

### III. Academic Resources and Technology

#### 1. TREXLER LIBRARY

Trexler Library is the place to study, meet other students, do research (online and in the library), check out books, DVDs, and music, and receive expert assistance with research projects and other information needs.

#### COLLECTIONS

	<b>Print Books</b>	<b>E-Books</b>	<b>Journal Titles</b>	<b>Research Databases</b>	<b>A V</b>	<b>Gov't Docs.</b>
2013-2014	234,238	78,142	40,762	73	57,185	349,305
2014-2015	236,297	108,619	42,673	73	90,358	374,025
2015-2016	237,098	330,645	33,002	73	98,530	374,025
2016-2017	228,069	515,579	44,967	99	209,602	198,040
2017-2018	230,737	650,677	80,183	119	204,070	207,096
2018-2019	232,814	1,047,772	123,574	115	290,171	307,420
2019-2020	234,750	1,903,316	142,691	122	286,707	307,929
2020-2021	235,956	1,752,395	142,086	137	301,087	308,651

#### LIBRARY USE STATISTICS

	<b>Circulation</b>	<b>Interlibrary Loan</b>		<b>Research Consultations</b>	<b>Library Instruction</b>
		<b>Borrowed</b>	<b>Loaned</b>		
2013-2014	20,129	7,473	1,891	1,055	280 / 4,638
2014-2015	17,247	7,505	1,819	1,068	338 / 4,498
2015-2016	19,866	6,935	2,708	917	341 / 5,999
2016-2017	20,434	4,875	4,181	1,261	299 / 5,029
2017-2018	20,269	5,565	5,762	1,198	266 / 4,426
2018-2019	19,969	5,172	5,492	1,075	271 / 4,633
2019-2020	14,668	2,786	2,772	1,205	247 / 3,685
2020-2021	20,129	1,878	1,986	1,207	189 / 2,893

#### HOURS OF OPERATION PER YEAR

Academic semester	105 hrs/wk
Break periods	40 hrs/wk
Summer session	70 hrs/wk
During Finals	24 hrs (open continuously)

Flexible spaces throughout Trexler Library enable group study, silent research, social learning and interactive activities. Additionally, the library offers fresh brewed Starbucks Coffee. Information services include one-on-one research appointments, citation consultations, library instruction, walk-in and e-mail reference services. Librarians throughout the library work with students, faculty, staff, and community members to provide programs that highlight the collections and facilitate intellectual engagement in research and conversation. The library also serves as a Federal Depository Library and provides local residents and the campus community with access to government publications. Whether visiting the library physically or virtually, the library supports a wide variety of resource types, including books, journals, maps, audio/visual materials, and music scores. The library is developing a robust audio-visual collection and digital reproductions of unique collections.

Highlights of the library include an Information Commons, Writing and Information Consultation Center, collaborative spaces, group study rooms, a One-Button Presentation Practice studio, mobile collaboration carts, and white boards. The Writing and Information Consultation Center brings the Public Outreach and Information Literacy librarians together with the Writing Center tutors to provide one central location for shared consultations. The Special Collections are designated as a “We the People” collection for the extensive Pennsylvania Dutch works and have received international recognition for the ancient papyri collection. Special Collections also is making more available through online collections, such as The Weekly and the Ciarla yearbook, the Muhlenberg Memories Project, the Robert C. Horn Papyri collection, Ray R. Brennen Map Collection, the Muhlenberg Family Papers, Timeline of Visitors, a walking tour called Pathways to Present.

## 2. MARTIN ART GALLERY

The Martin Art Gallery provides the Muhlenberg and Lehigh Valley communities with the opportunity for increased understanding of the visual arts, art history, and cultural diversity through the display of the College’s impressive permanent collection as well as through special exhibitions of work by contemporary artists, art faculty, or in collaboration with other art institutions. The Gallery’s year-round exhibition schedule is enhanced by gallery talks, artist receptions, and cross-curriculum programs. It occupies a prominent location on campus in the Baker Center for the Arts, a striking arts facility designed by renowned American architect, Philip Johnson.

