



CARLI

COUNTS

Analytics and Advocacy for Service Development



INSTITUTE *of*
Museum and Library
SERVICES

This project was made possible in part by
the Institute of Museum and Library Services,
Grant Number RE-95-18-0084-18



CARLI

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Analytics and Advocacy for Service Development



Gianina Baker

National Institute for Learning Outcomes Assessment (NILOA)

The Program

Illinois academic librarians will be able to effectively and systematically leverage national and local data in order to communicate impact narratives that convey to stakeholders how their libraries bolster student learning and success.



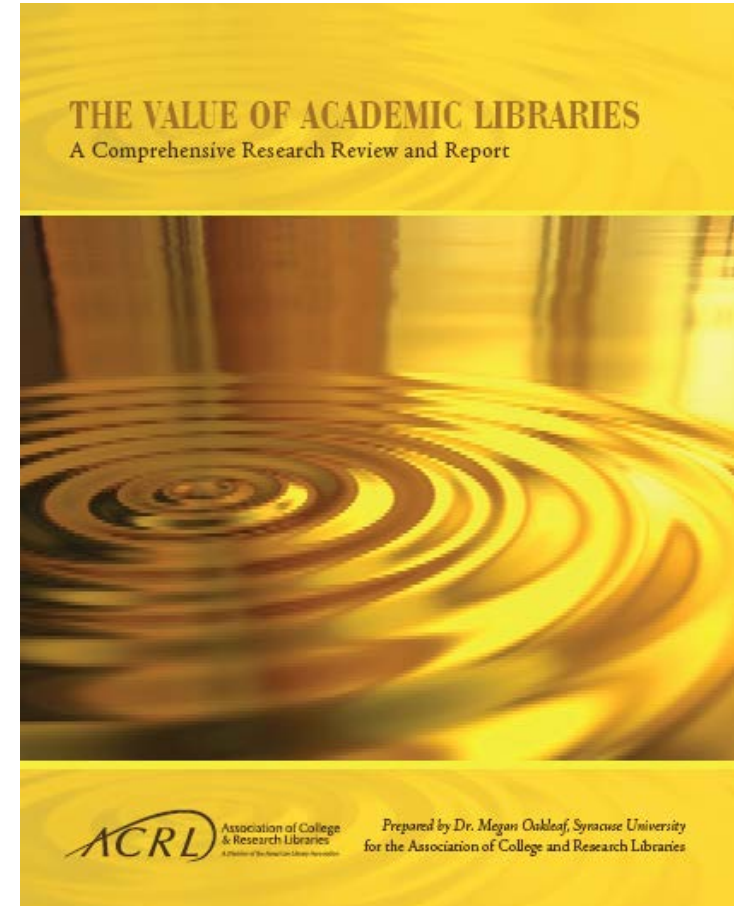


- Laura Bush 21st Century Librarian Program grant: **\$243,885**
- **Three-year project:** October 1, 2018-September 30, 2021
- **Continuing education** library leadership immersion program
- **CARLI in partnership** with:
 - University of Illinois Library at Urbana-Champaign
 - Lewis & Clark Community College

NATIONAL CONTEXT: VALUE OF ACADEMIC LIBRARIES

“Few libraries exist in a vacuum, accountable only to themselves. There is always a larger context for assessing library quality, that is, **what and how well does the library contribute to achieving the overall goals of the parent constituencies?**”

Sarah Pritchard, "Determining Quality in Academic Libraries," *Library Trends*, 1996



