League for Innovation CIT 2004

“Embracing Change”

Models of Libraries and Learning Resource Centers on the Brink

Peter Genovese
Director of Libraries
Monroe Community College
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Monroe Community College

- Located in Rochester, New York
- League of Innovation Board Institution
- One of 30 C.C. of State University of New York
- Multi-campus institution
- 13,000 f.t.e students
- 30,000+ headcount
- Library part of Educational Technology Services
- Three Library service points
Library History and Change

- Zenodotus
- Callimachus
- Aristophanes of Byzantium
- Papyrus:Parchment/scroll:codex
Collection Identification Alexandrian Library - 200 BCE

Responding to user needs

Line drawing of a relief of the Roman period showing rolls, most identifying tabs, stacked on a shelf in three levels.
Alexandrian Library
Limited User Services
Trajan’s Library Rome 50 C.E.
Facility Development/ User Services
Changing to more open access
Trinity Library, Dublin 1965 CE
Endicott College 2004
Current Change Response
Information Commons
Information Commons
Seneca College of Applied Arts and Technology
Sabbatical: Defining Change
September 2002 – March 1, 2003

- Ascertain the state of peer institutions through the perception of Directors, Managers, Chairs of those institutions
- Undertake a national survey
- Identify best practices
- Define trends and directions
- Network with peers
- Learn from seeing and asking
- Implement improvements to MCC Library Services through strategic road map
Survey Instrument

Trends and Perceptions Triggering Change in & Libraries & Learning Resource Centers

- General Overview with Local Objectives
- Sent to 85 Institutions/ 60% return
- Designed for LRC/ Library Directors, Managers, Chairs, etc.
- Quantitative and Narrative portions
- Use of Survey Tracker
- [http://web.monroecoc.edu/genovese/](http://web.monroecoc.edu/genovese/)
Preliminary Survey Analysis:
League for Innovation CIT Conference
Long Beach, California

- Perceptions of Importance of Services
- Innovations Required in Next 2-3 Years
- What Services Cut in Next 2-3 Years
- Perception of Value of the Library/ LRC
- Five Biggest Challenges
- Initial Observations
Importance of Services

100% Agreement

- Electronic Databases
- Web-site
- External Access to Library
- Authentication Server
Importance of Services

100% - 91% Agreement

- Library Instruction Classroom in Library
- Librarian Taught Classes
- E-journals
- Network printing
Importance of Library Services and Functions

Mean Importance (0=Not Important, 3=Essential)

- Electronic databases
- WEB page
- Library instruction
- External access to library resources
- Authentication server to library
- Librarian taught classes
- e-journals
- Library instruction room in LRC
- Department liaison
- Network printing
- Icon on College WEB site
- Classes team taught with faculty
- Credit classes
- College archives
- Wireless environment
- Microfilm services
- Recreational books and media
- AV services
- Electronic reserves
- e-books
- Information commons
- Scanning service
- Mobile wireless library classroom
- Color copier
- Laptop circulation within library
- Coffee bar
- Laptop circulation outside library
- Disk, CD sales
- Self-publishing
- e-reader circulation

Small Colleges (<5000 FTE)  Large Colleges (>=5000 FTE)
Current Services and Functions

- **e-reader circulation**
- **Mobile wireless library classroom**
- **Self-publishing**
- **Circulation of laptops within library**
- **Coffee bar**
- **Color copier**
- **Information commons**
- **Disk, CD sales**
- **Outside laptop circulation**
- **Electronic reserves**
- **Wireless environment**
- **Scanning service**
- **Classes team taught with faculty**
- **Credit classes**
- **AV services**
- **Icon on College WEB site**
- **e-books**
- **Recreational books and media**
- **College archives**
- **Library instruction classroom in LRC**
- **e-journals**
- **Microfilm services**
- **Department liaison**
- **Authentication server to library resources**
- **Network printing**
- **Librarian taught classes**
- **External access to library resources**
- **WEB page**
- **Library instruction**
- **Electronic databases**

% with Service Currently

- Small Colleges (<500 FTE)
- Large Colleges >=5000 FTE
Innovations Required in 2-3 years

- Library Instruction for credit in curriculum
- Wireless Technology
- Expand electronic services
- Migration to new LMS
- Library Instruction Online Modules
- E-reserves
Services Considering Cutting

- None
- Microfilm Services cutbacks
- Print Periodical Cutbacks
- AV Services
Perception Value of Library

- How does college community value Library/LRC?
  - 80% Very Important
  - Moderately Important or not very important
    - Nearly 20%
Perception Value of Library

Compared to Five Years Ago

- 25% Higher
- 48% Same
- 27% Lower
Perception Value of Library

- **College Administration Value Library/LRC**
  - Very Important 61%
  - Moderately or Not Very Important 39%
Biggest Challenges

- **Budget**
- **Technology/ Infrastructure Upkeep**
- **Balancing Resources** (Print vs. Digital, budget for print, new academic programs with no added budget)
Biggest Challenges

- Staff Retirement/ Recruitment/ Training
- Library Instruction
- Space
- Service to Distance Learner
Initial Observations/ Questions

