



UNC GREENSBORO

University Libraries

University Libraries' Contributions to Student Success

Executive Summary

This report addresses the University of North Carolina at Greensboro (UNCG) University Libraries' significant role in contributing to the student transformation initiatives defined in the University's strategic plan. Through its services, resources, and spaces the Libraries provide support for students' success not only in their coursework but also in the development of skills for lifelong learning:

- **A strong and vital information literacy program** that includes face-to-face and online instruction in a variety of literacies. The Libraries provide over 1,000 sessions a year and support 100 online tutorials. Instruction is guided by established learning outcomes and standards from professional organizations. Librarians and archivists provide expertise and financial support for faculty to develop effective assignments and assessments so that students learn important skills.
- **Research support** through a variety of venues including service desks in Jackson and Schiffman Libraries, a virtual chat service, and online guides. Librarians, archivists and staff also provide in-depth individual and small group consultations, both in-person and online, to assist students with research.
- **Excellent print and online collections and resources** that support classroom learning and student research. Electronic resources are available 24/7.

- **Leadership in Open Education Resources (OERs).** The Libraries work with faculty and provide stipend support for restructuring courses to incorporate free or low-cost resources as alternatives to expensive textbooks.
- **Collaboration across campus.** The Libraries participate actively in UNCG initiatives that further student success such as the Trio and the McNair Scholars programs by providing instruction and mentoring. The Libraries also offer numerous faculty and graduate student development opportunities including workshops and webinars. These programs are often in partnership with the University Teaching and Learning Center.
- **Co-curricular opportunities for students.** The Libraries employ approximately 100 students each semester with career progression options. Internships and practicums are available for practical experience outside the classroom to enhance their skills in library and archival professions.
- **Learning spaces and technology.** Both Jackson and Schiffman Libraries provide both quiet and group study spaces many of which may be reserved. Over 250 computers host the software needed for students to complete projects successfully. Other technology options offer the opportunity to develop videos, podcasts, 3D objects, and much more. And, Jackson Library is open 24/5 during the academic year providing the only non-residential space on campus open overnight.

Introduction

UNCG defines its commitment to student success through its strategic plan, [Taking Giant Steps](#). The Plan's core elements call for student transformation which occurs, "when students acquire knowledge and develop skills and habits of mind necessary to be life-long learners, informed and engaged member of society, and successful in life and work."

As evidenced in its [mission statement and goals](#), the Libraries contribute to students gaining this knowledge for both on-campus and distance learners through its services, resources and spaces. The Libraries contribute to the University's student success efforts through a variety of initiatives including:

- Active information literacy instruction program
- Research support for students
- Excellent print and online resources
- Development and promotion of OERs (free or low-cost, high-impact classroom materials)
- Student employment, internship and practicum opportunities
- Campus collaboration and outreach
- Learning spaces that provide both technology and arrangements for collaborative group meetings as well as individual study and reflection.

This report provides information on this myriad of activities and programs including how they support UNCG's mission and strategic plan along with statistics from the 2017-18 academic year. Links are provided with further information.

Information Literacy Program

The Libraries support a robust information literacy program that encompasses a variety of literacies including primary source literacy, digital literacy, media literacy, visual literacy, health literacy and data literacy. Librarians and archivists across the Libraries collaborate closely with teaching faculty to develop course-integrated assignments, instruct students in these literacy skills and assess them at both the undergraduate and graduate level. The Association of College and Research Libraries' (ACRL) [Framework for Information Literacy for Higher Education](#) serves as a model and guide for the program along with other documents such as the [Guidelines for Primary Source Literacy](#), recently approved by a joint ACRL/RBMS and Society of American Archivists task force. In 2018, the Libraries established new [Learning Outcomes and Goals](#) that follow those guidelines.