MELDING OF TWO SUCCESSFUL NATIONAL PROGRAMS

- ✓ Both funded by IMLS
- ✓ Both nationally adopted



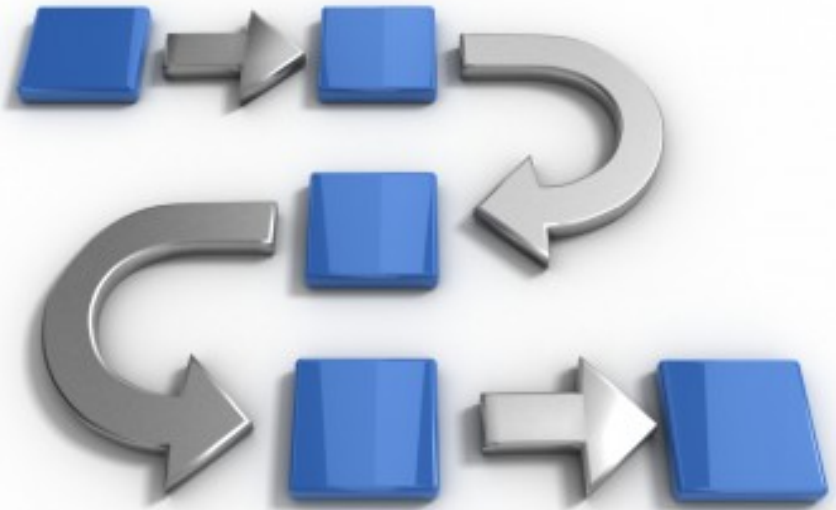
Using program goals:

- Building blocks for CARLI Counts



Using program architecture:

- Team-based with mentors
- Sustained immersion design



- Prepares librarians to **make effective use of research findings on the impact of academic libraries on student learning success** for the twin purposes of service development and library advocacy.
- Participants will learn how to **use local library data analytics to improve their services and demonstrate their value** in competitive campus budgeting processes, accreditation reports, and program reviews.



- CARLI Counts participants are **more confident** in their skills and abilities related to service design and library advocacy.
- CARLI libraries are **better equipped** to demonstrate their value to stakeholders.



- **~100 CARLI members** impacted directly.
- A **portfolio** of local case studies and team posters.
- An **evaluation** of the collective statewide impact of the program.
- A **replicable state/regional training model** for equipping librarians to be campus leaders in assessing library impact on student learning and success.



My Campus Project

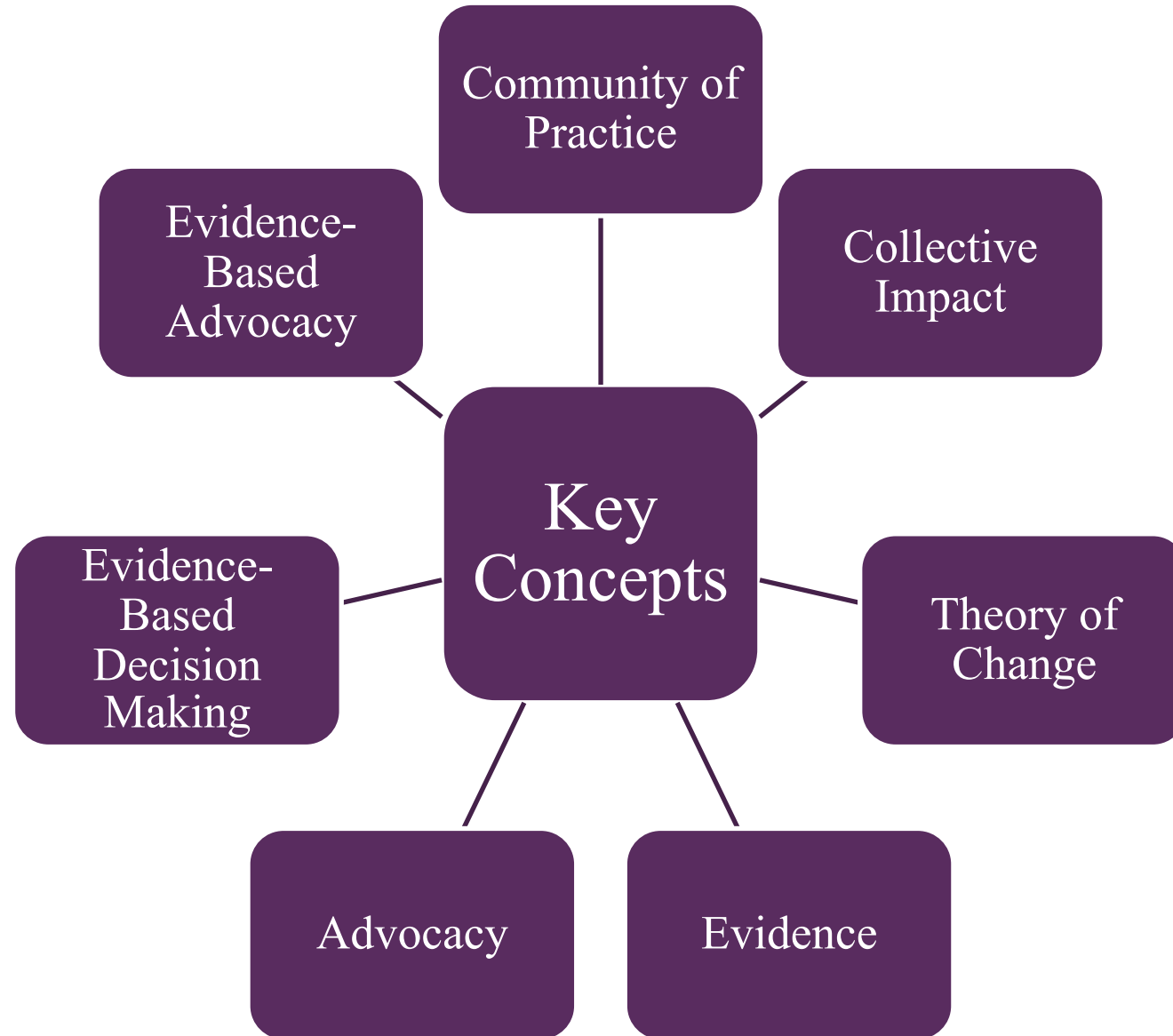
The purpose of this project is to _____
[understand? explore? develop? discover? demonstrate?]

