

# Community College Libraries & Librarians and Student Success

## Final Report

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# Who Was Involved in Designing the CCLLSS Study?

- CCLLSS partnership
- RSL Research Group
- Library directors who participated in focus group interviews
- LSTA grant proposal readers for SLNC
- Advisory committee of stakeholders

# What Are the Performance Measures for NC Community Colleges?

– 3 associated with remedial students

- Basic Skills Progress
- GED Diploma Passing
- Developmental English Success

– 4 associated with non-remedial students

- First Year Progress
- Curriculum Completion
- Licensure / Certification
- College Transfer Performance

# What Are the Differences Between Embedded & Traditional Librarians?

## **Embedded**

Anticipate needs

Collaborate in teams

Customize services

Support projects

Serve in partnerships

## **Traditional**

Respond to needs

Deal w/individuals

Standardize services

Complete transactions

Offer unilateral services

## How Does One Practice Embedded Librarianship?

- Engage in e-communication, dept/faculty meetings & in-depth research
- Offer resources, e.g., reserves, LibGuides, websites, supplementary
- Collaborate w/ & train faculty
- Play liaison, project team roles

# What Are the ACRL Info Literacy Frameworks?

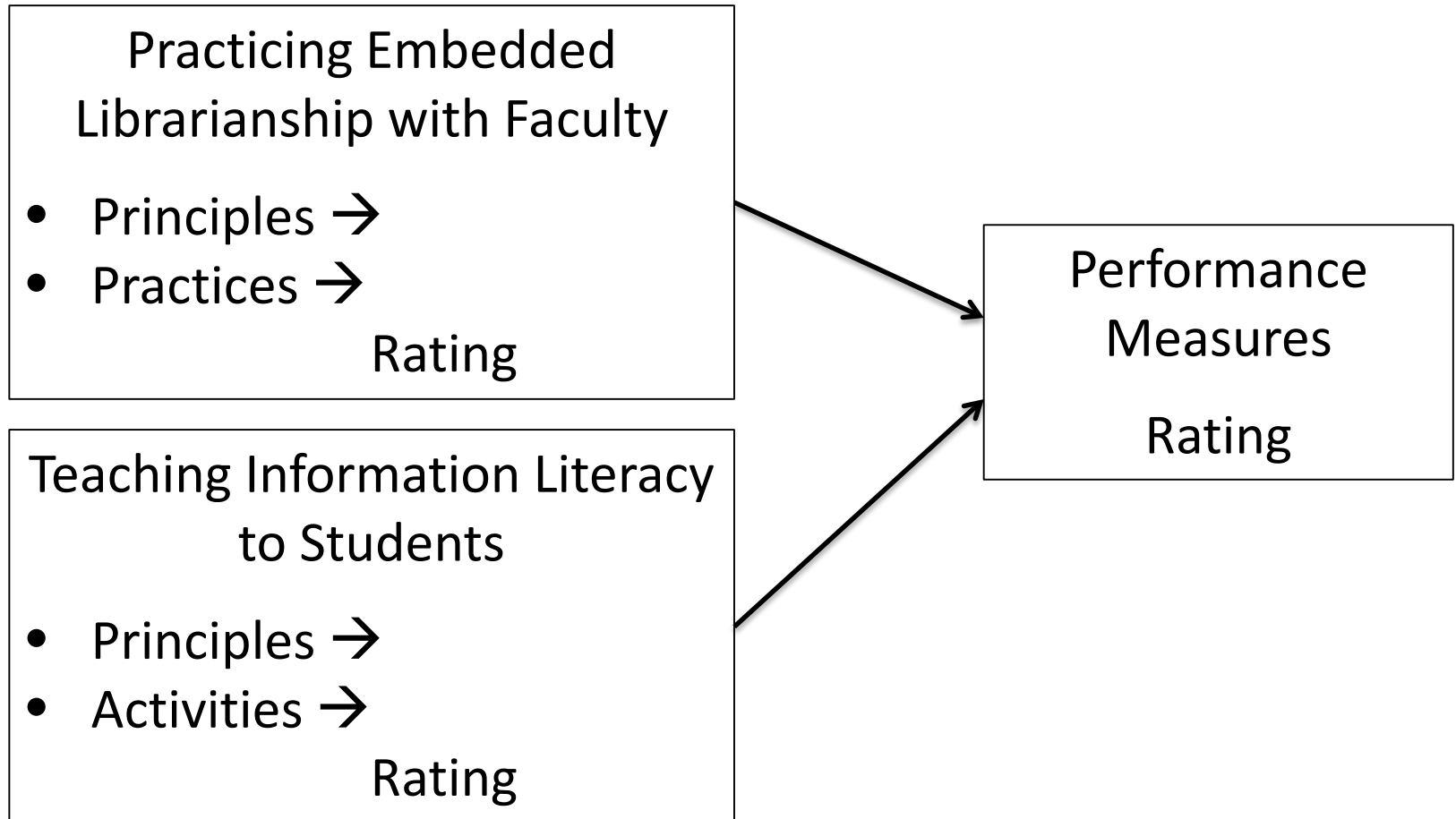
- Research as a process
- What makes info authoritative
- How to search for info
- How info formats differ
- How info is valued

# What Activities are Involved in Teaching Info Literacy?

- Teach students in 1-1 interaction
- Teach research skills
- Teach about databases
- Provide library orientation/instruction
- Provide tutorials
- Produce library/info lit LibGuides



