

FOSTERING LIBRARY ENGAGEMENT



The Vital Role of Dedicated Staff

Michelle Bone

User Engagement & Assessment Coordinator William E Laupus Health Sciences Library

- BSBA in MarketingEast Carolina University
- MA in Higher Education Leadership:
 Community College and University Leadership
 Appalachian State University
- 18+ Years in Academic Libraries







So what is Library Engagement?

- Student Learning
- Citzenship and Service Based Learning
- The Library as Engaging Place & Space
- Engagement through Technology Programmatic Learning Experiences
- Relational Engagement



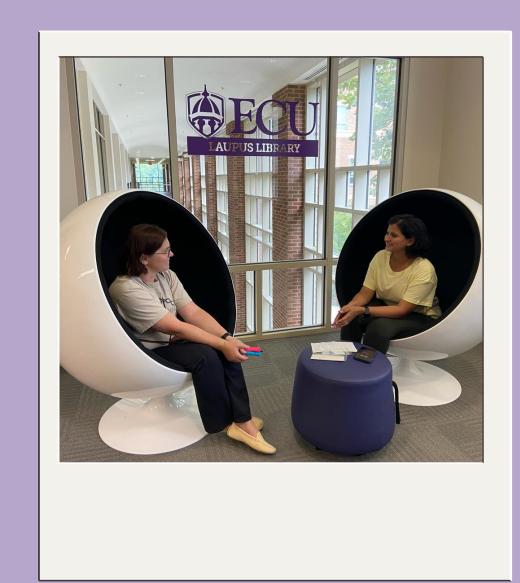
Engaging Space & Place

Making the academic library an engaging place and space involves creating an environment that fosters collaboration, learning, and creativity while catering to the diverse needs of students, faculty, and researchers

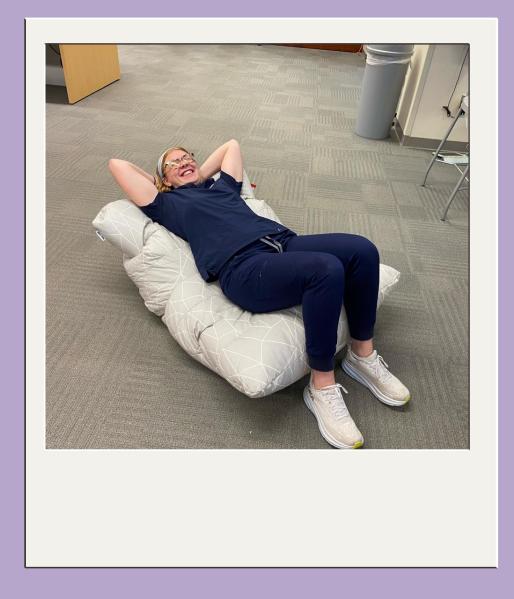
- Flexible & Collaborative Spaces
- Events & Programming
- Student-Led Initiatives
- User-Centered Design
- Accessibility & Inclusivity

Flexible & Collaborative Spaces

Design the library with flexible spaces that can accommodate various learning styles and activities. Incorporate comfortable seating areas for individual study, group study rooms for collaborative work, and quiet zones for focused research.







Events & Programming

Fun events and programming can attract students who may not typically use the library for academic purposes, thereby increasing overall engagement with library resources and services. Once students are in the library for a fun event, they may become more aware of the library's offerings and more likely to utilize them in the future.