the impact of _____ [library] on student learning and
success at _____ [institution].

The claim being investigated is _____. The independent
variable(s) in this study are _____. The dependent
variable(s) in this study are _____.

This study is _____ [aligned with? informed by?]
_____ [findings in literature? components of professional
standards? findings from AiA? college student development theory? educational theory?]. This
study will be undertaken in partnership with _____ and
supports the campus priority/ies for _____.

KEY CONCEPTS: FOUNDATIONS

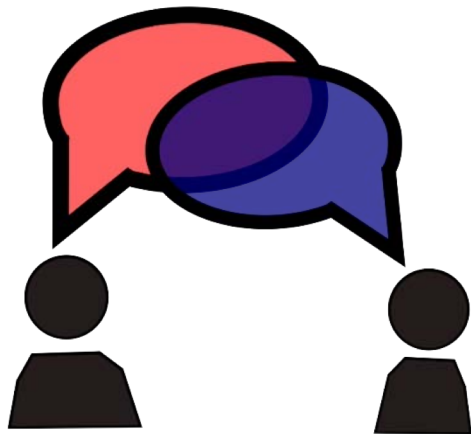




- Two immersive workshops (February and July)
- Webinars (March, April/May, June, September, and November)
- Team meetings (monthly, led by Mentors)
- Team poster session at CARLI Annual Meeting (November)
- Case study developed by each participant (January/February)

Capturing the learning and experience:

- Online participant surveys (3)
- Rapid workshop evaluations (4)
- Mentor interviews (1)
- Online focus groups (3)



PROJECT EVALUATION

Capturing the learning and experience:

- Participants' familiarity and experience with using data about the impact of academic libraries on student success
 - develop services
 - library advocacy

- Participants' experience in team-based learning experience

- Results



To support:

