

Aug 7th, 1:00 PM - 4:00 PM

Setting the Stage: Community Engagement in Your Library

Katherine Kott PhD

Katherine Kott Consulting, katherine.kott@katherinekott.com

Zara Wilkinson

Rutgers University - Camden, zara.wilkinson@rutgers.edu

Follow this and additional works at: <http://scholarcommons.scu.edu/libraries-and-service-learning>

Kott, Katherine PhD and Wilkinson, Zara, "Setting the Stage: Community Engagement in Your Library" (2017). *Colloquium on Libraries & Service Learning*. 9.

<http://scholarcommons.scu.edu/libraries-and-service-learning/2017/Sessions/9>

This Event is brought to you for free and open access by the Conferences and Events at Scholar Commons. It has been accepted for inclusion in Colloquium on Libraries & Service Learning by an authorized administrator of Scholar Commons. For more information, please contact rscroggin@scu.edu.

Setting the Stage: Community Engagement in Your Library

Using a Rubric to Create and Enhance
Your Community Engagement
Program

Katherine Kott

Why?

- Service Learning and Community-Based Learning is High Impact Practice 8 for Student Retention (AAC&U)
- Aligned with library values
- Uniquely positioned to contribute and collaborate with others on campus



*Association
of American
Colleges and
Universities*

How?

- Build on existing relationships and experience (e.g. information literacy)
- Take a programmatic approach with a rubric



Photo courtesy of Belmont University

Self-Assessment Rubric for Development of Service Learning Programs in Academic Libraries



Elements of a service learning program in an academic library

- Mission and culture support service learning
- Information access activities support service learning
 - Library guides
 - Selection of material
 - Metadata schemas
- Space for service learning
- Programmatic approach to information literacy and service learning
- Relationship with external stakeholders
- Organizational/leadership support for service learning



Mission and Culture

- The public purpose of the library is reflected in its mission
- There is a shared understanding of the importance of service learning among the people who work in the library
- The “reward structure” recognizes contributions to service learning

Dimension 1: Mission and culture				
Component	Tier 1	Tier 2	Tier 3	Tier 4
Mission				
Definition				
Climate				



Information access

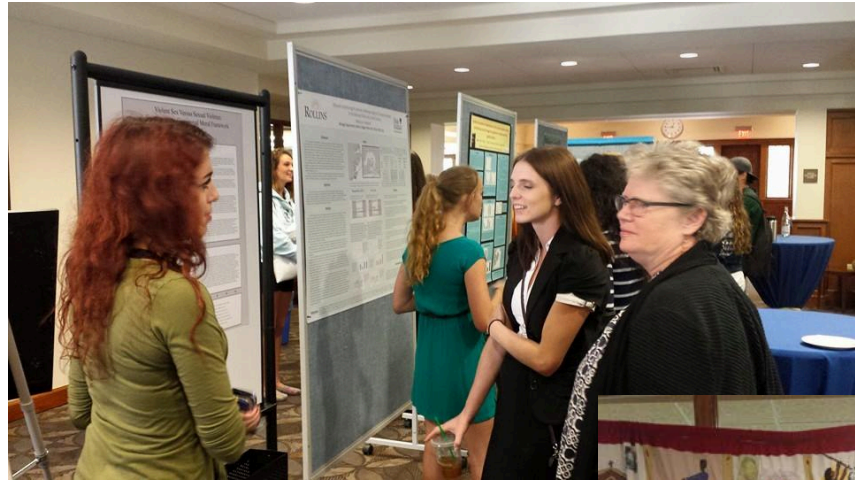
The screenshot shows the Internet Archive website interface. At the top, there are navigation links: HOME, EXPLORE, LEARN MORE, and CONTACT US. Below these is a tagline: "The leading web archiving service for collecting and accessing cultural heritage on the web Built at the Internet Archive". The main content area displays search results for "Rollins College". A search bar is visible with the text "Enter search terms here". Below the search bar, there are filters for "Subject" and "Creator". The search results list includes "Lake Apopka Farmworkers Collection" with a URL: <http://apopkaquiltproject.blogspot.com/>. The page indicates "Page 1 of 1 (25 Total Results)".

- Purchasing, licensing, or linking to resources for service learning courses
- Creating guides for access to community information

The screenshot shows the Elon University website. At the top, there are navigation links: Admissions, Academics, Campus Life, Athletics, and Alumni. Below these is a search bar. The main content area is titled "Service Learning and Civic Engagement". The page includes a "Purpose of this guide" section which states: "This guide is a portal to resources to help you understand social issues, organizations addressing the issues, and the people who they affect." Below this, there is a list of questions: "How do I research social issues?", "How do I research organizations?", "How do I find information about our local community?", "How do I research other communities in North Carolina?", and "How do I research other communities in the the US and other countries?".

