

2021-2022 ANNUAL REPORT

**Save time
and achieve
success
with OCLS.**



ONLINE CAMPUS LIBRARY SERVICES

IWU ONLINE CAMPUS LIBRARY SERVICES

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Prepared by Rachel Walters, OCLS Online Librarian

MESSAGE FROM THE DEAN OF OCLS

Over the past year, OCLS changed its name (from Off Campus Library Services to **Online Campus** Library Services). Our team created new electronic filing and student support systems. And we deepened partnerships with National and Global and Wesley Seminary colleagues to support curriculum development, add library resources to classes, and significantly lower student textbook costs.

Reflecting on the past academic year, I am deeply grateful for the opportunities OCLS has to work with other IWU academic and operational units. Here is a brief look at some of OCLS's accomplishments:

- **8,052** updated course links (library resources, OCLS contact information, new request forms, and user-friendly instructions).
- Provided article, ebook, media, and library resource suggestions for **30 new or revised** National and Global and Wesley Seminary courses.
- Completed **578 Personalized Search Plans** with customized research support to ensure students completed their assignments successfully.
- Reviewed APA Format on **341 Student Papers**, acting as a “second set of eyes” so that IWU students feel comfortable with basic APA Style rules.
- Dedicated **50.5 hours for in-person and online student appointments** (that we remembered to track)

These efforts give a small glimpse into how OCLS strives to improve 21st-century library services for IWU stakeholders.

Leveraging Smartsheet's electronic filing and student engagement capabilities helps the OCLS team predict student needs, customize assistance at the course and assignment level, and make data-informed decisions to add, adjust, or end library services for maximum impact.

I hope you will take a few moments to read through the 2021-2022 OCLS Annual Report. We look forward to serving alongside you and living out IWU's mission as a Christ-centered academic community committed to changing the world by developing students in character, scholarship, and leadership.

Jay Wise
Dean of Online Campus Library Services



ABOUT OCLS



FOUNDED IN
1993

MISSION

We help busy adult students and faculty with research and APA Style, so they save time and achieve success in their classes.

VALUES

Students First

We put students first in everything we do.

Strategic Intelligence

We purposely plan for future growth.

Access

We will provide access to educational support to the IWU National & Global Community.

Culture & People

We will invest in our culture and people in order to foster a Christ-like community and develop future leaders.

Technology

We will support and provide relevant and readily accessible library technology services.

OCLS STAFF

July 2021 - June 2022



JAY WISE
Dean of OCLS

3
Staff

4
Faculty Librarians

119
YEARS
of combined experience



DAVID DIAL
OCLS Librarian, Cleveland



MARY BETH DOLMANET
OCLS Office Manager



AMY LORSON
OCLS Librarian, Louisville



JANINA HERRING
OCLS Assistant



RACHEL WALTERS
OCLS Online Librarian



JESSICA O'NEAL
OCLS Assistant

OCLS BY THE NUMBERS 2021-2022

OCLS provides student and faculty resources for research and required course resources to help decrease college costs.



3,334

Articles Sent

This team is 100% on helpful delivery of service, and I deeply appreciate it!
Wesley Seminary Student



210

**Library Items
Mailed**



3,180

**Interlibrary
Loan Items**



47,362

Total Interactions



45,951

Student Interactions



1,406

Faculty Interactions



30

**Course Resource
Requests**

These resources are very helpful and helped us create the course quickly!
N&G Faculty



8,052

**Course Links
Updated**

OCLS helps students with research and APA Style so they save time and achieve success in their classes.



4,308

Virtual Assistant Sessions

The virtual assistant provided exactly what I was looking for. As a new transfer student to IWU I am so pleased with the helpfulness of the professors, librarians, and the resources available! I love being a student here!
N&G Student



578

Personalized Search Plans

The detail in the information that was sent back to me was stellar. You can tell that the folks at OCLS love their job. It makes me feel good knowing that there are people like this out there. I feel confident knowing that they will be there for me in the future and will not hesitate to ask for help again.
N&G Student



50.5 HOURS

Student Appointments

The Librarian did an AMAZING JOB helping me. She went above and beyond to help me find a book by Sheldrake. She was so helpful! Canada is experiencing a lot of delays with mail, truckers are on strike, etc.. so getting mail is really hard these days, receiving her help in the midst of my frustration was a breath of fresh air! Thank you! She's the best!
Wesley Seminary Student



341

Paper Format Reviews

Getting the review done so quickly is a relief to my mind! The feedback was very helpful for this paper, but also for any future papers.
N&G Student

DATABASES BY THE NUMBERS AT IWU LIBRARIES



ONLINE CAMPUS LIBRARY SERVICES



LEWIS A. JACKSON LIBRARY



123

Article Databases



24

eBook Databases



9

Media Databases



688,950

Article Searches



518,249

Full Text Article Requests



47,143

Videos Watched



77,337

eBook Searches



72,735

eBook Views



8,933

eBook Downloads



152,496

Video Searches



2,935

Academic Writer Accounts Created



118,768

Academic Writer References Created



64,685

Academic Writer Papers Created

21ST CENTURY LIBRARY SERVICES

by Rachel Walters, OCLS Online Librarian

For decades academic libraries have been proactive in providing services and support for students and faculty. Proactive services have long been the gold standard.

