The Last Piece of the Puzzle:
One Academic Library's Experience with Successful Internships

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East Carolina University Joyner Library
Why focus on library internships?
Our Commitments

East Carolina University is resolute in honoring the values that have propelled its success over more than a century. As we consider our future, we focus on three commitments that we have identified as critical to our continued growth.

We pledge that ECU will be a national model for Student Success, Public Service, and Regional Transformation. These three tenets are detailed below, outlined by specific goals within each of their parameters.
MAXIMIZE STUDENT SUCCESS
Support excellence, expand opportunity, and celebrate achievement.

• Lead textbook affordability initiatives
• Engage effectively with underserved students, including those from low-income families and rural counties, transfer students, and active military and veterans
• Champion student excellence in research, writing and creative activity
• Foster graduate student success
• Provide physical and online environments that facilitate and inspire learning and knowledge creation

IMPACT RESEARCH
Invest in the people, tools, and facilities needed to conduct mission-driven research.

• Expose, manage and track the impact of research produced at ECU to the world
• Collaboratively address the challenges of creating, collecting, publishing, and curating new types of information and scholarly output
• Promote the potential of open research, access, and systems to spur innovation and enhance economic impact
• Catalyze cross-disciplinary work and provide presentation platforms for ECU scholarship

SERVE THE PUBLIC
Enhance the quality of life of eastern North Carolinians.

• Acquire, preserve and make publicly available unique collections that document regional history and culture
• Deliver library resources, services, and programming that facilitate leadership, continuing professional development and lifelong learning
• Provide diverse cultural experiences that improve quality of life
• Offer guidance to help ECU students and community members become engaged digital citizens

STEWARDSHIP
Keep our commitments while being good stewards of resources entrusted to us.

• Embrace a diverse and an inclusive university community
• Reward innovation and continuous improvement
• Control costs and diversify revenue streams through grants, partnerships and fundraising
• Reach targets set in the ECU Comprehensive Campaign
High Impact Practices
High Impact Practices

● First Year Experiences
● Common Intellectual Experiences
● Learning Communities
● Writing Intensive Courses
● Collaborative Assignments and Projects

● Undergraduate Research
● Diversity/Global Learning
● Service Learning
● Internships
● Capstone Courses and Projects
● And the newest: ePortfolios
Characteristics of HIPs

- Time and Effort
- Faculty and Peer Interaction
- Diversity
- Formal and Informal Feedback
- Integration, Synthesis, Application, and Connection

balancing priorities, communication, conflict resolution, critical thinking, decision making, time management

https://www.aacu.org/leap/hips
Case Studies
Interns in Special Collections/Archives

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**Case Study 1:**

- University Archives as the main site
- Inventory and condition assessment of physical media
- Contextualization and foundational readings
- Training
- Mentoring

https://digital.lib.ecu.edu/36859 and https://digital.lib.ecu.edu/50584
Interns in Special Collections/Archives

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Case Study 2:

- Archives as secondary site
- Assisting with inventory of blueprints
- Contextualization
- Training

https://digital.lib.ecu.edu/1901
Interns in Special Collections/Archives

History Department Undergraduate Internship Course

Requirements:

- 141 hours
- Reflection paper
Interns in Special Collections/Archives

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Case Study 3:

- Processing additions and reprocessing parts of two related collections
- Contextualization and foundational readings
- Training
- Mentoring

ECC President Leo Jenkins, https://digital.lib.ecu.edu/10192
Case Study: 4

Undergraduate Intern in Research & Instruction

University Studies program--undergraduate student
Zachary A.’s Capstone Project

- Collection Development project to look at the Spanish books in Joyner
- Give the subject librarian an idea of what types of books/films are checked out and used
- $500 given by the Collection Development department to spend on books and movies
- Help review research interests of professors
- Create something to hand out to new Spanish majors (trifold brochure)
## Professors’ Research Interests

