

APPLYING THE REVISED STANDARDS FOR DISTANCE LEARNING LIBRARY SERVICES AT YOUR INSTITUTION

MELISSA ATKINSON, DANIELLE THEISS,

DANIELLE SKAGGS, & NATALIE HABER

INTRODUCTIONS

- **Danielle Theiss**
 - Director of Library & Academic Success Services, connect the Standards with Standards for libraries in Higher Education in annual report/assessment report
- **Danielle Skaggs**
 - Online & Distance Services Librarian, used entitlement principle for advocacy
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 - Online Services Librarian, use the standards to guide the prioritization of projects and to advocate for distance and online learning to make an appearance in library strategic plan
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Mapping to the ACRL Standards for Distance Learning Library Services					
1	Mapping to the ACRL Standards for Distance Learning Library Services				
2	Part	Section	Standard	Benchmark (how standard is met)	Additional Notes
3	Fundamental Requirements	Library Requirements	Availability for All Users	Online resources for students. Specific webpages for online students at http://guides.acu.edu/distance	Guide is most viewed libguide and recently redesigned--kept up-to-date. Some programs push this page more than others.
4			Academic Excellence	ILL is available for book chapters and articles only--not print books. This webpage is easy to find. All electronic resources are available to all students, faculty, staff. ADA compliance is not a standard that is being met with electronic resources, including Libguides, the main source of information for online students. UPDATE: Now offering to send print books from our collection (or ebook alternative) to online students (as of Aug 2019)	Is not offering our print collection to online students "equivalent to" physical students' (and faculty) access to print books? (UPDATE: Now offering to send print books from our collection to online students or ebook alternatives as of Aug 2019). ADA compliance should be looked at more closely for Libguides pages.
5			Direct Human Access	Phone and email are available during regular library hours. Phone, email, chat, and text are available during research desk hours. One on one consultations are offered through an appointment calendar with the option of phone, email, chat, Google hangouts, or Skype.	Stats are kept in LibAnswers. Being embedded in some courses might be a good way to offer access. Dissertation committee chairs have been given Online Learning Librarian's contact information for students who need help.
6			Instruction	A webinar is offered every week zero that introduces the library and how to search. Video tutorials and research guides are available for most online programs.	Outreach to program directors to let them know what is available is needed.
7			Strategic Planning	The Online Learning Librarian creates annual goals that mostly fall under the library's strategic plan. Some library services in the strategic plan for online programs are the responsibility of other librarians or administrators.	A strategic plan specifically for library services to online students and faculty would be nice.
8			Needs & Outcomes Assessments	Annual survey sent to online students (2nd sent out this year). Feedback survey for webinar is sent to students after webinar has ended.	Planning a survey to send out to online faculty next year similar to what is sent to on campus faculty.
9		Personnel	Personnel	The Online Learning Librarian position is the point of contact for online students, faculty, program directors, advisers, and ambassadors. Other librarians help answer reference questions during their shift at the research desk.	With the increase in EdD and DNP students, another librarian might be required to meet the demand of research needs.





Additional Library Personnel Support for Online Students

This proposal includes data for research help given to online students from June 2016 to May 2019, ACRL distance learning standards, student feedback from three years of an online survey, and recommendations for future library personnel. Research questions and one-on-one research questions have increased from 426 to 997 in the last three years. The percentage of these questions not answered by the Online Learning Librarian has increased from 59% in 2016 to 63% in 2019 (partial calculation for May 2019). The Association of College and Research Libraries (ACRL) Distance Learning Standards recommend that online and distance students have access to the same services and resources as on-campus students, including direct human access and instruction. Feedback from three years of surveys to online students reveal lack of awareness of services and resources, inconsistency in Interlibrary loan services, and a desire for more weekend hours available for help. The Online Learning Librarian strongly recommends an additional librarian to help with online students' research needs as well as other responsibilities associated with online learning.

ACRL Distance Learning Standards

The Library Requirements section of the ACRL Distance Learning Standards are clear about providing the same services and resources to students regardless of their location. Below are the six aspects of the library requirements, ways that the ACU Library and the Online Learning Librarian are meeting these standards, and how we can improve with an additional librarian.

Availability for all users.

Currently being met: Distance Learning Portal, course specific guides (EdD, DNP, etc.)

Future developments: More course specific guides, better navigation for library home page for online students, marketing DLP and guides to students and faculty

Academic excellence.

Currently being met: Specific databases for online programs, ILL for articles and book chapters only

Future developments: Pilot program to ensure online students have access to books (physical or ebooks) when needed

Direct human access.