Librarians in the [Research, Outreach and Instruction Department](#) (ROI) and the [Harold Schiffman Music Library](#) (HSML) focus on basic critical thinking and research, information literacy and media skills at the 1st-year level, and subject-specific skills such as data literacy, digital literacy and health literacy at upper-level undergraduate and graduate levels. Their sessions provide hands-on interactive learning opportunities and assignments that focus on the content and skills for each class. Archivists and librarians in the [Special Collections and University Archives Department](#) (SCUA) teach students fundamental research methods that include critical thinking and the contextualization of information, along with primary source and visual literacy, as well as effective search strategies in employing credible online collections. SCUA's class sessions focus on students' abilities to interpret, analyze, and handle primary source materials (analog and digital). Staff in the [Digital Media Commons](#) (DMC) instruct students on creating a variety of visual, media, and digital literacy projects such as videos, PowerPoint presentations, podcasts, websites, virtual reality and 3D objects. The DMC collaborates closely with the [Digital ACT Studio](#) (DACTS), located in Jackson Library, which focuses on the rhetorical aspects of digital media. Instruction from all these units is provided both face-to-face and online.

To support these initiatives, the Libraries devote several positions to information literacies and instruction. While all librarians in ROI provide instruction, three positions: Information Literacy Coordinator, First-Year Instruction/Humanities and First-Year Instruction/Social Sciences focus specifically on these services. The Online Learning Librarian focuses on pedagogy and tools for online instruction. In SCUA, while most archivists participate in instruction, the position of Outreach and Instruction Archivist coordinates and teaches departmental instruction efforts both on and off campus, focusing on primary source literacy, visual literacy, and information literacy. A staff position in the DMC is focused on instruction.

Much of the program provides face-to-face instruction that is integrated into UNCG courses. In 2017-18, the Libraries conducted 1,146 class sessions for an 8.5% increase from the previous year and marking an 46.7% increase over the past four years. Sixty-four of these sessions were taught online.

To support distance learners and to offer supplementary instruction, the Libraries support over 100 online tutorials on topics such as general research assistance, subject-specific research, searching databases, and citation style guides. All tutorials are posted on a [LibGuide](#) as well as on subject and course guides. The [PATH Tutorial](#), a comprehensive introduction to research, is in the process of being completely revamped.

Several librarians and archivists are embedded in classroom instruction and collaborate closely with course instructors to develop assignments and assess students' skills in addition to providing instruction. For online courses, a librarian role in Canvas, UNCG's course management system, offers the opportunity for online embedding. In January 2019, a [Library Resources tab](#) was added to all banner-fed UNCG Canvas courses that may be linked or embedded with a course, subject or library LibGuide.

Research Support for Students

The Libraries have [assigned liaisons](#) to each academic major and program at UNCG; liaison work is a major portion of their responsibilities. Liaisons and archivists meet regularly with students to provide in-depth research consultations, both face-to-face and online through WebEx to teach them how to find the best resources for their class assignments. In recent years the Libraries have enhanced services to offer data management and GIS/data visualization support. DMC staff provide consultations to help students create a variety of media projects. In 2017-18, 1,837 consultations were provided.

Reference assistance is available at the public service desks in both libraries and [through a virtual chat service](#) for all students when the Libraries are open. 75,103 questions were fielded in 2017-18.

The Libraries support hundreds of [online research guides](#), available 24/7, for each major and program at UNCG, specific courses, special collections and archives and a variety of other topics.

A [guide for distance education students](#) helps online students get started on research and connect to their liaison librarian.

Collections and Resources

The Libraries provide print and online resources that support classroom needs and research for undergraduate and graduate students. The collections include over 1.2 million books, music scores, recordings, federal and state documents, and other print materials.

The [Martha Blakeney Hodges Special Collections and University Archives](#) provides rich primary source material for research such as resources on the history of UNCG, rare books, and manuscripts. Subject areas include book arts, performing arts and women's history. Many items have been [digitized](#) and are freely available online.