### Spanish Professors Interests

<table>
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<tr>
<th>Name</th>
<th>Research Interests</th>
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| Dale Knickerbocker | - 20th Century Spanish Peninsular Narrative  
|                  | - Fantasy Literature  
|                  | - Literary Theory                                                                                     |
| Ann Borisoff     | - Two Way Immersion Programs  
|                  | - Articulation of K-14 foreign language programs  
|                  | - Modified instruction and assessment for students with learning disabilities.                          |
| Juan Daneri      | - Colonial Latin America  
|                  | - Nahuatl  
|                  | - Translation                                                                                         |
| Paul Fallon      | - Literary and Cultural Studies of Greater Mexico  
|                  | - Latino/a American Literary and Cultural Studies  
| Katherine Ford   | - 20th Century Latin American Theater and Performance  
|                  | - Narrative and Poetry of Contemporary Spanish America  
|                  | - Feminist Theory  
|                  | - Latino/a Theater                                                                                   |
Purchasing Books and Films

Received $500 from Collection Development to buy some resources.

Items were from the following categories:

- Graphic Novels
- Recipe/Cookbooks
- Dia de los Muertos/Folklore/Religión
- Philosophy
- Short, introductory books
- Films
Capstone Project Brochure

Foreign Languages' Liaison Librarian

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Useful Joyner Library Webpages

Joyner Library Homepage
https://library.ecu.edu/

Spanish LibGuide
http://libguides.ecu.edu/foreign_languages

Website Suggestions from Former Hispanic Studies Minor: Zachary Ashton

Language Exchange
Speak with fluent Spanish speakers to get help your Spanish and then help them with their English
https://www.language-exchanges.org/

real académia española
This is the best online Spanish Dictionary
http://www.rae.es/

Guía de recursos en español en la biblioteca Joyner

Guide to Spanish Resources at Joyner Library

Brochure made by Zachary Ashton as part of his senior Capstone Project Spring 2019
University Studies Partnership

- New Department on campus
- Partway home undergraduate degree
- Must complete a 200-hour internship, 120-hour capstone project, or research paper
- Last year: 435 majors, all Juniors and Seniors
Advice to Supervisors
Before you Take on the Role
During the Experience
How to Support Interns with Limited Resources
Currently students and/or advisors contact Library Departments directly.

Each separate department accepts interns and tracks progress/feedback.

Currently interns only work and experience their designated department (there is very little interaction or learning outside of that core area).

Intern Completes the Required Time and/or Project for a Grade (the library receives little feedback or follow up).

Snapshot of where we are:
Where we want to be:

**LIBRARY PROJECT CREATED**
- Learning Objectives are created
- Desired Outcomes Established
- Timeline is created
- Alignment with Goals

**INTERNSHIP CORE AREA**
- Student is matched with a core library project
  - Reflection

**SHADOWING EXPERIENCES**
- 2 to 3 Areas of Interest
- "Micro" Shadowing Experiences
  - Reflection
- Formal Meeting with Peers (2)
  - Meet with Mentor

**INTERNSHIP BEGINS**
- Core Library Overview
  - Reflection
- Formal Meeting with Peers (1)
  - Mentor Assigned

**ASSESSMENT**
- Feedback from Student
- Feedback from Mentor / Supervisor
- Library Plus/Delta
- Information learned / collected influences new projects

**REPORTING**
- Student Final Project Requirement
  - Information Shared - Library Forum Presentation (3)

**STUDENT APPLICATION**
- Standard Paperwork for everyone
- Specific Learning Goals
- Statement of Purpose

**CAMPUS OUTREACH**
- Academic Units
- Student Affairs Organizations! (projects of interest)
- Diversity!!!
- Non-traditional library interns (computer science, art, communication/marketing, hospitality, etc.)
Goals for the Future:

- Internship “Menu” from proposed projects
- Centralized Paperwork & Process
- More collaboration between library departments
- Better understanding of library overall
- More 120-hour internships for MLS Students
- Micro-internships
- Continuous Assessment
- Incorporation into Goal Cycles
Questions?

Contact Us!

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