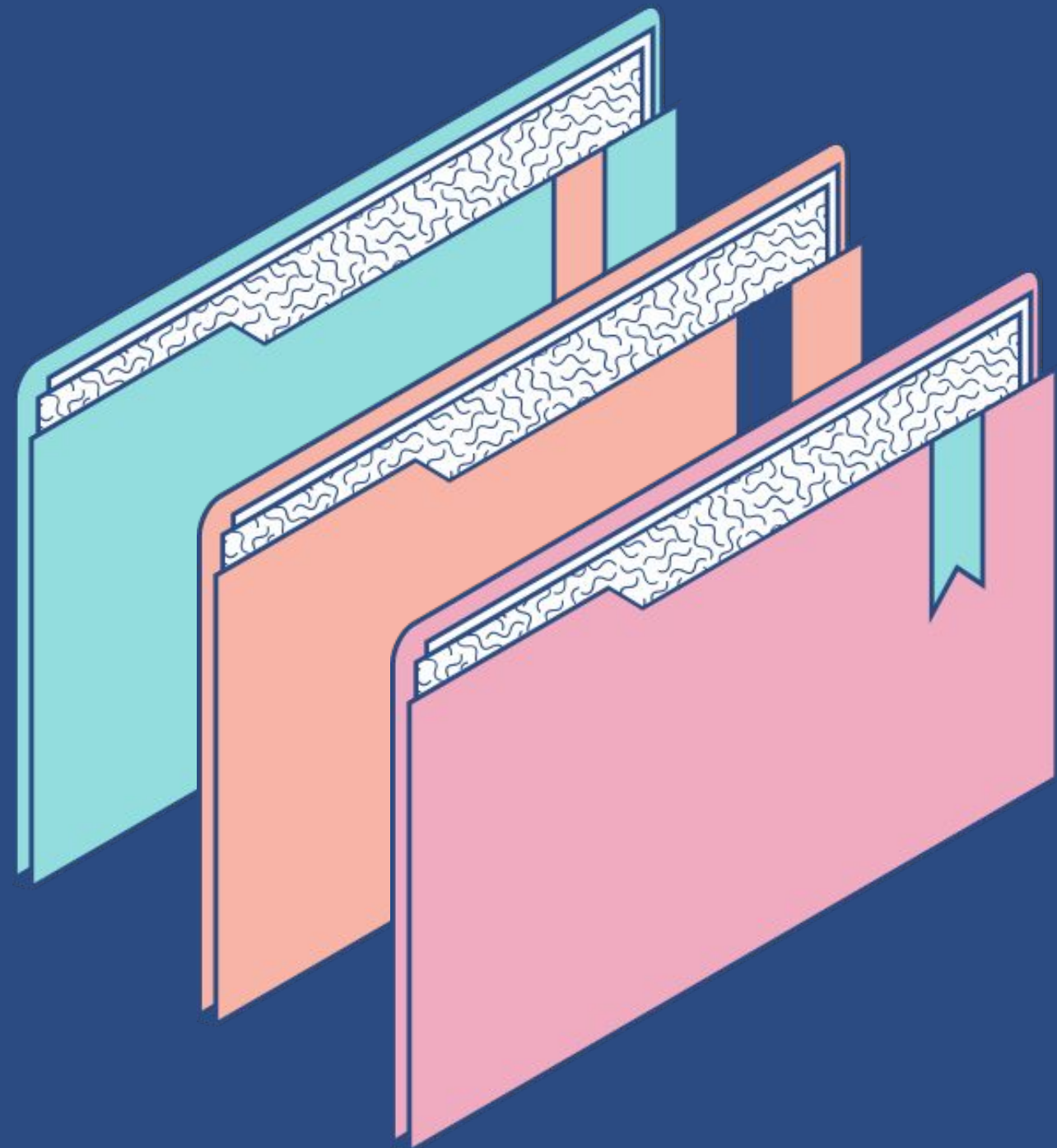




# Integrating Librarians into Campus Systems for Student Success

Laura Birkenhauer

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# Agenda

Connecting the library to campus student success workflows *with EAB Navigate*

Collaborating to support students experiencing unanticipated difficulties *with Maxient*





*Part I*  
Connecting the Library to Campus  
Student Success Workflows  
*with EAB Navigate*

# Timeline

1 ————— 2 ————— 3 ————— 4 ————— 5

***Feb 2022***

Student Success  
Center outreach.

***March 2022***

EAB Leadership  
Team approves  
use.

***May 2022***

Proposal  
submitted to  
Libraries  
leadership.

***July 2022***

Approval granted  
from General  
Counsel and  
others.

***August 2022***

FERPA and  
Navigate training  
complete.



# Connecting Across Campus

Who else is using Navigate at Miami?