- learning
- cohort experience

To track learning and experience

PROJECT EVALUATION

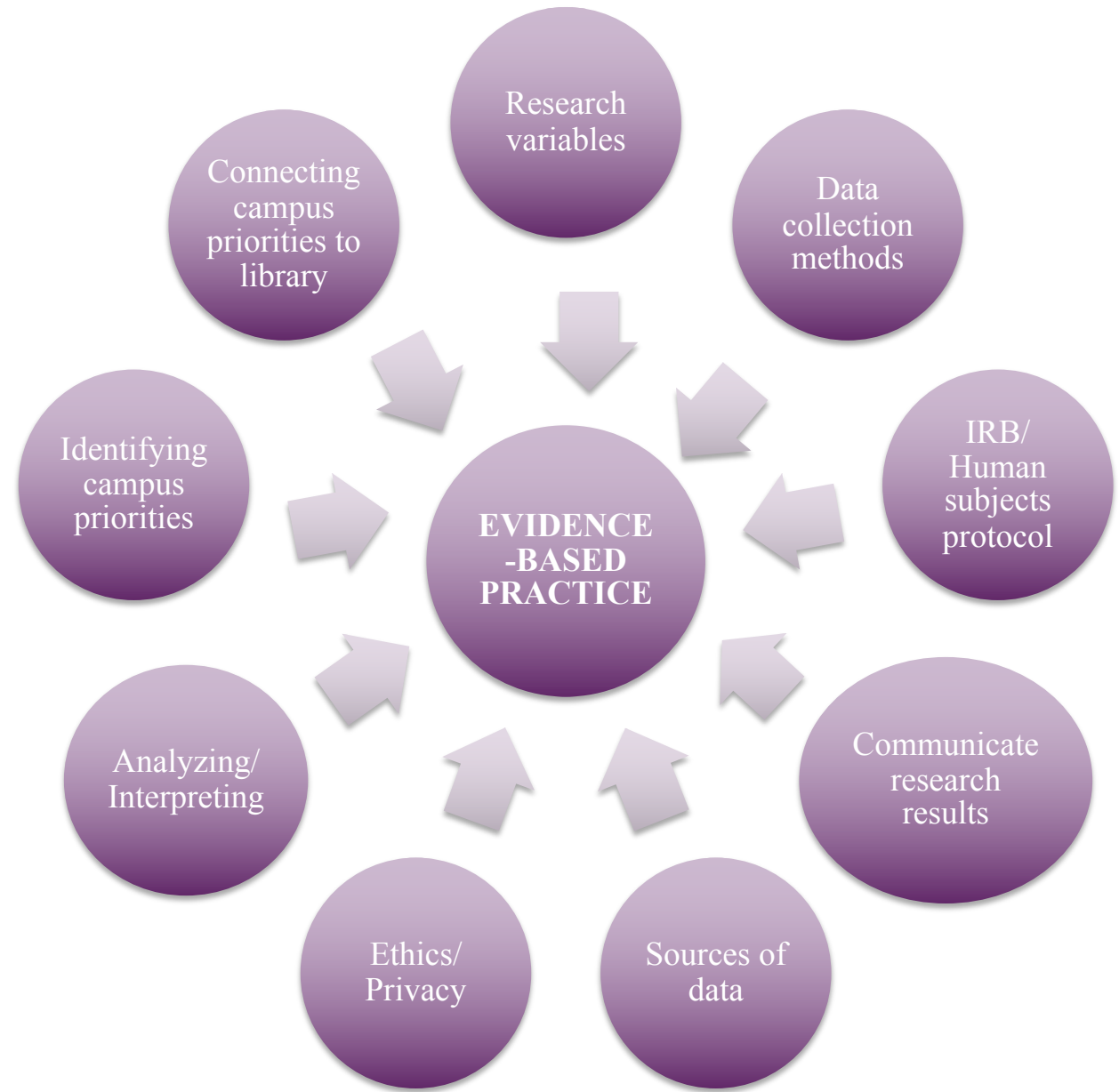
Key findings:

