

L&ET Strategic Initiative FY2013-14: Develop and implement integrated service model for Media Resources and Carrier CIT walk-in services.

L&ET Balanced Scorecard Perspective:

Strategic Objective C1 Spaces promote teaching learning and scholarship

Strategic Objective I3 Integrated services create efficiencies in the pursuit of teaching, learning and scholarship:

NEED

This initiative addresses gaps in two objectives. Measure C1.1 *Perceived mean of 7.00 on LibQUAL+ question LP1: Library space that inspires study and learning*, was scored at 6.72 this year. Measure I3.1 *70% of items in Collaboration domain rated 4 or 5*, was scored at 30%.

There are increasing requests for support with media creation and digital assignments from faculty and students. Our current support structure creates inefficiencies, confusion, and overlaps in facilities and services. In addition, there are various challenges to providing a holistic approach to faculty and student needs.

Combining services will further allow us to participate more effectively in the entire learning process, from the faculty's initial ideas and plans through the student's completion of assignments.

APPROACH

We plan to create a single entrance to MR and CIT services, which will require space renovations. At the entrance will be a triage point for both faculty and students. Students at the desk will be trained in providing support for Canvas, media software and equipment, and providing referrals to CIT and MR staff. The students will also provide house call support to faculty for instructional technologies and in-class instruction on a variety of media and other tech related topics for students.

A collaboration of this nature will allow for the creation of project-based teams from both the library and CIT to quickly respond to innovative ideas from faculty and students. For example, if a faculty member is planning a project for their students to create mini-documentaries on Valley history, the combined service point will serve as an initial landing point for those ideas. The MR and CIT staff will assemble Special Collections, Digital Collections, media support, liaison support and other relevant and interested parties to provide a comprehensive project plan.

BENEFITS

Combining services will improve the availability of resources and expertise for faculty and students and create an environment for collaborative learning and innovation. As the need for media and digital literacy education continues to grow, the library needs to find more comprehensive ways to reach out to both faculty and students. Combining services will reduce redundancies in the planning and delivery of our services. It will further allow us to participate more effectively in the entire learning process, from the faculty's initial ideas and plans through the student's completion of assignments.

COMPETITION

We can do nothing, and stay as we are, but we will continue to fall further behind our peer institutions in our support for digital humanities, media and other innovative scholarship.