

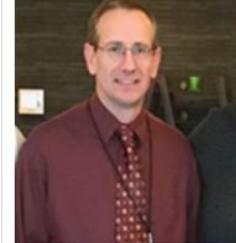
Corette Library and Simperman Learning Commons

Annual Report July 2024-June 2025

Together, the Corette Library and Simperman Learning Commons are a learning-centered, collaborative space that fosters intellectual freedom and curiosity, informed by playful growth and welcoming access for all. We do this by promoting life-long learning, managing the tools needed to support Carroll's curriculum, and providing support that is engaging, empathetic, collaborative, and innovative.

The activities of the Corette Library and Simperman Learning Commons continue to center around promoting a clear, outward-facing identity as a collaborative, student-centric destination, providing accessible resources and services, and preserving Carroll College's history. These align with our overarching goal of being an intellectual hub on campus and are rooted in Carroll College's current Strategic Plan, particularly enhancing our academic profile and supporting our people. The report outlines our programs and services, summarizing the accomplishments we made during the 2024-2025 fiscal year.

Our Team

				
	Cindy Bennett Public Service Librarian	Collin Burkhart Systems & Web Librarian	Daniel Case Director of Academic Technology	Alan Hansen Director of Communication Lab
				
Rachel Martin Academic Technology Specialist	Jeff Morris Director of Writing Center	Heather Navratil Cataloging & Reference Librarian	Jennifer Oates Director of the Library	Kaia Rosen Collections Librarian

Happy Retirement to **Heather Navratil**,
who retired at the end of June 2025!!

Congratulations to **Collin Burkhart** and **Kaia Rosen** for completing their first year with us!!

Staff & Faculty Employees

Nine staff members keep the Library and Learning Commons in action: four librarians, one student circulation supervisor, the Director of Academic Technology, the Director of the Communication Center, the Director of the Writing Center, and an Academic Technology Specialist. With Heather Navratil's retirement at the end of June, the Library revisited its organizational structure to better fit its needs. As of 1 July 2025, our team consists of the Library Director, Collections Librarian, Public Services Librarian, Systems & Web Librarian, and a part-time Library Support Coordinator.



Cindy Bennett
Public Services Librarian



Collin Burkhart
Systems & Web
Librarian



Jen McCaughan
Library Support
Coordinator



Jennifer Oates
Director of the Library



Kaia Rosen
Collections Librarian

Student Employees

Our student team members are vital for creating a welcoming atmosphere, assisting patrons, ensuring our physical collections are well-organized and easy to use, and helping us complete behind-the-scenes projects that keep our services as user-friendly and efficient as possible.

	Student Workers	Hours Worked or Hours per Week
Library	12	2,578
Communication Center	2	3-4 hours per week
Writing Center	3	3-4 hours per week

Outreach & Engagement

The Library and Learning Commons continue to explore new ways to share our offerings with others and engage with the Carroll Community. Outreach includes sending emails to employees and students, listing our services in Saints Scoop emails, TV slides, and social media posts. Our [webpage](#) remains our main information portal.

On Instagram, we shared 142 posts, averaging 1,020 interactions per post. Our followers increased from 153 in July 2024 to 190 in June 2025.

Orientation for new students, staff, and faculty remains an integral part of our outreach efforts. For the new student orientation in August, we offered two sessions for the c. 225 incoming students. The first was a self-guided tour that allowed students to explore the building and discover various service points, including the Communication and Writing Centers, the Tutoring Room, the Makerspace, books, and study spaces. The second session combined an overview of Library & Learning Commons services and their online locations with learning how to navigate Moodle. The Library & Moodle session was repeated for the January new student orientation, which included seven students, and the Accelerated Nursing program orientation in May, which included approximately 12 students. The Library Director also created a library orientation video for the incoming Masters of Social Work cohort in August and delivered a brief presentation at the new faculty orientation in January.

In Fall 2024, the Library launched a [Library Moodle course](#). The course consists of four sections and quizzes, and information on how to get help:

1. Why Use the Library?
2. Getting Started: Finding Resources
3. Digging into Research
4. Citations: Zotero
5. Ask Us!

Each section includes an overview of resources and services as well as embedded video tutorials.

