

TEACHING SYNCHRONOUS COMMUNICATION AS A RESEARCH TOOL IN THE AGE OF COVID:

AN UPDATE ON MY **VALIANT** AND
HEARTBREAKING EFFORTS TO
CONVINCE LAW CLINIC STUDENTS TO
AT LEAST TRY TO TALK TO HUMAN
BEINGS (**NOT THAT I'M FRUSTRATED**
OR ANYTHING)

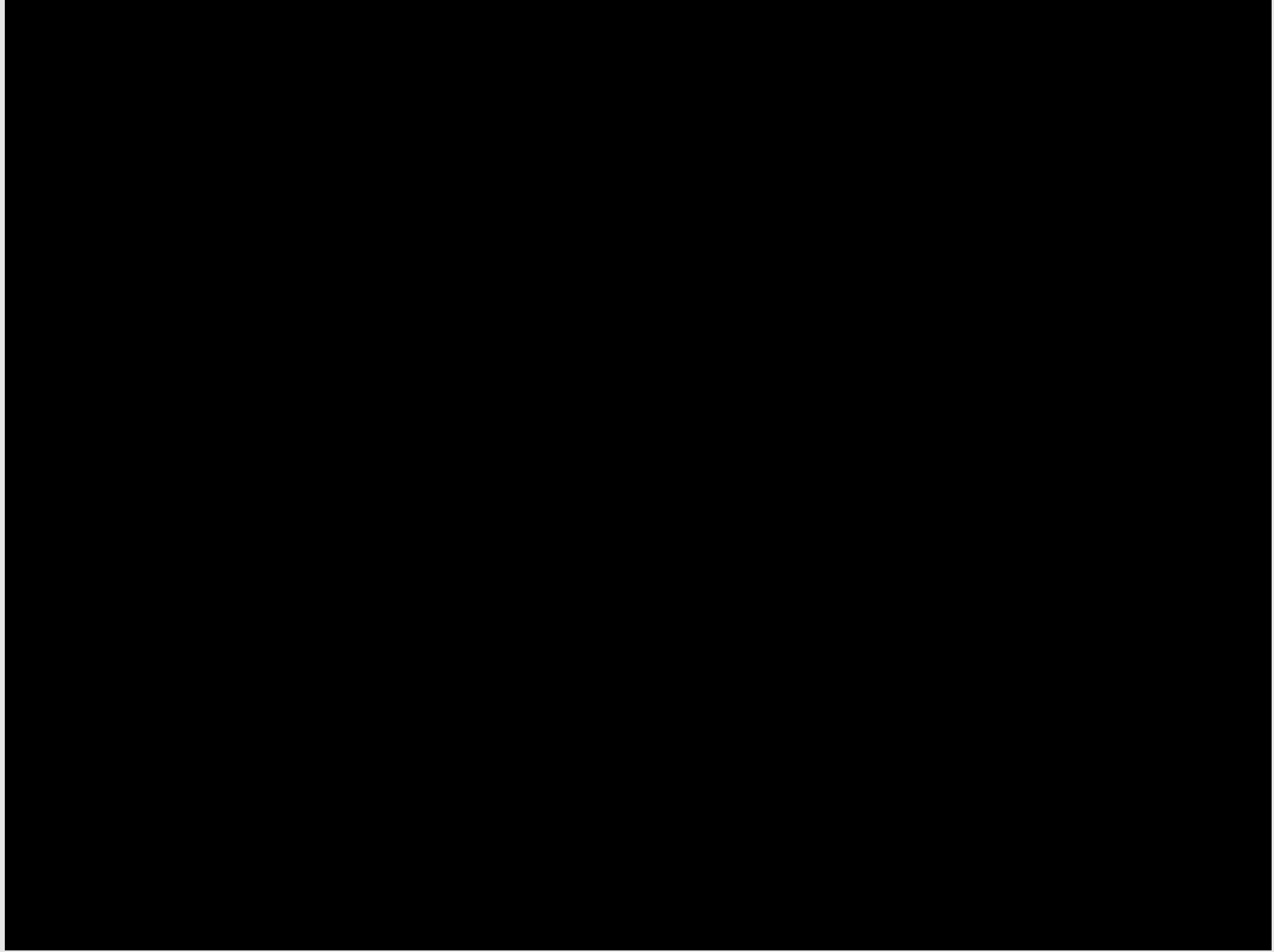
CALICON 2023
JUNE 15, 2023

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THE PROBLEM

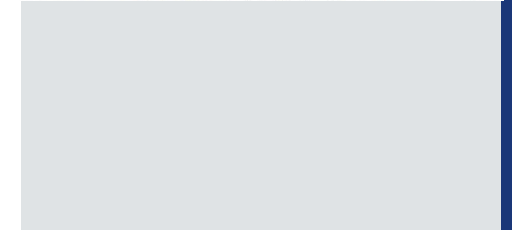
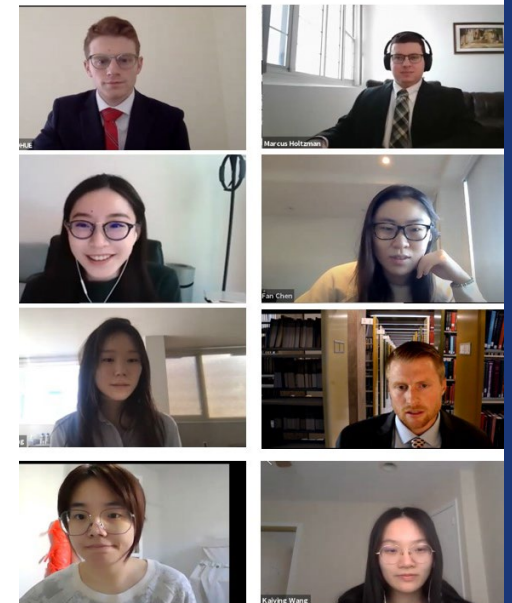
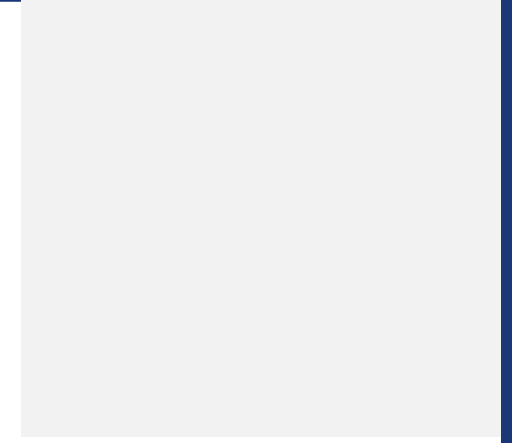
As a transactional clinician, I train problem solvers

Professional phone calls (and even dropping by) are still relevant:

- As a skill
- As a way to obtain information from the greatest of all resources (**humans**)

This is especially relevant with “first step” research issues

“Just pick up the phone” is only for emergencies

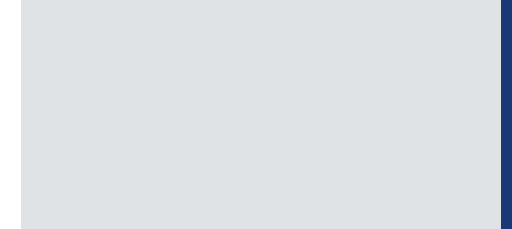
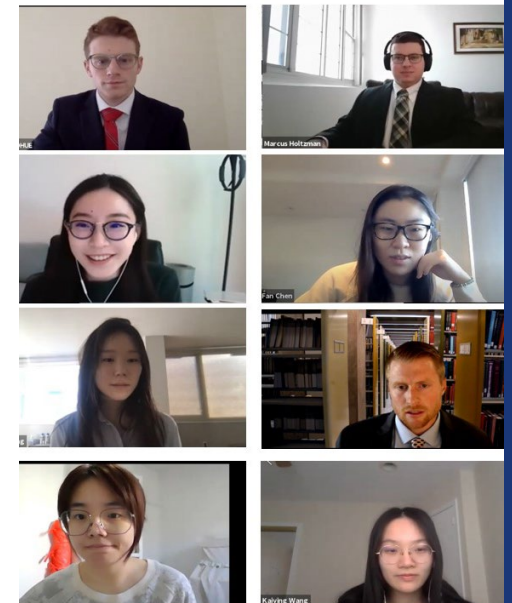