- LRC/Library’s position as central to the academic enterprise needs to be emphasized and proven.
- What constitutes the new definition of library?
- Technology Active or Proactive?
- Library Instruction a core effort
- Are some LRC/Librarys not keeping up?
- Now more than ever it is essential for leadership to be creative, adaptable, collaborative, and politically astute.
Site Visits

- Glendale Community College
- Estrella Mountain Community College
- Dine’ College
- MiraCosta College
- University of Southern California
- Humber College
- Ryerson University
- Mt. Holyoke College
- SUNY Geneseo
- Monroe Community College
Glendale Community College

Convergence of IT: Serving the User
Glendale Community College

Quality of Facility
Glendale Community College
Networking with peers
Estrella Mountain Community College

Convergence of IT and danger of combining services
Estrella Mountain Community College
Faculty Innovation Center
Dine' College
Cultural relationships
Dine’ College
Dine College
Unique Collections: Need to digitize
On the Hopi Mesas
MiraCosta College

Information Literacy Model
MiraCosta College

- California Library & Information Hubs Model

Sorry for the inconvenience but look what’s coming Fall/Winter 2002

MiraCosta’s New Library and Information Hub!

48,000 sq. ft., two story building will house:
- library
- computer labs
- tutoring center
- math lab
- writing center
- technology support services
MiraCosta Community College

New Information Hub
Leavey Library, USC

- Decade-long model for the “Teaching Library”
Leavey Library

FOURTH FLOOR
Book Stacks M-Z
Art, Bibliography, Language
Literature, Medicine, Music
Photography, Science, Technology

THIRD FLOOR
Book Stacks A-L
Geography, History, Law
Philosophy, Political Science
Psychology, Religion, Social Sciences
Center for Excellence in Teaching

SECOND FLOOR
Upper Commons
Collaborative Work Rooms
Director of Undergraduate Programs

FIRST FLOOR
Circulation and Reserves
Reading Rooms
Current Periodicals
Leavey Library Administration
Vice Provost for Academic Programs
Center for Scholarly Technology

LOWER LEVEL
Lower Commons
Collaborative Work Rooms
Auditorium
Learning Rooms
Pulse Print Center
Reference Books
Leavey Library: Upper Commons

Student Managed Technology
Humber College

- Humber College - Guelph University partnered building
Ryerson University

Strategic Plan development
Ryerson University

Archives
NYSHEI
New York State Higher Education Initiative

Committed to the importance of this collaboration
Mt. Holyoke College
Williston Memorial Library

Unique IT management model
Mt. Holyoke College
Central Hall of Williston Memorial Library
Mt. Holyoke College

Essential nature of collection
SUNY GENESEO

Service Pagers
SUNY GENESEO
Opportunity & Partnerships with Faculty
Providing classrooms and support
Returning from the Road

- Review, synthesize and discuss
- Launch Web-Site
  [http://web.monroecc.edu/genovese/](http://web.monroecc.edu/genovese/)
- Dissemination of information to the Library Community
- Completed final report
Building Blocks

- Building Pedagogy
- Establishing outcomes w/ faculty
- Linking with Assessment (General & Gen. Ed)
- Laddering classes (4500 students/ 250 sections)
- Standardizing lesson plans
- Evaluating Instructors Credibility w/ faculty
- Teaching and Creativity Center Links
- College Level Research 1 credit hour course

In development
Monroe Community College
Wireless Zone Laptops
Monroe Community College

Departmental Partnerships

Holocaust & Human Rights Center          Teaching and Creativity Center
Directions & Conclusions

- Develop the expectation for change in your operation, with your staff by your approach, behavior and collaboration. (This is a challenge)

- Link library services to prime strategic directions of your organization directly and proactively (curriculum & teaching mission and beyond)

- Respond actively to opportunity and create them when possible. (Jump if it makes sense)

- Define and enhance library role in the college-wide Information Literacy effort; (Programmatic, outcomes-based, innovative)

- Retool and redefine the library organization. (How and where?)
Directions & Conclusions

- Be aggressive and creative with promotion of library services
- Market your accomplishments, quantify and qualify
  (What statistics are you using, how are you using them)
- Proactively network and communicate with stakeholders using perspectives and language they relate to
  (Link with strategic initiatives)
- Engage in continuous assessment of services: refine, improve and verify the quality of your services
  (LibQUAL, exit poll and beyond)
- Link with organizational assessment
Directions & Conclusions

- Advocate for library facilities that are creative, comfortable, stimulating learning environments
  (Exploit physical or location advantages)

- Actively engage users (students) in partnerships; understand their needs

- Utilize the web in new, research-based ways. Emphasize libraries as the physical & virtual center for scholarly research and technology
  (Revamping web, creating fast decision committee)

- Make the library a model for organization, services and management in your organization or institution
  (Budget management, response time, etc)
Publishing Opportunity

- Publication:
  
  *Embracing Change: Models of Libraries and Learning*
  
  *Resource Centers on the Brink*

  League for Innovation Press:

  Target publication date: Nov./ Dec 2004

- Looking for other good models of libraries embracing change that need to be seen by other institutions.

- Writers that can deliver on deadline.

  contact: pgenovese@monroecc.edu

  http://web.monroecc.edu/genovese/
Questions or Comments

Monroe Community College