

2009 Update

Elmhurst College

Application for the ACRL Award for Excellence in Academic Libraries

I am proud and pleased to update the application of the A.C. Buehler Library of Elmhurst College

The new curriculum represents the institution wide integration of information literacy that is recommended by the “Characteristics of Programs of Information Literacy that Illustrate Best Practices: A Guideline” created by the Institute for Information of Literacy of ACRL.



Computer Services department is most focused on computer hardware and infrastructure, the librarians have become the leaders in exploring, advocating for, and supporting faculty technology, in particular, and academic technology use in general. Librarians are currently serving on and in some cases chairing all the technology planning subgroups. Each of the librarians provides Blackboard training and support as well as assistance with other teaching technology as a regular part of their liaison responsibilities. The librarians also lead by example in their own use of technology, including such recent projects as a redesign and conversion of the library's website using a Wordpress platform, creation of a mobile friendly version of the library's website, implementation of SMS text reference service, and a pilot institutional repository. Although this commitment to leadership in the technology sometimes pushes us beyond the roles and responsibilities typically expected of academic librarians, we have most often benefited from our efforts because by meeting a critical need of our academic community, we have been able to make that the library is central to the work of the college.

### **Leadership in developing and implementing exemplary programs that other libraries can emulate**

We have made a strong commitment to sharing the story of the A. C. Buehler Library with other libraries and librarians and continued to make a conscious effort to tell the story of our experiences at the local, state, and national levels. Elmhurst College librarians have attended and presented at every ACRL conference since 1999, at every Illinois Library Association and Illinois ACRL since 2002, and at a variety of other national and regional library and pedagogy conferences. Active participation in library professional organization and the presentation and publication of professional work is an expectation for all faculty librarians and is an activity encouraged and supported for all library staff. We also have hosted many visits from college and university librarians who are planning library renovation projects, including a pre-conference during the 2008 LOEX conference that brought over 75 librarians from around the

## New General Education Curriculum: Information Literacy Outcomes

In the First Year Seminar, students will:

- x Articulate and demonstrate ways to ethically gather, synthesize, and present information

In the First Year Seminar, all students participate in an information literacy session focused on information ethics (topics include copyright, intellectual property, music file sharing, and plagiarism). Students then create a blog with at least two posts, one responding to the class discussion and one reporting on a campus event they attended as part of the FYS experience.

In the first year writing course, students will:

- x Acquire strong information literacy skills that are transferable across disciplines, including the ability:
  - o to be able to formulate comprehensive research questions
  - o to retrieve information on a range of topics from a variety of print and electronic sources
  - o to critically evaluate the credibility of the retrieved information, discerning differences among types of sources

In the first year writing course, taught by the English Department, students attend two information literacy sessions as part of writing an academic research paper.

In at least one course in the major (tagged with information literacy skills) students will:

*f*

Presentations, Publications and Poster Sessions presented by Elmhurst College librarians (pre-2007-present):

**2009**

Cook, Peg, Jacob Hill, Marjorie Peters (College of DuPage) and Karla Aleman (College of DuPage). "College Expectations." Fenton Township High School, Bensenville, IL. November 2009. Panel presentation.

Cook, Peg and Mary Walsh (Political Science Department). "Politics and Information Literacy: A Problem Based Learning Approach." Scholarship of Pedagogy Symposium. Associated College of the Chicago Area. Lewis University. Lockport, IL. October 17, 2009.

Cook, Peg and Bonnie Simmons (Center for Business and Economics). "Integrating Liberal Learning Into the Accounting Curriculum." Illinois Accounting Teachers' Conference. Chicago, IL. October 2-3, 2009.

Goodwyn, Donna. "Effective Teachers = Successful Schools." ACI's Annual Summer Institute for Educators 2009 -invited presentation: **Creating Wikis and Other Online Resources**. University of St. Frances, Joliet, IL. 19 June 2009. Presentation.

Goodwyn, Donna. "Technology Tricks and Tips for the Classroom & Discipline Specific Resources on the Web." Invited Presentations for the Associate Colleges of Illinois, 2008 - 2009 Teacher Induction Academy, Dominican University, River Forest, IL. 26 September 2008, 7 November 2008, 30 January 2009, 3 April 2009. Presentation.