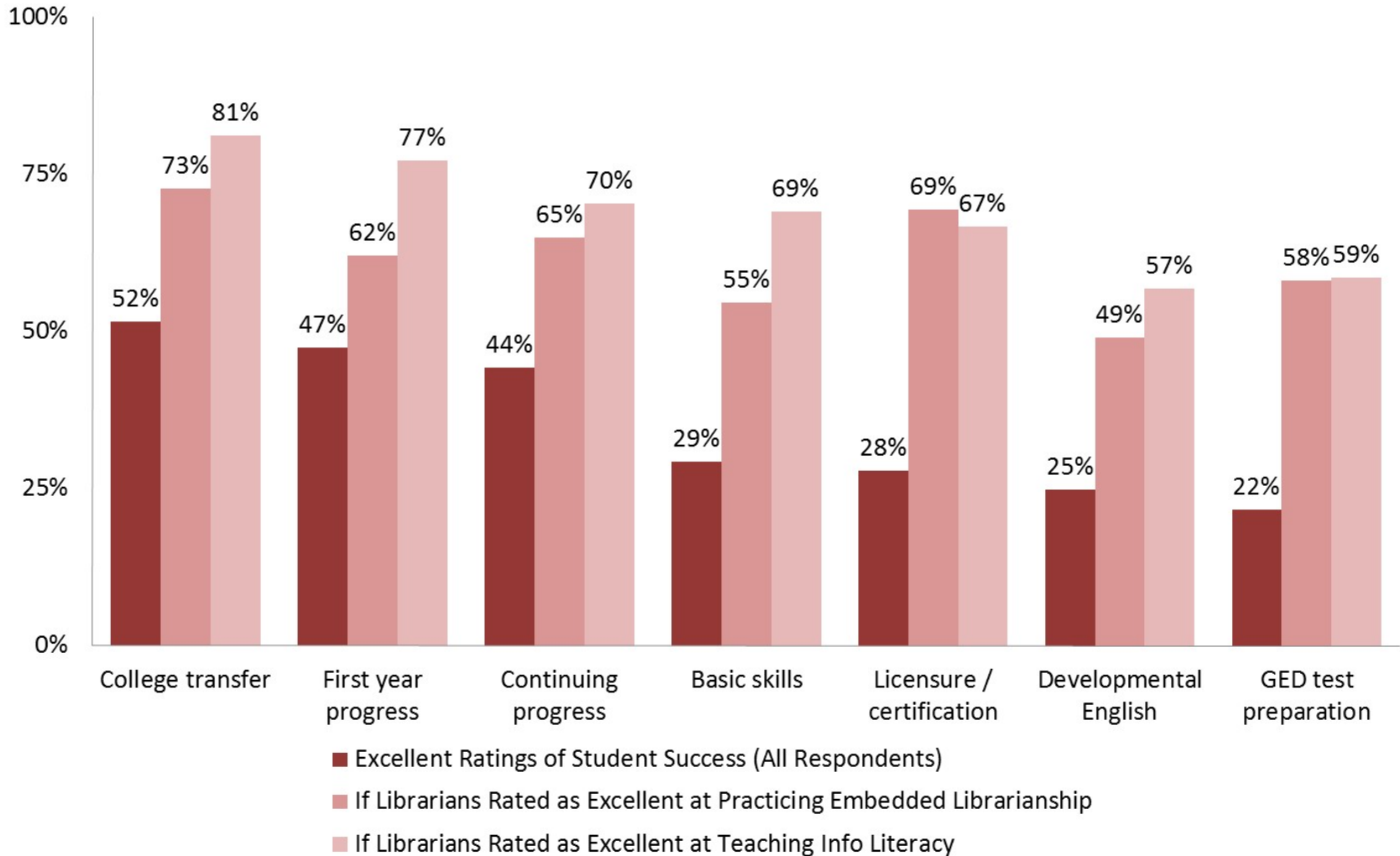
# Roles of Librarians & Other Library Staff



## Library Director Focus Groups & Librarian/Staff Survey Participation

- Focus groups
  - July 2014
  - 39 attendees (67%)
- Survey of librarians & other library staff
  - Feb/Mar 2015
  - 168 usable responses (92%)

**Librarians Who Rate as Excellent Their Practice of Embedded Librarianship and Their Teaching of Information Literacy More Likely to Rate as Excellent Library Contribution to Student Success**



# What Embedded Librarianship Principles Are Associated With Excellent Teacher Outreach?

- 4 principles (at least monthly)
- Exceptions: Basic Skills, HS equivalency
- Identify needs proactively
- Work on collaborative teams
- Offer customized services
- Work on ongoing projects

# What Weekly Activities Are Associated With Excellent Teacher Outreach?

- All student cohorts
  - Collaborating on instruction
  - Working on teams
  - Contributing to e-comm (non-remedial)
  - Serving as liaison (remedial)
- Most student cohorts
  - Attending faculty meetings
  - Participating in online discussions
  - Conducting research
  - Collaborating on instructional design

# What Principles Are Associated With Excellent Teaching of Info Literacy?

- All 5 Frameworks (rated excellent, no exceptions)
- Research as a process
- What makes info authoritative
- How to search for info
- How info formats differ
- How info is valued

# What Weekly Activities Are Associated With Excellent Teaching of Info Literacy?

- All non-remedial
  - Teaching research
  - Teaching databases
- Most non-remedial
  - Teaching students 1-1
- Providing tutorials
  - Basic skills, Dev'l English
- Providing library orientation/instruction
  - 1<sup>st</sup> year, college transfer
- Producing/managing LibGuides
  - 1<sup>st</sup> year

# How Do Survey Results Align With Actual Performance Measures Data?

– Developmental English

- Only measure for which librarian perceptions aligned with data

– Possible explanations

- Intentionality
- Student outcomes vs institutional performance
- Perception vs reality



# Student & Faculty Surveys

## Development

- Drafting began in Jan 2015
- Pretested in April 2015
  - 45 students
  - 17 faculty