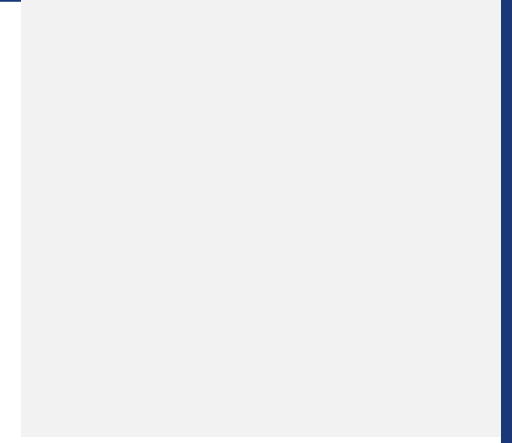


THE SOLUTION

Integrate the law school library with the transactional clinic

Make students comfortable describing issues to real human beings synchronously

Goal of making sure students know all of their resources moving forward – just like their entrepreneur clients



THE PENN LAW ELC

Librarians taught a seminar module on “getting started”

Weekly office hours

When that didn't work:

Voluntary kick off meeting

Mandatory kick off meeting

Weekly emails with resources

Zoom office hours

Modify Onsite Reference Hours

The Pilot Program will continue to offer two hours a week of dedicated ELC reference hours. However, in-clinic reference hours will be reduced to one hour a week on Thursday from 3:00 to 4:00 following the ELC class. The other reference hour will be in a librarian's office or via Zoom on Tuesday mornings.

