

# Corette Library and Simperman Learning Commons

## Annual Report July 2023-June 2024

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.

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 shares our programs and services, and summarizes what we accomplished during the 2023-2024 fiscal year.

## Who We Are

### The Team

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.

### Library & Learning Commons Team

				
	<b>Cindy Bennett</b> Circulation Supervisor	<b>Daniel Case</b> Director of Academic Technology	<b>Alan Hansen</b> Director of Communication Lab	<b>Nani Hodges</b> Electronic Resources Librarian
				
<b>Terence Kratz</b> Systems & Web Librarian	<b>Rachel Martin</b> Academic Technology Specialist	<b>Jeff Morris</b> Director of Writing Center	<b>Heather Navratil</b> Cataloging & Reference Librarian	<b>Jennifer Oates</b> Director of the Library

Two librarians moved on to new opportunities. Nani Hodges (Electronic Resources Librarian) left for a position closer to her dream job at the Montana Historical Society. Terence Kratz (Systems & Web Librarian) left Carroll College for a hired salary and new challenges at the Montana Historical Society.

This fall, we welcomed Kaia Rosen (Electronic Resources Librarian) and Collin Burkhardt (Systems & Web Librarian). Both are outstanding additions to our already strong team.



**Collin Burkhardt**  
Systems & Web  
Librarian

**Kaia Rosen**  
Electronic Resources  
Librarian

## Student Employees

The Library employed 12 student workers for 2,578 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.

Over the summer, we had one student worker for 120 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.

Six student workers supported the Learning Commons. The Communication Center had two peer tutors working approximately eight hours a week. Three peer tutors working three hours a week in the fall supported the Writing Center. In the spring, two tutors worked four hours a week. One student managed the Makerspace and fulfilled other duties in Academic Technology.

## Create a Welcoming, Accessible, Safe Space for All

From July 2023 to June 2024, we were open 297 days for 2,590 hours, a decrease from previous years due to being in Simperman 147 from May 2023 through March 2024 during the Library Renovation. Initially, the Library & Learning Commons had planned to move into the lower level of the building in fall 2023 for the remainder of the renovation. Changes to the construction schedule and concerns for staff comfort regarding noise and smells led to keeping the Library in Simperman until the building was complete. This required adapting our plans for orientation and services for the academic year. Thanks to the dedicated efforts of the Library and Learning Commons team, all of our services remained available. Many of our services continued as usual: Academic Technology; in-class instruction and support; one-on-one support from librarians; tutoring; the Communication Center; the Writing Center; and Inter-Library Loan. Others required rethinking. Course reserves, select reference

materials, and any physical library materials requested were available in Simperman 147. Dr. Alan Hansen created a temporary oral communication studio and podcasting studio in St. Charles Hall and went above and beyond to find ways to provide Communication Center services while the physical space was offline. The Writing Center and Tutoring moved to St. Charles. President Cech recognized our efforts by awarding us the 2024 President's Distinguished Service Award, for which we are very grateful.

While the renovation impeded our ability to provide a welcoming, safe space for most of the academic year, the newly updated space has improved ADA access, particularly in the bathrooms, including a unisex-accessible bathroom and the elevator. Regarding emergency procedures, Rachel Martin serves on the Campus Safety Committee.

## Outreach: Getting the Word Out

Spending the bulk of the 2024 fiscal year in Simperman 147 required rethinking our services and how we promote them. Being in our remote space in the fall led us to combine the Moodle & Library session into an interactive session, walking students through how to log in and use Moodle while also learning about the resources available in the Library. Based on this success, we will continue it in the future and resume our self-guided tour Library sessions. With James Petrovich's help, Jennifer Oates created a short orientation video for the Master of Social Work program.

During fall finals, we co-hosted Pizza with the President of the CUBE, offered free coffee courtesy of the Library in Scola one morning, and provided dry-erase marker kits for students to check out. For spring finals, Pizza with the President returned to the Library.

Our online presence continues to be an important touchpoint for information. Lisa Dwyer and Terence Kratz updated the Library homepage. We are particularly grateful for Lisa's specially created template for our page. The Library & Learning Commons Instagram account continues to grow in popularity. Followers grew from 102 in June 2023 to 148 in June 2024. We shared renovation updates (including photos of construction progress), hours updates, information literacy, promoting our services and resources, throwback Thursday posts drawing from the Carroll Digital Archive, holiday posts, and more.