## • Schedule

- Opened Sep 2015
- Closed Dec 2015

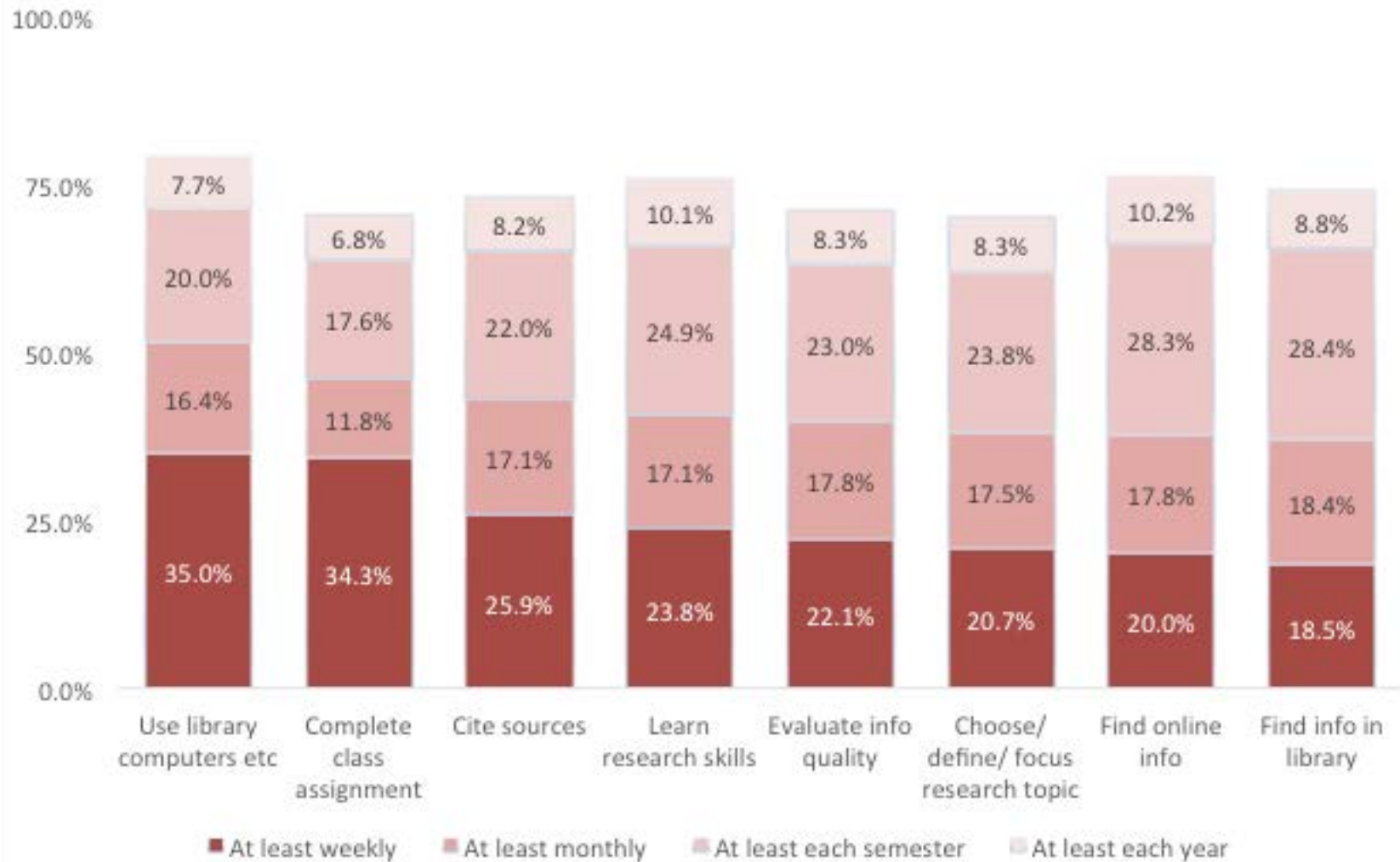
## • Responses

- Students: 7,122
- Faculty: 1,449

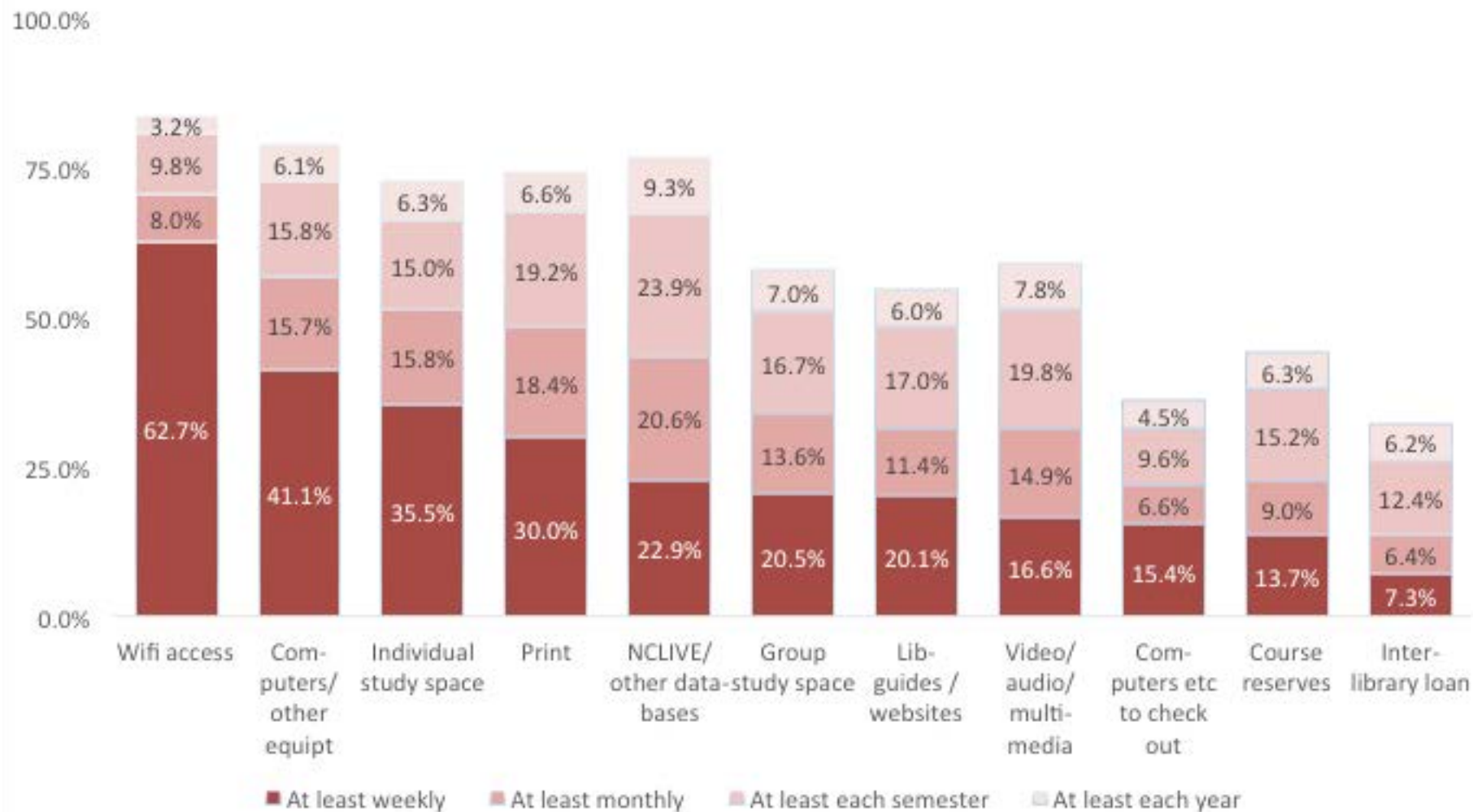
# Student Survey Results

- Basic survey results
- Analysis findings
  - Librarian services & student success
  - Library resources & student success