DOLS STANDARDS
NEW DRAFT
MAJOR CHANGES



1.
QUESTIONS THAT GUIDED
OUR WORK

SOME QUESTIONS WE KEPT RETURNING TO...

- What standards of library services are specific to distance and online learners?
- What differentiates these standards from others from ACRL?
- What language in the current iteration of the standards is useful to our members and needs to be retained?
- What is repetitious, dated, or superfluous?
- How can we make this more concise and up to date, while retaining the essence of the original document?



2.
STEPS TAKEN

STEPS THE COMMITTEE TOOK DURING WRITING

- > A stab in the dark rewrite: close examination of the text, first pass at removing unnecessary language
- > A survey to our membership about the Standards
 - 49 respondents, results showed:
 - How Standards are Being Used, top responses:
 - Goals/Vision/ Strategy: 8
 - Advocacy/Communicating with Stakeholders: 7
 - Mapping/Benchmarking: 5
 - Used for guiding principles/Meeting students' Needs: 4
 - Most Useful Areas of the Standards, top responses:
 - Entitlement principle
 - Bill of Rights
 - Library Requirements
 - Management

STEPS TAKEN, CONT.

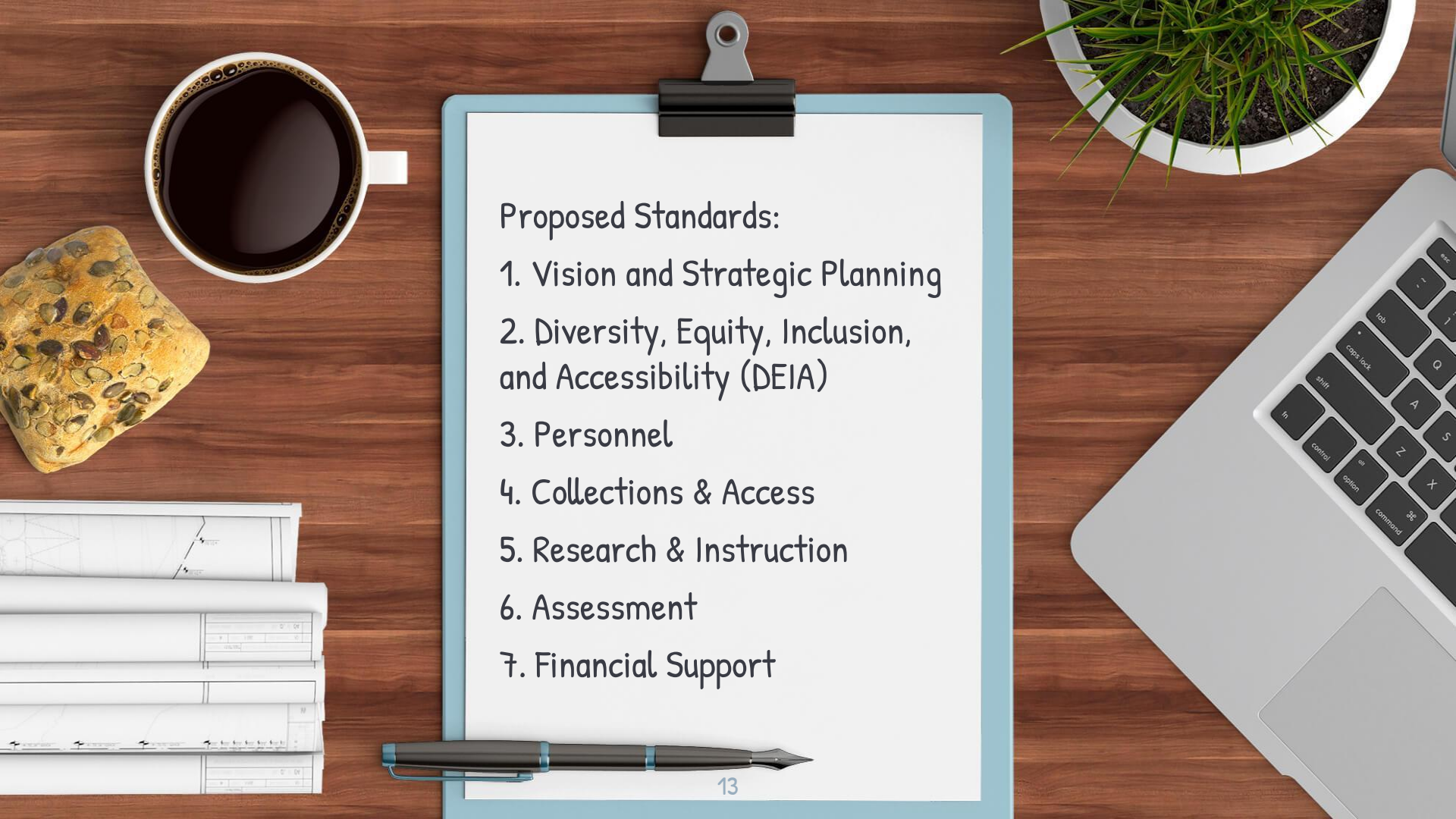
- > Review of other guidelines & standards, both within and outside library literature; included presentations of findings from members to the group, and consideration of language from many standards
- > Utilized Trello project management system to reorganize the text of the Standards; looking for themes and grouping that way
- > Referred to the original document & the DLS Standards worksheet often, to make sure we hadn't missed anything
- > Narrowed our categories (new Standards) & voted within the committee on inclusion
- > Team wrote definitions, supplementary definitions, and activities/benchmarks for each standard
- > Cleaned up/re-wrote preamble of document & Entitlement Principle
- > Added to the history of the document section



