



Milner Library's Vision for **STUDENT SUCCESS**

Student success is a complex and dynamic concept that varies from student to student. Milner Library takes a holistic approach to student success by engaging with students where they are in their personal learning process and providing access to information, education, programming, and other resources. The library seeks to understand students' needs and support the many ways that they define success.

We understand our students to be:

Dynamic people who want to learn and grow both as scholars and global citizens and develop connections between their academic and personal lives

Diverse, unique, creative people who want to learn and discover within a supportive, welcoming environment where they feel a sense of belonging

People whose opinions matter and who can help us shape library collections and services through their feedback and preferences

With this understanding of our students, we have identified guiding principles to support student success and the development of an ongoing passion for learning:

We value the diverse strengths and identities of our students.

We recognize that to succeed, students need to see themselves and their work reflected in Milner Library's atmosphere, spaces, services, and collections.

We strive to create equitable and inclusive practices.

The library commits to uphold equity, diversity and inclusion to create an environment that is welcoming, affirming, and inspirational.

We collaborate and partner.

Our approach to student success is inherently relational and collaborative, with contributions from students, faculty, staff, and campus organizations to promote equitable access to library services and reduce barriers to learning.

We assess to make impactful decisions and responsive change.

Milner Library commits to ongoing and interactive assessment that listens and responds to students' needs, helping them learn, grow, and engage in deep and transformative ways.

Vision for Student Success Guiding Document

Introduction

This guiding document contains examples of existing library practices and ideas for innovation to further implement the Milner Vision for Student Success. This document is largely the product of a library-wide discussion in May 2022 and has been augmented with the input of library staff and informed by [Milner's 2021-2026 strategic plan](#).

Below you will find projects and initiatives mapped to specific principles articulated in the vision. While not an exhaustive list, this document supplements the vision by offering concrete ways that it can be met but is also organic and will change as necessary. Since student success is a complex and dynamic concept, we must be agile in responding to the needs of students and adapt as necessary to help them succeed.

Vision for Student Success Principles

We value the diverse strengths and identities of our students.

We recognize that to succeed, students need to see themselves and their work reflected in Milner Library's atmosphere, spaces, services, and collections.

A selection of existing projects:

- Relationships with student employees that support them holistically
 - Support student employees through Milner's Student Employee Recognition Program
 - Offer Archives internship opportunities to integrate hands on learning experiences for ISU students and broader student populations to develop archival projects
- Exhibits that feature student work
 - Showcase student posters from the Research Symposium and Archana Shekara's Food for Thought graphic design course
- Student input and expertise
 - Include student representation in Milner's Library Council and Inclusion, Diversity, Equity, and Accessibility (IDEA) Committee
 - Gather student feedback to inform the creation of the new Circulation student worker policy and guide
- Opportunities for students to bring their interests and ideas into academic interactions with library personnel
 - Work with students to bring their unique interests and research expertise into information fluency instruction experiences

- Support students outside of the classroom by engaging with their research interests through research consultations and pop-up libraries
- Technology to enhance student learning
 - Check out technology from Access Services
 - Provide Make It Space, free 3D printing, specialized software via Library Information Technology Services
 - Create digital collections supported by the work of Archives, Digitization Center, ISU ReD, and Special Collections (SPC)
- Lifelong learning and post-graduation support
 - Ensure patrons are welcomed and supported in their Government Documents information needs with both digital and print collections as students and after graduation
 - Provide alumni database access coordinated by Electronic Resources and Research Services
 - Offer openly accessible digital collections

Potential areas to expand current work:

- More lectures and learning experiences in the library
 - Showcase faculty and student expertise
 - Enhance the intellectual and creative climate of Illinois State University
- Office hours for subject librarians to provide services outside the library
- Student involvement and representation in Milner committees
 - Increase student representation on committees
 - Empower student representatives to engage more in their roles
- More student-centered reference service model
- More professional development opportunities for student employees
 - Expand strategies for student supervisors to train and support student employees beyond what is currently offered
 - Encourage student supervisors to share and co-develop approaches to further support student employees' professional development
- Augmented Archives learning space for increased instruction capacity
- Additional opportunities for student internships/practica with the library

New ideas to consider for further development:

- Peer learning for Milner student employees
 - Forge connections between student employees in different areas of the library
 - Establish venues to learn collectively
- Student Advisory Board
 - Assemble the board with participation across colleges, class years, and areas of study
 - Solicit student feedback in the development of the board to inform the creation and shape of the board
- Library student ambassadors

- Engage student employees to find innovative ways of encouraging other students to share their experiences of using the library
- Collaborate with students to develop content for Milner Library social media channels
- Student involvement in collaborative projects for new and emerging library services
 - Increase student involvement in Milner's new digital scholarship lab
 - Leverage student expertise in creation of workshops and learning communities for the campus to learn collaboratively
 - Expand opportunities for student internships related to digital archives
 - Offer students opportunities to learn from the expertise of the inaugural Digital Archivist
- Micro-grant program
 - Pay students to work on real-world specialized library projects
 - Provide opportunities for more meaningful, authentic learning experiences for all students

We strive to create equitable and inclusive practices.