- All divisional advising offices
- Athletic Advising
- Faculty Advisors
- Office of Residence Life
- Global Initiatives
- Honors College
- Study Abroad
- Rinella Learning Center
- And more!





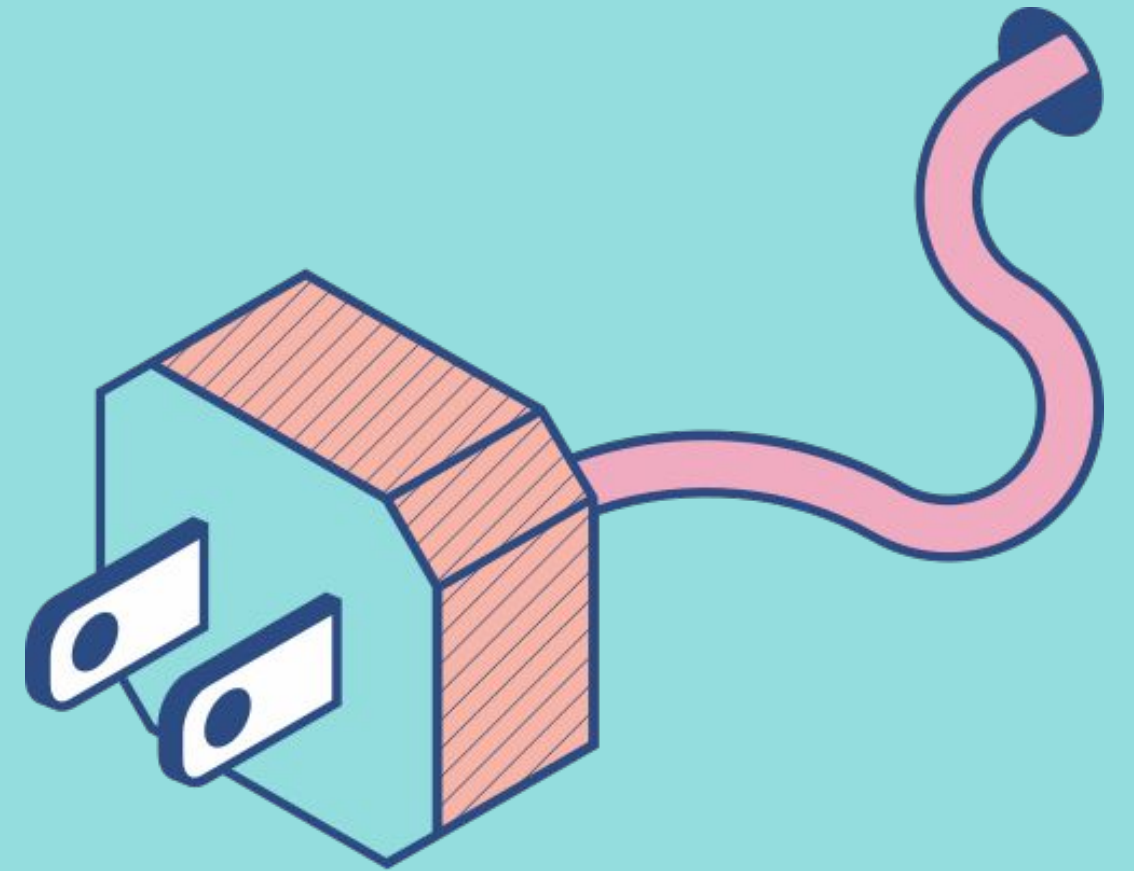
# Connections Across Campus

Student Success Librarians can now access and **act on** information shared by campus partners:

- Active Appointment Campaigns
- Conversations
- Reports/Notes
- Alerts
- Cases
- Appointment Summaries
- Visits to Student Support Centers

# What's Next?

- Add Student Success Librarians to Success Teams
- Share Libraries data
- Participate in high level, University-wide discussions taking place in committees focused on coordinated care





# *Part II*

Collaborating to Support  
Students Experiencing  
Unanticipated Difficulties

*with Maxient*



# Timeline



*September 2022*

Student Success  
Center outreach.

*September 2022*

Added to Miami  
Cares network.

*January 2023*

Emergency  
Resource Network  
(ERN) formed.

*August 2023*

ERN training and  
launch.




# *Emergency Resource Network*

- International Student and Scholar Services
- Office of Student Wellness
- **Office of the Dean of Students**
- Regionals
- Student Financial Assistance
- **Student Success Center**
- **University Libraries**



# Emergency Resources Network Application

Miami University staff works with students on the Oxford and Regional campuses who have unanticipated difficulties during their college journey. Submitting this form will notify our staff of your needs. Please do not submit this form more than once as it may result in delayed processing.

For other university and community resources, visit [MiamiOH.edu/ssc-resources](https://MiamiOH.edu/ssc-resources) .