ASCC invited the Library to Founders Day. Nani Hodges brought one yearbook from each decade and a Chromebook to project our Digital Archives. Many faculty, staff, students, and alumni enjoyed finding themselves or loved ones in past yearbooks. We hope to make this an annual event.

Due to the popularity of our first Library & Learning Commons sticker and coasters, introduced in fall 2023, we added LLC pencils in March 2024 and have already had to reorder them. For fall orientation, our swag bags included a new LLC sticker, an LLC purple whiteboard marker, a magnetic whiteboard eraser, and an LLC Post-it notepad. Thanks to the in-house designs by Terence Kratz and Jennifer Oates, we kept costs to a minimum.

## Collaborate Internally and Across Campus

We continue to seek new ways to collaborate and support students, faculty, and staff. The Library Director was named to the College Leadership Team and began attending the monthly Department Chairs meetings. In the spring, the Director worked with a group of Adel Dimian's students to assess the effectiveness of Library communications with students.

Future Saints Fridays in April showed off our building to prospective students. For our current students, we continue to participate due to the success of including the Library & Learning Commons in the ARP process last year and we joined the Student Success mini-course during Winter Break. Working with the Master in Social Work program, we wrote the library report for their accreditation process.

After moving into our renovated space, we began working with Conference Services to manage events in our space, including hosting a Board Reception. We also hosted the Lewis & Clark Public Library Bookmobile in September.

## What We Do: Services, Support, and Resources

The Library and Learning Commons support 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. We continue participating in the Saints Success's ARP program to help students raise their GPAs. Dr. Oates remains popular for her music history class sessions in history, honors, and core classes. For the 2023-2024 academic year, Library instruction more than doubled, with 64 class sessions versus 26 from the previous year.

We saw a significant increase in instruction sessions in the 2023-2024 academic year. Librarians visited 64 classes (reaching 1,293 students) versus 25 classes and 398 students for the 2022-2023 academic year. The library being closed for much of last academic year did result in extra instruction requests but does not account for the total increase.

The Library's video tutorial offerings continue to improve. In addition to updating several videos, we now have 18 tutorials (versus 9 in the 2022-2023 academic year). Video usage has also increased. 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.

One of our student workers runs the weekly whiteboard question, which is more popular than ever. Answers fill the entire whiteboard for most questions.

The Communication Center assists students in preparing multimedia and podcasting projects as well as oral presentations. Two peer tutors assisted students for approximately 8 hours a week. The Communication Center also sponsors Carroll's student podcast, *Big Sky, Small World*. Dr. Alan Hansen visited 23 classes in which he assisted 190 students with oral presentations, multimedia presentations,

and podcasts. In addition, students used the Communication Lab and Lightboard Studio for CORE Capstone presentations, practice interviews, and to rehearse conference presentations.

## Library & Learning Commons YouTube Tutorial Views

<b>Tutorial</b>	<b>Views</b>
<i>*indicates new tutorial</i>	
The Art of Using Sources in your Papers	24
Communication Center Introduction	24
Databases*	34
Do we subscribe to*	30
E-Books*	42
Finding Books and Articles Using Saints Search	59
How to Find Fulltext Articles*	48
Integrating Sources into your Writing	47
Keyword Searching*	25
Library Resources in Moodle*	30
Reserves (Faculty)	38
Reserves (Students)	91
Scholarly (Peer-Reviewed) and Popular Sources	20
Super Search Tools*	39
Using Inter Library Loan	26
Using WorldCat*	46
Zotero: Getting Started*	20
Zotero Tutorial*	5

### Library Instruction

- 64 Class Sessions
- 146 Reference Sessions
- 1,293 Students Impacted

### Comm Center

- 23 Class Sessions
- 190 Students Impacted

### Writing Center

- 2 Class Sessions
- 138 One-on-One Sessions

### Video Tutorials

- 18 Video Tutorials
- 648 Views



## Information Resources

The Library continues to gather data to inform our acquisitions and find ways to make our collections (print and digital) more readily accessible (including ensuring all services remain functional throughout the renovation). To that end, we

- Added *Newsbank*, which includes access to the Helena Independent Record
- Updated our Gale electronic resources access, which now included Gale Literature Criticism and the Shakespeare Criticism series
- Created an initial PA Program Library needs list
- Cancelled *Ulrich's Web*, an under-utilized resource

While electronic resources remain our most used Library resources, our print collections and Interlibrary Loan services remain well used. Despite being displaced for most of the academic year, our physical material circulation increased significantly, with 886 books being checked out, up from last year's 686. Courses reserves saw a 50% decrease, with only 20 classes using reserves versus 46 in the previous year. (This was likely due to the renovation.) Interlibrary Loan usage, a free service to patrons, continues to be popular.