Learning –From start of project to mid-point

- Understanding of 13 evidenced-based practices increased



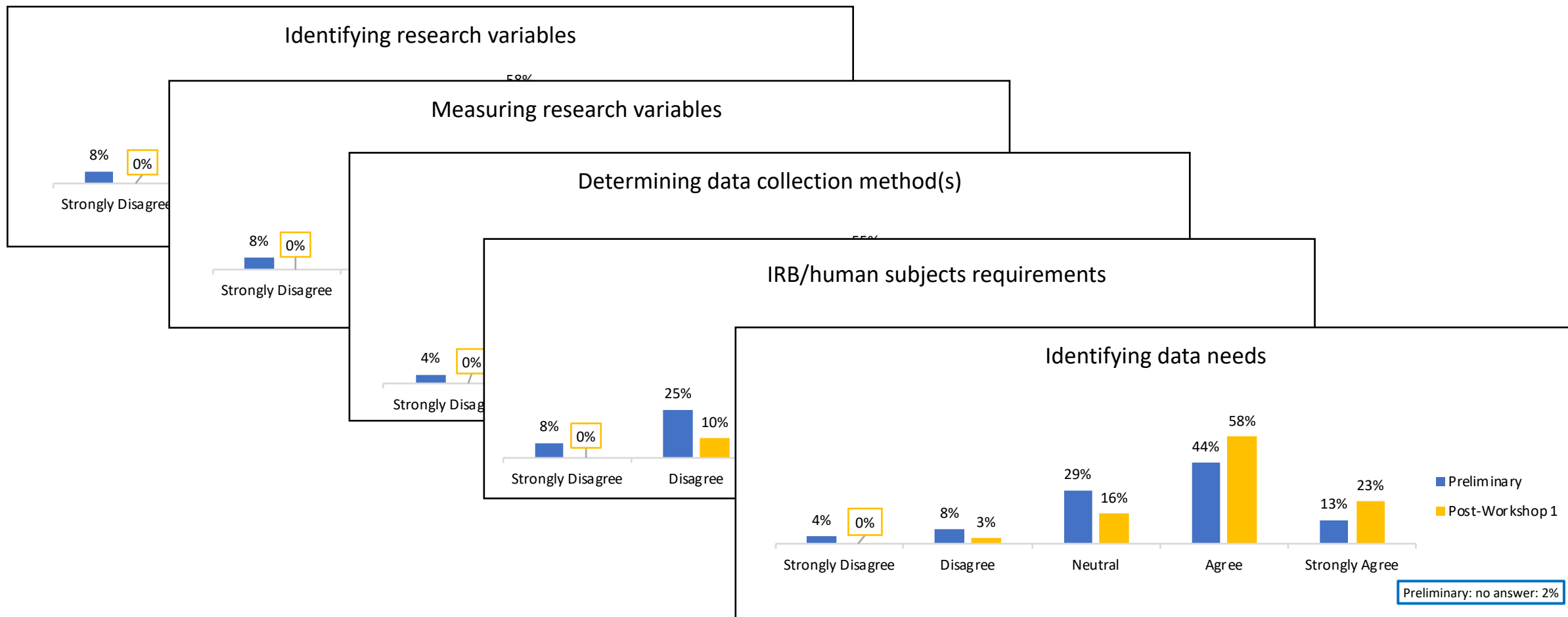
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PROJECT EVALUATION

Key Findings:

Learning – Top 5

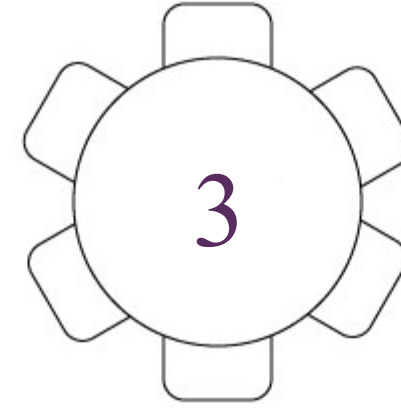
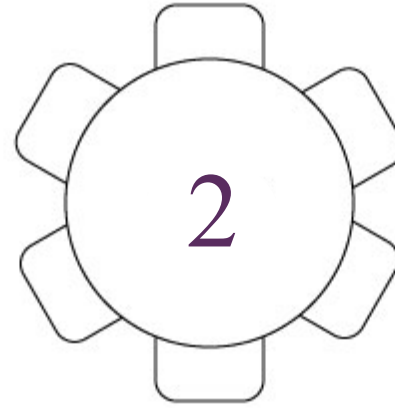
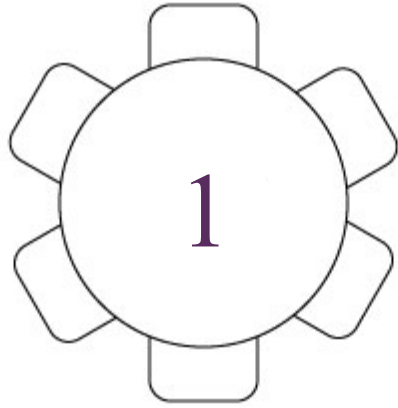


Key Findings:

- *Cohort Interaction*
 - Satisfied with cohort communication . . . even more interaction
 - Working with cohort members is energizing
 - Teamwork → confidence, library leadership, advocacy
 - Communications platform ... #*+!

