Behold the Power of the Donut: A Successful Case Study of a DE Library, Departmental, and Faculty & Student Collaborations

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About Full Sail

2011-2014: Time of Study

- 15,000+ students, staff and faculty
- 24 hour classes
- Accrediting Commission of Career Schools and Colleges (ACCSC)
- 40 degree programs
  - Emphasis on Entertainment and Technology
Full Sail Library: 2011

- Personnel:
  - Director of Library Services (1)
  - Reference Librarian (1)
  - Catalog Specialist (1)
  - Library Technical Assistant (2)
- Work Study (30+)
- No online or distant education services
- Hours of operation: Monday-Friday
“Library Through Community” Plan

● “…all campus faculty, staff and students would feel a sense of ownership and community within the library.”

● Objective:
  ○ To gain buy-in through collaborations with teams across campus
  ○ Reflective of the unique Full Sail culture
  ○ Providing services and resources to all departments
Challenges

1. Small staff and library space
2. Negative view of the library services and resources
3. Limited budget
Action Plan:

- Electronic Communication
  - Website
  - Blog
  - Social Media
  - Email
Action Plan

● In-person Communication
  ○ Donuts
  ○ “Crashing” cubicles, offices and departmental meetings
  ○ Volunteering at departmental based events
  ○ No really, Donuts
Action Plan:

- **Student Support**
  - 30+ work study students (online and on campus)
  - Training in basic library skills
  - Student led events
    - Online and on campus
  - Student created tutorials
  - Participation in library focus groups
Accreditation

- Accreditation
- Accrediting Commission of Career Schools and Colleges (ACCSC)
Instruction

- Instruction
  - Online instruction via GoTo Meeting
  - Online tutorials
  - Increased eBooks collection

- Online reference sessions
- Virtual library tours
- 150+ sessions an academic year
Departmental Collaborations

- Departmental Collaborations
  - The Writing Center
  - Career development
  - Graduation Launch
Orientation & Continuing Education

- Required of all students and Faculty
- Build connection immediately
Library Focus Groups

- Gather input from stakeholders
- Include online students
- Evaluates “Library through community” plan

“As an online student it was nice to feel included in the library conversation”
LibraryLive

- Student-led Library events
- Sometimes included in course work
- Student buy-in
- Cross-campus collaboration
Assessment/Conclusion

- Library website second most viewed
- In the top three departments after Accreditation visit


Questions