We spent \$190,550 on materials and services. Spending on print materials was down due to the renovation, as we lacked the necessary space to process materials. We also received several donations last year that boosted acquisitions. Our spending on electronic resources increased.

### Physical Materials

#### Checked Out

- 886 Books
- ?? DVDs
- ?? Reserve Items

### Electronic Resources

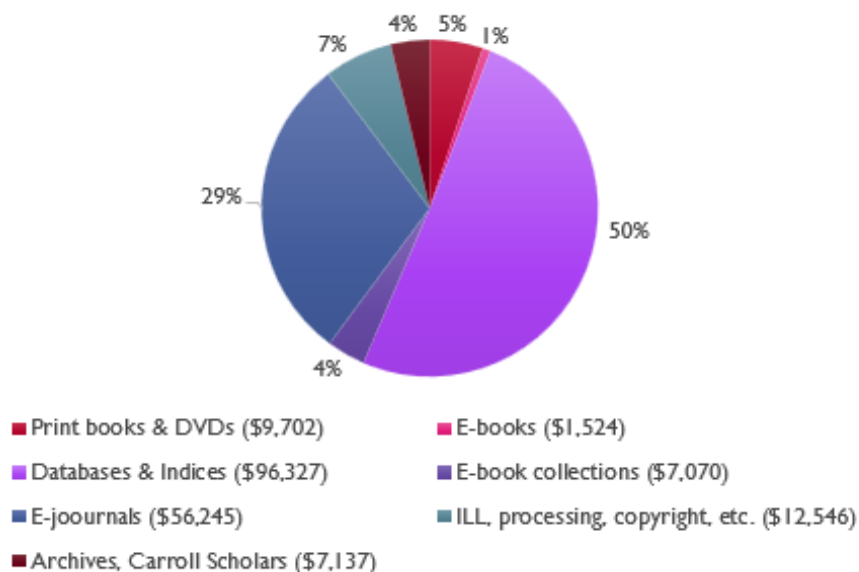
#### Views

- 13,832 E-books
- 41,306 E-journal articles
- ?? Database articles
- ?? Streaming media