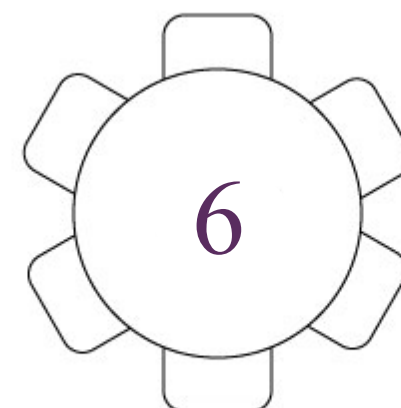
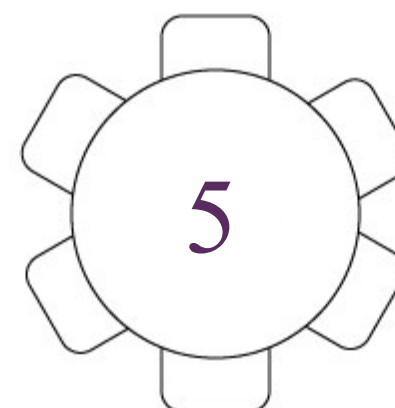
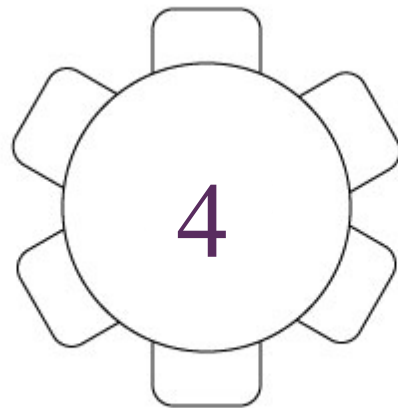


TWO COHORTS, 2019 AND 2020



Six teams of five + each with one mentor = 36 per cohort

Two cohorts = 72 CARLI members total



DIVERSITY ACROSS THE MEMBERSHIP

Member type	# of member institutions total	# of CARLI Counts attendees	Percentage of overall constituency
Community College	39	15	38%
Public University	13	7	54%
Private College/Univ	69	26	38%
TOTAL	121	48	40%



COHORT ONE INSTITUTIONS

- Aurora University
- Carl Sandburg College
- Chicago State University
- **Columbia College Chicago**
- **DePaul University**
- Dominican University
- Eastern Illinois University
- Erikson Institute
- Harper College
- **Heartland Community College**
- **Illinois Central College**
- Illinois College of Optometry
- Illinois Institute of Technology
- Illinois Valley Community College
- Illinois Wesleyan
- Joliet Junior College
- Judson University
- Kishwaukee College
- Lake Forest College
- Lake Land College
- Lincoln College
- Loyola University Chicago
- McHenry County College
- McKendree University
- **Monmouth College**
- Moraine Valley Community College
- Morton College
- National University of Health Sciences
- North Central College
- North Park University
- **Northeastern Illinois University**
- Northwestern University
- Olivet Nazarene University
- Principia College
- Rend Lake College
- Robert Morris University
- Rush University
- Sauk Valley Community College
- **Southern Illinois University Carbondale**
- Southeastern Illinois College
- Trinity Christian College
- Trinity International University
- Triton College
- University of Chicago
- University of Illinois at Chicago
- University of Illinois at Springfield
- **University of Illinois at Urbana-Champaign**
- University of St. Francis

Mentors' institutions in blue

Advisory Committee

- **Fred Barnhart**, Dean, University Libraries, Northern Illinois University
- **Cindy Fuller**, Library Director, Millikin University
- **Cate Kaufman**, Library Services Director, Illinois Central College
- **Kara Malenfant**, Senior Strategist for Special Initiatives, ACRL
- **Greg McCormick**, Director, Illinois State Library