The permanent collection consists of the Tonner Collection, more than 1,700 works-on-paper that range from 16<sup>th</sup>- century European masters such as Albrecht Durer to 19<sup>th</sup>-century American artists such as James Abbott McNeill Whistler and Mary Cassatt. Also part of the collection is a complete 20-volume set (more than 700 images) of Edward S. Curtis’s photogravures, *The North American Indian*, and contemporary paintings, prints, sculpture, and photography. Some of the 20<sup>th</sup>-century artists whose work is represented in the collection include Richard Anuskiewicz, Judy Chicago, Imogen Cunningham, Robert Rauschenberg, and Mark di Suvero.

Information about the Martin Art Gallery is accessible at <http://muhlenberg.edu/gallery> or by calling 484.664.3467. All Gallery exhibitions and programs are free and open to the public. Hours are Tuesdays through Saturdays, noon to 8:00PM and by appointment. Closed during major holidays and semester breaks.

### 3. ACADEMIC RESOURCE CENTER

In alignment with the mission, vision, and values of Muhlenberg College, the Academic Resource Center works to provide support for students' academic transition, engagement, integration, growth and achievement through a holistic, community-based approach. Our services and practices are rooted in a humanistic model, informed by current research in education, psychology, and neuroscience.

In helping students to successfully navigate the rigors of a competitive academic environment and become lifelong learners, we provide opportunities to:

- Clarify and strengthen commitment to educational pursuits;
- Improve organization and planning skills;
- Develop efficient, effective, and strategic approaches to learning;
- Cultivate critical thinking and problem solving;
- Acquire knowledge and skills important to the practice of their discipline;
- Develop and demonstrate leadership abilities;
- Engage in a diverse and mutually supportive academic community.

Because the developmental needs of students change and evolve during their time at Muhlenberg, the Academic Resource Center works closely with faculty and staff to identify, connect with, and support students who may benefit from the culture of care that is embodied in the mission of our department.

All services are offered free of charge on a first-come basis. Among these services, ARC offers:

- **Individual peer tutors** who can work with students in developing content-specific approaches to learning, critical thinking, and problem-solving.
- **Learning assistants** embedded within critical gateway courses who help students build the habits of mind that enable their long-term success.
- **Study groups** facilitated by trained tutors for students looking to deepen their understanding of core course concepts.
- **Academic coaching** for students looking to develop more effective study and organizational strategies as well as self-management, self-direction, and self-advocacy using a non-directive, student-centered approach.
- **Transition workshops** which help students more quickly acclimate to faculty expectations and the demands of the college classroom.
- **Early alert system** which provides faculty advisors with perspective regarding their students' attendance, engagement, and performance early on in the semester so we can do our best to support students' acclimation to Muhlenberg's rigorous academic expectations and standards.

#### *Tutoring*

Each year, around 300 peer tutors work with students across a variety of subjects including but not limited to mathematics, chemistry, physics, biology, psychology, economics, and the foreign languages. Our tutors serve around 20% of the student body in any given semester, representing more than 7,000 appointments annually. The College Reading and Learning Association (CRLA) has certified Muhlenberg's peer tutoring program at the master-tutor level since 1993. All tutors complete an introductory training including role, policies and guidelines, professionalism, ethics, effective questioning and listening skills, establishing rapport, needs

assessment, formative feedback, strategies for academic success, and referral. Tutors are also trained on cultural awareness and working with students with disabilities. Certified tutors must complete a minimum of 10 hours of training and 25 hours of direct student contact.

### *Learning Assistants*

Each semester, up to 25 learning assistants are assigned to critical, gateway courses. They work with students individually as well as facilitate weekly, course-specific workshops. All learning assistants are certified tutors who have completed a one-unit course on Adult Personal and Cognitive Development taught by faculty within the psychology department.