Hill, Jacob, Toby Greenwalt (Skokie Public Library), and Colin Koteles (College of DuPage). "Library Services for Mobile Device Users." Illinois Library Association annual conference, Peoria, IL. October 2009. Panel Presentation.

Hill, Jacob. "There is no box." Mobile Device Support presentation. Kentucky Library Association. 1 October 2009. Presentation.

Hill, Jacob and Elaine Fetyko Page. "An Empirical Research Study of the Efficacy of Two Plagiarism-Detection Applications." *Journal of Web Librarianship* 3.3, 169-181. 2009.

Hill, Jacob and Kyle Jones. "Low- or No-Cost Options for Supporting Mobile Users." NITLE Technologies Meeting, Centre College, Danville, KY. 25 April 2009.

Hill, Jacob and Kyle Jones. "Tools that Support Mobile Users." LIBRAS Emerging Technologies Group 11(e)-2e6(e)-2(m)

## 2008

Goodwyn, Donna and Ian Crone (Student Affairs). "Gaming Night Extravaganza: Freedom to Learn." American Library Association, TechSource, The Second Annual Gaming, Learning, and Libraries Symposium, Oak Brook, IL. 2-4 November 2008. Presentation.

Hill, Jacob and Toby Greenwalt (Skokie Public Library). "Supporting Mobile Device Users." Metropolitan Library System of Chicago, Burr Ridge, IL. Fall 2008. Panel Workshop.

Hill, Jacob. Contributor to Byke, S. and Lowe-Wincentsen, D.'s book; *A Leadership Primer for New Librarians: Tools for Helping Today's Early-career Librarians Become Tomorrow's Library Leaders*. Oxford, UK: Chandos Publishing, 2008.

Page, Elaine Fetyko and Ann Brownson (Eastern Illinois University). "Academic Integrity and the College Student." Illinois Library Association Annual Conference, Chicago, IL. September 2008. Panel Presentation.

Page, Elaine Fetyko, Susan Swords Steffen, Caroline Sietmann (Dominican University), Lisa Richmond (Wheaton College) and Terry Huttenlock (Wheaton College). "Scholarly Communication: What is it? Why should we care? What can we do on our campuses?" LIBRAS annual meeting, Elgin, IL. May 2008. Panel presentation.

Steffen, Susan Swords and -2(a)-2(y)(l)-5(d ( )TK)5ay 22(a)-ul(g)11(e)-d n Selai8.-2(hi)-5(ng)11()11(i)6(c)p-5(y)11(-)-2

Goodwyn, Donna, Jacob Hill, Elaine Fetyko Page, Jennifer Paliatka, Ayanna Gaines and Susan Swords Steffen. "Academic Librarians for the 21st Century: The Small College Library as a Crucible for the Future of the Profession." Association of College and Research Libraries 12<sup>th</sup> National Conference, Minneapolis, MN. 7-10 April 2005. Poster Presentation.  
<http://www.elmhurst.edu/library/services/AcadLib21stCentury/ACRL2005/ACRLposter2005.pdf>

Goodwyn, Donna, Jacob Hill, Elaine Fetyko Page, Jennifer Paliatka, Ayanna Gaines and Susan Swords Steffen. "Academic Librarians for the 21st Century" Illinois Library Association Annual Conference, Chicago, Illinois. 30 September 2004. Poster Presentation.

Hill, Jacob. "One State, Many Faces." The Illinois Library Association Report 4.6, 4-9. December 2006.

Hill, Jacob, Peg Cook, Donna Goodwyn, Jennifer Paliatka, and Susan Swords Steffen. "Information Literacy at Elmhurst College: Alive in the Bubble." Making Connections: 2006 Wisconsin Library Association Annual Conference. 11/13/06. 13(t)-3(at)8(i)-3(o)2(n)2(.)JTJ 0 Tc 0 Tw 23.793 3stuood



Steffen, Susan Swords, Donna Goodwyn, Elaine Fetyko Page, Anne Jordan-Baker, Michael Bell (Vice President for Academic Affairs), and Wight & Company architects. "Planning the Model Small College Library for the 21st Century." Illinois Association of College and Research Libraries. Spring Conference, Oak Brook, IL. April 2002. Panel Presentation.

Page, Elaine Fetyko and Anne Jordan-Baker. "Online Research Guides: Are They Worth Librarians' Effort?" Illinois Library Association, Annual Conference. Chicago, IL. October 1999. Poster Presentation.