Project Staff

- **Taylor Anderson**, Graduate Assistant for CARLI Counts
- **Karen Brown**, Grant Evaluator, Professor, Dominican University School of Information Studies
- **Debbie Campbell**, Program Sustainability for CARLI Counts, Library Services Coordinator, CARLI
- **Anne Craig**, Principal Investigator, Senior Director, CARLI
- **Michelle Haake**, Administrative Support for CARLI Counts, CARLI
- **Lisa Hinchliffe**, Co-Principal Investigator, Professor, University of Illinois at Urbana-Champaign Library
- **Dennis Krieb**, Curriculum Advisor, Dir. Institutional Research & Library Servs, Lewis & Clark Community Coll.
- **Beck Tench**, Speaker, University of Washington

PARTICIPATION: HOW AND WHY

- The *library* applies; selections based on:
 - Strength of the application narrative
 - Statewide geographical representation among the applicant pool
 - Diverse library type representation among the applicant pool
(public university, private institution, community college)
- Once selected, the library's representative submits information form
- Like a grant to the library
- Participants and mentors return the knowledge and skills to their home institution
- Grow a culture of evidence-based reporting in support of all members

- LIBRARY APPLICATION FORMS
 - Due **December 4, 2019**
 - *Library Directors/Deans will be notified of decisions by December 9, 2019*
- INDIVIDUAL INFORMATION FORMS from invited institutions
 - Due **December 20, 2019**



Beck Tench
University of Washington

In your packets



Dear CARLI Member Library Director:

Have you wanted your library to...

- Create a powerful impact narrative for your library?
- Use data in a compelling way to tell your library's story to your stakeholders?
- Demonstrate how your library supports graduation and retention rates?

Come join us!

CARLI Counts is a continuing education library leadership immersion program for librarians to make effective use of research findings on the impact of academic student success for the twin purposes of service development and library leadership. Participants will learn how to use local library data analytics in alignment with institutional goals, and strategic priorities to improve their services and demonstrate their impact. CARLI Counts deliverables will include a portfolio of local case studies, an evaluation of the statewide impact of those cases, and a replicable state/regional training model for librarians to be campus leaders in assessing library impact on student learning. The program will be made openly available on the CARLI website. CARLI will partner with the University of Illinois Library at Urbana-Champaign and Lewis & Clark College. "CARLI Counts: Analytics and Advocacy for Service Development" is a project of the Institute of Museum and Library Services, Laura Bush 21st Century Library Program.

The program features **two cohorts**, each with **30 attendees and 6 mentors** who will meet in person for two sessions, three days each session, for a **total of six sessions**. Each cohort will be divided into **six teams of five, each with one mentor**.

Cohort 2 will meet **February 18-20, and July 14-16, 2020**, at the **Hyatt Regency Hotel, Chicago, Illinois**. Lodging and meals are paid for by the grant. Participants will be invited to the **2020 CARLI Annual Meeting**, scheduled for November 13, 2020, in Champaign, Illinois.

How does my library participate?



100 Trade Centre Drive, Suite 303
Champaign, Illinois 61820-7233
(217) 244-7593 • carli.illinois.edu

Cohort 2 LIBRARY APPLICATION FORM

Submit electronically by **Wednesday, December 4, 2019, 5 p.m.**, to:

Anne Craig
Senior Director
abcraig@uillinois.edu

Library name: _____

Director: _____

Title: _____

Email: _____

Person completing this application: _____

Title: _____

Email: _____

Date: _____
Click or tap to enter a date.

Include a one-page-maximum narrative that responds to the following questions:

1. What campus priorities at your institution are the most salient/important/relevant with which your library is currently engaging?



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Impact

The purpose of the project is...
to **demonstrate** the impact of **student**
employment in the library on retention,
GPA, graduate rate, and persistence.



Benefits & Opportunities

- Space, expertise, and tools to do more formal assessment
- Micro-community of practice=peer support network



The purpose of the project is...

To explore how use of the library space contributes positively to underrepresented students' sense of belonging on campus.