### *Course-Specific Workshops*

ARC organizes course-specific workshops for a variety of gateway courses. Each session is scheduled in the evening for an hour and a half and is facilitated by trained tutors or learning assistants who work with content experts from within the discipline. No sign-up is necessary. Approximately 25% of all Muhlenberg students participate in workshops each semester across nearly 1,000 sessions annually. It is not uncommon for students to both attend workshops and work individually or in small groups with a peer tutor. The more frequently students attend workshops, the more likely they are to achieve success in the course. ARC typically offers workshops in calculus, physics, biology, chemistry, accounting, economics, finance, statistics, and research methods.

### *Academic Coaching*

The transition from high school to college-level study typically requires students to develop new skills, take different approaches, and invest significantly more time in their academics. Our professional staff can work with students to better understand their academic needs; establish and track progress towards self-determined goals; adapt and refine their approaches to learning; develop organization and planning skills; and improve academic decision-making. In exploring a student's approach to learning, our staff may explore opportunities related to time management, concentration, procrastination, college-level reading, note-taking, study strategies, memory, test-taking, and effective use of academic resources. As a first-year student, it is easy to become overwhelmed. Our staff can help students navigate this transition and better understand themselves as learners. Because the goal of academic coaching is self-sufficiency, we expect appointment frequency will vary over time based on where the students are in their own development. Some students may benefit from a regular check-in during critical transition periods while others may benefit from a handful of meetings over the course of one semester. All students may schedule a weekly appointment. Students working with the office of disability services receive academic coaching through their assigned disability services specialist. All other students receive academic coaching through the academic resource center. All students on academic warning and probation are required to meet regularly with their assigned coach throughout the semester.

### *Transition Workshops*

Transition mentors conduct first-year workshops to help students more quickly acclimate to faculty expectations and the demands of the college classroom. Each workshop is offered twice during the fall semester. Topics include time management, college-level reading, note-taking, memory, test-taking, and exam preparation.

#### 4. WRITING CENTER

**The Writing Center** provides 30-minute drop-in tutorial sessions. All Muhlenberg students and employees are eligible for this service. Tutors—students selected through faculty recommendation, portfolio, and interview—receive training in a semester-long course called Writing Theory. They help writers develop their ideas, improve their organization, and refine matters of style and delivery. These sessions can be pre-booked at [muhlenberg.mywconline.com](http://muhlenberg.mywconline.com) and or by walking in to the Writing Center, located on Level A of the Trexler Library in the Writing and Information Consultation Center.

##### Drop-In Center Hours of Operation

Sunday through Wednesday 3:30PM to 5:30PM and 7PM to 11PM  
Thursday 3:30PM to 5:30PM and 7PM to 9PM

**Writing Assistants (WAs)** are assigned to First-Year Seminars and work closely with the professor. Together, the WA and professor help first-year students make the transition from high school to college writing. WAs attend class, lead workshop sessions on writing, and meet with seminar students individually and in small groups throughout the semester.

**Writing Associates** are writing tutors who are assigned to work with an upper-level writing-intensive class. These tutors do not necessarily attend all classes but work closely with the professor in developing writing workshops. Associates, possessing understanding of the material specific to the class, function as a resource both for the professor and the students throughout the semester.

**Writing Mentors** provide weekly tutorial sessions for students who may benefit from more consistent, in-depth support. Mentors usually meet with students for one hour a week at a time and location that is convenient for the student and mentor. Students interested in working with a Writing Center Mentor should stop by the Academic Resource Center or contact Pierce Lockett, x3276, Assistant Director of the Writing Center, on level A of the Trexler Library.

#### 5. INFORMATION TECHNOLOGY

The Office of Information Technology (OIT) is a customer focused organization that operates at enterprise levels in all regards supporting Muhlenberg College's overall academic and operational mission and the specific targets that result therefrom. OIT achieves this through consistent and pro-active connectedness with the community, a reliable infrastructure of systems and services, being knowledge experts in many aspects of technology, operations and processes, conscientious stewardship of resources, and through prudent and engaged leadership.