The library commits to uphold equity, diversity, and inclusion to create an environment that is welcoming, affirming, and inspirational.

A selection of existing projects:

- Research guides promoting Equity, Diversity, and Inclusion (EDI) related topics
 - Establish [Systemic Racism](#), [LGBTQIA2S+](#), and [Sensitive Subjects guides](#)
- Expansion of collections to represent EDI related topics
- Projects that support Milner's goals for EDI
 - Collect oral histories to represent diverse experiences at Illinois State
 - Enhance Wikipedia entries for ISU-affiliated figures from diverse backgrounds
- Subject headings in the catalog and digital collections that reflect terminology preferred by underrepresented groups to decrease bias and whiteness
- Student-centered services that are easier to use
 - Implement proactive chat to engage with students across the library website
 - Update and standardize guides to provide a consistent experience for students.
- Assessment of library spaces through the lens of EDI
 - Begin IDEA Committee environmental scan of library spaces for patrons
 - Reduce collection footprint to create more space for student use
- Systematic expansion of EDI collection assessment so materials are reflective of diverse student body
 - Develop working group for diversifying Milner collections
 - Review existing finding aids and unprocessed collections at Archives through an EDI lens to determine priorities for processing and future collection initiatives
 - Evaluate the picture book collection in the Teaching Materials Center (TMC) for diverse representation and intersectionality
- E-textbook collection to support student access to course materials from Milner

- Milner Library spaces where students can see themselves
 - Bring in exhibits about/by underrepresented groups
 - Display book featuring underrepresented groups
 - Evaluate the archive of campus READ posters for diverse representation
 - Utilize new campus READ posters to represent a more diverse ISU community

Potential areas to expand current work:

- EDI-related research topic guides from Milner
 - Create more accessibility and EDI-related guides in specific liaison areas
- Subject heading representation in the catalog
 - Expand use of inclusive language in subject headings
 - Develop mechanisms to formalize and publicize this work
- Systematic review of the library through an EDI environmental scan
- EDI assessment project to review Archives' existing finding aids and unprocessed collections to determine priorities for processing and future collection initiatives
- Milner Library's space enhancement for students based on their input
 - Increase number of group study pods
- Further work to help underrepresented groups see themselves in Milner Library spaces
 - Bring in exhibits that reflect diverse groups more regularly
 - Create a regular rotating diversity book display
 - Add more diverse artwork around the library
 - Recruit, hire, and retain diverse staff and faculty at Milner
- Collection development initiatives to support diversification of our collections
 - Establish awareness and internal documentation about publishers that don't align with diversification effort
- Library as a more welcoming and inclusive place for students
 - Continue to utilize IDEA committee survey and focus groups to understand the student experience in Milner Library
 - Establish an online suggestion box for ideas about how to improve EDI in Milner
 - Amplify, share, and respond to feedback from students about library atmosphere and inclusion

New ideas to consider for further development:

- Milner's Equity Diversity and Inclusion plan
 - Involve students in the creation of a plan that is outlined in the library's strategic plan
- Promotion of Milner's IDEA Committee to students
 - Share periodic updates and accomplishments in a targeted way
- Milner Library accessibility plan
 - Define and evaluate accessibility to library resources
 - Outline acceptable parameters for providing equitable access for all users
 - Consider creative solutions for accessing Dr. Jo Ann Rayfield Archives materials and services

- Crowdsourcing transcription opportunities
 - Promote transcription volunteer projects
 - Ensure full-text availability of content for all ISU digital collection objects for accessibility
- Incorporate assistive computer equipment and other technology into the digital scholarship lab
- Ensure the space and resources are accessible to all users

We collaborate and partner.

Our approach to student success is inherently relational and collaborative, with contributions from students, faculty, staff, and campus organizations to promote equitable access to library services and reduce barriers to learning.