MAJOR CHANGES
OVERVIEW

MAJOR CHANGES

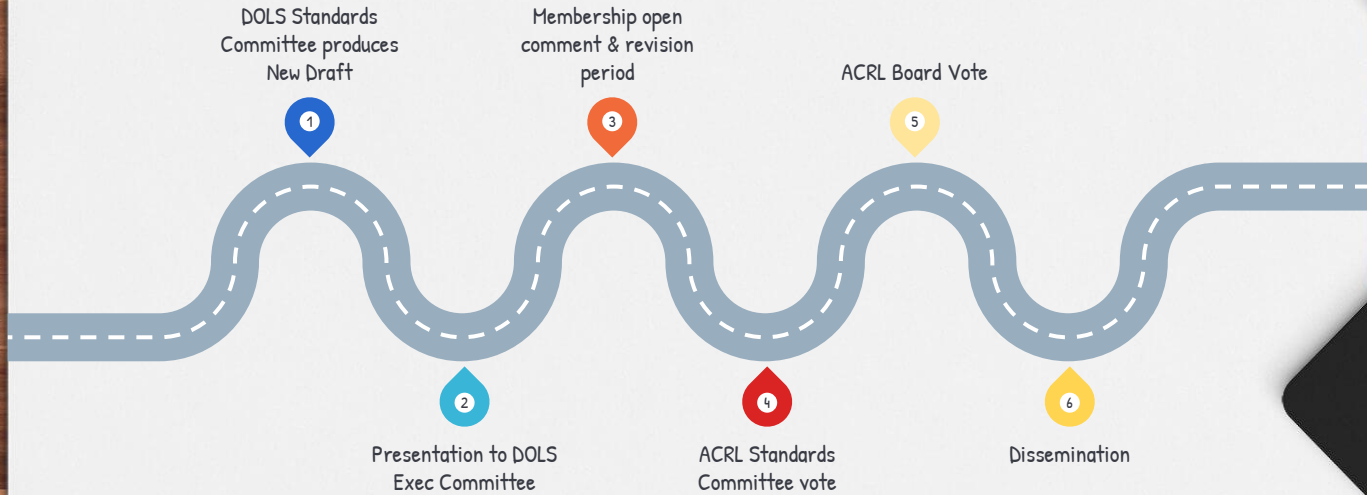
- > Title change
 - Addition of "online"
- > Short & concise
- > 7 Standards
 - Definition
 - Suggested Benchmarks



Proposed Standards:

1. Vision and Strategic Planning
2. Diversity, Equity, Inclusion, and Accessibility (DEIA)
3. Personnel
4. Collections & Access
5. Research & Instruction
6. Assessment
7. Financial Support

ROADMAP FOR NEW DRAFT



ACTIVITY

- Work in groups or on your own
- Fill out Worksheet (available digitally or in print as a handout)
 - How might the Standard be met
 - What might be lacking in meeting the Standard
- Share back with the group