Background:

- Connects directly to Library's Diversity Action Plan
- Survey developed with feedback from campus offices
- Emailed to 310 sophomores, juniors, and seniors who identify as a student of color

Benefits & Opportunities

- Community, shared vocabulary, common goals within CARLI cohort
- Connections with on campus and library priorities and strategic planning
- Building relationships with Office of Diversity & Inclusion, Institutional Research, University Council on Diversity
- Exploring topics, literature outside of my “on paper” job responsibilities
- New trajectory of assessment and improvement

The purpose of this project is...

To understand the impact of **course-integrated library research instruction on student learning** in first-year seminar courses.

Background:

- Instruction sessions tied to new general education program's learning outcomes
- Content and organization of sessions planned in collaboration with teaching faculty

Benefits & Opportunities

- Motivation
 - Spurred the development of a desired, but put-off, project
- Connection
 - Strengthened relationships with teaching faculty and the Office of Student Involvement & Transition Programs
 - Created a supportive community within CARLI – at team- and cohort-level



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What's Next?



Things we can point to:

- Member projects that point to impact
 - Use with stakeholders
 - Great for service development and refinement

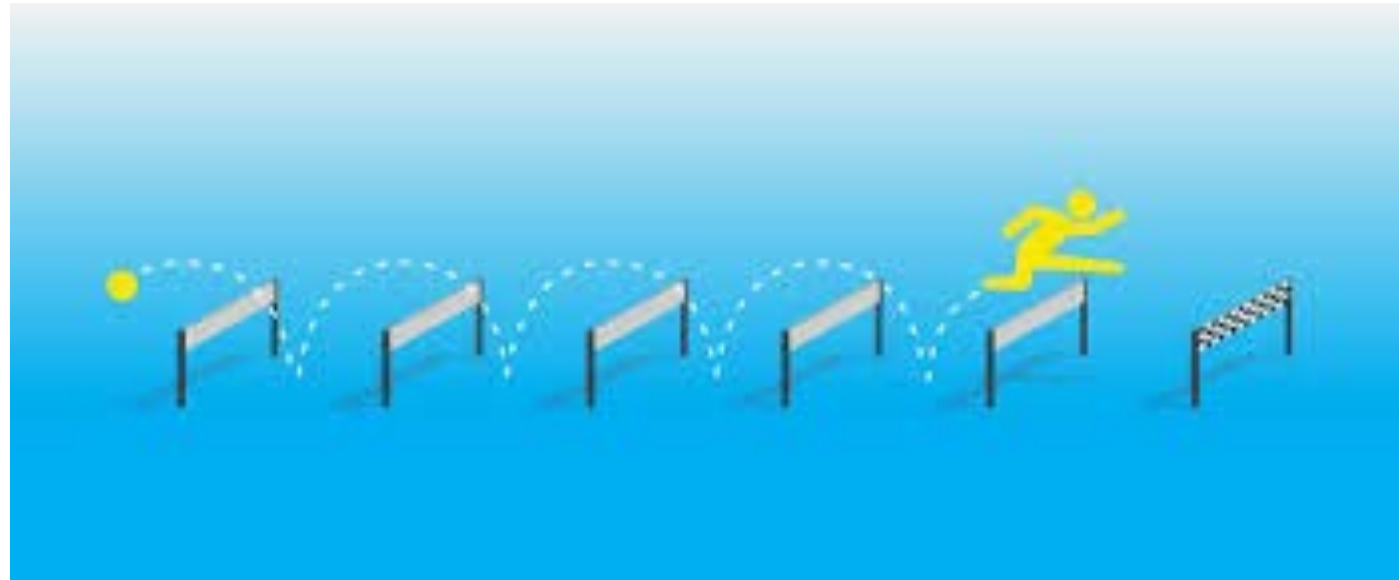
Less tangible, but no less important:

- Membership that is more connected to each other and consortium staff



CARLI Counts as an ongoing initiative

- Consortium-wide project or set of projects that members could undertake in parallel
- Goal of aligning data, strength of telling the same story across the consortium





#CARLICounts

<https://www.carli.illinois.edu/products-services/carli-counts>

Poster session during lunch
Check out all eight team posters!



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Questions?