## Student Information

You are currently authenticated as **Laura Marie Birkenhauer**. [Not you?](#) 

Your full name:

Cell phone number:

Primary assistance needed *(Required)*:

Please Choose... ▼

- Food/housing/hygiene
- Computer/technology/course materials**
- Medical or Mental Health Bills/Payments
- Other financial hardship

Type of student: *(Required)*:

Please select your campus: *(Required)*:

Please select a location ... ▼



Check all needs that apply to your current situation: (Required)

- Housing (temporary)
- Rent/utility assistance
- Extended stay in a residence hall
- Food insecurity
- Personal hygiene product insecurity
- Clothing
- Computer needs (F5 laptop program)
- Hotspot/internet assistance for remote learning
- Books, course materials, supplies, and equipment
- Medical bills/payments
- Mental health bills/payment
- LGBTQ+ Emergency Need
- Other financial hardship

Please describe your current financial situation. Include as much detail as possible about your specific need along with the requested amount if you are seeking emergency funds or bill payment assistance.

(Required)

# Workflow



## Step 1

Receive copy of  
form response via  
email

## Step 2

Receive ping  
notification via  
email

## Step 3

**TAKE ACTION!**

## Step 4

Notes;  
Add note(s) to case  
in Maxient

## Step 5

Tasks;  
Check off any  
assigned task(s) in  
Maxient



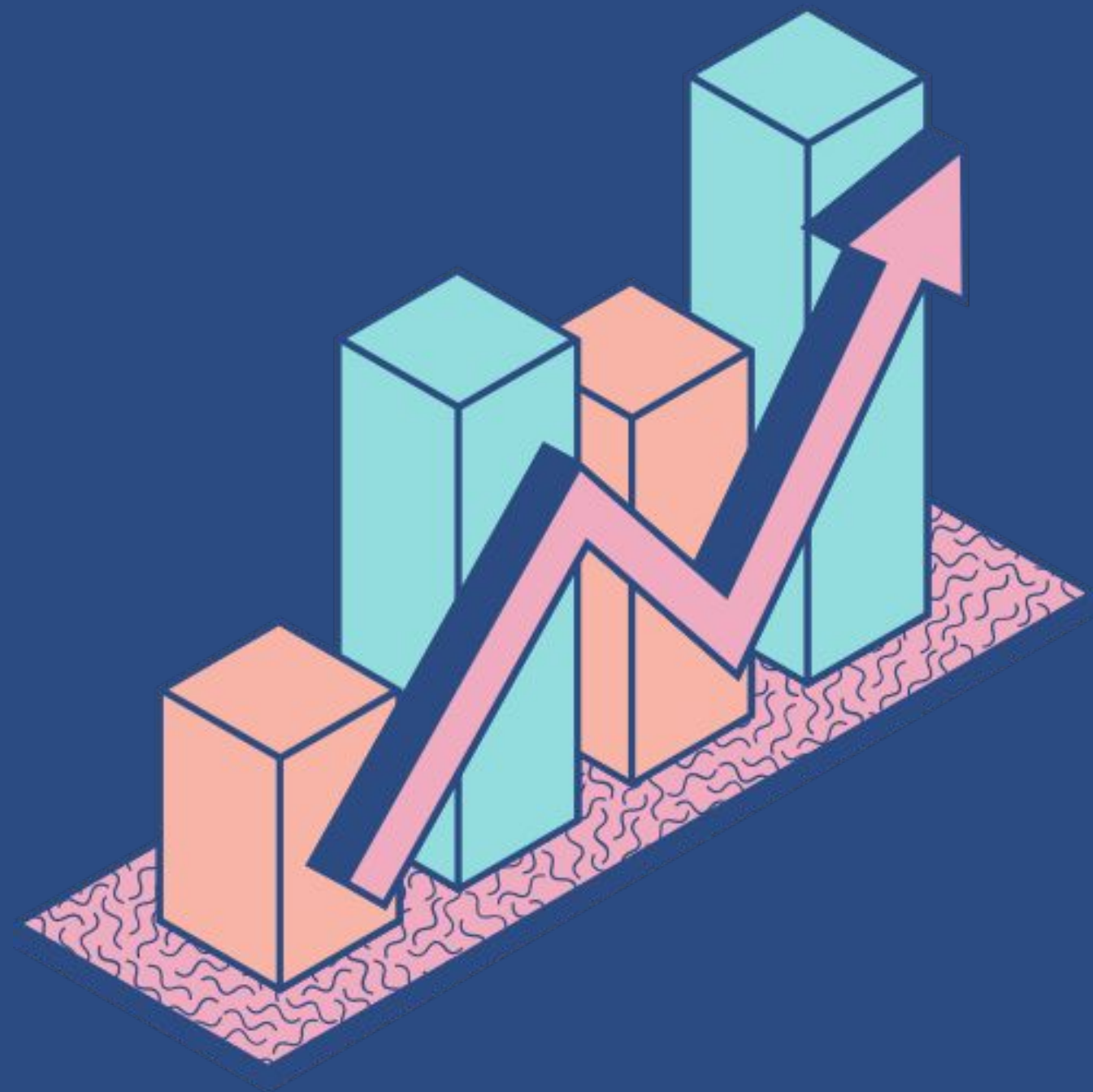