WORKSHEET

<https://tinyurl.com/DOLSStandards>

Click File > Make a Copy
to add to your own drive & edit



VISION & STRATEGIC PLANNING



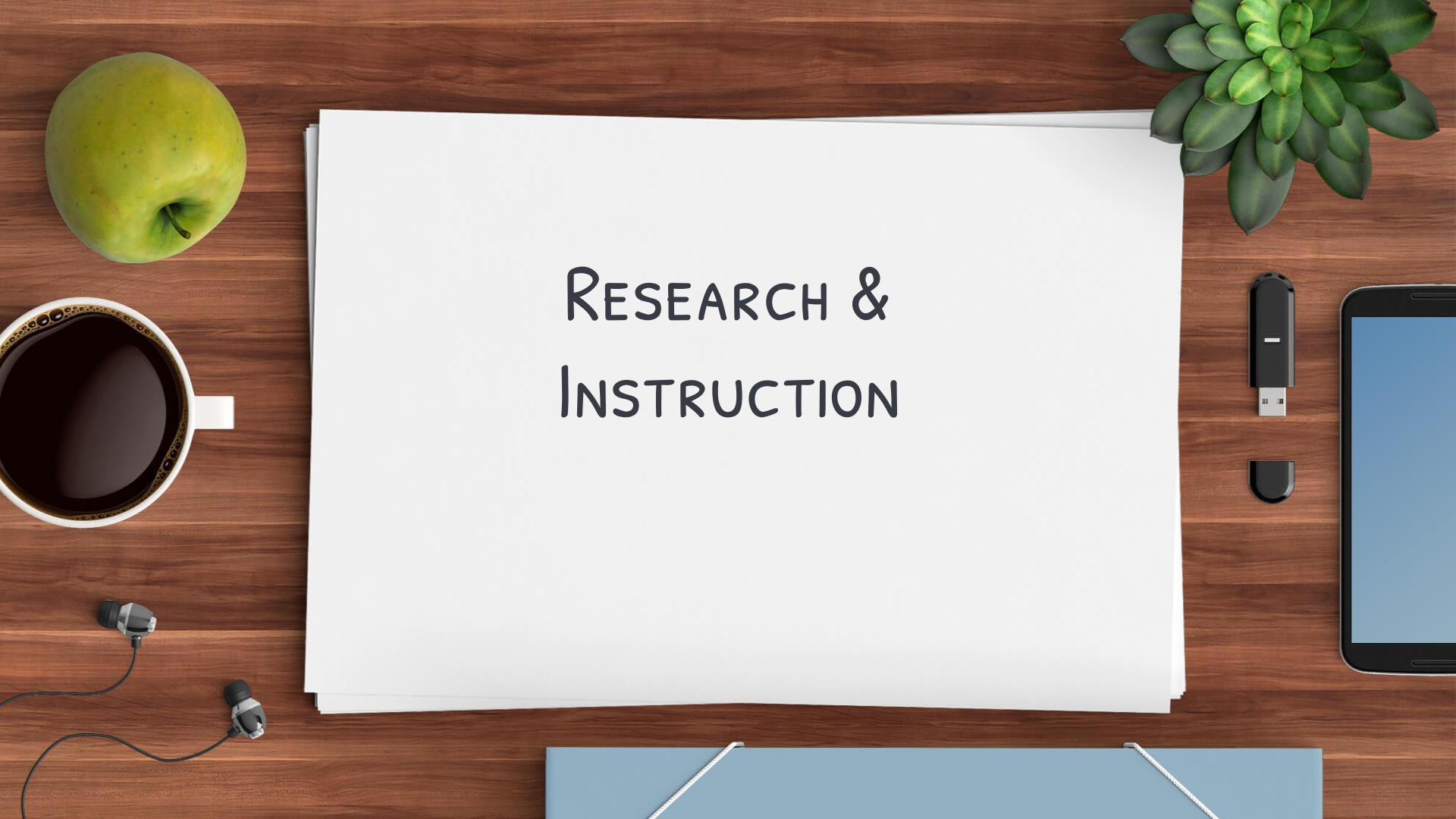
DEIA



PERSONNEL



COLLECTIONS & ACCESS



RESEARCH &
INSTRUCTION



ASSESSMENT



FINANCIAL SUPPORT


THANK YOU!

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A top-down view of a wooden desk. In the top left, a portion of a silver laptop is visible. To its right is a small potted plant with green grass-like leaves. On the left side of the desk, there is a grey pen holder containing several pens and pencils in various colors (green, blue, red, yellow). Next to it is a silver pencil with a white eraser. At the bottom left, a white ruler with black markings is placed horizontally. On the right side, there is a white mug filled with dark coffee, and a small pile of yellow and green dried flowers or leaves. The main focus is a stack of white papers in the center with black text.