Connecting with the Carroll community remains important. Weekly whiteboard questions, managed by one of the Library's student workers, remain popular and offer a fun way for students, staff, and faculty to interact. The Library and Learning Commons hosted Pizza with the Presidents during fall and spring finals. The Lewis and Clark Library Bookmobile visited the campus in the fall. The ASCC invited the Library to participate in Founders Day in the Upper Cube. A selection of yearbooks and projections from the Carroll Digital Archives, accessible via a Chromebook, were available for perusal.

Collaboration

Collaboration with the Library & Learning Commons, as well as throughout the campus, remains a key part of our efforts. Exploring ways to improve our internal and external services to improve user experience is core to these endeavors. Library collaborations across campus for the 2024-25 academic year included:

- Collaborated with the Makerspace to create the Library & Makerspace Forest in the Reference area.
- Helping complete accreditation reports for the Engineering and Master's in Social Work programs.
- Working with the Registrar to refine the Thesis approval process.
- Supported various campus groups hosting events in the Library & Learning Commons:
 - Masters of Social Work's August weekend intensive.
 - Roy Simperman's funeral reception in the Library.
 - OIA events, including a Symphony Under the Stars reception.
 - Admissions and Academic events.
- Collaborated with CCIT to improve the Library's incoming phone call experience by having front desk calls ring on all of our team's office phones.

Student-Centered Services, Support, and Resources

The Library and Learning Commons support the Carroll community in various ways, including in-class instruction sessions, one-on-one research support and tutoring, creating online videos, and collaborating with faculty to tailor assignments to meet information literacy, communication, or writing needs. We continue participating in the Saints Success ARP program to help students raise their GPAs. Dr. Oates remains popular for her music history class sessions in history, honors, and core classes.

Library & Learning Commons Instruction and One-on-One Support

The Library front desk serves as a one-stop place for support. One-on-one research support is provided at the Reference Desk for drop-ins, by appointment, and via email. This remains our most frequently used synchronous support service, with 58 one-on-one reference sessions (as well as 54 information questions, which are handled mainly by our student workers).

Instruction sessions remain popular in lower-level undergraduate courses and range from presentations on getting started with research using Library resources to focused sessions on a specific database or topic. In-class sessions on using Zotero are also popular. We hope to expand our offerings to include upper-level undergraduate courses, such as senior seminars, in the future.

The Communication Center assists students in preparing multimedia and podcasting projects as well as oral presentations. Two peer tutors assisted students for approximately 3 to 4 hours a week. Dr. Alan Hansen worked with 123 students in the Communication Lab (oral and multimedia presentations). This also includes students and faculty using the Lab and Lightboard Studio for CORE Capstone presentations, practice interviews, class presentations, and conference presentation rehearsals. About 150 groups, across 21 classes in about 12 disciplines, used the podcasting studio at least once. As sponsor of Carroll's student podcast, *Big Sky, Small World* (available wherever one gets their podcasts), the Center also aired 41 episodes of the podcast during this time.

Peer-to-Peer Tutoring is popular among students, particularly those in science courses. 23 tutors meet with over 746 students throughout the academic year. This does not include numbers for Math, Statistics, and Nursing. For the 2024-25 year, we were able to offer Academic Coaching thanks to our visiting AmeriCorps volunteer, Amber Arizmendi. She supported 4 students.

Library & Learning Commons Instruction, Support, & Tutoring Sessions

	Class	One-on-One	Students Impacted
Academic Coaching	-	4	4
Communication Center	-	122	122
Library¹	19	58	350
Tutoring (23 tutors)	-	746	746
Anatomy & Physiology	-	160	160
Biology	-	23	23
Business	-	0	0
Chemistry	-	415	415
French	-	1	1
Math & Statistics	-	<i>Managed by Math Dept.</i>	
Nursing	-	44	44
Physics	-	103	103
Spanish	-	0	0
Writing Center	2	52	84
TOTALS	21	199	231

¹ The Library also had 54 informational questions (queries not related to academics).

