Student Success at the Forefront

SCOTT WALTER,
ILLINOIS WESLEYAN UNIVERSITY

KATY O'NEILL,
LOYOLA, NOTRE DAME LIBRARY
The “Center for Engaged Learning”: Catalyzing Change Across Campus and Community

DEBORAH HALPERIN
ILLINOIS WESLEYAN UNIVERSITY

SCOTT WALTER
ILLINOIS WESLEYAN UNIVERSITY
Deborah Halperin  
Director, Action Research Center  
Illinois Wesleyan University  
https://www.iwu.edu/action/ 

Scott Walter  
Professor and University Librarian  
University Copyright Officer  
Illinois Wesleyan University  
https://www.iwu.edu/library/
STEWARDSHIP AND SERVICES: YOUR LIBRARY'S ROLE AS A "COMMUNITY CATALYST"

DESIGN THINKING: CRAFT POWERFUL STORIES ABOUT YOUR LIBRARY
Illinois Wesleyan University (at a Glance)

- Located in Bloomington, Illinois
  - ~130,000 in Bloomington/Normal
- 1,693 FTE students (all undergraduate)
  - 31% students of color
- 215 FTE faculty
  - 85 part-time faculty included above
- 50 majors
  - Includes professional & pre-professional programs

https://www.iwu.edu/about/facts.html
Foundations of Collaboration

• Information Literacy Instruction
  – First-Year Experience
  – Writing-Intensive Courses
  – Undergraduate Research

• Teaching, Learning and Technology
  – Information Technology Services
  – Mellon Center for Curricular and Faculty Development

https://www.iwu.edu/library/information/partners.html
Campus Community: The Ames Library (FY18)

- 29 FTE (6 librarians)
- 392,000 items
  - 185,000 digital
- 162,000 visits
- 36,500 items circulated
- 300,000+ downloads from IR
- 712 reference transactions
  - 453 research consultations
- 80 instructional sessions
  - 1,097 students reached

#OCLCLibraryFutures
Library as Campus Catalyst – Undergraduate Research

• Annual Intellectual Theme
• Undergraduate Research
  – Honors Research
  – Independent Research
  – Funded Programs
  – Capstone Courses and Interdisciplinary Projects
• Community-Based Research

https://digitalcommons.iwu.edu/
Campus Community: ARC

The Action Research Center

- offers courses in action research, grant-writing
- provides faculty development related to engaged research, service-learning, and embedding community engagement in courses, research projects
- connects students and faculty with community groups, non-profit organizations, and community-based internships, fellowships, and research opportunities

https://www.iwu.edu/action/
ARC as Campus Catalyst – Community-Based Research

- City of Bloomington Comprehensive Plan (2015) as textbook for ARC-sponsored courses
- 400+ students have taken part in ARC-sponsored courses, internships, and independent studies
- ARC-sponsored classes held in community sites, including community centers, churches, public library, city hall
- Advocacy minor launched in 2019

#OCLC Library Futures
Community Catalyst: West Bloomington Revitalization Project

- West Bloomington is designated as a “slum and blighted” area (HUD) & a “food desert” (USDA)
- IWU connects with volunteers, interns, work study, courses, & research opportunities
- Campus-Community partnership supported $1.5M grant from Illinois Attorney General National Foreclosure Settlement for West Bloomington Housing Collaborative

https://westbloomington.org/
Campus-Community Connections

- Barbers with Books
- Book Bike
- Seed Library
- Tool Library
  - Bed Blitz
Library + ARC

- Service Learning & Information Literacy
- Action Research Center LibGuide
- Re-Location of the ARC into the Ames Library
- Establishment of ARC liaisons program to complement existing library liaisons and IT liaisons
- Initial identification of areas of overlap in community engagement, e.g., census

#OCLCLibraryFutures
Strategic Planning at Illinois Wesleyan

- Academic Competitive Advantage & Innovation WG
- Active and Engaged Learning WG
- First-Year Experience WG
- Living-Learning Planning WG
- New Revenue Streams WG
- Thriving Students WG
- Transfer Experience WG

https://www.iwu.edu/strategic-planning/intra/
Active and Engaged Learning WG

This work group focuses on ensuring high-impact programs … are available for all of our students …. We have many components for meeting this charge in place or in progress, but these components need to be aligned and properly sequenced to enable students to engage deeply.”

https://www.iwu.edu/strategic-planning/intra/
Focus on “High-Impact Practices”

- First-Year Seminars & Experiences
- Common Intellectual Experiences
- Writing-Intensive Courses
- Undergraduate Research
- Diversity/Global Learning
- Service Learning, Community-based Learning
- Internships
- Capstone Courses & Projects

https://www.aacu.org/leap/hips
Center for Engaged Learning

“The Center for Engaged Learning coordinates, promotes, and strengthens opportunities for students to participate in distinctive educational programs in the classroom and the community while also ensuring access to faculty, staff, and peers who can help to support their success in the classroom and beyond.”

