

# Personal Librarians: Building Relationships for Student Success

ACRL Leadership Discussion Group Webinar

August 14, 2019

# Presenters



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# What is a personal librarian (PL) program?

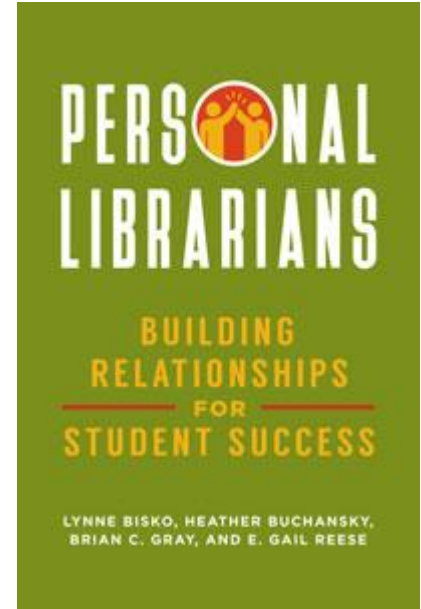
- Outreach program that connects librarians with a group of students (often initially through email) to offer advice and tips related to library services, resources, and research support
- Students can contact librarian at anytime for help, and request to meet in-person

# Benefits of PL Programs

Benefits for Librarians	Benefits for Students
<ul style="list-style-type: none"><li>● Provide tips at specific times during the year (i.e.: exam bank and study spaces during exam break)</li><li>● Learn more about what students are asking</li><li>● Engage with new students who may not know much about the library</li></ul>	<ul style="list-style-type: none"><li>● Feel comfortable asking for advice</li><li>● Have a direct, personal contact at the library</li><li>● Learn about library supports they may not otherwise be aware of</li></ul>

# Why this book?

- Idea from the Personal Librarian & First Year Experience Conference
- Show 3 approaches to each challenge
- Unique: Not just a “how to” manual but deeper dive into relationship development & management
- Challenge: Merging 3 approaches



# Unique Audiences, Alternative Solutions

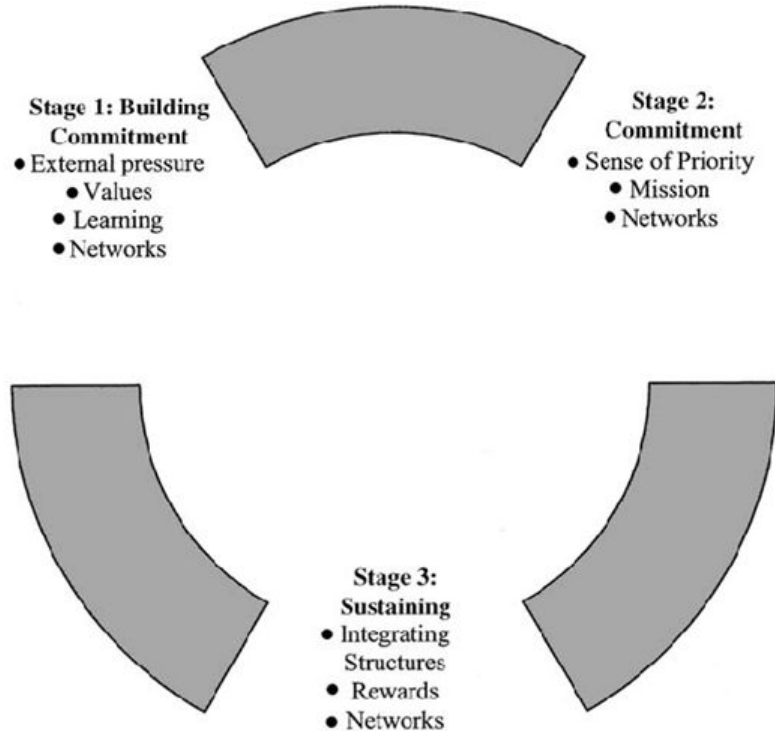
	Elon University, Carol Grotnes Belk Library	Case Western Reserve University, Kelvin Smith Library	University of Toronto Libraries, St. George (downtown) campus
<b>Full-time Enrollment</b>	6,991 total 6,196 undergrads	11,981 total 5,132 undergrads	61,690 total 43,771 undergrads
<b># of Target Students for Program</b>	1,766 1st year & transfer students	1,393 1st year & transfer students	4,392 1st year Arts & Science students
<b># of Personal Librarians</b>	16	10	39
<b>Assignment Personal Librarians</b>	Personal librarians to each 1st year seminar class	Two personal librarians for each residence hall	Personal librarians to students' selected subject or college

