché, Librarian at Champlain College.



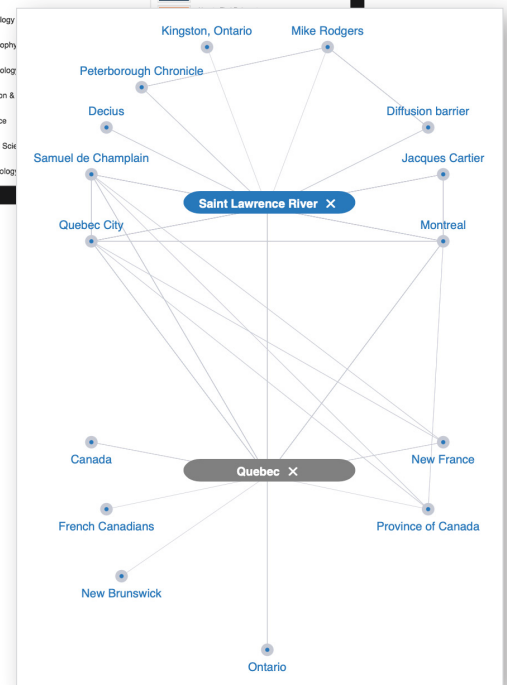
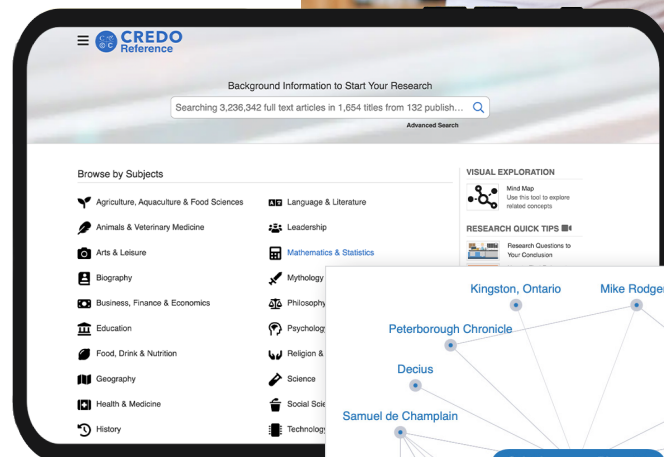
At this step in their education, these novice researchers have relied solely on Google or Wikipedia for information. Nicole's mission is to change that, starting with the students' first days at Champlain. "We really need to hold their hands and help them along from the very beginning." Nicole and fellow librarians at Champlain College believe this introduction is best accomplished by focusing on a select few resources that will instruct and meet the beginning researcher's basic needs. Upon their arrival at Cégep, "students don't know the difference between a print book and an e-book and journal article...Some don't even know there's a table of contents and an index in a book." Which is why Champlain College's librarians believe that robust discovery services are counterproductive at this point in a young researcher's life.

Nicole explains, "A discovery layer gives students results, but results that are very confusing for them. They won't know what they are looking at. Teachers are asking them for journal articles, but these kids have never even held a physical magazine in their hands. The very concept of a journal article is foreign to them. When they look at a page on an article database, they have no concept that they are looking at a page of a journal or a page of a book."

## Building Higher-Level Researchers

To remedy this problem, Nicole and her colleagues have partnered with Champlain College's Humanities department to help students build higher-level research skills. Since all freshmen must take Humanities 101 Knowledge during their first semester, the library department embedded two information literacy sessions in the course to focus on the fundamentals of research and research paper writing skills. The library hosts lessons in person or online if the course is remote.

"In the first class, we give them a Moodle 'Introduction to Research' quiz and have students use Credo Reference to find the answers to the questions. We show them the different formats that research materials can be found in. 'These are articles'... 'These are books'... 'This is an e-book'... 'This is reference.'" Hands-on learning begins on day one. "Instead of telling them where to look, we actually have them go into the database to search for themselves."



Credo Reference Mind Map

## About Champlain College Saint-Lambert

Founded in 1972, Champlain College Saint-Lambert, a campus of Champlain Regional College, is part of Quebec Canada's Cégep public education system. They offer pre-university and career programs as well as continuing education and corporate training courses.

## About Credo Reference

Credo Reference is a research starting point for students and faculty that combines premier reference content and research skill-building tools on a simple instruction-friendly platform. A hub of topic discovery, Credo Reference maximizes learning opportunities and supports successful student research with 1.5M+ curated reference articles, images, and videos. Credo Source is the K–12 equivalent.

**Contact our experts today.**

**(800) 322-8755**

[collegeonline@infobase.com](mailto:collegeonline@infobase.com)



**Scan to start a free trial.**

## Start with Credo Reference

The librarians at Champlain College know from experience that students will always go back to the resource(s) with which they are most comfortable and familiar. For these students, perhaps this entire generation, those sources would be Google and Wikipedia. Nicole is determined to correct this habit.

"We tell them, 'Forget about Google and Wikipedia. From now on, you're going to go to Credo Reference first. That's where you start,'" Nicole explains.

Beginning in the first few months of school, the Champlain College librarians show the students how to navigate Credo Reference to research—skills the students will fall back on throughout their academic lives. The Saint-Lambert campus library also shares access to Credo Reference with its two smaller sister campuses. Once Cégep students have mastered the basics of information literacy tools like Credo Reference, they will be better equipped to interpret the results out of a discovery layer in university and throughout their professional lives.

Nicole's advice to other librarians hoping to similarly embed information literacy tools into a class but aren't sure how to initiate a conversation: "Partner with a teacher and do something absolutely amazing. All it takes is one enthusiastic teacher to have them spread the gospel."



**"We tell them, 'Forget about Google and Wikipedia. From now on, you're going to go to Credo Reference first. That's where you start.'"**

Nicole Haché, Librarian at Champlain's George Wallace Library

Image Sources:

<sup>1</sup> Monkey Business Images/Shutterstock.com

<sup>2</sup> Ermolaev Alexander/Shutterstock.com

<sup>3</sup> Gorodenkoff/Shutterstock.com

<sup>4</sup> Jacob Lund/Shutterstock.com

<sup>5</sup> wavebreakmedia/Shutterstock.com