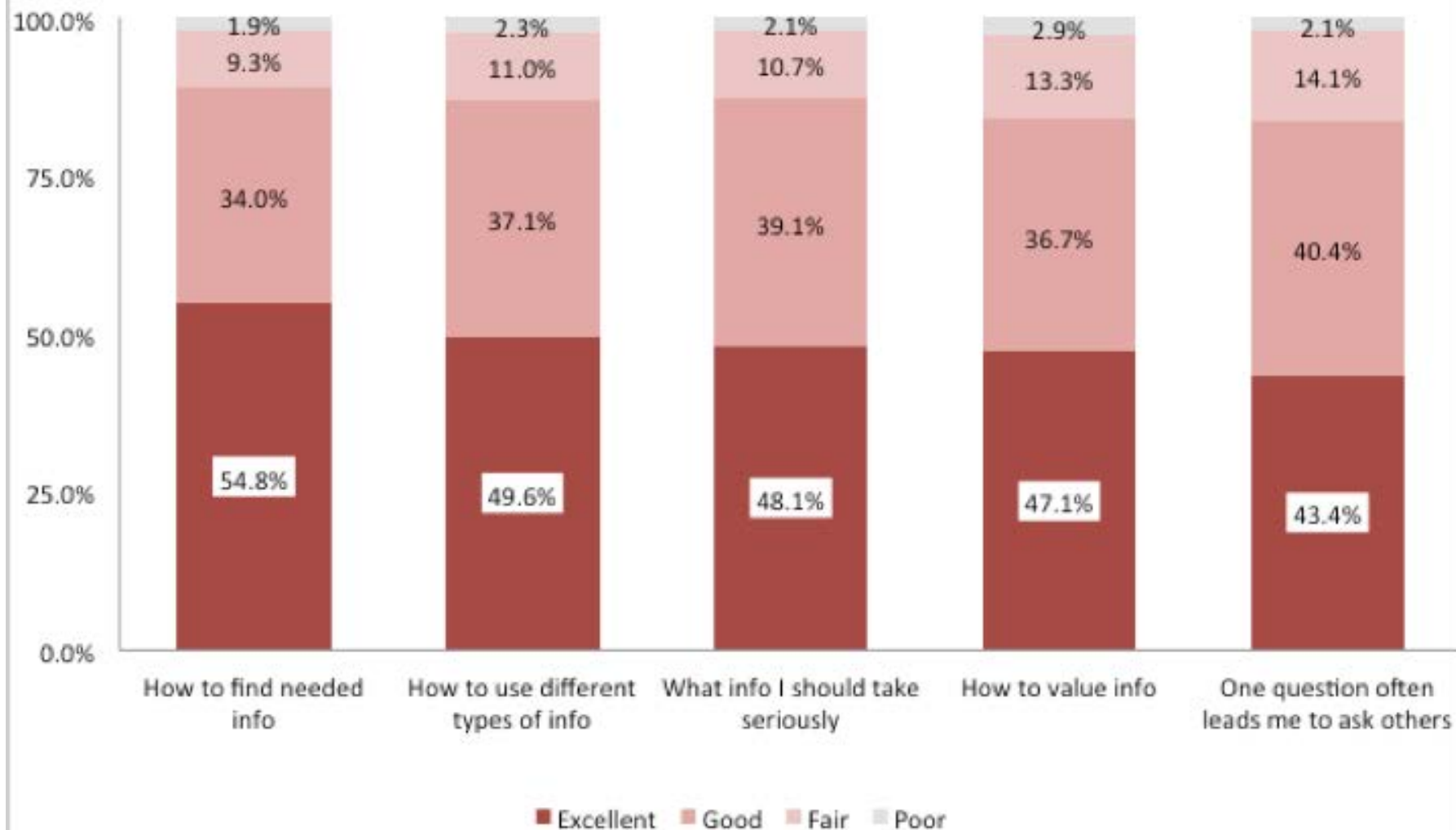
## How Often Librarians Help Student Respondents