Student-Led Initiative

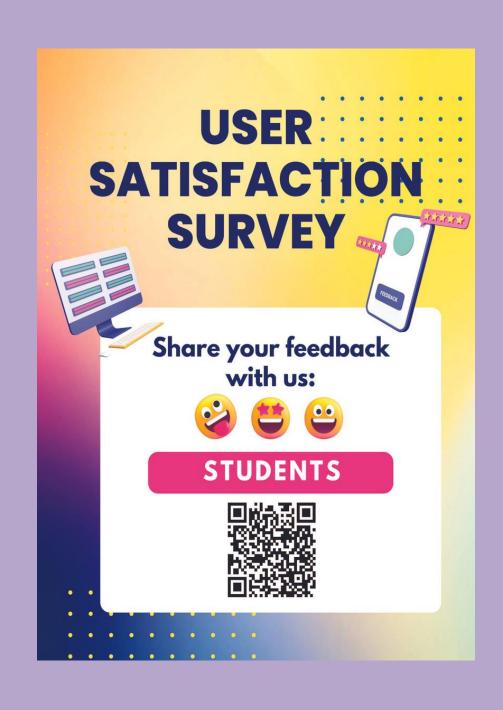
Empower students to take ownership of the library space by supporting student-led initiatives and projects. Encourage student organizations to host events, exhibits, and programming within the library that reflect the interests and diversity of the campus community.





User-Centered Design

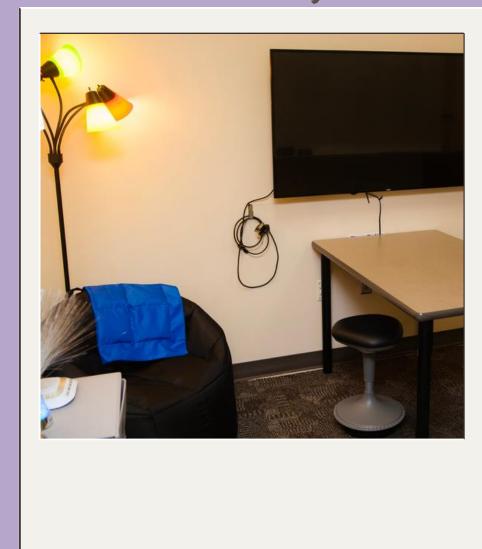
Take a user-centered approach to library design and services, soliciting feedback from students, faculty, and staff to inform decision-making processes. Conduct surveys, focus groups, and usability studies to understand user needs and preferences, and incorporate this feedback into ongoing library improvements.

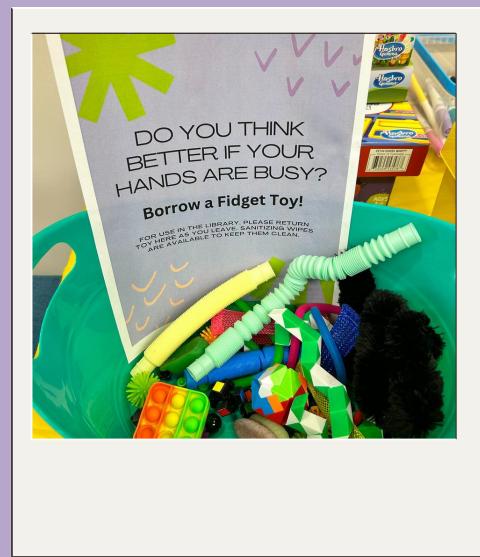


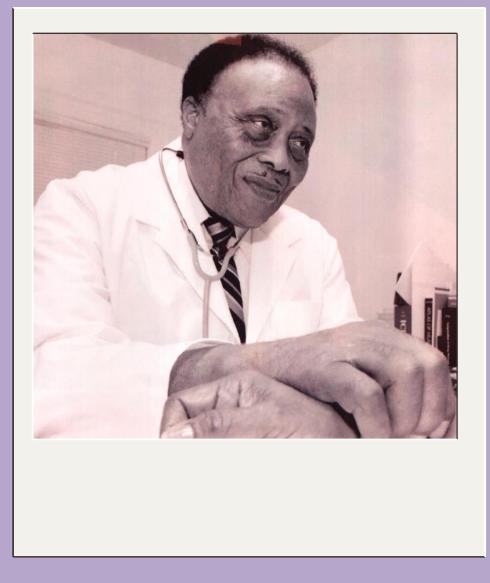


Accessibility & Inclusivity

Ensure that the library is accessible and welcoming to all members of the academic community, regardless of their backgrounds or abilities. Provide accommodations for individuals with disabilities, including wheelchair accessibility, assistive technology, and accessible study spaces. Promote diversity and inclusivity through diverse collections, programming, and exhibits that reflect the cultural, linguistic, and intellectual diversity of the community.