The Library and Learning Commons offer 18 video tutorials. The playlist is a dynamic, evolving set of resources that faculty can link to in Moodle, and everyone can use them as needed. The Writing Center's "Writing Resources" webpage also provides helpful information for students on crafting thesis statements, parts of the essay, style and grammar, and resources for faculty. Views of tutorials decreased in the 2024-25 academic year. The Library also rolled out the Library Course in Moodle, which embeds these videos in a progressive order. Usage numbers for this course are low. We are exploring ways to advertise this resource effectively.

Library & Learning Commons YouTube Tutorial Views

Tutorial	Views	
	FY25	FY24
The Art of Using Sources in Your Papers	3	24
Communication Center Introduction	8	24
Databases	4	34
Do we subscribe to	7	30
E-Books	18	42
Finding Books and Articles Using Saints Search	21	59
How to Find Full-text Articles	4	48
Integrating Sources into Your Writing	20	47
Keyword Searching	4	25
Library Resources in Moodle	27	30
Reserves (Faculty)	8	38
Reserves (Students)	3	91
Scholarly (Peer-Reviewed) and Popular Sources	32	20
Super Search Tools	5	39
Using Inter Library Loan	24	26
Using WorldCat	5	46
Zotero: Getting Started	5	20
Zotero Tutorial	20	5
TOTAL VIEWS		221
		648

Information Resources: Usage

While electronic resources remain our most frequently used Library resources, our print collections and Interlibrary Loan services are also well utilized. Our physical material circulation continues to increase, with 1,223 books checked out (compared to 886 in 2023-24 and 686 in 2022-23) and 109 DVD check-outs (versus 56 in the previous academic year). E-resources usage decreased in terms of e-book and e-journal articles, though streaming media usage increased. Although the numbers indicate that Database usage declined dramatically, changes to our data-gathering methods, which are more accurate than our previous ones, caused this.

Course Reserve usage remains stable with 19 courses placing physical materials on reserve (versus 20 the previous year) and 181 reserve item checkouts (versus 164 the last year).

Interlibrary Loan usage, a free service to patrons, continues to be popular. Carroll lent 313 books, articles, or book chapters to other schools. Carroll was loaned 462 books, articles, or book chapters from other schools.