# *In one month...*

15 notifications

8 solutions offered

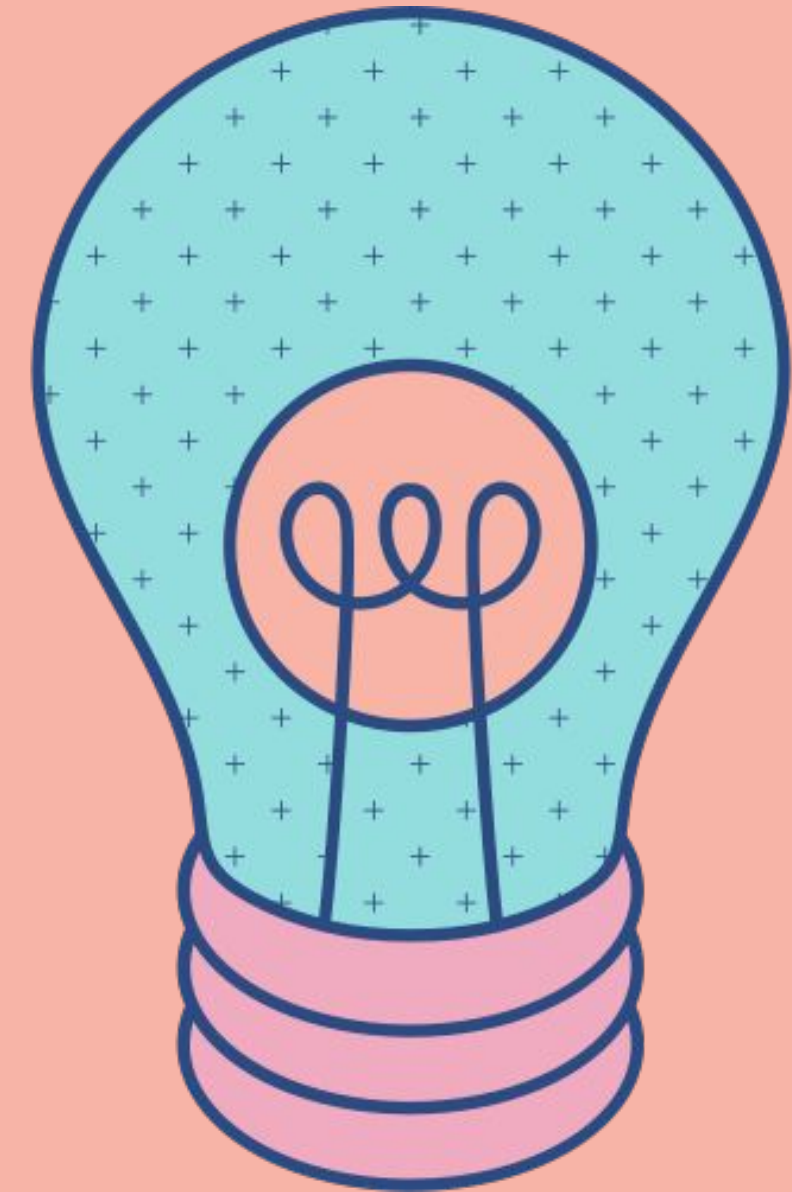
- 17 books thru MUL/OhioLINK
- 1 textbook purchased (\$295.95)
- 2 long-term loan Chromebooks checked out

(August 21-September 22, 2023)



# *What's Next?*

- Continue to improve Libraries workflow
- Seek funding to continue Emergency Resources Textbooks Fund and/or expand technology for checkout



# Why?

## Raises the profile of our work.

Our work is visible to campus partners through its documentation in campus-wide systems... rather than keeping our work buried in our own, library-specific systems.

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## Reaches at-risk students.

Allows librarians to intervene at point-of-need... instead of simply hoping that under-resourced students will ask library for help.

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## Increases campus collaborations.

Already expanded with who and how we're collaborating to support student success... rather than siloing ourselves.





## *Learn More*

- [Library Integration into Institutional Learning Analytics](#)
- [Learning Analytics Toolkit](#)
- [A Seat at the Table: Librarians should be included in plans for students' basic needs \(opinion\)](#)

# Questions?

Email: [crosbylm@miamioh.edu](mailto:crosbylm@miamioh.edu)

Slides: [bit.ly/IL23Birkenhauer](https://bit.ly/IL23Birkenhauer)