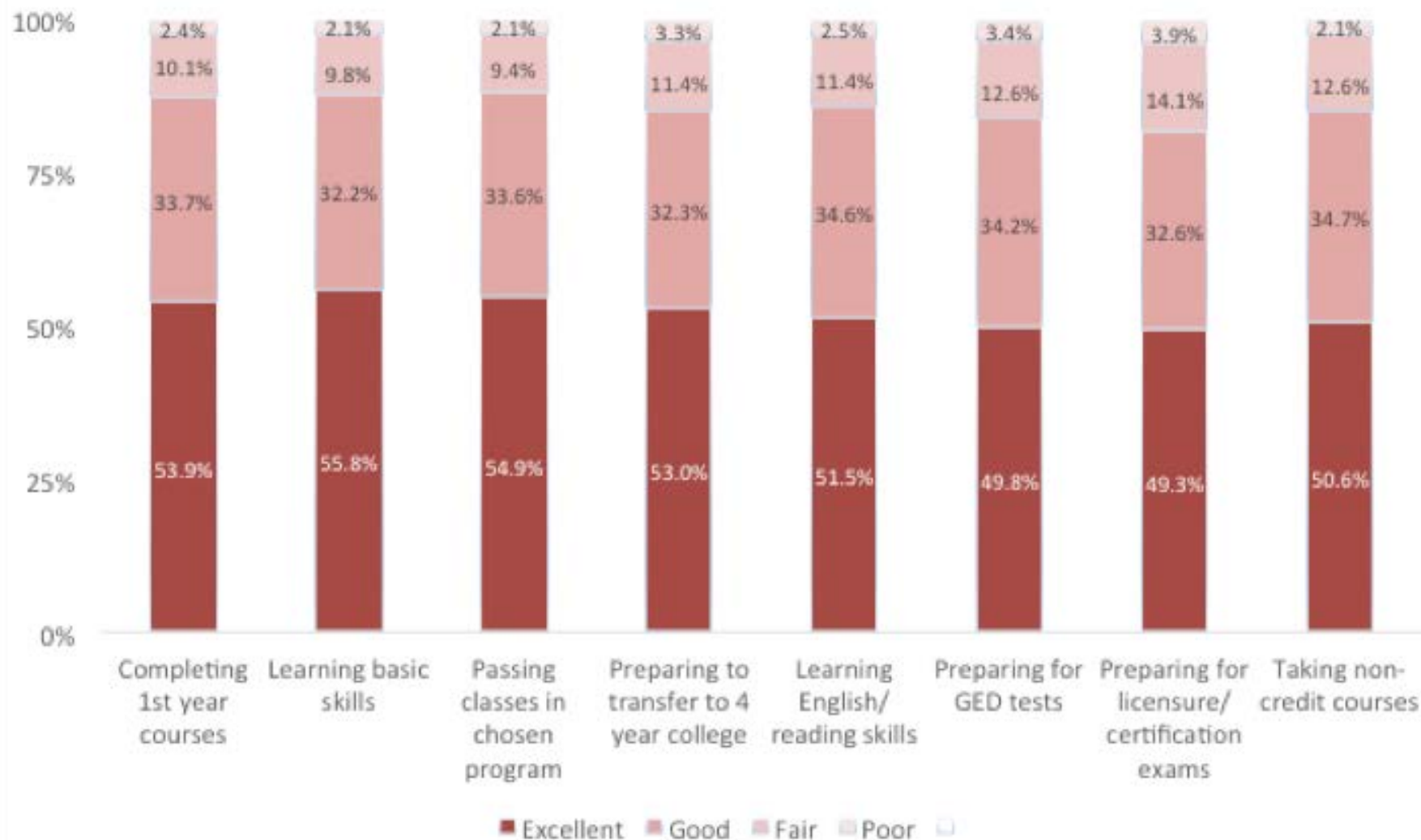
## How Often Student Respondents Use Library Resources



## How Students Rate Library Contribution to Their Learning of Ideas About Info Literacy



## How Students Rate Library Contribution to Their Pursuit of Educational Goals



# Ways Librarians Help Students At Least Weekly Associated with Excellent Library Ratings

- Finding info in library
- Finding online info
- Using library computers / equipment
- Choosing/defining/focusing topic
- Evaluating info quality
- Citing sources
- Completing assignments

# Library Resources Students Use At Least Weekly Associated with Excellent Library Ratings

- Print
- Non-print
- Computers /  
equipment in library
- NC LIVE / databases
- Interlibrary loan
- Computers /  
equipment for  
checkout
- Wifi access
- LibGuides / websites
- Course reserves
- Individual space
- Group space



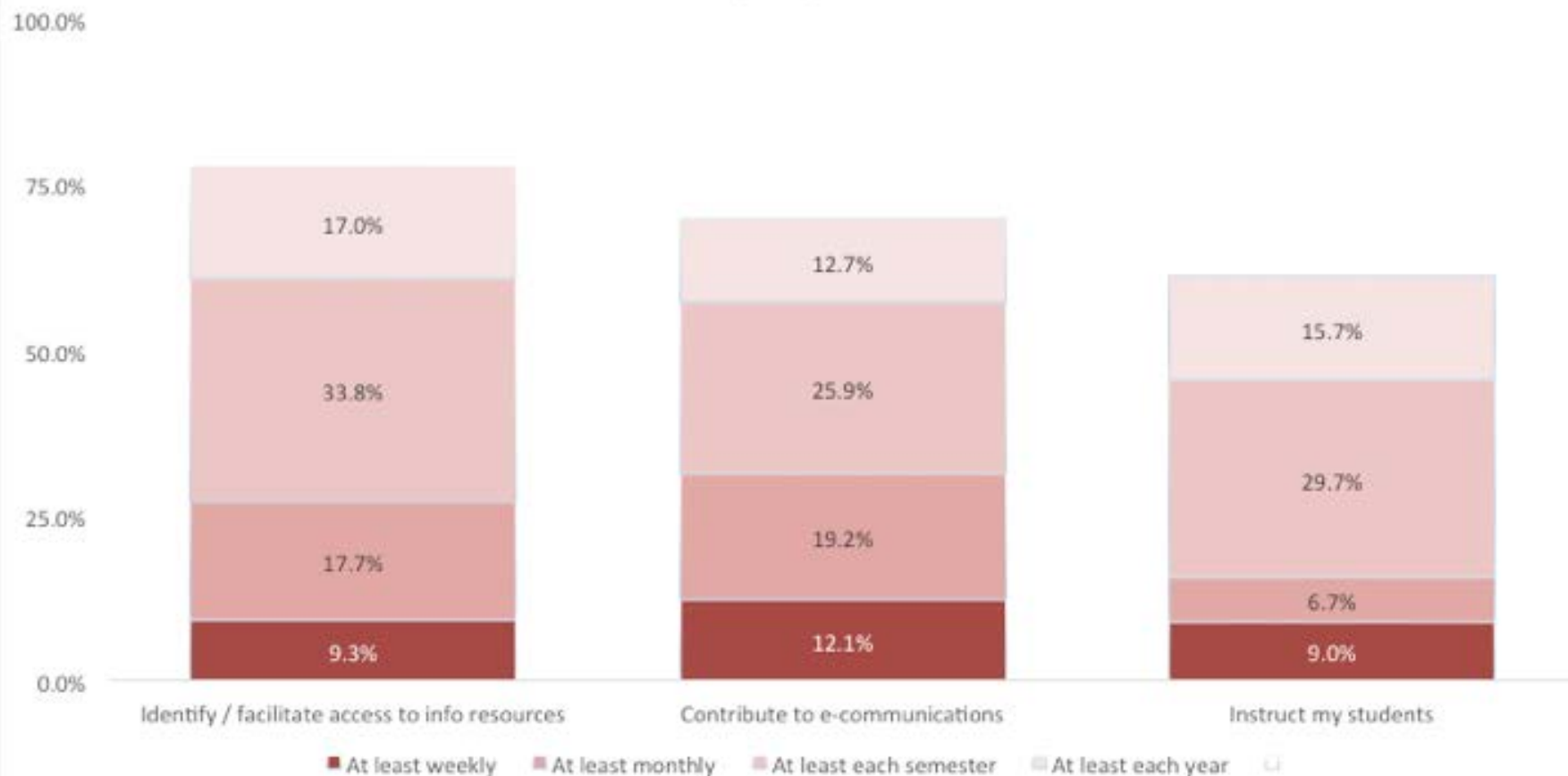
# Excellent Teaching of Info Literacy Principles Associated with Excellent Library Ratings

