Corette Library and Simperman Learning Commons
Annual Report July 2022- June 2023

Together, the Corette Library and Simperman Learning Commons are a learning-centered, collaborative space for 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.

Executive Summary

The activities of the Corette Library and Simperman Learning Commons continue to center around the themes established last academic year: promoting a clear outward-facing identity as a collaborative, student-centric destination; providing accessible resources and services; and preserving Carroll College's history. All align with our overarching goal of being an intellectual hub of campus. The following report will summarize why these themes are important to us, outline what we have accomplished, and suggest paths for moving forward.

The renovation of the main floor of the building, which is scheduled to be completed in spring 2024, will increase our status as an intellectual and technological hub on campus. When complete, the upper level will feature a new podcasting studio, 3-D printing room, and technology studio. Other improvements include an ADA accessible elevator, dynamic study spaces, nine additional study rooms, a new tutoring room that is more visible, a small meeting room, a reimagined library staff area and circulation desk, and a 24/7 accessible space with a fireplace.

Library and Learning Commons: Who We Are

With no changes in personnel for the first time in several years, the Library and Learning Commons continued conversations about who we are, what we want to be, how to achieve this, and how to articulate this to the campus community. At the forefront of this is being a collaborative student-centric destination.

For the 2022-2023 academic year, we improved signage, particularly in the lower level. Jeff Wald designed new "Quiet Zone" signs—which are durable, professional-grade vinyl stickers—for the stacks study area. The Communication Department bought signs for the Communication Center and Lab, clearly identifying those spaces, something that was sorely lacking. In the Library, the periodicals section was cleaned up and relabeled making it easier to navigate.

The Library began the academic year with a retreat, led by Amy Honchell, where we solidified our commitment to being a welcoming, accessible, safe space for all and our desire to be an intellectual hub by working collaboratively within the Library and Learning Commons and with others across campus. To achieve this, the Library recognizes the need for clear processes, procedures, and assessment. The Library streamlined workflows, improved internal documents, and standardized and expanded our data-collecting efforts. This included creating annual calendars for library team members and the library as a whole, implementing the ALMA acquisitions module, creating a library data master list, updating inventory procedures, improving our data-collecting tools, and revising the student worker manual and website (both are now annual tasks).

Create a Welcoming, Accessible, Safe Space for All

We remain passionate about providing a welcoming space for all. Beyond our behind-the-scenes work, we saw glimpses of our goal of being a student-centered destination for collaboration, study, research, and technology realized in the use of our resources, services, team members, and efforts to engage students, staff, and faculty. From July 2022 to June 2023, we were open 331.5 days for 3,432 hours and had 96,387 building visits. Overall the number of visitors was similar to last year, a positive sign when considering the Library building closed in May for renovations. While the number of visitors was stable, the average number of people using our spaces increased, particularly the upper level, with the individual study rooms remain our most used spaces. The Library continued the weekly whiteboard questions—which have become popular with students, staff, and faculty—and a regularly rotating book display often aligned with holidays and significant events. President Cech sponsored and hosted pizza nights during fall and spring finals with spring 2023 being the largest number of pizzas bought to date (c. 80)!

Being a safe space encompasses many things, including ensuring the building is physically safe for all and that emergency procedures are in place. The 2023-24 renovation will help by improving ADA access, particularly in the bathrooms and the elevator. In addition to ensuring that all bathrooms have at least one accessible stall, there will be a single, unisex, accessible bathroom available. The elevator buttons will be accessible for those in wheelchairs. The more open upper floor will also be easier to navigate. In terms of emergency procedures, Nani Hodges and Rachel Martin both serve on the campus Safety Committee. Nani is also our new Library and Learning Commons Safety Officer. In this role, she has updated and turned our Emergency Binder into an easier to use flipbook and is working on a collections salvage binder and training materials for staff and student employees.

Getting the Word Out

Promoting Library and Learning Commons resources, services, support, and spaces remain a major focus. We kicked off the academic year with a new orientation activity for incoming students. Students picked up a "passport" and took a "world tour" of the Library and Learning

Commons space interacting with our spaces, services, and librarians. At each "stop," they collected a sticker for their passport. This proved to be an excellent way to get new students into the space and learn about what we have to offer. We hope to offer a variation of this orientation activity in the future. James Petrovich and Jennifer Oates also created a short orientation video for incoming masters of Social Work students.

The Library's Instagram account, created by a student employee in spring 2022, became the Library and Learning Commons account with the Library Director managing it. McKenna Kindel offered excellent advice as did Rachel Martin. The account went from c. 40 followers to 102 by June 2023. We posted content two to three times a week during the semester (and less frequently during breaks) with some reaching up to 1,400 people. Topics of our posts included hours updates, information literacy, promoting our services and resources, throwback Thursday posts drawing from the Carroll Digital Archive, holiday-themed posts, renovation news, and more. For the Library and Learning Commons homepage, we created an online book display that is updated twice a month and highlights new purchases and timely topics.