The Libraries' vast online resources are available 24/7 from any location to enable access for students unable to get to campus often. These include 110,000 ejournals, 765 databases, 1.2 million e-books, 158,000 digital items, and 300,000 streaming films and audio files.

Resources not available through the Libraries may be easily obtained through Interlibrary Loan.

Open Education Resources

The Libraries have led the effort on campus and in the state alleviating the high cost of textbooks for students. Textbook costs have increased by 812% over the last 30 years and many students do not purchase them, thus inhibiting their success. Through grant funding and support from the Provost's Office the Libraries have provided 48 \$1,000 incentive stipends since 2015 for faculty to revise their courses to incorporate high quality low-cost or free resources as alternatives to textbooks. As of December 2018, the potential savings for students enrolled in these courses was \$1.4 million.

The Libraries also collaborate with the UNCG Bookstore to offer [free e-book access](#), when available, to assigned course texts. Since Fall 2016 these efforts have impacted students by potentially saving them \$1.5 million if they used the e-book version the library identified and obtained for their class.

Campus Outreach and Collaboration

The Libraries work closely with a variety of units across campus to provide programs that contribute to student success:

Each semester, the Libraries host webinar series for a campus-wide audience: the [Online Learning and Innovation Series](#) with the University Teaching and Learning Commons (UTLC) and the [Research and Application Series](#) with four webinars per series. A total of 16 were offered in 2017-18. They are hosted and recorded on WebEx Meetings and made available through YouTube with closed captioning.

Librarians collaborate with the Graduate School to provide several programs that enhance graduate students' skills and professional development. The webinar series mentioned above is of interest to graduate students. Each semester, several Zotero (a citation management tool) workshops are offered both in-person and online. In August 2018 and 2019, the Libraries, in partnership with DACTS and the Graduate School, conducted [Digital Boot Camps](#) for graduate

students that included sessions on career-related skills including web design, data visualization, GIS, coding, text-mining, and advanced video editing as well as tools that help scholars share their research to a broad audience. Other recent workshops from the Libraries include: NC DOCKS and Scholarly Communication, Text Mining Basics, Research Management Best Practices, and poster workshops. Additional collaborations include a webinar competition and working with the Graduate School's Developing Future Faculty program on topics such as research assignment design, advanced literature reviews, and citation tracking.

The Libraries work with the [UNCG's McNair Scholars](#), a program to recruit students from underrepresented groups and/or first-generation college students to attend graduate school and eventually earn PhDs. During the spring and summer of their junior year, these students undertake an independent research project under the guidance of a faculty member and a library mentor. These mentors meet with their assigned Scholars throughout the spring semester and in the summer during the six-week Summer Research Institute. Librarians also provide whole-group instruction to the students on library research and Zotero.

To enhance campus collaborations, the Libraries hired a Student Success Librarian in Summer 2019 who works with the Division of Student Success and Undergraduate Education, Student Affairs and other related programs and offices.

Members of the Libraries' faculty teach courses in the Library and Information Studies Department and share their expertise with future librarians, information specialists, and archivists.

Faculty Development

The Libraries work with teaching faculty to provide development programs in order to foster collaborations and enhance faculty skills in information literacy, media production, technology skills and other proficiencies that impact student success. These opportunities are often in collaboration with the UTLC.

Since 2016, fifteen \$1,000 [Information Literacy Course Development incentive stipends](#) have been awarded to teaching faculty. These awards support instructors in revitalizing courses to more intentionally integrate information literacy and research. Instructors collaborate with librarians, archivists, and the DMC staff to develop assignments, provide instruction, and assess students' work. In 2019, the stipends (four) were increased to \$1250 and faculty are required to join a faculty learning community in information literacy along with their librarian partners.

Libraries' faculty and staff provide or participate in a variety of face-to-face and online faculty development workshops on a variety of topics. In 2017-18, twenty sessions included topics such as OERs, Canvas, 3D printing, information literacy in first-year courses, and streaming media.