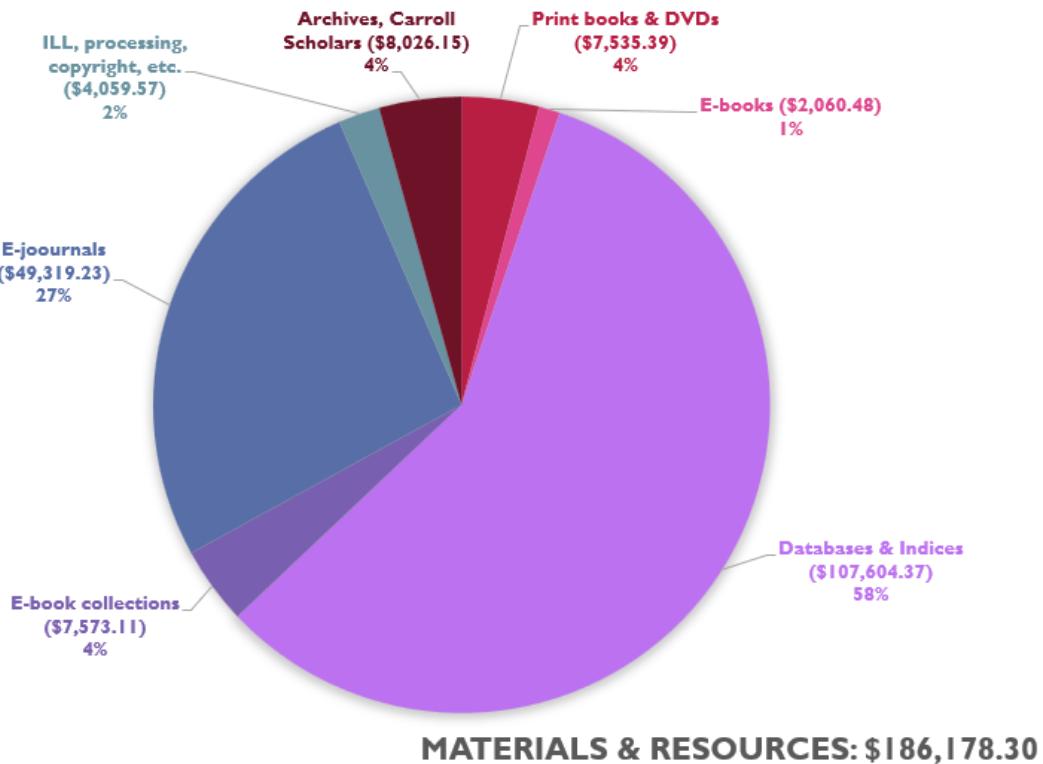
Collections Summary

	Volumes/Number	Usage/Views
Print Collection	59,233 (including 210 new)	1,223 checked out (234 via self-checkout)
E-Books	677,291 (including 18 new)	11,255 views
Print Journals	154	-
E-Journals	120,084	31,202 article views
Databases	341	19,611
DVDs	1,730 (including 6 new)	109
Course Reserves	19 courses (20 subjects)	181 check outs

Information Resources: Budget

We spent \$186,178.30 on materials and resources, a decrease from \$190,550 in the previous academic year. Approximately 90% of our materials budget is allocated to electronic resources, with print books, Interlibrary Loan, Archives, and the Carroll Scholars representing the remaining 10%.

After discussing with departments, the Library canceled underutilized journals. This allowed us to manage annual e-resource subscription increases without requesting additional funds.



Facilities & Spaces

The Library and Learning Commons is a popular campus space offering a variety of areas for studying, collaboration, and exploring resources and technology.



From July 2024 to June 2025, we were open for 297 days, totaling 2,590 hours. Semester hours are 77.75 per week. During spring 2025, the building had 36,905 visitors (23,393 via the front door and 11,073 via Fireside). (We do not have data for fall 2024.)

The Fall 2024 Student Satisfaction Survey showed that the Library & Learning Commons remains a popular and well-used space that students appreciate.

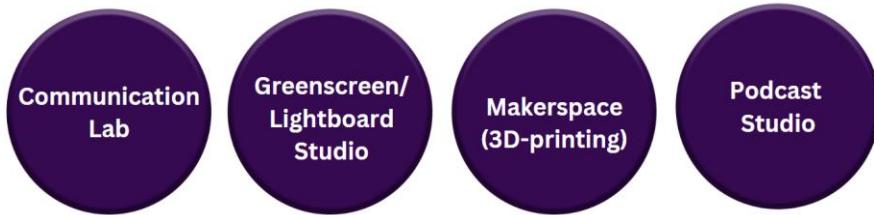
Top 3 Positive Comments	Top 3 Complaints
<ul style="list-style-type: none">• Welcoming, friendly staff• Welcoming space with lots of windows• Love the whiteboards and individual study rooms	<ul style="list-style-type: none">• Weekend hours are too restrictive• The Fireside Room is not large enough• It's hard to find an unused Study Room

Daily zone count data confirms this, showing that the study rooms, particularly on the main floor, are the most used spaces in the Library. The Tutoring Room, Fireside Room, Sandbox, and Computer Labs are also popular with students.

The Library supported various campus groups hosting events in the Library & Learning Commons:

- Masters of Social Work's August weekend intensive.
- Roy Simperman's funeral reception in the Library.
- OIA events, including a Symphony Under the Stars reception.
- Admissions and Academic events.

The Learning Commons offers access to a range of technologies that support student learning and collaboration.



Academic Technology

In the 2024 - 2025 school year, Academic Technology continued to lead the integration of pedagogy and technology on campus. We upgraded outdated classroom technology, provided expertise and guidance on the topic of AI, continued to maintain the Learning Management System, investigated and field-tested new technologies such as Auracast, brought world-class training opportunities to campus, and maintained leadership positions within our fields.

