



UNIVERSITY OF MIAMI LIBRARIES LEARNING COMMONS 2019-20 ANNUAL REPORT EXECUTIVE SUMMARY

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Improvements, Continued Collaborations—and Chaos

The 2019-20 academic year brought the Learning Commons at UM Libraries continued and unique opportunities for practicing the flexibility sitting at the heart of this program since its creation. From a fall start during a windows upgrade project in Richter Library, to sustained collaborations with LC Partners and new connections with student retention, faculty development, and campus-wide culture-building initiatives, to the extraordinary transformations necessitated by the COVID-19 pandemic, the Learning Commons has maintained its provision of high-quality services and resources to students, faculty and staff, and has met the challenge of a new hybrid in-person and virtual learning landscape with characteristic enthusiasm, innovation, and attention. In short, the Learning Commons has excelled in its effort to support learning and growth at University of Miami.

COVID-19 Shift: LC Partner Reflections

"Overall, I am proud we were able to get services available in the time we were able to get it running."
—Math Lab

"In fact, due to increased demand, the desk expanded hours and [Peer Research Consultants] took on additional work to meet the needs of the UM community. There was a real sense of community among the [PRC and LRS] team and an effort to pull together in a time of national crisis."
—Research Services

"It was a completely seamless transition against a background of uncertainty."
—Writing Center

"Service provision...was in flux, but communication by its staff members about what it could and could not provide was very good. (People can accept limitations if they are clearly and preemptively communicated.) Furthermore, the staff did as much as possible to accommodate requests for, e.g., ILL, despite the department's limitation."
—Access Services

Highlights

SUCCESSFUL ONLINE PIVOT

- Shift to remote support in mid-March with continued virtual support through the current semester

NEW STUDENT ORIENTATION

- 1,400 undergraduate attendees for fall 2019
- 282 undergraduate and 60 graduate registrants for spring 2020
- 20-25 Partners and Affiliates

STUDENT RETENTION

- Workspace for course-related Math peer tutoring/workshop initiative and special consultations for stretch English 105 courses

NEW SERVICE

- Toppel Career Center Peer Advising drop-in service, with 961 in-person and 103 virtual appointments

UNIQUE PROGRAMMING

- Hosted two, three-day Graduate Student Writing Retreats in fall and spring
- Hosted a student-sponsored Q&A with author Edwidge Danticat for the 2020 One Book, One U program, the newest Learning Commons/UM Libraries partnership

Learning Commons Service Snapshots

Access

Over 70,000 items borrowed, including 1,259 laptop loans at

Access Services

Analyze

Over 1,800 individual GIS and **Data Services** consultations, and 126 workshop sessions

Communicate

Nearly 100 tutoring sessions in French, Spanish, Portuguese, and Italian at the **Modern Languages Lab**

Collaborate

Over 300 reservations for the Learning Commons Flexible Program Spaces (A & B) and 7,845 hours of Group Study Room reservations for 8 rooms

Create

Workshop sessions at **Creative Studio** for 363 participants and nearly 2,000 professional equipment items borrowed

Learn

Camner Center for Academic Resources – Over 3,000 in-person tutoring sessions with 157 virtual group and individual meetings after March 30

Math Lab – 752 drop-in tutoring sessions with support in 40 different course sections from MTH 101 to MTH 311

Office of Academic Enhancement – Five workshops for Empower Me First and Prestigious Awards and Fellowships programs

Research

Nearly 5,000 participants in instruction sessions and 868 in-person and virtual consultations with **Peer Research Consultants, Information Specialists, and Subject Librarians**

Technology Support

Student Technology Help Desk

– Over 7,000 service incidents initiated in-person and virtually, with top support with wireless configuration and general troubleshooting

Technology Assistance Program

– Over 20 workshops hosted in-person and online and approximately 780 hours of individual consultations available

Write

4,304 in-person and online consultations at the **Writing Center**, in addition to several workshops, and support for the Graduate Writing Retreats

New

Toppel Center Peer Career Advising drop-in service, with 961 in-person appointments and 103 virtual appointments



Reflections on Fall 2020 & Anticipated Outcomes

**The Learning Commons currently operates almost completely online.*

- Increased support for online resources

"Requests for streaming video have just exploded...there has been an absolutely unprecedented demand for streaming versions of films."

- Diversity in consultation modes

"Clients appreciate the convenience of accessing our services from wherever they happen to be."

- Opportunities for strengthening and innovation

"The shift to a fully online environment has caused the research assistance process to become more deliberate and planned."



2020-21 Goals

- Continued and flexible support of student, faculty, and staff stakeholders during ongoing uncertainty
- Support for online learning through services and resources
- Outreach to audiences through social media
- Support for racial justice and equity initiatives (e.g., One Book, One U, inclusive teaching circles, student research workshops)

2019-20 Learning Commons Key Usage Statistics

<https://my.visme.co/view/7687wj1w-learning-commons-report-fy2020>