Steffen, Susan Swords and Elaine Fetyko Page. "If You Give a Professor a Web Page." Association of College and Research Libraries, Ninth National Conference. Detroit, MI. April 1999. Poster Presentation.

December 2009

The A. C. Buehler Library of Elmhurst College is pleased to submit this application for the Association of College and Research Libraries Excellence in Academic Libraries Award. In formulating and implementing our vision of a model small college library of the 21<sup>st</sup> century, we believe we have created an innovative, creative, and effective program of library services that not only substantially and excellently meets the informational and educational needs of our students and faculty, but also explores issues in college librarianship.

The A.C. Buehler Library serves Elmhurst College, a four-year private college located 16 miles west of downtown Chicago. Approximately 3000 full-time and part-time students are enrolled in the college's 22 undergraduate academic departments, 54 undergraduate majors, and nine small graduate programs. These students represent diverse ages, residential statuses, and ethnicities, and pursue their studies in a variety of traditional and nontraditional formats both on and off campus. According to Elmhurst's president, Bryant Cureton:

As a comprehensive college, Elmhurst advances the practical and professional relevance

Library, and over 95% said that they were satisfied with their library experiences. Further, the library was the highest ranked of all the services they had used, and over 95% reported a favorable impression of the library. Students are also coming to the library in large numbers with typical week gate counts increasing from about 4500 per week before the renovation to a reported 5923 in fall 2007, a more than 30% increase. Typical week seat

Information literacy assessment questionnaires are administered at the end of the semester along with regular student course evaluations to assess the impact of information literacy instruction on student success. Over 80% of students report that the instruction helped prepare them to complete their assignment, that they used the A.C. Buehler Library two or more times to work on their project, and that they used the course web page created by the library. Faculty response to the program is also very positive. Typical of such response is an English department faculty member who said "it is hard to overestimate the importance of the library in enhancing the quality of assignments instructors can create and the quality of students' work. Now, of course, I have been conditioned to 'expect' this quality and have never been let down." Additionally, information literacy has become a foundational part of the Elmhurst College experience much so that the faculty designed a pilot first year seminar program and those working on a revision of the general education curriculum have included information literacy goals in their planning without prompting from librarians.

### Research and Information Consulting

Consultation and collaboration with librarians who are experts in selecting, accessing, and organizing information continues to be an important library service provided for students and faculty as they research and inquire. We provide a variety of user-centered, proactive, and approachable information services to enable library

residence halls and homes. We are currently experimenting with web 2.0 technology (blogs, wikis, Facebook, etc.) to discover how these technologies can be best used to provide reference services in a college library.

### Technology Leadership

In addition to their traditional information provider role, librarians at Elmhurst lead students and faculty to develop expertise in all areas of information technology, including electronically enhanced classroom pedagogy and course resources. Training and support for faculty in the use of computer technology is centered in the Library and includes regular faculty technology workshops covering such topics as online course development, Blackboard, PowerPoint, use of PDAs in the classroom, and information literacy. Well over half of all full time faculty and all new faculty since 2005 have participated in these workshops, with many repeat attendees. Librarians introduced and continue to administer and support the campus' Blackboard software, including creating and organizing courses, training faculty, and introducing students to the system. The library renovation included the creation of a faculty technology lab where faculty have access to technology, such as plotters and scanners, and to librarians and student technology assistants to help them with technology learning and projects. Librarians have assumed a significant number of technology leadership roles across campus, including member of the leadership team for the implementation of a new administrative computing system, chair of the Technology Steering Committee, and lead instructor in educational technology courses for pre

Additionally, to provide our users with the broadest ranges of resources, the Library serves as a gateway to regional, national, and international information resources. We foster and maintain consortia relationships at the local, state, regional, and national level, including membership in ILSCO (the statewide online catalog for academic

interest in teaching. In addition to our active information literacy program, several librarians teach regular credit courses that are related to their expertise as librarians, including “Children’s Literature,” “Adolescent Literature,” “Instructional Technology,” “Chicago’s Great Libraries” and “Computer Gaming in Education”. One of the

curricula, and on and off campus programs. We employ diverse methods of pedagogy to meet the needs of this student body and use various methods and technologies to deliver instruction.

