

Closing the Loop

Sharing Information in the Name of Retention



SPALDING UNIVERSITY
LIBRARY

Retention Summit 2021

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Library use as a predictor for student retention

Library use defined as:

- Library instruction or orientation
- Database logins, book loans, library computer station logins, use of other resources

Outcomes:

- Library use predictive of FR-to-SO and SO-to-JR retention
- Positive correlation between library use and student GPA
- Librarian consultations linked to timely completion of dissertations

Spalding University Library

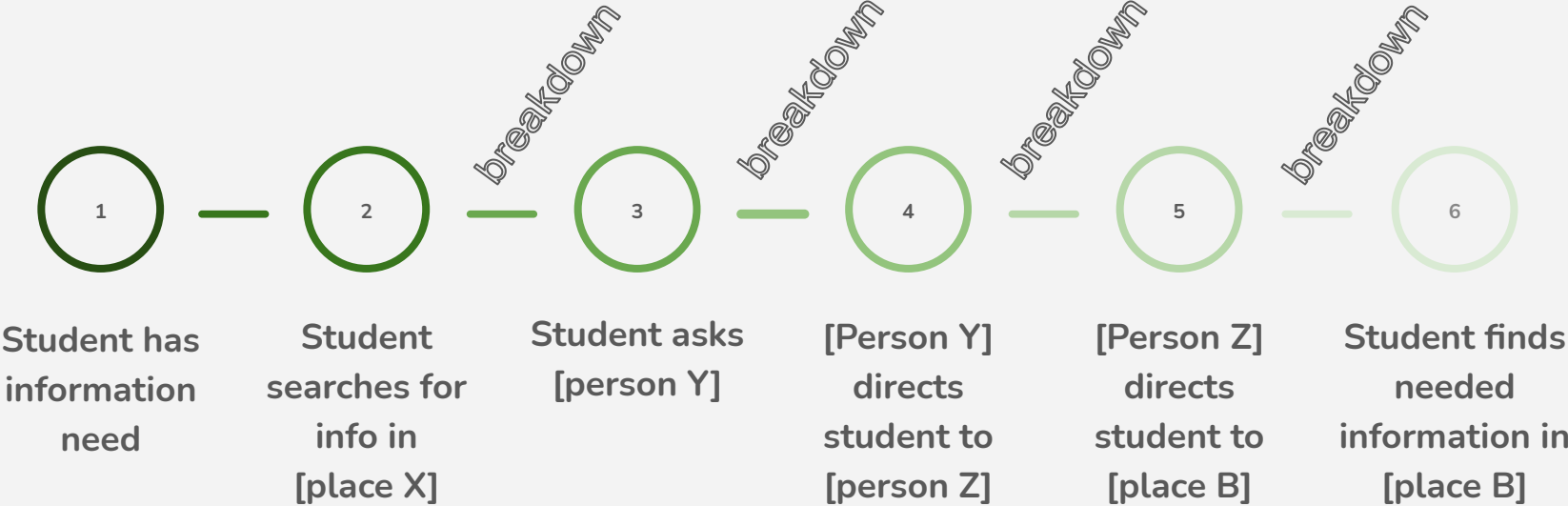
Library as Information hub:

“Ask us any question. Even if we can’t answer it, we’ll help to point you in the right direction.”

