RLC VISIT to the USA

Fiona Still-Drewett of Rhodes University
Feb 10th – 30th April 2011

Stellenbosch University 2011 Annual Symposium

"Strengthening the Research Agenda at South African Universities: the value of participation"

The Research Libraries Consortium
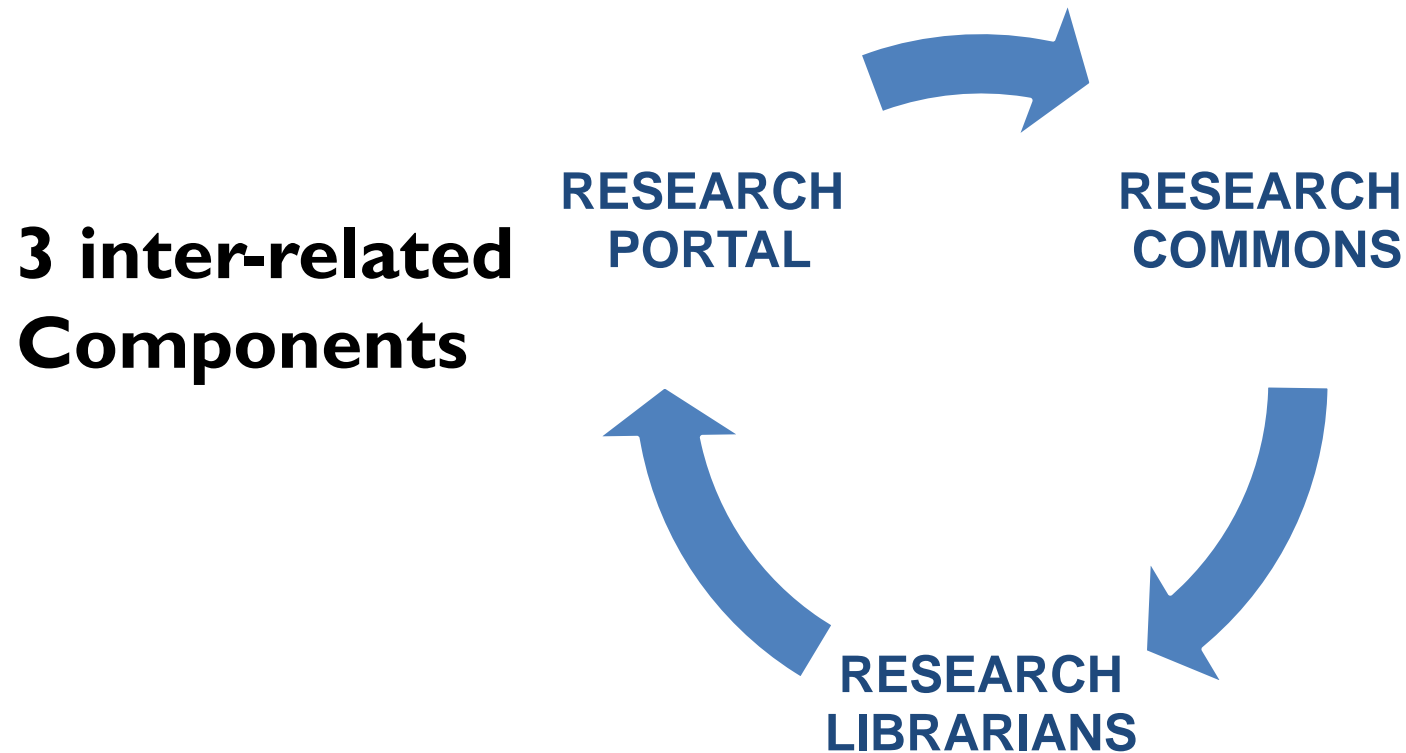
Funded by the Carnegie Corporation of New York

The purpose of the SA project is to:

"develop a new model for library research support which enriches support offered to researchers by South African academic libraries"

and to do this by

"taking advantage of existing strengths in South Africa's leading academic libraries to sustain, improve, and consolidate the troubled research enterprise in our country"

Research Libraries Consortium

3 inter-related Components

RESEARCH PORTAL

RESEARCH COMMONS

RESEARCH LIBRARIANS

The Portal (*increased access to digital content*)

The Commons (*physical space: a dedicated and supported space for post graduate students, ' an emerging researcher community'*)

The Librarians (*Academy & US Interns: Increased professional & research support skills, and developing library leaders of the future*)