With the rise of online education, artificial intelligence (AI), and machine learning, OCLS librarians are seeing a switch from anticipating needs to predicting the kinds of support our users will need to succeed in their personal, professional, and academic lives. As companies across industry sectors incorporate predictive support to serve their customers better, OCLS believes we will see IWU students expecting support before they know they need it.

Predictive services have three features: one, easy-to-use (intuitive) self-service that students can use to find answers to their questions; two, intelligent bot conversations that will answer their questions; and three, predictive support that will enhance student learning and retention (Gill, 2020).

Intuitive Self-Service - Tutorials & OCLS Answers

Three years ago, OCLS launched our new tutorials page to provide students with on-demand library, research, and Academic Writer tutorials. Our tutorials page allows students to learn library skills on-demand at their own pace, outside library hours, and on weekends.

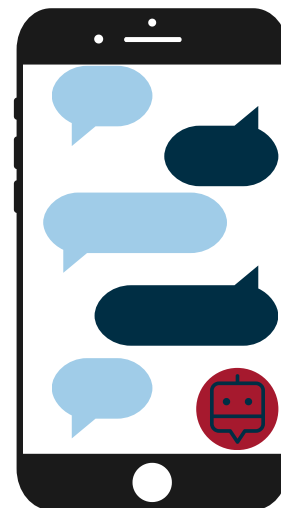


Within the last year, we launched the OCLS Answers page (AKA After Hours Help). This page has frequent questions that students have about accessing OCLS, finding information in

OCLS databases, how to cite sources, accessing and using Academic Writer and Grammarly, obtaining course resources and library materials, and Brightspace and Academic Support questions.

Intelligent Bot Conversations - Verloop FAQs

When we launched our new website in July 2021, we introduced our Verloop virtual assistant bot. A virtual assistant or help desk was a common request from students from our 2020 Reimagine OCLS survey. The Verloop bot answers the top questions that students have and directs them to tutorials, information, or how to ask for help.



Predictive Support

Since our founding, OCLS has been proactive in anticipating student and faculty needs. "How can we get students to use the library?" is the question that every academic librarian has asked. How can we support students if they do not ask for help or do not know that support is available to them? This long-established dilemma requires us to go a step further.

The step further is predictive service and support, and it will become the gold standard for 21st century library services. According to Tran (2022), predictive support "requires the innovative use of data, but providing 'help' to customers before they know they need it is the holy grail of customer support" (para. 2).

References

Gill, A. (2020, November 24). *3 powerful ways to imbue AI for predictive customer service*. SearchUnify. <https://www.searchunify.com/blog/3-powerful-ways-to-imbue-ai-for-predictive-customer-service>

Tran, S. (2022, June 20). *The future of customer service: 10 trends to watch*. HelpScout. <https://www.helpscout.com/helpu/future-of-customer-support>

WHAT'S NEW

SMARTSHEET

To better serve IWU National & Global faculty and students, OCLS started using Smartsheet in October 2021.



smartsheet

Having Smartsheet has allowed OCLS to:

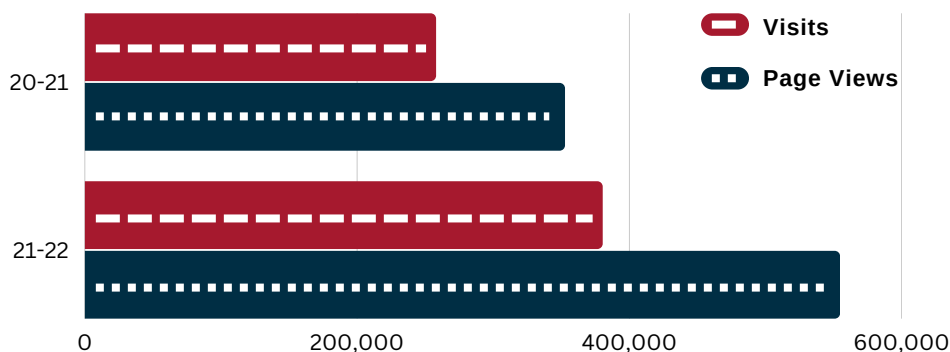
- Become more sustainable and eco-friendly with electronic records and not printing out all interactions for physical files.
- Become more efficient by having a record of students' past questions in one place.
- Become proactive in student services by looking at what degree programs ask for librarian help the most.

NEW WEBSITE HAS MORE USERS

Survey respondents from our 2020 Reimagine OCLS survey commented extensively that the OCLS website was outdated and not user-friendly. Many respondents would avoid using the OCLS website.

On July 7, 2021, we launched our newly designed website. IWU National & Global students, faculty, and staff have commented that the new website is user-friendly and easier to use.

The new website was visited 122,000 times more, with 200,000 more page views than the old one last year.





IWU ONLINE CAMPUS LIBRARY SERVICES

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