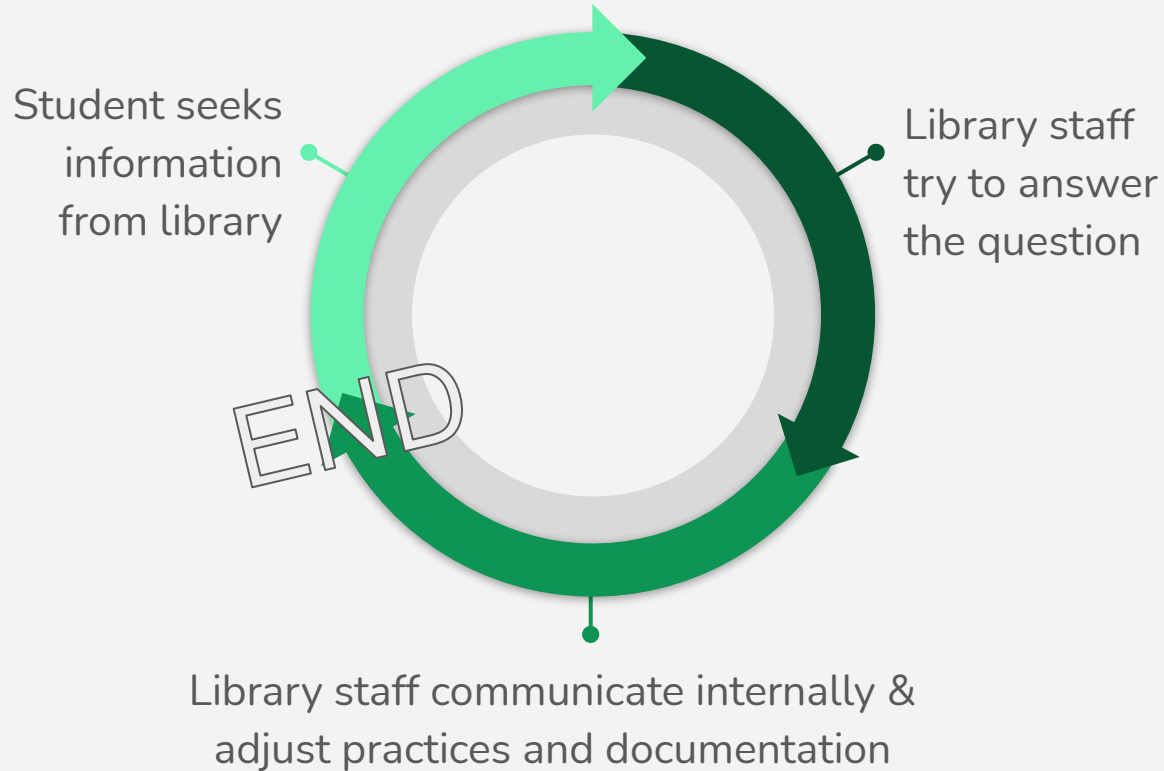
Data collection:

We aim to record data from every “reference” interaction, including chat service, phone calls, emails, and scheduled appointments. At present, much of this data remains internal.

Focus on student experience



Information Loop



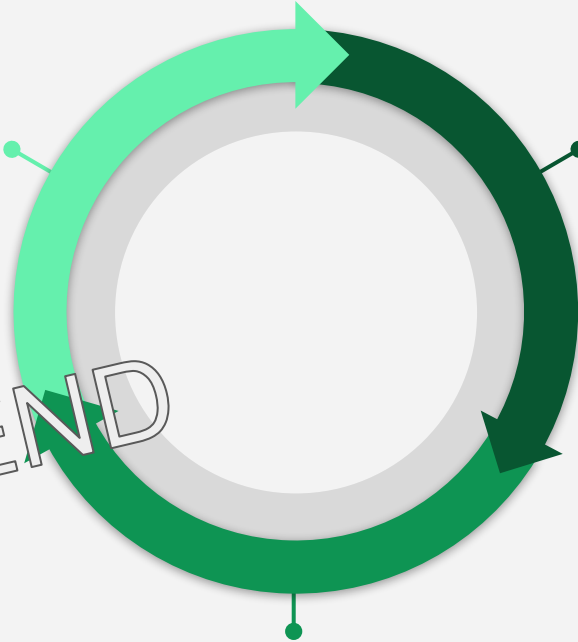
Scenario 1

Student doesn't fully understand an assignment and turns to library for help

Library staff try to answer the question with the information available to them

END

Library staff communicate internally to make sure that we're prepared to support other similar questions