We brought back our annual Student Satisfaction Survey in the fall, which confirmed the need for better ADA accessibility, more individual study rooms, better bathrooms, improved study spaces, and the students' desire for more windows. All of these will be addressed in the renovation. We also established the Library and Learning Commons bi-weekly tea time to increase communication and community. In August 2022, held a well-attended welcome tea for Rachel Martin and Nani Hodges, our newest team members.

Collaborate Internally and Across Campus

The Directors in the Library and Learning Commons met monthly during the fall and spring semester, which provided a helpful way to remain united in our messaging and identify ways in which we could better support one another. The Library and Rachel Martin worked together to find a way to integrate the Library into the latest iteration of Moodle. The result is a Library link tree that will be embedded in all Moodle courses starting in spring 2023.

In spring 2023, the Library and Learning Commons worked with Saints Success to support ARP students in need of improving their grades. These students met with a librarian, the director of the Communication Center, and a tutor from the Writing Center. Based on the success of this endeavor, the Library and Learning Commons will continue to be a part of ARP student plans for the 2023-2024 academic year. The Library and Learning Commons committee completed a draft Information Literacy Competencies document that was submitted to the CORE Committee.

The Library and Learning Commons team worked with the Office of Institutional Advancement, CCIT, and Facilities in the final fundraising push for the renovation and to prepare for the renovation. This included finding space for a remote library (SIMP 147) and academic technology (SIMP 145) space for the initial phase of the renovation; ensuring the team

had phone, power, and internet access; and removing everything from the main floor of the library. The Library and Learning Commons are extremely grateful to all involved in fundraising, finding and creating remote spaces, and the renovation.

Accessible Resources and Services

Use of Information Resources

The Library continues to gather data to inform our acquisitions and find ways to make our collections (print and digital) more easily accessible (including ensuring all services remain functional throughout the renovation and improved labeling of the periodicals collection). The Library analyzed our print resources finding that the average age of the collection is c. 1980. A multi-year plan to update the collection, focusing on areas that are most out-of-date, was drafted and begun. The Library will work with faculty throughout this process to ensure our collection meets the needs of the curricula, students, staff, and faculty.

While electronic resources continue to be our most used Library resources, our print collections and Interlibrary Loan services remain well used. We spent almost $175,000 on databases, e-book purchases and subscriptions, periodicals, print books, and DVDs. We purchased 485 new books (385 print, 100 e-books) and 91 DVDs. No new databases were added this year. Print books, DVDs, streaming media, reserve materials (for 46 courses), and interlibrary loan materials lent to and by Carroll College all saw increased usage. E-book and e-journal article usage were down due to changes in our data-gathering processes, which we are in the process of standardizing.

Resource Usage	
Books	686 check outs (335 via self-checkout)
E-Books	10,532 views
E-Journal Articles	42,012 views
Databases	59,189 article views
Streaming Media	327 views
DVDs	105 check outs
Reserve Materials	219 check outs
Interlibrary Loan – Lent to CC	360 items
Interlibrary Loan – Lent by CC	265 items

Student and Faculty Support

The Library and Learning Commons provide support for the Carroll community in various ways: in-class instruction sessions, one-on-one research support and tutoring, creating online videos, and working with faculty on tailoring assignments to meet information literacy,

communication, or writing needs. In spring 2022, the Library and Learning Commons participation in the Saints Success's ARP program helped students raise their GPAs and resulted in a c. 30% increase in one-on-one support. Dr. Oates has become popular for her music history class sessions in history, honors, and core classes.

Last year we created a Library and Learning Commons YouTube Tutorials playlist, which now features 17 videos, including new tutorials on databases, e-books, "Do we subscribe to?," keyword searching, super search tools, WorldCat, and Zotero. A link to this playlist has been added to the Library and Learning Commons homepage. The playlist is a dynamic, evolving set of resources that faculty can link to in Moodle and everyone can use as needed. The Writing Center's "Writing Resources" provide helpful information for students on crafting thesis statements, parts of the essay, style and grammar, and resources for faculty.

Library and Learning Commons Class and Individual Support

	Class Sessions	One-on-One Support
Library	26	151 (Reference and Research Assistance)
Communication Center	13	167
Writing Center	8*	190

All classroom visits for the Writing Center were in Fall 2022 only. The Director was on sabbatical Spring 2023.

Library and Learning Commons YouTube Tutorials Views

Tutorial	Views
The Art of Using Sources in your Papers	57
Communication Center Introduction	72
Finding Books and Articles Using Saints Search	35
Integrating Sources into your Writing	55
Reserves (Faculty)	16
Reserves (Students)	73
Scholarly (Peer-Reviewed) and Popular Sources	61
Using InterLibrary Loan	68

Student Support via Student Employees

The Library employed 16 student workers for 3,170 hours during the fall and spring semesters. 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. This year, our student workers were invaluable in preparing for the renovation. They packed and unpacked our Reference and DVD collections when we relocated them downstairs; helped clean

out, purge, and pack office supplies and other materials; and helped us anticipate problems before they arose.

Over the summer, we had one student workers for 140 hours. The student helped keep our services in place by retrieving books and DVDs from the lower level of the library, covering staff lunch breaks, and tackling other projects, including scanning a yearbook for the Digital Archives, which filled in a gap in our coverage.