2011 US Visit & Training

- ◦ Texas A&M University
- ◦ University of Arizona
- ◦ Duke University
- ◦ Purdue University
- ◦ University of California Davis
- ◦ North Carolina State University
- ◦ University of Washington
- ◦ Case Western Reserve University
- ◦ University of Kansas

- 2 weeks at the Mortenson Center for International Library Programs, Director Barbara Ford
- Visits to Libraries @ Illinois, Illinois Wesleyan, Purdue, Loyola , & North Western
- ACRL Conference
- 6 week placements in research libraries across the US
- Mid internship meeting in New York

Visit to the American Library Association head quarters in Chicago

ALA is the oldest and largest professional library association in the world. Founded in 1876 by 90 men and 13 women! Present membership is just over 61 000. http://www.ala.org/

ACRL 2011, Philadelphia, www.ala.org
March 30-April 2 'a declaration of interdependence'

3000 face to face attendees & 500 virtual attendees, 4 keynote speakers, featured presentations, pre conference workshops, full program, exhibit hall, & social activities

Wrap Up Webcast
http://www.learningtimes.net/acrl/2011/infobox/acrl-wrap/

Visit to New York!
@ Carnegie head quarters

Mid internship meeting 4th April for SA interns, their mentors and the RLC Project management team, Intern reports, project experience and process

Arizona University Library in Tucson, AZ.

A public research university founded in 1885 as a land grant university in the 'desert', currently 40 000 students, with reputable schools of medicine, arts, humanities, law and engineering

Getting around & AU Campus view from the library

About AU Library http://www/arizona.edu/libraries

- Carla Stoffle is Dean, a highly regarded US librarian
- AUL known to be an early adopter of new innovations and technologies
- Host to 'Living the Future Conference', held every 2 years, SA RLC librarians attended the conference in 2008
- 5 million volume collection housed in 5 facilities
- +-35 UAL librarians, down from +-75 early 1990s, additional staff appointed year to year & classified staff
- Large Information Commons with group study areas, and with an adjoining multimedia zone
- Writing center relocated from the library to the Student Academic Learning Center

About AU Library

- Moves to 'Push' information out to the user, 'proactive not reactive' & use of the 'discovery model'

- Patron Driven Acquisitions implemented in 2011, orders seamless to publisher via OPAC use i.e. after 3rd use the ebook is purchased. Soon users will be able to download books to their ebook readers. For print books items are in the catalog and users can order at any time and the book is delivered shortly for their use

- Shelf ready print acquisitions, and 'e' over print policy

  In 2010 ebooks = 70% of all purchases

- Highly responsive ILL: 24 hr turnaround for articles, 3 days for books
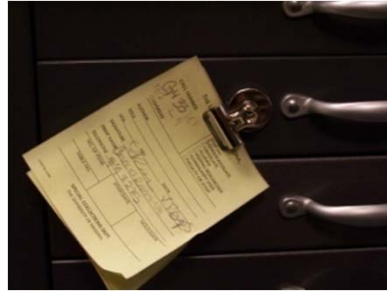
Annual Library award ceremony

Visit to the Center for Creative Photography

Special Collections

NEW ORGANIZATIONAL CHART

http://www.library.arizona.edu/about/organization/index.html

- 1993+ to 2011   'user service focus', users at top of chart
  and is a team based learning organization

- 'Flat' staffing structure (i.e. not hierarchical), Includes 9 functional teams, 10 cross-functional groups, a Library Cabinet & a Team Leader Network

- Functional teams: Research Services(in depth reference) Instructional Services (online), Access & Information Services, Scholarly Publishing & Data Management, CCP, Special Collections, 'Description, Delivery & Acquisitions', (Technical services in the traditional sense has been done away with in 2011), Library Admin, & Library Infrastructure

- Democratic governance of the library via the library cabinet

- Cross functional teams include SLRP: Strategic long range planning & BAG: Budget Advisory Group

AU Library staff
Receiving depot for shelf ready books and Quarterly
Report backs by library teams to all staff

Research Support ~ the AUL perspective

- Move away from 'face to face' instruction characterised by the traditional Information Literacy & Database workshops!

- To Web based electronic Information Literacy designed and supervised by librarians

- Why?