Academic Technology upgraded over 15 projectors, 6 AV switchers and controllers in classrooms. The average age of the existing equipment was eight years (11 years for the switchers), which was 5 - 7 years beyond the warranty life of the products. Although they have been generally reliable, intermittent problems which impacted teaching and learning required them to be replaced on a scheduled basis.

Dan Case reviewed technology products from vendors in France, Israel, and Taiwan, allowing him to make purchasing decisions in the field of Auracast, which is the next revolution in hearing accessible technology. He has presented this new technology at NWMET (Boise State) and ETC (North Carolina State University) to packed rooms. Dan also serves on the board of Northwest Managers of Educational Technology as Vice President.

In summer 2025, Academic Technology hosted the 15th annual Mountain Moot conference, in the Library and Learning Commons. The Mountain Moot brings together instructional technologists, programmers, learning designers, staff, and faculty from around the world. It was attended by 18 Carroll College faculty and 6 Carroll College staff members, who receive the training for free. The conference generated a direct revenue to the college and associates (direct contribution to the general fund + Sodexho + conferencing services) of \$13,804.48.

Academic Technology continues to support the user-facing elements of the Moodle LMS system, while the servers and backend components of the system are managed by IT. Rachel Martin is the primary system administrator for Moodle. She created and maintained 1,047 course shells and responded to hundreds of faculty and student requests for assistance. These ranged from gradebook verification, in the moment student lock-out issue, and course design

consultations. Rachel continues to present on the topic of AI, both on campus and by invitation at regional events such as the Montana Association of Student Financial Aid Administrators.

Academic Technology presented at the 2024 Faculty Development Committee back to school retreat and hosted nine tech-break training sessions in the Spring 2025 semester. Rachel and Dan guest lectured for eight classes, collaborating with the Business, Communication, Education, and History departments. In service to the college, Dan was a member of one hiring committee for the library and Rachel was a member of two hiring committees (one staff, one faculty). Rachel also served as co-chair of the Staff Advisory Committee for the 2024-2025 school year.

Preserving Carroll's History

The Library aims to document and share the Carroll College experience, including day-to-day life on campus, special events in the archives, and scholarships created by our students and faculty. Documenting current Carroll College life has become more challenging with the shift from print to digital publications and communication. We seek new ways to preserve current-day Carroll life for future generations.

Archives

The Library houses and maintains the Carroll Archives, which aims to capture the Carroll experience through college publications and records, photographs, slides, audio and video recordings, manuscript collections of people with ties to the college, and more. The bulk of the Archives is print materials. Some of these materials have finding aids, but many do not. Starting in June 2025, we began reorganizing the collection and creating finding aids for all materials. This will be completed in fall 2025.

The [Carroll Digital Archives](#) features digitized materials from the Archives, including Carroll yearbooks (The Hilltopper); numerous photos of athletics, graduation, homecoming, and theatre; and two exhibits, "Train Explosion 1989" and "Mount Saint Charles College." The Library and Learning Commons Instagram page highlights these regularly in Throwback Thursday posts. The Digital Archives was moved from a server-hosted site to a cloud-based site, which gives us more space to add materials. We have also been digitizing materials as we prepare to expand our digital archive offerings starting in spring 2026.

In addition to highlighting yearbooks and the Carroll Digital Archives at Founders Day, the Archives received 15 queries, and the Digital Archives had 254 visitors in fall 2024 (the spring data is unavailable due to the switch to cloud-based hosting).

If your department has materials that capture Carroll's history, consider donating them to the archives!

Carroll Scholars

Our Institutional Repository (Carroll Scholars) is our primary mechanism for preserving and promoting Carroll scholarship. Currently, student theses and SURF presentations make up the bulk of the Carroll Scholars content. For the 2024-25 academic year, Carroll Scholars had 427,816 visitors.

Queries or Site Visits	
Archives	15
Digital Archives	254+
Carroll Scholars	427,816