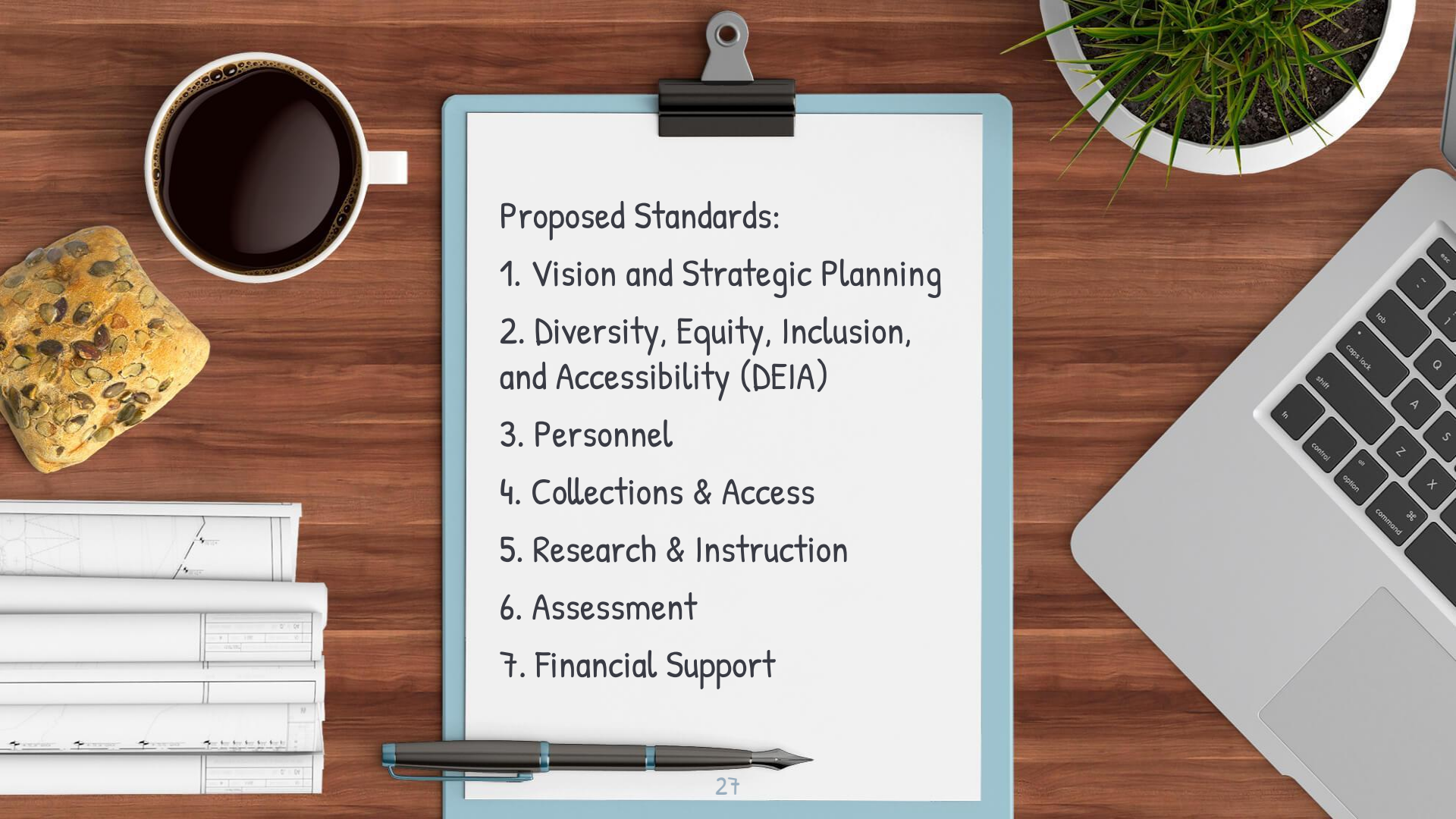
APPLYING THE REVISED STANDARDS FOR DISTANCE LEARNING LIBRARY SERVICES AT YOUR INSTITUTION (#2)

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4. Collections & Access
5. Research & Instruction
6. Assessment
7. Financial Support



EQUITABLE ACCESS PRINCIPLE

All distance and online members of an institution of higher education are entitled to the library services, resources, and collections of that institution. This founding principle applies to all public, private, profit, and non-profit academic institutions and it is the underlying and uncompromising basis for the Standards of Distance and Online Learning Library Services, hereinafter designated as the Standards.

ACTIVITY #1

- Work in Teams
- Each Team will be given a Standard
- Brainstorm ideas to analyze and document progress of the Standard (pick an institution from the team or you can brainstorm for an institution in general)
- Create with the Team a “tool box”
 - Tools for meeting the Standard
 - Ideas on how to share with stakeholders
- Share back with the group



TOOLBOX LINK:

<https://tinyurl.com/DOLSToolbox>

DRAFT STANDARDS:

<https://tinyurl.com/StandardsDraft>

ACTIVITY #2

Using the information, tools, and ideas shared with your Team and the group, create an individual action plan on how to meet the Standards and how to share with stakeholders

THANK YOU!

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