- Offering preservation and access services for service learning course output

Space



Photos courtesy of Rollins College

- For individual reflection
- For group meetings with community partners
- Exhibit space to showcase projects
- Event space that includes community partners



Information Literacy

- Build on efforts of individual libraries
- Develop service learning information literacy program through best practices



Photos courtesy of Belmont University



Relationships with external stakeholders



Photos courtesy of Elon University

- Campus service learning and community engagement offices
- Community organizations
- Faculty
- Students

Organizational and leadership support



- Library leaders ensure that the library is connected to university wide service learning and community engagement efforts through integration with service learning and community engagement programs.
- Library metrics for assessing service learning and community engagement are linked to campus-wide outcomes for service learning and community engagement.

Links to Resources

- Kott, Katherine. (2017). Self-assessment rubric for development of service learning programs in academic libraries.
<http://bit.ly/2jobTCE>
- Stark, M. (2014). *Information in the real world: Building a bridge between academic and community information through service learning*. Retrieved from Extending our Reach: The Inaugural Colloquium on Libraries & Service Learning:
<http://digitalcommons.lmu.edu/libraries-and-service-learning/2014/sessions/18/>
- Sweet, C.A. (2013). Service-learning and information literacy: Creating powerful synergies. In L. Gregory & S. Higgins (Eds.). *Information literacy and social justice: Radical professional praxis* (pp. 247-275). Sacramento: Library Juice.

Setting the Stage: Community Engagement in Your Library

A Civic Engagement Liaison? Considering Models of Civic Engagement in Academic Libraries

Zara T. Wilkinson

Campus Compact: Six Models of Service Learning

- **Pure:** courses that send students out into the community to serve.
- **Discipline-Based Service-Learning:** Students have a presence in the community throughout the semester and reflect on their experiences using course content as a basis for their analysis and understanding.
- **Problem-Based Service-Learning: Students** (or teams of students) relate to the community much as 'consultants' working for a 'client.'
- **Capstone Courses:** Students draw upon the knowledge they have obtained throughout their course work and combine it with relevant service work in the community.
- **Service Internships:** Students work as many as 10 to 20 hours a week in a community setting.
- **Action Research:** Students work closely with faculty members to learn community-oriented research methodology while serving as advocates for communities.

What About Libraries?

- Service learning and/or civic engagement are often listed among university or campus priorities, goals, or values.
- From the Rutgers-University-Camden strategic plan: “Part of our mission is to serve the needs of individuals in our community and become agents of comprehensive and lasting change. We must expand our problem-solving capacities by joining with neighbors in our host city and the region to address the profound issues that face the collective ‘us.’”
- Despite this, there is no definitive model of service learning/civic engagement in academic libraries.

Civic Engagement in Libraries

Academic libraries might (and do)...

- Directly engage with their community through service (or library services)
- Support civic engagement through library resources and services to students
- Support civic engagement through library resources and services to faculty and staff
- A combination of the above

An Outreach Model

What is Rutgers University-Camden?

- One of three campuses of Rutgers, the State University of New Jersey
- Located in Camden, NJ (pop: 77,000)
- Approximately 6,000 students and 300 full-time faculty
- Bachelor's, Master's, and doctoral programs

An Outreach Model

What is Rutgers University-Camden?

- Office of Civic Engagement
- Associate Chancellor for Civic Engagement
- Member of Campus Compact
- Received the Carnegie Foundation 2015 Community Engagement Classification
- President's Higher Education Community Service Honor Roll (2011-2012 and 2012-2013)
- Received the 2015 Higher Education Civic Engagement Award from The Washington Center and the New York Life Foundation

An Outreach Model

Librarians at the Paul Robeson Library at Rutgers-Camden embrace a “liaison” or “outreach” model of civic engagement, which includes...

- Participating in the Office of Civic Engagement Faculty Fellows Program (5 out of 7 librarians have been fellows).
- Creating research guides for civic engagement, civically-engaged research, and the city of Camden.
- Providing library instruction for the Faculty Fellows and other groups.

An Outreach Model

Librarians at the Paul Robeson Library embrace a “liaison” or “outreach” model of civic engagement, which includes...

- Helping the staff of the Office of Civic Engagement local literature on civic engagement/service learning pedagogy to share with interested faculty or students.
- Offering reference/research consultations to staff of the Office of Civic Engagement while preparing conference proposals or publications.
- Other activities as requested.

But keep in mind...

Even though we focus our efforts on providing resources and support for the faculty, staff, and students who are engaging directly with the community, we are careful not to lose sight of the fact that civic engagement, as a campus priority, must be a priority for us too.

For example....

- Library computing for Camden residents
- Camden County/Rowan University Liaison Librarian
- Display with Benson Multicultural History Museum
- Co-sponsored Film Series with Public Library
- Digital Projects on Local/Campus History
- Rutgers Day (annual community programming)
- Camden Comic Con (campus-run comics convention for Camden and South Jersey)

Questions?

Zara Wilkinson
Reference and Instruction Librarian
Rutgers University-Camden
zara.wilkinson@rutgers.edu