Leveraging the 21st Century Library
Opportunities for Collaboration to Support Student Success

ACRL Choice webinar
January 25, 2022
Today’s webinar

• How can the library’s unique role be maximized to enhance both institutional and student success?
Today’s agenda

- Overview of research initiative and national survey findings
- Moraine Valley Community College library cross-campus collaboration
- Waubonsee Community College student technology support
- Q&A
We help academic and cultural communities know what is coming next, learn from rigorous and well-designed research studies, and adapt to new realities and opportunities.
The Institute of Museum and Library Services is the primary source of federal support for the nation's libraries and museums. We advance, support, and empower America's museums, libraries, and related organizations through grantmaking, research, and policy development. Our vision is a nation where museums and libraries work together to transform the lives of individuals and communities. To learn more, visit www.imls.gov and follow us on Facebook and Twitter.
Research questions

How are academic and student affairs services currently organized, funded and staffed? What are the key success factors, tradeoffs, opportunities, and challenges associated with the provision of library and other student support services?

What types of library services, in conjunction with other academic and student support services, do community colleges need?

How can the library best organize itself to develop and sustain programs or services that contribute to the community college’s mission and student success?
Phases of research

- 2019: Survey of chief academic and student affairs officers
- 2020: Community college interviews
- 2021: Survey of library directors
National Library Director Survey 2021
Library director survey 2021

321 Surveys completed

983 Surveys distributed

Feb - Mar

Survey fielded

33% Response rate
Library directors recognize the importance of institutional efforts to increase traditional student outcomes and believe the library’s most critical contributions are tied to increasing student learning.
How important are each of the following objectives to your college?

Traditional student milestones are of most importance to their college

*Percentage of library directors who rated each as extremely important*
Administrators and library leaders are relatively aligned on the importance of traditional college objectives

*Percentage who rated each as extremely important*

- Increasing student retention
- Increasing student enrollment
- Increasing student graduation
- Increasing course completion
- Increasing student learning
- Addressing social justice imperatives
- Increasing student transfer to four-year institutions
- Improving post-graduation student outcomes
- Helping students develop a sense of community
Increasing student learning seen as relatively more important to administrators than library leaders

*Percentage who rated each as extremely important*
To what extent does your library contribute to each of the following possible student success objectives?

*Percentage of library directors who rated their library contributes to each a lot or a great deal*
Library director’s top three most important library functions

- Helping students develop research and information literacy skills (83%)
- Providing an informal academic environment (75%)
- Providing access to technology resources (71%)
The most significant collaborations between libraries and other units generally take place within academic affairs and with IT departments outside of the academic and student affairs ecosystem.
Libraries collaborate most often with IT, Tutoring and Writing centers

*Percent who collaborate a lot or a great deal with each department*
43% of libraries are LRC or equivalent

16% are both an LRC and co-located with other units

43% of libraries are co-located with other units

*Does not total 100% due to rounding*
Librarians are referring students to other services, as well as providing virtual and physical spaces to other services.

- Refer students directly to other departments/services
- Serve on cross-institutional committee(s)
- Host information on different departments/services on library website
- Host events within physical library space for other departments/services
- Provide library space to other departments
- Co-host events outside of physical library space with other departments/services
- Co-ownership and/or co-delivery of faculty support services
- Co-ownership and/or co-delivery of student support services

*Percent that selected each activity*
Internal collaborations are expected to increase over time, while external collaborations will relatively the same.

*Percent that rated each as increasing, decreasing, or the same in five years*
MORaine VaLLey COMMUNITY COLLEGE

Fast Facts Fall 2020

Graduates

97% Most graduates recommend MVCC
89% graduates employed
1,237 certificates awarded

2019-20 associate degrees awarded
1,910

Moraine Valley Makes Financial Sense

$570,000 Average lifetime earnings gain
44% Increase over projected total average lifetime earnings
3,613 high school students enrolled in dual credit
6,410 full-time equivalent
96,152 total credit hours

24% Public high school graduates enrolled at MVCC

ANNUAL
3,107 noncredit
21,075 credit
24,182 total duplicated count

FALL
622 noncredit
11,026 credit
11,648 total duplicated count

ENROLLMENT
RACE/ETHNICITY

50% WHITE 24% HISPANIC 10% UNDEFINED 9% BLACK
3% ASIAN 3% MULTI 1% ON A VISA

ENROLLMENT BY PROGRAM
FEMALE 54%  MALE 46%
63% PART-TIME STUDENTS 37% FULL-TIME STUDENTS
77% TRANSFER 19% CAREER 4% OTHER
MVCC Library Cross-campus Collaboration

