Expanded Access:
The Library as Conduit for Collaboration

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Quick Facts

• Private non-profit serving adults and international students
• 33 sites in 11 countries
• Leadership, Business, Technology, Education, Counseling
• Centralized curriculum development
From this...
To this...
Front Desk Usage

Questions per Week

<table>
<thead>
<tr>
<th></th>
<th>2013-2014</th>
<th>2012-2013</th>
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<tbody>
<tr>
<td>Library</td>
<td>160</td>
<td>0</td>
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<tr>
<td>Technology</td>
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<tr>
<td>Site</td>
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<tr>
<td>Student Services</td>
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Expanded Access: Digital Shift

• Move prompted collection changes
  – Weeded 75% of physical collection
  – Nearly 100% digital
  – Physical items are very targeted
Expanded Collaborations: Faculty

• Proximity to faculty
  – More chance encounters
  – Stronger curriculum collaborations

• E-learning

• University assessment
Expanded Outreach: Student Support

• Positioned to identify unique student needs
  – International Student Office
  – Acquisition of English Language Program
  – Changes to advisor leadership and staff
As the new central hub of our university, we assumed responsibility for:

- Event support (with Marketing/PR)
- Classroom technical issues
- Computer lab support (with I.T.)
Expanded Mission: Academic Tech

Interacting more closely with students and faculty gave us the opportunity to promote and support use of technology to enhance learning:

• Video recording & editing
• How to incorporate multimedia into courses
• Connecting students across geographical distance
Successes

• Dramatic increase in use of both library space and staff expertise
• Developing trust with other departments so that we can pass students off to others with confidence
Challenges

• Co-location with e-Learning department was not enough for true collaboration
• Blurry lines between departments can be confusing for students/faculty
• Perception and staff funding