Collaboration with classroom faculty to develop discipline-based instruction and alternatives to traditional term paper assignments:

Librarians work closely with faculty in many departments to design effective information literacy assignments appropriate to specific disciplines. Among the more innovative programs have been in collaboration with the Center for Nursing, the Department of Geography, and the pilot First Year Seminar program

Active participation in the development and revision of curriculum

Librarians serve on all committees that review and approve curricula: the undergraduate, graduate, and adult programs; the Academic Council, the General Education Committee, the Honors Program Committee, the Advanced Learning Committee, and the Graduate Education Committee. The library director reviews all proposals for new courses, majors, and programs. Librarians play an active role in the design and teaching of the First Year Seminar and in the ongoing review of the general education program.

A library space that is convenient, comfortable, and welcoming to users:

The addition of a cafe, comfortable reading area, increased number of computers, and a more accessible research and consulting area has created a comfortable and welcoming atmosphere. Students have responded with significantly increased use of the library, enthusiastic recommendations to friends, and requests for increases in library hours.

Recognition of the library as an important component in attracting and recruiting students to Elmhurst

All admissions tours include the library as part of their campus tour, and tour guides participate in a training session with a librarian so that they understand the mission and programs of the library. Admissions counselors report that high school students and their parents are impressed with the library and mention it as one of the reasons they preferred Elmhurst.



faculty for international education courses.

## 2. Creativity and innovation in meeting the needs of the academic community

Rethinking the role of the small college library:

When presented with significant new resources for the library, we chose to develop a new vision for library services that would move our students, faculty, and institution forward into the Information Age. We could have simply added more space to the library or more materials to the collections, but instead we chose to create a “new library” where we could teach our students information literacy skills, foster their capacities for discovery and creation, and strengthen the intellectual climate in which students and faculty work.

Promoting the use of technology by faculty and students:

Leadership for the use of technology by faculty has been centered in the library at Elmhurst. The library introduced and continues to manage Blackboard online course software as well as other innovative uses of classroom technology. The library provides regular faculty technology workshops throughout the year that introduce new information technology, report on the application of technology in the classroom and provide basic software training. Librarians consistently take the initiative to discover new technologies, to learn about them, and then to teach their faculty colleagues how to use them.

Exploring new roles for librarians:

As librarians, we have explored and embraced a variety of new roles that will be critical to the vitality and longevity of the academic library profession including teaching, research consulting and coaching, and technology leadership.

Implementation of full faculty status for librarians:

The criteria, guidelines, and professional portfolio for librarians which we developed establish standards and procedures for assessing the work of librarians. The implementation of these procedures has institutionalized the full faculty status of librarians and facilitated the acceptance of librarians by faculty as colleagues.

Electronic resources:

We have sought to provide our students and faculty with a cutting-edge and comprehensive collection of electronic resources both to meet their information needs and to provide them with experiences that will help them to learn and practice a range of information literacy skills. We have enhanced access to these resources through the library catalog and implemented online tools to facilitate searching and link resolution to facilitate and improve access to these resources.

Web pages for courses:

The web pages that librarians create for each information literacy instructional session guide students through the research process by directing them to the most important resources for their particular assignment and by providing links to research tools useful in evaluating resources and communicating the results of research. In addition, librarians introduced this service at a time when few faculty members used the Internet or any other technology in teaching, and using a library course web page introduced many

faculty members to an educational technology they now fully embrace. Over 80% of students reported using course pages created by the library, and these pages are among the most frequently accessed on the College's web server.

### 3. Leadership in developing and implementing exemplary programs that other libraries can emulate

#### Leadership within library profession:

Because Elmhurst librarians have developed a model of library service that can benefit all college libraries, we have made a conscious effort to tell the story of our experience at the local, state, and national levels. We regularly host visits from librarians and higher education administrators to visit our building, and librarians from Elmhurst have served as consultants to other libraries interested in replicating our programs. Librarians have delivered conference presentations and poster sessions at meetings of the Illinois Association of College and Research Libraries, ACRL, and the American Library Association. In 2002, a librarian, faculty, and administrative team from Elmhurst were invited to participate in ACRL Best Practices in Information Literacy Instruction conference. Several librarians have been selected to participate in Synergy: The Illinois Leadership Initiative, a program of the Illinois State Library intended to cultivate library leaders. Several articles about our experiences designing and implementing this model of library service have been published in the library literature; a listing of these publications can be found in the Appendix.

#### Commitment to the recruitment of new librarians:

B-2( 6(i)-5yw)4( l)-5(i)--5(s) w