Student Opportunities

The Libraries employ approximately 100 UNCG students each semester. Research has shown that students who work on campus have a higher rate of retention. By working in the Libraries students have the opportunity to learn a variety of skills that help them in their future careers. In some departments, they can also advance to Lead Student and Student Manager positions which provides leadership experience. At the graduate level, internships and practicums are available to students in information and archival fields so that they gain practical experience to complement their coursework and prepare them for their future careers. In 2018, the Libraries began a series of professional development workshops for student employees with two workshops offered each semester on topics such as customer service skills, working with customers with diverse abilities, resume building and preparing for job interviews. Students are paid and given credit in Spartan Connect, UNCG's co-curricular transcript system.

Each year the Libraries sponsor the [\\$500 Undergraduate Research Award](#) awarded to an undergraduate student in recognition of an outstanding original paper or project in any media that demonstrates the ability to locate, select, and synthesize information from information resources.

Learning Spaces and Technology

Jackson and Schiffman Libraries offer a wide variety of spaces and technology that provide the tools necessary for students to learn and create. Both Libraries have designated spaces for both group and quiet study. Jackson Library is open 24/5, Sunday through Thursday, during the academic year. Over the past few years, the Libraries have focused on "right-sizing" the print collection in order to create additional learning spaces in Jackson Library. There are now 1,484 total seats in Jackson Library. New furniture has been placed on all floors in the Jackson Library Tower. As of 2019, 56 rooms of various sizes are available for students to reserve, many with technology. Tower floors 2-5 are available for group study, many with technology, while floors 6-9 are designated for quiet study. In the Schiffman Library, the lower level is a quiet area and the main floor is a group area with a total of 65 seats. Between the two libraries, over 250 desktop computers are available along with 70 laptops and a wide variety of [additional technology](#) including digital cameras and video recorders that may be checked out.

The DMC, on the lower level of Jackson Library, provides the space, technology, and expertise for students to develop a wide variety of media projects including videos, PowerPoint and Prezi presentations, posters, podcasts, and 3D objects. Learning spaces include small media rooms, the 3D Design Lab, the Video, Imaging, and Audio (VIA) Lab, a Gaming Room, and a Virtual Reality Lab all of which may be reserved by students.

Assessment

The Libraries maintain an [active assessment program](#) to ensure that the collections, services, and facilities, both within the building and online, are meeting student needs. The Assessment Team coordinates projects with librarians and staff from around the Libraries to conduct a variety of studies. A graduate student and staff members from the School of Education's Office of Assessment, Evaluation and Research Services (OAERS) provide support through training, consultations, and analysis of results. Recent assessments include:

- Comprehensive survey of students in 2017 with separate instruments for undergraduate and graduate students
- Surveys of distance learners and instructors of online courses
- Observational studies on the use of Libraries' technology and furniture
- Surveys and focus groups on how students use the Digital Media Commons
- Studies on the Libraries' influence on course grades at the 100 level
- Ongoing assessment of student learning guided by the Libraries' [student learning outcomes](#) using polls, surveys, one-minute papers and assessing students' work using rubrics.

Recommendations for the Future

The Libraries will continue to collaborate actively across campus and seek partnerships in order to contribute effectively to student success initiatives and programs. Building on the successful relationship with the McNair Scholars program and becoming more involved with other TRIO programs at UNCG, are priorities. Specifically, the Libraries want not only to participate in these programs but also be involved in the grant-writing and planning process. The new Student Success Librarian will work closely with the Student Success and Undergraduate Studies Office as it evolves under the new Associate Vice Provost to increase our participation. Moreover, the Libraries seek to become more engaged with the Student Affairs Division and its programs related to student success. The Libraries are eager to participate in the new General Education Program and work to integrate information literacy more thoroughly into the curriculum,

allowing students to obtain these important skills not only for their college career but also for their future careers, community contributions and life endeavors.

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