- One question leads to others
- What info to take seriously
- How to use info well
- How to find needed info
- How to value info

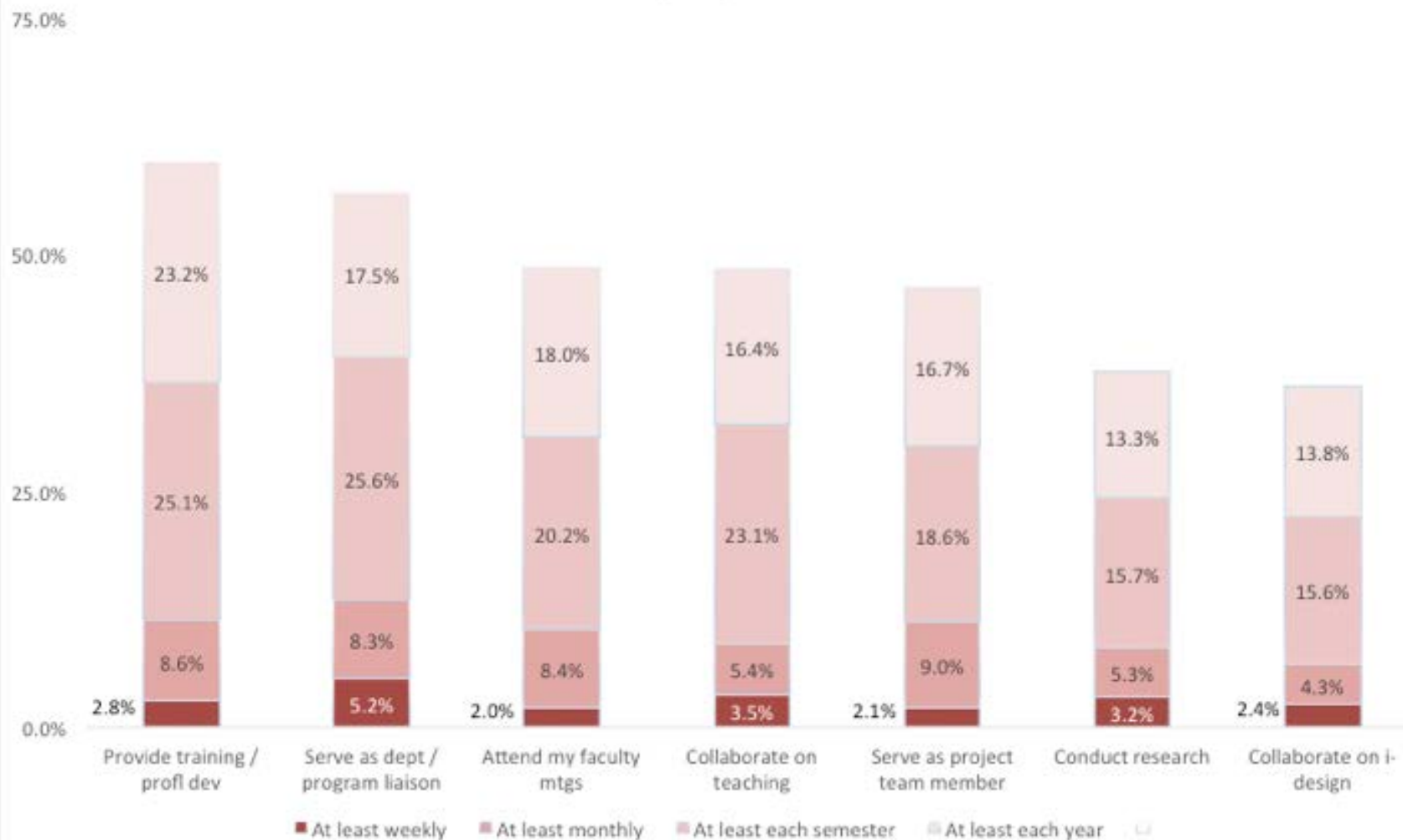
# Faculty Survey Results

- Basic survey results
- Analysis findings
  - Librarian services & student success
  - Library resources & student success