Our students serve as ambassadors for the Library and Learning Commons. In training our student Library team members, we meet them where they are and aim to cultivate excellent ambassadors who embrace the importance of welcoming everyone, serving all with humility, and exploring new ideas and experiences. We do this through our training and by striving to lead by example.

Academic Technology

With their work in classrooms, Moodle, and beyond, Academic Technology creates welcoming, accessible spaces that encourage collaboration across campus. In many respects, they provide the framework for the rest of us—the Library and Learning Commons, campus-wide faculty, student support services, etc.—to optimize our services for and support of students. In addition to planning the technological needs for the Library and Learning Commons renovation, Academic Technology focused on three major efforts: classroom technology, generative AI, and upgrading Moodle.

Classroom Technology

In classrooms across campus, Academic Technology has been transitioning to laser projectors on campus for the past 3 years. Currently, over 65% of the projectors on campus are now lasers along with 85% percent of all main classroom projectors. With the removal of 16 projectors from the upper library as part of the renovation process and with some regular yearly funds, over 26 of the roughly 140 projectors on campus were updated in summer 2023. Laser projectors are brighter, instant on, and don't require an expensive and toxic bulb. We continue to support faculty and students with Zoom, podcasting, streaming of academic events, and use of technology for student engagement both in and outside the classroom. In addition, with the anticipation of the new library remodel we have been actively researching best practices and new technology for the spaces, which has included site visits to Montana State University, University of Southern California, Oregon State University, Idaho State University, and Montana Technological University, as well as attendance at the EDspaces architecture, design, and education conference

Generative AI

Academic Technology added a focus on generative AI and shifted a significant amount of employee time to become the primary trainer for the campus community on this rapidly

evolving ed-tech topic. We held five training sessions between February and July 2023, which were attended by more than 40 faculty and staff. We worked in collaboration with the Vice President of Academic Affairs' office to develop training materials, including a "Yes, No, Sometimes," framework for talking about generative AI in course syllabi and a one-page generative AI "next steps" guide for faculty, with accompanying curated resources. Due to ongoing high demand from faculty, we have increased our level of support in the first three months of the 2023-2024 school year. Academic Technology Specialist, Rachel Martin, has continued to network and present externally on this topic, to bring regional and national best practices and emerging research on the topic of generative AI to Carroll College. We are working to empower students and staff to understand, respond to, and harness these powerful technologies in responsible and ethical ways that support Carroll's values and mission.

Moodle

In 2023, the Moodle Learning Management System at Carroll underwent its most significant upgrade since 2015. This changeover was necessitated by the planned deprecation of the previous system and enhances both our security and user experience. In collaboration with IT, who maintains the local servers, we launched a new instance of Moodle using the modern 4.1 software package. Academic Technology spent much of the 2022-2023 school year listening to faculty perspectives on the previous Learning Management System and mapping solutions onto the new version. Training for faculty end users began in April 2023. The new system became the platform for instruction for newly admitted ACNU program students in summer 2023 and for the entire campus community in fall 2023.

Academic Technology hosted the 13th annual Mountain Moot in summer 2023. Sixteen Carroll faculty and staff attended for free alongside more than 100 outside attendees, giving them access to world-class training, here on our campus. Presenters at this year's fully in-person Mountain Moot joined us from five countries and included accessibility expert Gavin Henrick, the director of Montana Digital Academy Dr. Jason Neiffer, and Moodle developers from various partner agencies. Four members of the Carroll community presented at the Mountain Moot.

Preserving Carroll's History

The Library seeks to document and share the Carroll College experience in terms of day-to-day life on campus and special events in Archives and scholarship created by our students and faculty. Documenting current Carroll College life has become more challenging with the shift from print to digital publications, communication, etc. A new Archives donation workflow, including a new accession form and log, was implemented to track the acquisition of physical and digital materials. We continue to seek new ways to preserve current-day Carroll life for future generations.

Archives

We received and answered 12 Archives queries this past academic year. We continue to collect print materials. The Library launched Carroll College Digital Archives in fall 2022 with two exhibits: "Train Explosion 1989" and "Mount Saint Charles College." In addition to these exhibits, the Digital Archives include Carroll yearbooks (The Hilltopper) and numerous photos of athletics, graduation, homecoming, and theatre. The Library and Learning Commons Instagram page highlights these regularly in Throwback Thursday posts. We hope to add more to the Digital Archive in the future.

The Carroll History Room, on the lower level of the library, now features a large timeline of Carroll College. After the renovation, we will install a new physical exhibition in this space as well.

Carroll Scholars

Our Institutional Repository (Carroll Scholars) remains our primary mechanism for preserving and promoting Carroll scholarship. Outside of Carroll, it is a popular site receiving 176,037 unique visitors during the 2022-2023 academic year. (A significant increase from 92,608 unique visitors last academic year.) Currently, student theses make up the bulk of the Carroll Scholars content. Given that usage of Carroll Scholars on campus is minimal, we plan to reevaluate the need for an Institutional Repository in the 2023-2024 academic year.