Weekly Outreach Canvas Messages to Students

To better establish **library** reference services with the ELC students, the Pilot Program will, with professor approval, send weekly Canvas messages to the clinic. These messages will promote helpful resources and provide research strategies. A preliminary plan is to send the messages on Thursdays and highlight three topics: (1) a print resource, (2) an electronic resource, and (3) a research tip or strategy.

Gathering Information on Student Research Tasks

We would appreciate any guidance from you and Praveen about student client work and associated research tasks they have or may undertake in order to target training and resource recommendations.

Research Refresher Training Session

Hold an optional, out-of-class research training session covering key but research techniques like searching with terms and connectors, finding and using secondary sources, and using citators. This training session will be offered to all clinic students, with a focus on concepts that are particularly relevant to students in the ELC and the Intellectual Property and Technology Clinic. Plan to offer mid-semester.

You created this Announcement:

All,

Please see below from our colleagues at the Biddle Library.

Hello ELC students! I hope that you all had a restorative Thanksgiving Holiday. We are excited to be back this week and available to support you with your clinic work. However, this is the final week of the semester that we will be holding scheduled office hours.

Office Hours:

T-210 |

Wednesday, Nov. 30 3:00 – 4:00 Mary Shelly <https://upenn.zoom.us/j/9282642106>

T-210 |

Thursday, Dec. 1 12:00 – 1:00 Mary Shelly <https://upenn.zoom.us/j/9282642106>

Research Resource:

Even though this is the last week that we'll be holding office hours for the semester, we are still available to help you with any research challenges that you encounter!

THE DUKE LAW SUVC

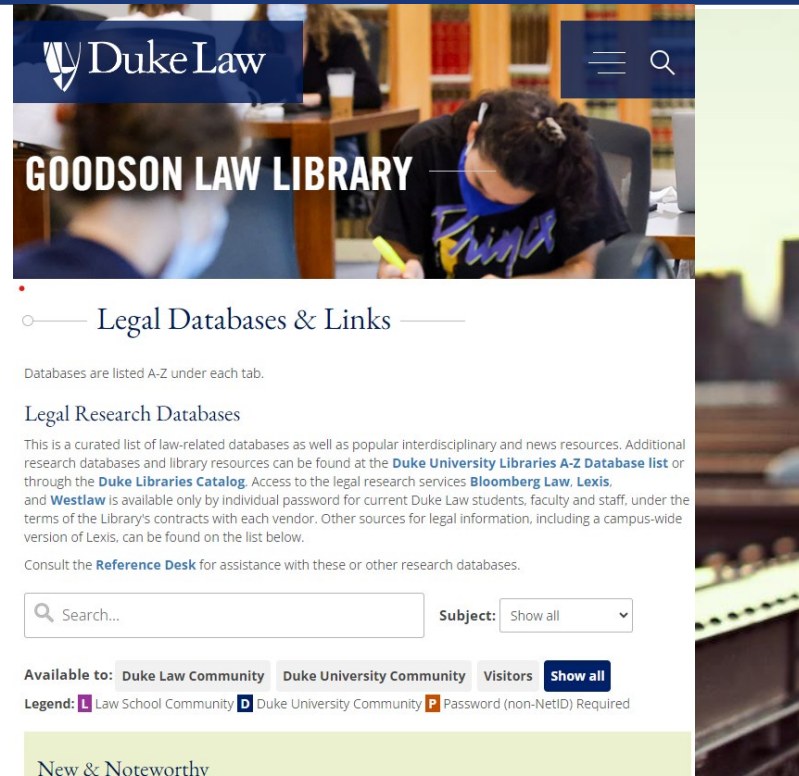
Mandatory meetings with faculty

Direct instruction to students to check with librarians

Short timeline for answers to questions

Role-playing conversations with information gatekeepers

Encouraging in-person meetings with everyone



The screenshot shows the top portion of the Duke Law Goodson Law Library website. At the top left is the Duke Law logo. Below it, the text 'GOODSON LAW LIBRARY' is displayed over a background image of students in a library. A navigation menu is visible in the top right corner. The main content area is titled 'Legal Databases & Links' and includes a sub-header 'Legal Research Databases'. Below this, there is a search bar and a 'Subject:' dropdown menu. A legend at the bottom of the section explains the color coding for database availability: Law School Community (L), Duke University Community (D), and Password (non-NetID) Required (P).



The screenshot shows the top portion of the Duke Law Start-Up Ventures Clinic website. The header features the clinic's name 'START-UP VENTURES CLINIC' in large, bold, blue letters on a yellow background, with the Duke Law logo below it. A navigation menu is located at the bottom of the header, listing various categories such as 'Home', 'General Clinic Information', 'Class Resources', 'Resource Lists', 'Entity Formation', 'Equity & Financing', 'Employment', and 'Nonprofit'. Below the navigation menu, the text 'Welcome to the Duke Law Start-Up Ventures Clinic' is displayed, followed by a search bar.

LOOKING AHEAD

Yes, AI is going to mess this up

Social media is already a great way to communicate with many “tough” resources such as city agencies

There will be no one method that works all the time but students should know all the methods

Human beings will still be relevant

Probably 🙌