- Faculty
- Departmental Connections
- Students
Connect to Faculty

- College 101
- Library Tour - Virtual
  - https://www.thinglink.com/video/1403442101407973378
- Faculty Librarian Relationships
- OER Committee
- Easy to book classes
- Authors event online - spark
- Create spaces for faculty to connect (facebook group)
- Online events for courses
- The power of yes
- Participate in committees - ask to get involved
Departmental Connections

- One Book, One College
- New student orientation
- Writing Center (NaNoWriMo)
- Honors Program
- IT and equipment distribution
- Moraine Reads
- Health Fairs
- Pop up Library
- College Foundation

How can you show up together to lighten the load for all?
Students

- Be where the students are
  - TikTok, Instagram, Facebook, Twitter, YouTube, Podcasting Platforms
- Working with campus support services (counseling, advising)
- Direct online engagement in social media and Canvas.
- Student Fest and Rainbow Reception
- Change your rules
- Faculty = Students
- Be a student group advisor
- Tie Library events to other campus events
- Student Advisory Board
- Have the “stuff” they need
- Be open when others are not
How!? 

• Let it go
• Tie new initiatives to your mission or strategic plan and the campus mission
• Be on the pulse of what is currently important to your campus
• Costs
• Get the ENTIRE library team involved
• Don’t forget to brag about your team and their success
Student Success Outcomes

Foundation assists thousands of students with emergency needs this year
This was a challenging year in which the Foundation saw a significant increase in requests for help from students. The Foundation increased its student emergency budget by 400% this fiscal year and provided $34,667 to students who needed emergency funds to pay critical bills so they could stay in school. It also gave the college $60,000 to buy laptops for students who did not have technology for online learning.

Because the Library could not loan out textbooks and other classroom materials due to COVID-19 concerns, counselors and librarians were hearing many students had no access to the required reading. So, the Foundation created the Emergency Textbook Fund to pay for students’ books as needed, disbursing $47,650 to 181 students.
Libraries have taken an increasingly major role in technology provision during the pandemic in response to student need. Partnerships with IT departments are often crucial for maintaining and troubleshooting devices, while the library generally leads on device lending.
On rapid implementation

Library leaders said…

• “Prior to COVID-19, we did not loan tech equipment for remote use. We now are the central loan point for approximately 200 laptops and Chromebooks for the college, as well as graphing calculators and digital piano keyboards used in special programs, all of which used to be handled by their different departments and programs.”
On updating library policies

Library leaders said…

• “We check our laptops and hotspots to students for entire eight-week sessions... we only used to check out laptops three days at a time.”

• “COVID has increased our need for items to loan on a long-term basis—so this means both the funding needed to purchase these items and the changes to the policies that allow longer-term usage.”
On collaborating with IT

Library leaders said…

• “[Our library] collaborates with IT to obtain these items (the library budget does not support the purchase of tech gear) and to help troubleshoot problems.”

• “We work with IT to acquire and maintain this equipment.”
Spencer Brayton
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Illinois Community Colleges

- Network of Illinois Learning Resources in Community Colleges (NILRC)
- Consortium of Academic and Research Libraries in Illinois (CARLI)
- Community college districts
OUR STAFF
Waubonsee is one of the area’s largest employers. The college’s staff includes:

- 102 full-time faculty
- 375 adjunct faculty
- 38 administrators
- 472 support staff

1,601 degrees and certificates were awarded in the 2020-2021 academic year.

OUR OFFERINGS
- Transfer Programs
- Workforce Education and Training
- Pre-College Programs
- Community Programs
- Student Services

OUR DISTRICT
- Encompasses 624 square miles
- Includes southern Kane County and portions of Kendall, DeKalb, LaSalle and Will counties
- Serves 22 municipalities and 12 public school districts with 13 public high schools

- 2021 district population estimate: 451,212
- Projected population in 2030: 461,943

WAUBONSEE COMMUNITY COLLEGE
OUR STUDENTS

40,939 people have graduated from Waubonsee since the college was established, earning 23,431 certificates and 28,248 degrees.