Engagement through Technology Programmatic Learning Experiences

Incorporating engagement through technology programmatic learning experiences in academic libraries involves leveraging digital tools and platforms to enhance learning opportunities, foster collaboration, and facilitate access to information resources.

- Gamification
- Virtual Reality

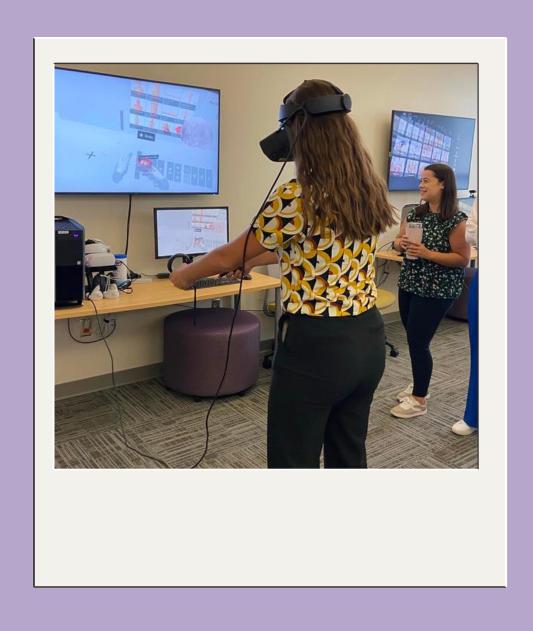
Gamification

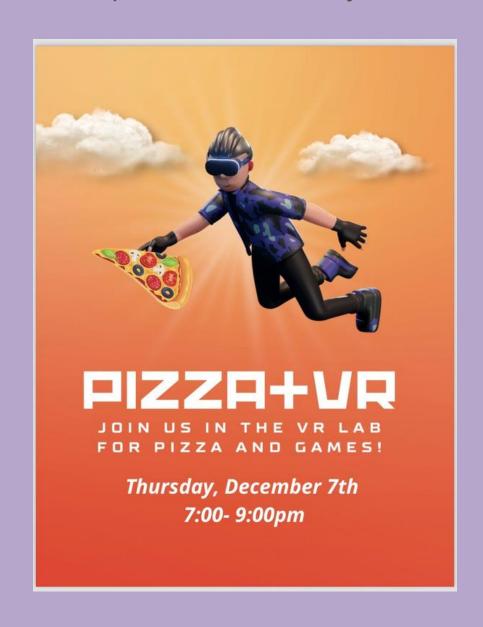
Gamify learning experiences by creating educational games and interactive activities that challenge users to apply critical thinking skills, solve problems, and demonstrate subject knowledge. Use gamification techniques such as badges, leaderboards, and rewards to motivate participation and encourage continued engagement.



Virtual Reality

Integrate VR and AR technologies into library programming to create immersive learning experiences. Develop virtual tours of library spaces, historical archives, or special collections using VR technology. Use AR apps to overlay digital information and interactive elements onto physical objects or library exhibits.









Relational Engagement

Incorporating relational engagement in academic libraries involves building meaningful relationships with library users, faculty, and staff to better understand their needs, foster collaboration, and create a sense of community within the library.

- Partnerships & Collaborations
- Communication Outlets

Partnerships & Collaborations

Collaborating with university departments can significantly increase engagement within the academic library by leveraging the expertise, resources, and networks of faculty, staff, and students across various disciplines.







Communication

Establish clear channels for communication and feedback between library users and library staff. Provide multiple avenues for users to ask questions, seek assistance, and provide feedback on library resources and services. Respond promptly to user inquiries and concerns to demonstrate a commitment to customer service and user satisfaction.