  1. Greater scalability across campus constituencies + 24/7 availability + online for the digital generation + greater impact over 50 minute instruction sessions to large groups

  2. Drop in staff numbers due to university budget cuts, thus also needed new way of delivering services

  3. Finding ways of how best to engage with users

Research Support ~ the AUL perspective

- Online Instruction via Library IL one credit bearing course in tandem with English 102, plus IL integrated into the course management system for all subjects

- Neg-: Upkeep due to changing technology; Poor design results in lack of engagement; takes more time to construct than a traditional workshop; Requires GA's to manage discussions, email correspondence, grading, trouble shooting; Staff need IT plus soft skills such as flexibility, multitasking and ability to deal with ambiguity

- Pos+: design prompted by learning outcomes of a course & librarians become familiar with lesson plans and guides. Librarians develop instructional design skills and increase knowledge of curriculum design and knowledge of primary and secondary sources.

Research Support ~ the **AUL** perspective

- Question arises of how do we measure the value of online instruction?
- Statistical usage, but need more
- Need to show impact
- Study at AU showed that students who participated in the online course over the other cohorts did 25% better in their course grades
- Also need to measure qualitatively, and one way is by looking at the quality of student bibliographies
- Study is ongoing looking at questions of: Are general studies better and are there improved student retention rates?

Research Support ~ the AUL perspective

- Class course page (ICM systems) has library tab on each page
- Side by side tutorials: Info & instructions one side and live database on other. Well liked by students
- Short loan done away with, replaced with holds & self loan
- Information Commons opened in 2002 – place of student collaboration, discovery and innovation. Goal of IC was to improve student retention. (several % points+)
- Overall aim is to support the research and grant support needs of the newly evolving '*independent, resourceful, focused, and for the most part digital user*'

The Information Commons
well used by students, and members of the local community who have full access to library services
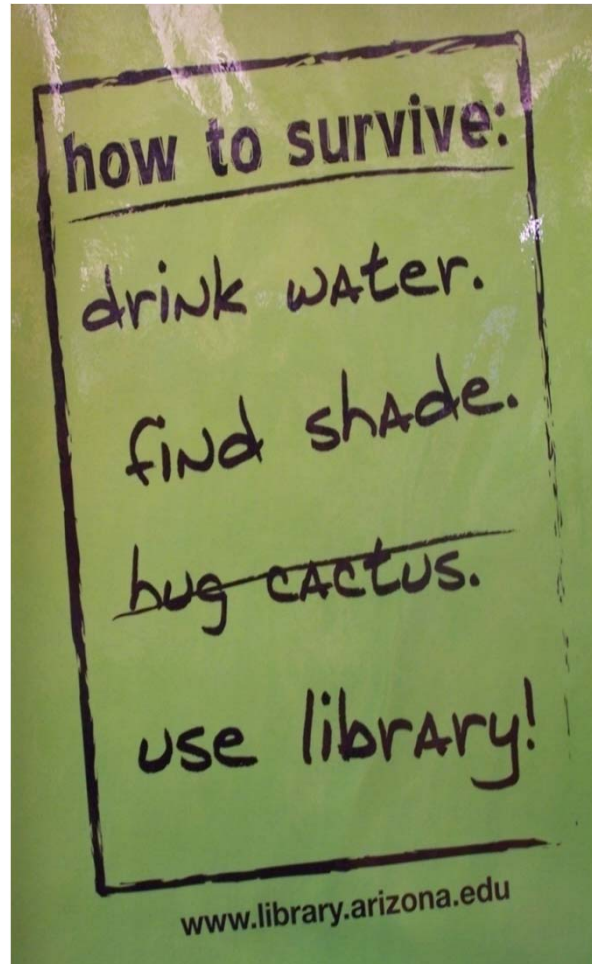
The 'digitally born'

Observed in all libraries, the card catalogue, a stealthy survivor!

@ AU Library

AUL a well used library!

Overview of Library Trends

- Budget constraints, & US economic downturn: user fees, new funding sources, and advocacy for greater share of institutional budget.

- Data management plans with grant applications. Role of the US federal government via the National Science Foundation re perpetual access to raw data sets.

- Online library instruction & embedding of library instruction into course management systems.

- Active marketing & branding of the library and services.

- Fundraising by Library Directors to supplement income.

- Library alumni associations.

- Accelerated shift from print to electronic resources. Increased purchasing of 'e' books, collections presently 27% 'e', by 2020 expected to be 80%.

- Increasing demands for accountability & assessment.

Overview of library trends

- Increased use of mobile tablet devices to access library service – iPads & smart phones.

- Prevalence of Web 2.0 – social networking media and mobile technology.