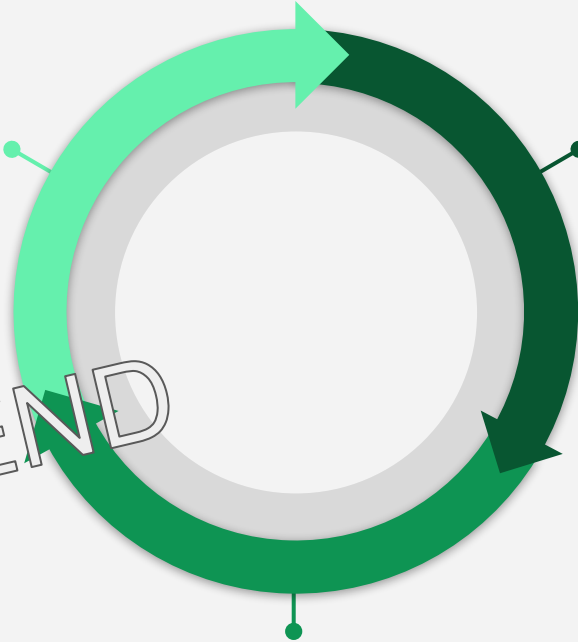
Scenario 2

Student is looking for their textbooks and calls the library

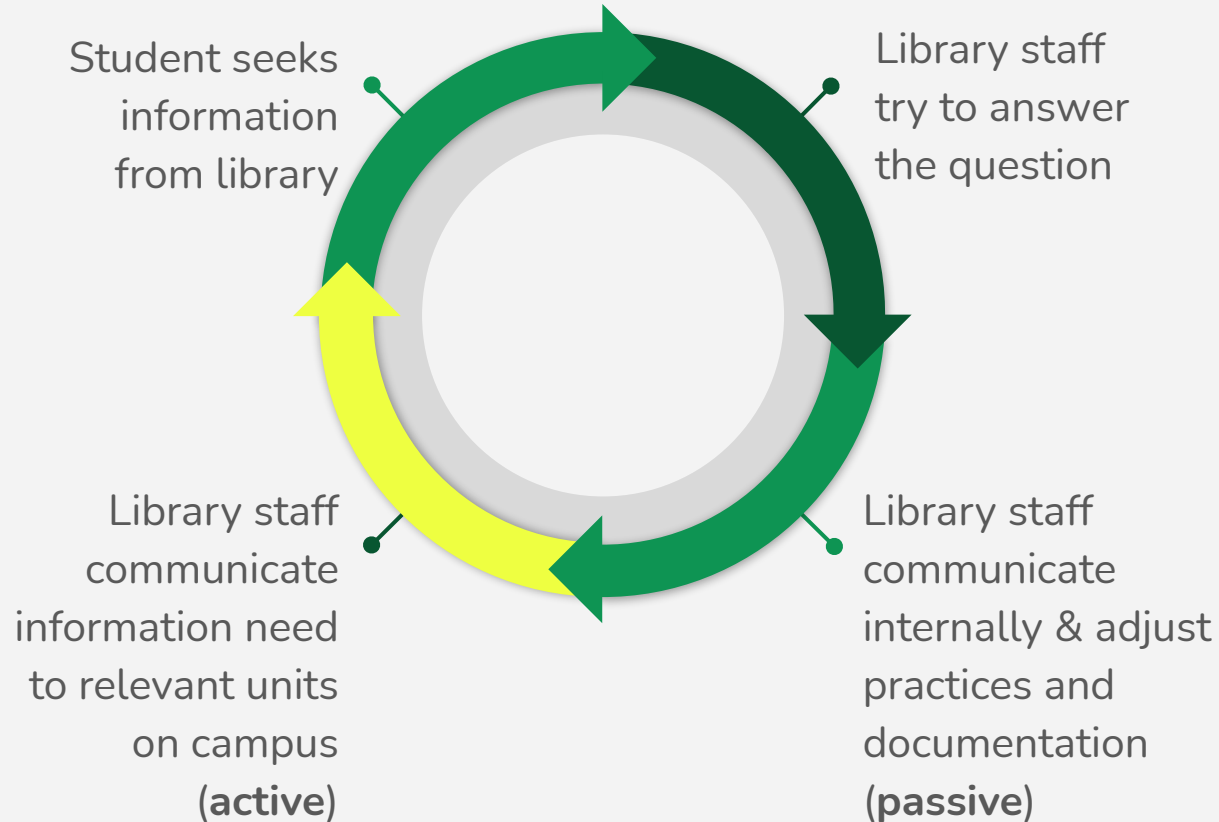
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Library staff communicate internally to make sure that we're prepared to support other similar questions



Closing the Loop



Proposal to “close the loop”

1. Reflect on our data monthly to identify any trends or info snags
2. Initiate communication with relevant person or office to share feedback
3. Contribute to a growing precedent for sharing feedback and experiences between departments and offices

Discussion

- Are there better ways to do this that we can all contribute to?
(e.g. Navigate)
- What examples of info sharing *or* silo-ing do you encounter in your area?