# Common Benefits from Partnerships



- Enhance student learning
- Identify opportunities for success
- Libraries can demonstrate more value to their campus community
- More resources available for programs and events
- Different forms of staff expertise and wisdom

# Model for Collaboration



Adapted from Organizing Higher Education for Collaboration: A Guide to Campus Leaders  
Adrianna J. Kezar & Jaime Lester, 2009, p. 216. John Wiley & Sons, Inc.



# Building Commitments to Partnerships

- External Pressures
  - Staff time
  - Accountability
- Values
  - Assess the need – re-emphasizing our role in student learning
  - Identify campus partners
- Learning
  - Informing potential partners about program advantages
- Networks
  - Allow potential partners to use library for meetings and events
  - Library staff serve on campus committees



InfoFair at Kelvin Smith Library,  
Orientation Week

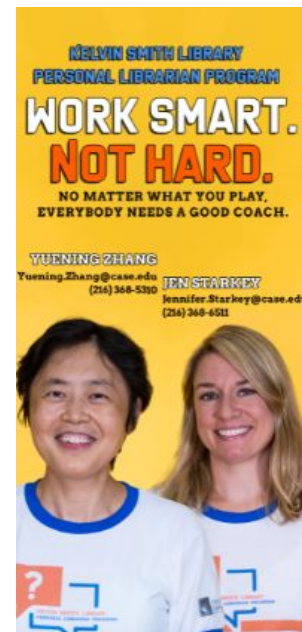
# Commitment to Partnerships

- Mission
  - Does the program support the mission of the University and department
  - Getting partners onboard
- Sense of Priority
  - Support of senior administrators
  - Collaboration written into library documents – strategic plan, annual report
- Networks
  - Key supporters of the PL Program



# Sustaining Partnerships

- Integrating Structures
  - Emails and Newsletters
  - Communication with Partners
  - Maintaining the Partnership
- Rewards
  - Visibility for the program
  - Distinct honor for the university - ACRL Excellence in Academic Libraries Award
  - Personal Librarian and First Year Experience Library Conference
- Networks
  - External conversations
  - Relationship in one collaboration leads to others



# Personal Librarian & First Year Experience Library Conference



The Kelvin Smith Library will no longer host the conference and is looking for a new venue to sponsor this event. Please let us know if your library would like to be the home of the 4<sup>th</sup> National Personal Librarian & First Year Experience Library Conference and future conferences.

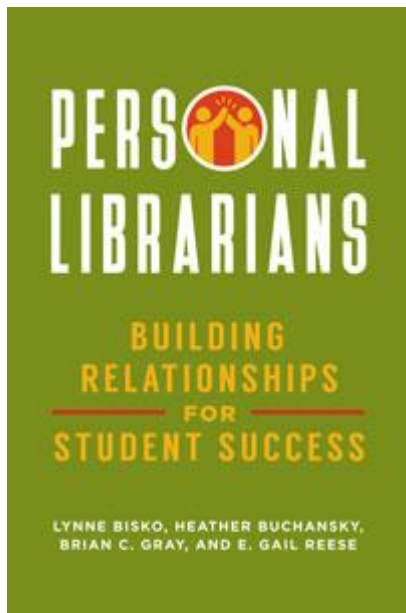
Contact: Gail Reese, [egr@case.edu](mailto:egr@case.edu) or 216.368.5291

Please check the Personal Librarian website for conference updates  
<https://researchguides.case.edu/3rdPersonalLibrarianFirstYearExperience>

# Collaboration & Partnerships

- Who
  - CWRU: FYE & Family Programs, Office of Student Affairs, Residence Life, Student Success
  - Elon: Academic Support/Elon 101, Faculty, Admissions
  - U of T: Faculty of Arts & Science (Registrar's Office & professors), First-Year Learning Commons
- Challenges
- Best practices: Advice & guidance

# Book - Available Now



## **Personal Librarians: Building Relationships for Student Success**

Practical advice and case studies examining how to develop, sustain, and assess personal librarian programs.

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# Questions?

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