- Off site library storage facilities for lesser used book collections, opens up space. State and cross state collaboration for storage & ILL.

- Libraries cater to the needs of the user 'client', with libraries being relaxed studious environments which are attractive spaces providing additional services such as cafes, technology centers, printing & publishing centers, and writing support centers.

- Use of green building technology and an emphasis on energy saving and recycling.

- Focus on Institutional Repositories and Digitization projects, both 'working' & archival collections

Library themes

- Libraries are having to respond to new user demands and changes in technology which is rapidly impacting the way libraries do business. Thus there is a focus on adopting new practices, and an examination of workflow and staffing. Staff restructuring is common place.

- Special collections are highly valued. These unique collections attract researchers, are prestigious and are potential revenue for a university.

- Collaboration between colleagues, institutions, and at a national level is expected and promoted. There is generous sharing of information between library professionals.

- Increasing numbers of non library qualified personnel

- Active library profession engaged in research and support of professional library associations, in part encouraged by tenure track.

Visit to the Desert Museum with the AUL Library Dean, Carla Stoffle

Sabino Canyon

Saguaro Cactus

Classic Tucson

Visit to the Grand Canyon, AZ

"Participation in the RLC experience"

- Experiential learning – 'the real deal'

  Gaining of new workplace and interpersonal skills

- New awareness of SA HE and roles for librarians in support of research

- Exposure to the benefits of Mentorship

- Meeting of new library colleagues – support network

- Career development

- Experiencing other HE libraries – each library is unique

- A personal confidence booster

- Overall an energizing and inspiring experience!

- 92 librarians participated in the SA Academy program & 36 librarians participated in the USA program visit

Value of Participation for the National SA Research Agenda

- Advocacy of the Library – no room for complacency

- Innovation in the library workplace is key

- Professional integrity: support of the LIS profession & personal career development

- A belief that one can make a contribution and add value to your library and institution: 'a share & develop ethos'

- Yes, librarians can be active participants in the research process

- Participatory work style all important – focus on both the process and the end result

- Last but not least, practical contributions and leadership strategies in support of institutional research goals & research intensive services

RHODES UNIVERSITY LIBRARY AIMS TO
SUPPORT AND ENHANCE HIGH STANDARDS OF TEACHING, RESEARCH AND SCHOLARSHIP

- ✓ New staffing structure includes dedicated faculty library teams: increased outreach & support to students & staff
- ✓ PFL members of the Academic Faculty Boards
- ✓ Increased profile for research support includes: support hours in the departments; in-depth reference by appointment; online database & info literacy; strategic partnerships with the Research Office, CHERTL & Acad. Dep.s
- ✓ IC & RC. New PG C to include access for Honours students
- ✓ RUL Continuing Professional Development Program Nov 2011 – 2012 for all library staff, offered by RUL staff

The librarian in a new space!

- Professional practice

  Interpersonal skills & competence in management and leadership is valued. Expected to be: a researcher in your own right; be technologically-savvy; and have knowledge and understanding of scholarly collections development and a commitment to information literacy and research support

- Definition of the library will change as virtual space increases and technological changes will affect most library operations.

  "We each have the power to make the academic library more central and meaningful to our institutions and to ensure the success of the learning processes for the next generation" Carla J. Stoffle in 1996

Some Recommended readings

- 2010 top trends in academic libraries, a review of the current literature / C&RL News June 2010

- Core competencies for 21st century CARL librarians / CARL October 2010

- The state of America's Libraries Report www.ala.org

   (academic libraries on page 29)

- Fit libraries are future-proof, a dozen ideas for whipping your library into shape / Steven J. Bell http://americanlibrariesmagazine.org/print/3857

- Embracing change for continuous improvement / Peter Hernon and Ellen Altman http://americanlibrariesmagazine.org/print/1645

- The ten faces of innovation / Tom Kelley

- The emergence of education and knowledge management as major functions of the digital library/ Carla J. Stoffle / Follett Lecture Series 1996 http://www.ukoln.ac.uk/services/papers/follett/stoffle/paper.html

Conclusion ~ USA visit a highlight in my professional library career, & comes with new found responsibilities to the library profession and higher education in South Africa

Tree of Knowledge @ the Oro Valley Public Library, Tucson, AZ

Thank you to RLC Project Management Team & the Carnegie Corporation of NY

Thank you to my 'host' library UAL & Thank you to my 'home' library RUL

Thank you for your time at this 2011 Stellenbosch Symposium!

Grand Canyon, AZ