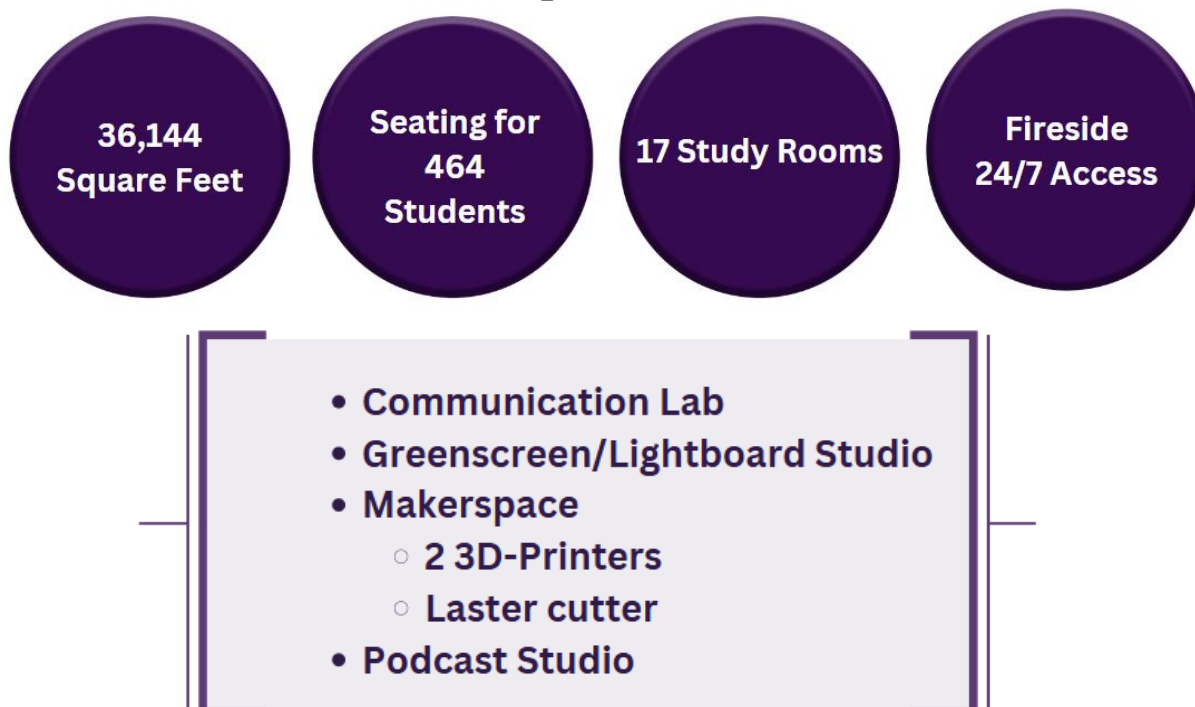
### Interlibrary Loan

- 530 items lent to Carroll
- 313 items loaned by Carroll

## Materials & Services: \$190,550



## Where We Are: Facilities & Spaces



### Renovation

The renovation of the main floor of the building occurred from May 2023 through March 2024. During this time, the Library opened a remote Library space in Simperman 147, Academic Technology worked out of Simperman 145, the Writing Center in St. Charles 006, and Dr. Alan Hansen set up a mobile Podcast Studio in various locations as needed. We are extremely grateful to everyone involved in supporting our relocation and renovation. Particularly, the Office of Institutional Advancement, Dan Byrd and Facilities, Robby Whited and CCIT, Dr. Jennifer Glowienka and Amy Honchell, and everyone on campus for your kind patience throughout this process. In our temporary location, the Library reduced our hours, omitting weekend hours and cutting two evening hours Monday-Thursday during the semester.

The Library & Learning Commons renovation was completed in March 2024. We returned to our renovated space on March 18 and resumed our usual semester hours. The first week in the new space, we provided cookies and balloons to students and unveiled our new “Welcome” feather flag, which we will use for Orientation events and the beginning of each school year. Extended finals hours and Pizza with the President returned to the Library in May.

New features of the upper floor include a new podcasting studio, a Makerspace with 3-D printing and a laser cutter, an ADA-accessible elevator, dynamic study spaces, nine additional study rooms, a new, more visible tutoring room, a small meeting room, a reimagined library staff area and circulation desk, and a 24/7 accessible space with a fireplace (a.k.a., the Fireside Room).

Since moving back into the building, our usage has increased. (This is based on observational data as CCIT has not yet provided access to the people counter data dashboard from the security cameras.) Our most popular spaces and services include individual study rooms, increased whiteboard walls and mobile whiteboards, the Podcasting Studio, windows, the CITE corner, and the 24/7 Fireside Room.

Outdoor furniture and shade near the entrance on the northwest corner are in the 2024-2025 academic year.

## Preserving Carroll's History

The Library aims to document and share the Carroll College experience in terms of day-to-day life on campus, special events in 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, communication, etc. We seek new ways to preserve current-day Carroll life for future generations. With a dedicated part-time archivist, we could devote more energy to soliciting new materials and preserving what we already have.

### Archives

The Library houses and maintains the Carroll Archives, which aims to capture the Carroll experience through college publications and records, manuscript collections of people with ties to the college, photographs, slides, audio and video recordings, and more. The bulk of the archives are print materials, but the [Carroll Digital Archives](#) features 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. We hope to add more materials to the Digital Archives in the coming year.

We continue to struggle to capture Carroll's current campus life. With most of today's photographs and videos living in the cloud or on social media, it is challenging to preserve these materials in the Archives. We explored programs like Mirrorweb to help us capture online content. Unfortunately, these options were either too expensive or were not compelling enough for our needs.

We received and answered 16 Archives queries last academic year, and had an Archives table in the CUBE for Founder's Day where we had a selection of yearbooks and projected the Digital Archives on the wall for students, faculty, and staff to explore. We also finished processing the Nursing Collection, which includes nursing uniforms, documents, and other artifacts donated by the Nursing Department. If your department has materials that capture Carroll's history, consider donating them to the archives!

### 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. Currently, student theses and SURF presentations make up the bulk of the Carroll Scholars content. Even though campus usage of Carroll Scholars is minimal, the Department Chairs feel very strongly that the Institutional Repository is retained and expanded.