A selection of existing projects:

- Milner partnership with other campus departments on student-focused events and programming
 - Work with the Visor Center to host drop in writing assistance in the library
 - Collaborate with Visor Center on workshops for students
 - Cooperate with Center for Civic Engagement on voter engagement and Deliberative Dialogues events
 - Partner with Alumni Center for campus history tours
- Table events and orientations to welcome students to campus
 - Participate in Preview, Welcome Week, Festival ISU, Admissions events, Transfer Registration and Orientation Days
- Alternate reference services
 - Implement pop out chat widget on Milner webpages
 - Expand access to library through pop-up library programs
- Instruction and support of students through collaborations with departments, programs, and the community
 - Redesign of ART 415 as part of Center for Integrated Professional Development teaching grant to focus on prints in SPC and curatorial practice that results in student designed exhibit and associated catalog
- Access to frequently used and/or specialty software on library computers
- Subject librarians for every major and every undeclared student
 - Outreach from subject librarians to faculty in support of student success
- Book displays and events at Milner that accompany exhibits and other University events

Potential areas to expand current work:

- More active collaboration with students for exhibits and collection development
 - Bring more student voices into the TMC collection process by engaging faculty to give class assignments that directly bring students into the collection development process, such as reviewing an area for gaps in the holdings

- Incorporate rotating exhibits from Archives interns into library exhibit space
- Topical or new book displays from new subjects to expand materials highlighted
- Pop-up library expansion to promote collections to students and campus community
 - Hold Blitz in the Bone Student Center or the dorms
 - Include multiple subject areas
 - Incorporate Archives and Special Collections in pop-up events
- Milner communication among units and departments to better impact student success
 - Set up a way for Reference and Access Services librarians and staff to meet periodically
 - Hold periodic meetings for Liaison librarians
- Liaisons' communication and promotion of Milner Library's student success efforts to departments and faculty colleagues through systematic support
- Internal and external internship opportunities for students
 - Enhance and develop new internships
 - Partner with community and professional organizations
 - Collaborate with Illinois Council for Exceptional Children to provide funding for Archives internships to process their donated collection

New ideas to consider for further development:

- Promotional campaigns about student success support from Milner
 - Work with the College of Business Marketing Department program that connects organizations with students who can develop a marketing campaign
 - Engage the Design Streak Studio in the Wonsook Kim School of Art to employ Graphic Design Program students to develop marketing and design materials for the Vision of Student Success
- Partnerships with areas of campus that haven't been formally served by Milner Library
 - Partner directly with Residence Life to connect with and support students in their living spaces and other places outside the library walls
 - Expand outreach to RSOs to connect directly with students and build support outside the classroom
- Actively partner with area public libraries to enhance or expand services
 - Periodically meet with public library colleagues to discuss collaborative projects

We assess to make impactful decisions and responsive change.

Milner Library commits to ongoing and interactive assessment that listens and responds to students' needs, helping them learn, grow, and engage in deep and transformative ways.

A selection of existing projects:

- Informal feedback from students about various library services and student experiences
 - Ask Whiteboard questions
 - Create #TextbookBroke wall post it notes
 - Conduct IDEA committee patron survey
 - Utilize Reference user feedback from chats and emails

- Assessment of Milner's online presence
 - Primo usability testing with students to gather their feedback
- Informal and formal formative and summative assessments regarding instruction and other services
- Measuring Information Service Outcomes (MISO) Survey
 - Consider annual campus wide survey on library and information technology services
- Focus groups with undergraduate and graduate students
 - Use design thinking process that led to the Make It Space offerings
 - Gather feedback on chat reference and federated searching
 - Explore student perceptions & use of the library via IDEA committee groups

Potential areas to expand current work:

- Integration of student feedback into Milner Library Assessment Plan
 - Expand and formalize strategies for consistently gathering and considering student feedback
- Regular usability testing
 - Expand and formalize strategies for consistently gathering and considering student feedback
 - Examine student use and experience of Milner's resources and services
- Programmatic learning outcomes for information fluency instruction across all academic departments at ISU
- Assessment of Milner employee roles and departments to sustain and prioritize the work of student success
 - Consider the work balance and responsibilities required to create deep and meaningful partnerships required for collaborative work
 - Address sustainability
 - Explore ways to prevent burn out
 - Establish priorities for promoting career-life balance

New ideas to consider for further development:

- Regularly scheduled open feedback forum for students
 - Explore a variety of options for feedback venues
 - Combine forum with other campus or library events and feedback opportunities that provide different incentives
- Formalized feedback process wrapped into student worker evaluations
 - Create a way to anonymize and share the feedback with departments, Library Council, etc. to make sure it gets incorporated into decision making
- Service Design Theory (SDT) Application to library services
 - Apply SDT to developing future library services
 - Review existing library services with SDT
- Marketing & communication plan
 - Establish a way to brand and communicate events, initiatives, and projects

- Connect plan to the Vision for Student Success
- Ensure that plan responds to student feedback about the library
- Library assessment outcomes shared with campus partners
 - Gather relevant assessments
 - Share library data with campus partners via a Student Success Dashboard