https://www.iwu.edu/center-engaged-learning/

#OCLCLibraryFutures
CEL as Campus Catalyst and Featured Story

• Resource Referral Guide
• Peer Mentoring and Tutoring
• Internships and Fellowships
• Faculty Development
• “Brand Promise”
First Step: Titan Central

#TITAN CENTRAL
The place to go when you need to know

https://www.iwu.edu/center-engaged-learning/titan-central/

#OCLCLibraryFutures
Next Steps

• Better coordination and promotion of undergraduate research programs
• Better oversight and focus on academic internships and substantive career internships
• Better coordination and support for the “signature experience for all” as part of the brand promise, integrated into curriculum, student services, and faculty development
• Leverage unique strengths across the individual engagement cycle (prospective student – student – parents – alumni – community members) as part of a “powerful story” about our university
Thank you

Deborah Halperin
ILLINOIS WESLEYAN UNIVERSITY
dhalperi@iwu.edu

Scott Walter
ILLINOIS WESLEYAN UNIVERSITY
swalter1@iwu.edu
LNDL Stories:
How to Use Powerful Networks to Innovate Smarter

KATY O’NEILL
LOYOLA NOTRE DAME LIBRARY
Katy O’Neill
Associate Director, Research & Technology Services
Loyola Notre Dame Library
At LNDL, it takes two…

Independent academic library in Northwest Baltimore serving:

- Loyola University Maryland
- Notre Dame of Maryland University
- 6,100 FTE
- FY19 Acquisitions – 91% electronic
- 125,000 sf building renovated in 2008
LNDD started small to work BIG...

2013
- Introduced Adaptive Technology Lab
- Charged Student Advisory & Social Media Committees
- Started Building Use & Marketing Studies

2014
- Introduced Start Up Funding for New Tenure Track Faculty
- Upgraded Audiotum and Instruction Labs Technology
- Installed Virgin Mary Seated With Christ Child Exhibit

2015
- Completed 6 Month Migration Ex Libr's Voyager to Aleph
- Joined USMAI Consortium
- Started Building Use & Marketing Studies
- Updated Gallery & Cyber Cafe with New Furniture

2016
- Launched Makerspace and Pop Up Classrooms
- Mainstreamed Adaptive Technology
- Conducted Website Usability Study
- Opened Collaboratory in the Library

2017
- Launched New Library Website
- Replaced Curtain Wall of Windows and an Outdoor Terrace
- Opened Digital Learning Commons on Main Level with New Collaborative Learning Spaces and Group Study Rooms
- Piloted New Outreach Strategy with Career Services

2018
- Opened Phase I Instruction Plan
- Completed New Instruction Plan
- The Innovation Station Updates Mobile Visualization Wall and Recording Studio
- The Innovation Station Updates Mobile Visualization Wall and Recording Studio

2019
- Launching AR/VR & One Button Video Studio (Mobile)

Expanding Access to Collections
Growing Institutional Capacity
Library Liaison Program Updated
Building Audit and Implementation
Technology Audit and Implementation: Plan I 2016-2018 & Plan II 2019-2021
Universities Strategic Planning: LUM & NDMU
Phased Space Plan Reports and Implementation
Assessment Audit and Implementation
Library Instruction Program Updating- Information and Digital Fluency

...innovating smarter overtime to support student success
Collaborate For Innovation
Cultivating Innovation & Entrepreneurship Emerges as a Strategic Priority

2015

#OCLCLibraryFutures
Impacting Student Success….

From FY18 to FY19:

- 45.6% increase in Innovation Station Makerspace users
- Use of Makerspace and Educational technology has tripled
- 60.8% increase in “Pop Up Technology” Series Participation
- New minor in Innovation & Entrepreneurship with Library technology ongoing funding written into new program proposal
..and community partner success

**UB, Loyola to cohost 2021 conference for global university biz center leaders**

Global Consortium of Entrepreneurship Centers’ Annual Meeting is coming to Baltimore in October 2021. Organizers from the two universities want to showcase how new businesses and ventures are impacting the city.