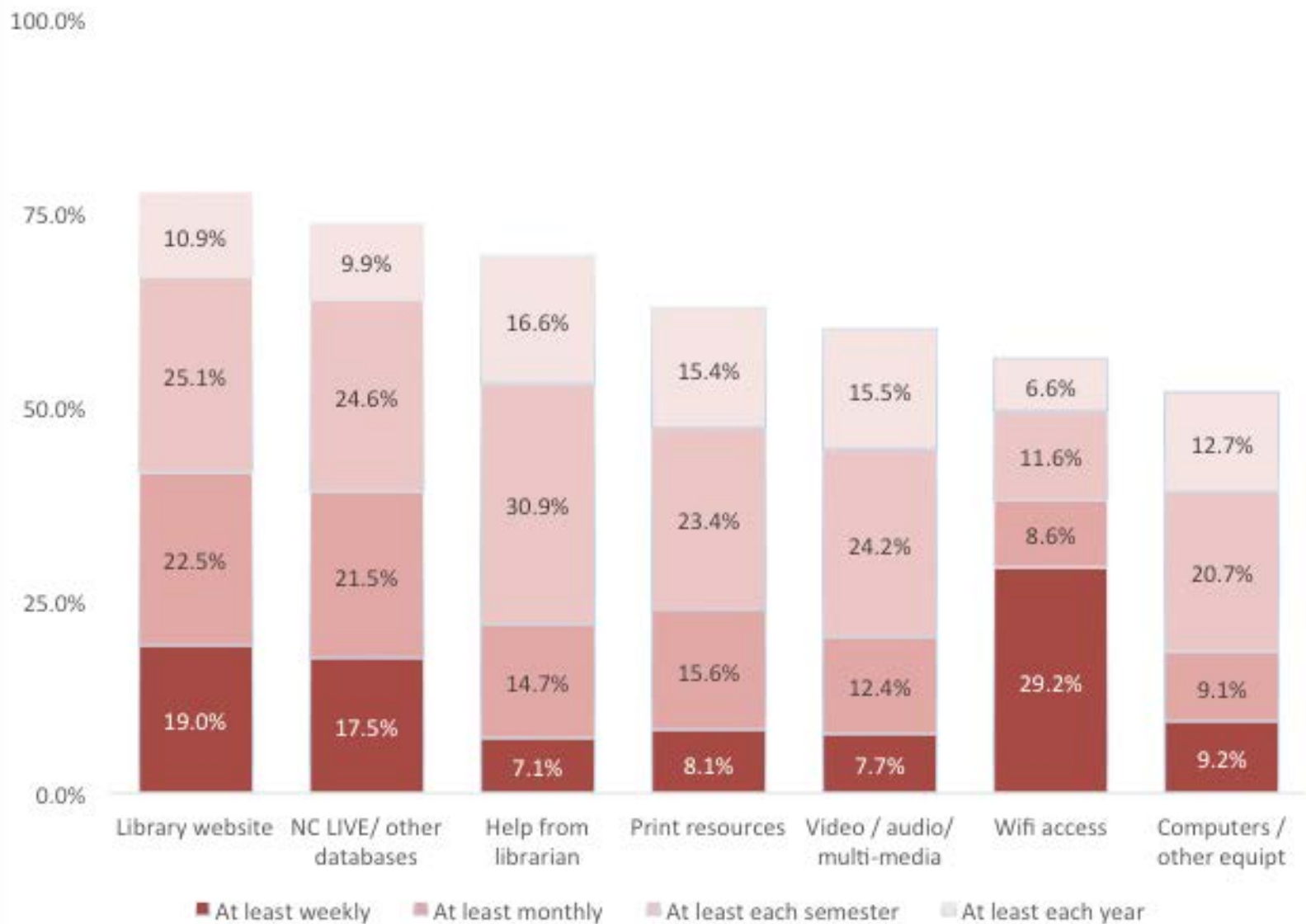
### Services from Librarians Most Frequently Reported by Faculty Respondents



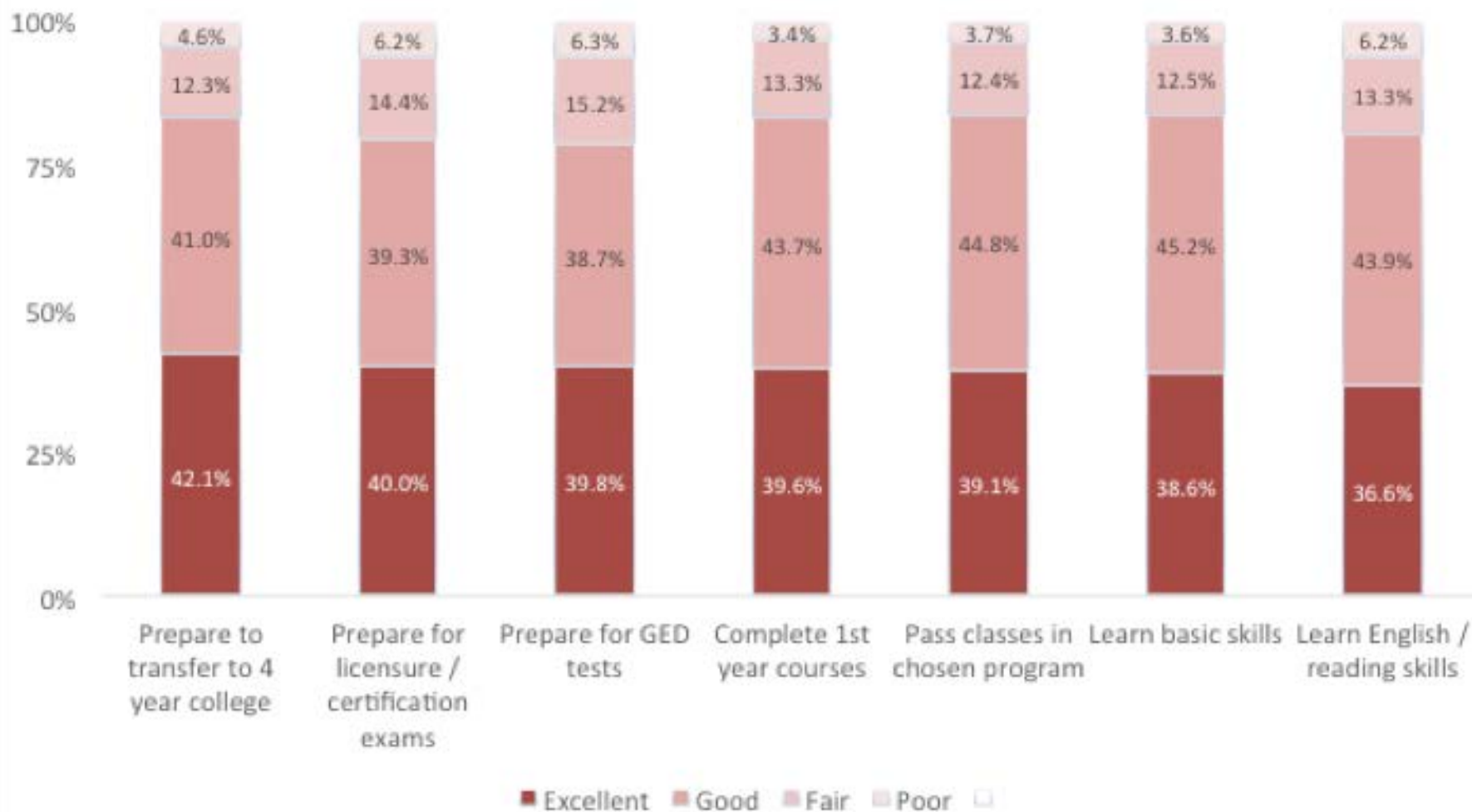
### Other Services from Librarians Reported by Faculty Respondents