22 average age of a credit student

37% Enrolled full-time

63% Enrolled part-time

11,795 credit students

2,299 noncredit enrollments

58% FEMALE STUDENTS

18:1 student-faculty ratio

42% MALE STUDENTS

80% of completers of long-term certificate programs or Associate in Applied Science (AAS) programs at Waubonsee are employed in career jobs within one year of graduation.
FY 2021 Student Demographics: includes all students (associate's degree- and certificate-seeking).
Libraries & Academic Support

Libraries

Tutoring Centers

Testing Centers

College Readiness & Success

QuickPath

Academic Success Initiatives

Navigators

Developmental Education

Math

Tutoring Centers

English

Developmental Education

Math
Libraries & Academic Support

- Situated within Academic Support unit
  - Highly collaborative in terms of student / faculty support, and unit leadership (no silos, cross-functional)
- Internal engagement and building awareness
  - Monthly talking points
Libraries & Academic Support

STUDENT TECHNOLOGY SUPPORT
Student Support Requests
The libraries' Student Technology Support team continues to coordinate with IT/Computer Services to support students. From September through November, the Student Technology Support team resolved 193 support requests, including 135 technology loan requests.

AppsAnywhere
In September, the Student Technology Support team attended a demo for AppsAnywhere, which will be used to deploy software to students.

Technology Training for Students
In October and November, virtual digital skills training was offered for students. Topics included file management and organization, creating presentations using Google Slides, and using a digital calendar for time management.
Asking enough questions to ensure we are getting at the student's root problem.

Wayfinding for division employees to navigate our resources/offices.

Wayfinding assumption: how do we effectively transition students to one of our services?

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Behind the Student

Returning student ("second-go at college")

Losing money to come to campus

Student took off work to get to campus for help

Had young children and had to get daycare

ELL adult student

Student really needed help with graphs and Excel

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Image source: Sandy González, Academic Support Coach (ELL/Adult Education)
2022 Priorities Projects

- Open Educational Resources Pilot
- Books by Mail Pilot
- Enhancing Student Technology Support
- NCTA Recertification
- Webinars on Topics Related to Student Academic Responsibilities
- Continuation of SmarterMeasure
- Continuation of the QuickPath Accelerated Degree Program
- Expand and Evaluate Pilot of Online Learning Navigators
- Evaluating the Effectiveness of Current COL Program
- Academic Support Data Feedback System
- Dev Ed Reform Plan
- NTA Tutor Training
- Implement Course-Based Study Groups with Peers and Tutors
- Explore methods for increasing academic support for ELL students including development of digital skills
- Inclusive Access
Student Technology Support

- **Pre-pandemic**
  - Lack of centralized, dedicated supports, especially front-facing

- **Spring 2020 to date**
  - Library team worked with IT to build awareness, in-take and distribute student technology (laptops, hotspots, webcams)
    - grew with volunteers wanting to help students with technology support and interested in professional development
    - added to internal IT ticketing system to not only process technology loans, but also to help students with the LMS, Zoom, third-party products, etc.
  - Peer-to-peer support
Student Technology Support

- Benefit from staff expertise, as well as historical relationships and collaboration
- Advisory Group
- Spring 2022 hiring
  - Digital Services Coordinator
  - Student Technology
  - Librarian
- Peer-to-peer support
  - Increase student employees
  - Support app
Budgets have taken a significant hit during the pandemic, with nearly half of all library leaders reporting some level of budget decrease in the current fiscal year.
Expected budget cuts for FY21

- No budget change: 37%
- Not yet been determined: 12%
- Budget increase (of any size): 7%
- 1-4% cut: 9%
- 5-9% cut: 11%
- 10-14% cut: 8%
- 15-19% cut: 5%
- 20-24% cut: 3%
- 25% cut or more: 8%
- 25% cut or more: 8%
Library director’s top three constraints to change

Lack of financial resources (76%)
Lack of employee skills in key areas (26%)
General resistance to change among employees (25%)
If your library were to hypothetically receive a 10% increase in your budget, in which of the following areas would this extra money be allocated?

- Online or digital journals and databases
- Streaming media services
- E-books
- New employees and / or redefined positions
- Open educational resources (OER)
- Technology, systems, and infrastructure
- Facilities expansions, maintenance, and / or renovations
- Tools for discovery (discovery services, OPACs, indices, federated search, etc.)

*Percent of respondents that selected each activity*
Thank you
Thank you

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Questions?