By Stephen Babcock / STAFF

---

**Dent Fashion**

This summer at Dent Fashion students have been learning skills such as sewing, illustration, and block-printing as they balance their personal styles with the needs of the people they design for. Denters have conducted empathy interviews to create customer profiles, designed with constraints - illustrations based on Disney characters was a favorite, and learned from some of Baltimore’s best designers like Bishme Cromartie. They learned the value of sustainability in fashion when upcycling clothes from a local thrift store and are applying entrepreneurial skills as they sell block-printed products. Baltimore’s most stylish teens look forward to you checking out their collection during the Gallery Walk!
Expand Your Reach with Storytelling
Outreach & Engagement Brainstorming Tool

A day in the life of an undergraduate student choosing a career and starting a job search


#OCLCLibraryFutures
# Create a One Pager To Tell the Library’s Story

## Current Services and Resources

### Career Exploration Support
- Learn new skills in Pop-Up classes
- Research company and industry information or career paths and job opportunities using library databases
- Develop skills in customer service, marketing, and technology services in work-study positions or capstone assignments at the Library
- Discover new interests, passions, and strengths at the Innovation Station

### Building a Career Network
- Identify professional networks via subject guides
- Access and read trade publications, magazines, and newspapers from the library
- Learn how others are using your publications

### Developing Professional Presence
- Find social media platforms used by industry insiders
- Enhance media literacy skills to avoid social media slip-ups

### Internship and Job Interview Prep
- Consult with a librarian to find company and industry information
- Attend workshops on finding and using visuals and data in presentations
- Create presentation props using a large format printer, One Button Studio, or Cricut cutter that can cut, write, and score a multitude of materials

### Support Phone and Skype Interviews
- Just-in-time company and industry research support with access to a librarian via a 24/7 online chat service
- Practice with the One Button Studio, a portable video recording device
- Reserve a group study room for privacy during phone or Skype interviews
- Reserve a portable TV monitor for an online interview

## Potential Future Services and Resources

### Career Exploration Support
- Following the “Human Library” model in public libraries,* the IDEA Space can be a location for Career Services to host local community members from a variety of careers to discuss their experiences with students
- Explore potential careers with virtual reality programs in the Innovation Station
- Partner to host pop-up career development seminars in the Library’s seminar rooms, instruction labs, IDEA Space, or Collaboratory
- Develop physical and virtual exhibitions highlighting key career resources available through the Library

### Building a Career Network
- Record videos or podcasts in the new recording studio
- Upload to a personal website, social media platform, or YouTube channel to build your audience

### Developing Professional Presence
- Use 3-D scanners to add physical renderings of artifacts to personal websites

### Internship and Job Interview Prep
- Practice interview skills with virtual reality in the Innovation Station. **
- “Consult on the spot” with a librarian at the Career Center or Career Center events to locate company or industry information

### Support Phone and Skype Interviews
- Practice with a partner in the private recording studio

---

* OCLC; ** OCLC
A day in the life of an undergraduate student choosing a career and starting a job search
....Plus Lots of Library Tours = Increased Engagement

#OCLCLibraryFutures
Support Student Success
Leveraging Consortia while…. 

Eastern Academic Scholars’ Trust (EAST) celebrates the retention of over 6 million print monographs. 

17-member Maryland library consortium chooses OCLC SCS to improve shared print management.
building institutional capacity and developing a culture of assessment
Reframing Library Instruction: Information, Digital & Data Literacies

Library Instruction Classes

<table>
<thead>
<tr>
<th>Library Instruction Classes</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Literacy</td>
<td>240</td>
<td>220</td>
<td>200</td>
</tr>
<tr>
<td>Copyright Information Center</td>
<td>70</td>
<td>50</td>
<td>40</td>
</tr>
<tr>
<td>Technology/Pep-Up Classes</td>
<td>54</td>
<td>50</td>
<td>30</td>
</tr>
<tr>
<td>Innovation Station Classes</td>
<td>30</td>
<td>20</td>
<td>10</td>
</tr>
<tr>
<td>Archives and Special Collections</td>
<td>10</td>
<td>20</td>
<td>10</td>
</tr>
<tr>
<td>Digital Scholarship</td>
<td>30</td>
<td>10</td>
<td>0</td>
</tr>
</tbody>
</table>

Consultations

<table>
<thead>
<tr>
<th>Consultations</th>
<th>Information Literacy</th>
<th>Copyright Information Center</th>
<th>Innovation Station Certifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY17</td>
<td>21</td>
<td>38</td>
<td>54</td>
</tr>
<tr>
<td>FY18</td>
<td>54</td>
<td>37</td>
<td>30</td>
</tr>
<tr>
<td>FY19</td>
<td>37</td>
<td>37</td>
<td>36</td>
</tr>
</tbody>
</table>

Last updated 7/1/2019

#OCLCLibraryFutures
In FY18 60% of Loyola students and 74% of Notre Dame of Maryland students participated in online or face-to-face information literacy instruction.

In FY19 14% of faculty FTE were reached via consultation or instruction through the Copyright Information Center launched in 2016.

2 Presentations at Bucknell University’s Digital Scholarship conference featuring student work and research support.

Use of Educational Technology like AR / VR is being piloted in the classroom:
- 94% of students enjoying the learning experience
- 97% interested in using the technology again for learning
LNNDL Stories
Thank you

Katy O’Neill

LOYOLA NOTRE DAME LIBRARY

mconeill@loyola.edu