## Most Frequently Used Library Resources by Faculty Respondents



## How Faculty Respondents Rate Library Contribution to Performance Measures



# Ways Librarians Help Faculty At Least Monthly Associated with Excellent Library Ratings

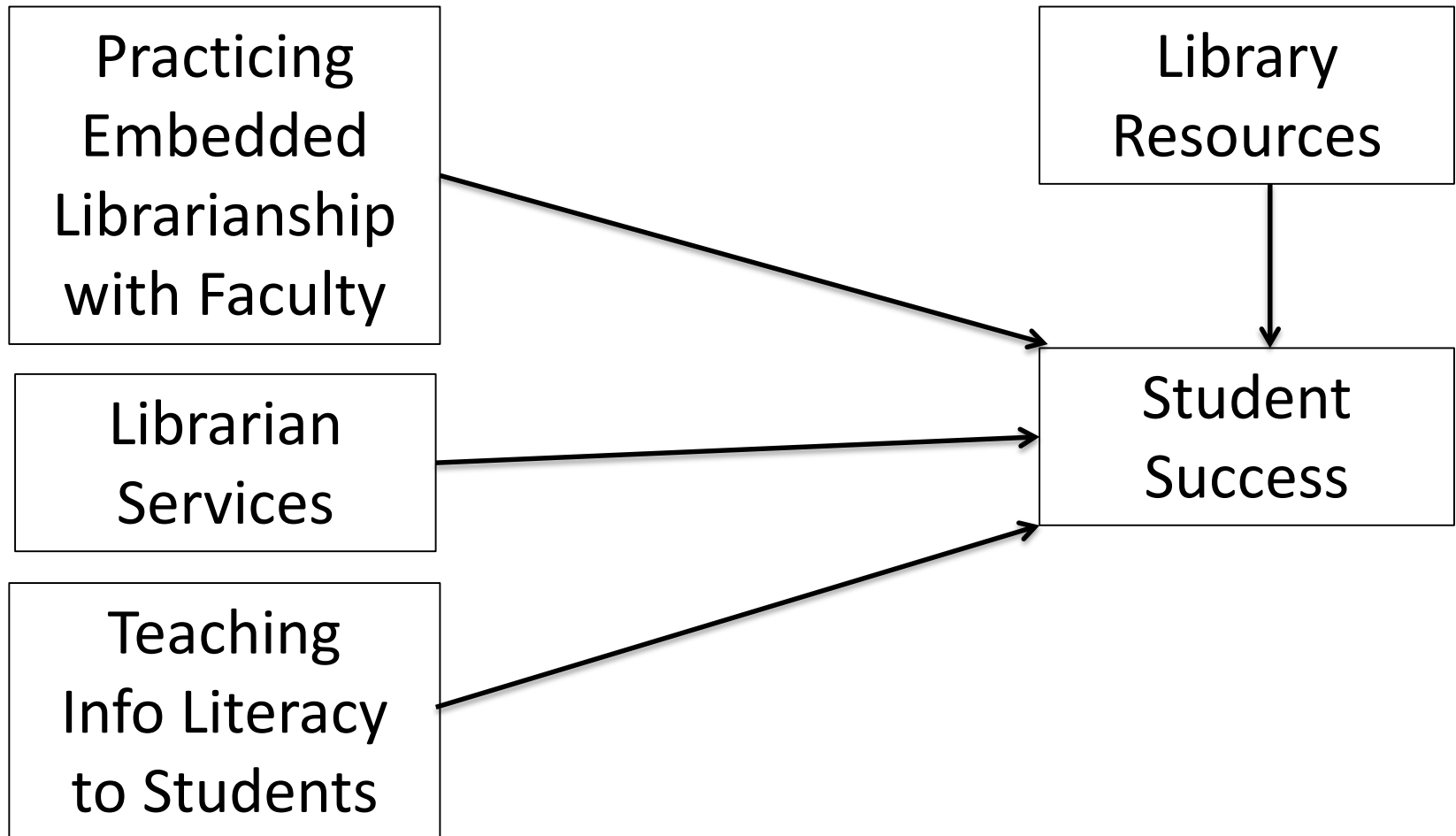
- Meeting w/faculty
- Accessing resources
- Contributing to e-communications
- Conducting research
- Collaborating on instructional design
- Collaborating on teaching
- Providing professional development
- Serving as liaisons
- Serving on teams

# Library Resources Faculty Use At Least Monthly Associated with Excellent Library Ratings

- Print
- Non-print
- Computers / equipment in library
- Library website
- NC LIVE / databases
- Interlibrary loan
- Computers / equipment for checkout
- Wifi access
- Help from librarian
- LibGuides / websites
- Course reserves
- Individual study space
- Class / meeting space



# Community College Libraries & Librarians and Student Success



# Professional Development Needs Assessment

- Survey of directors about staff needs
- Designed & tested in Fall 2016
- 62 responses, Nov 2016 – Jan 2017
- 52 of 58 community colleges (90%)

# Top 5 Learning Needs about ...

## **Embedded Librarianship**

- Providing professional development (64%)
- Collaborating on instructional design (59%)
- Helping faculty find info (56%)
- Serving as faculty liaison (55%)
- Collaborating on instructional delivery (53%)

## **Info Literacy**

- Finding info in NC LIVE / databases (59%)
- Evaluating info quality (56%)
- Choosing / defining / focusing topic (48%)
- Finding info on own (48%)
- Citing sources (47%)

# Aspects of Teaching & Learning

- Assessments of what librarians teach (85%)
- Different learning styles of students (75%)
- Different teaching styles (74%)
- Experiential learning (71%)

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# Other Needs

- Focuses
  - 1<sup>st</sup> year progress (52%)
  - College transfer (45%)
  - Basic skills (44%)
- Most suitable environments
  - Archived webinars (75%)
  - Live webinars (70%)
  - Online courses (53%)
  - F2F courses (53%)
- Instructional modes
  - Hands-on (69%)
  - Single presenter w/Q&A (66%)
- Best days of week
  - Thursday (74%)
  - Friday (64%)
- Best time of year
  - Summer

# Contact Information

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