##### **Learning Spaces**

OIT is also heavily involved in the development of learning spaces - classrooms, formal and informal meeting areas, collaborative spaces - around campus, working in conjunction with the Trexler Library, Registrar, Provost and faculty. These services and functions range from design, maintenance, and support of the presentation systems in classrooms - all of which have projectors, computers, and support connections from users with laptops - to aiding in the development of next generation spaces that support active learning, engaged pedagogy, and flexible furniture.

##### **Enterprise Applications**

A host of systems and applications fall under the umbrella of Enterprise Applications. This group is responsible for not only making sure that systems ranging from administrative to academic run smoothly, but also interacting with offices around campus on business process improvement. The goal is to help offices become more efficient through automation and integration of applications.

### Infrastructure and Networking

The network is the backbone of all our operations, and a dedicated team works to ensure its reliability. This group also works towards improvements such as expanding our WiFi network and improving connectivity to buildings around campus. If networking is the thread that binds the campus together, then our infrastructure - servers, primarily - is the core of productivity. We could not provide enterprise applications without servers to run them on. We could not support new teaching and learning technologies without new platforms, and we could not maintain core operations without this valuable team.

### Client Support Services

Client Support Services consists of a centralized support team and desktop services providing customer-focused support with a commitment to a positive user experience. The centralized support model facilitates the delivery of a cohesive set of services and solutions. The team includes professional and student staff who work to resolve issues and fulfill requests in a timely manner, while empowering our community with access to knowledge and solutions.

## 6. THE CAREER CENTER

Contact: Sean Schofield, Executive Director, Lower Level, Seegers Union, ext. 3170

The Career Center promotes career development by encouraging students to integrate their academic and co-curricular experiences by empowering them to:

**EXPLORE** – increase awareness of strengths, interests, skills, and values; gather information and experience to assist with informed decision making; promote curiosity about the world in anticipation of lives of leadership and service.

**PREPARE** – develop tools, strategies, skills, and knowledge related to goals; improve ability to understand and communicate the value of the Muhlenberg experience; navigate the challenges of college to career transition, and plan for lifelong learning to proactively manage a successful career path.

**CONNECT** – network with and build relationships with alumni professionals, parents, and other resources that will help clarify and achieve career goals; confidently demonstrate the ability to connect the campus and classroom experiences to the world beyond Muhlenberg.

To support its mission, the Center offers numerous programs and services for students.

- **Individual Appointments** - Students are encouraged to visit the Center as early as possible and individual appointments are available with the career coaches. In these sessions, students may choose to discuss topics such as determining career goals, resume development, interview preparation or finding a job or internship.
- **Workshops and Presentations** - The Career Center regularly holds workshops on topics such as resume writing, developing job search strategies, finding summer jobs/internships, networking, preparing for (and applying to) graduate school, and college-to-career transition.
- **Experiential Learning Opportunities** - Among the programs offered are those that expose students to working professionals and the world beyond college. The Career Center offers Career Road Trips in which students can travel to major metropolitan areas to visit organizations and network with alumni. Students may participate in experiential opportunities like the Muhlenberg Shadow Program, which links students with alumni for a “Day in the life” type of experience over winter break, spring break, and

summer, or alumni sponsored virtual projects, which allow students the chance to get professional “hands-on” experience developing and using skills that they learned in the classroom. In addition to these specific programs, the Center offers many industry guest speakers and panels that students can attend.

- **The Muhlenberg Network** – The Network provides students individualized connections through a network of alumni, families, and friends of the College that help a student explore career opportunities and expand the classroom to the world beyond campus.
- **Employer Connections** – On Handshake ([www.muhlenberg.edu/hiremules](http://www.muhlenberg.edu/hiremules)), students can find internship and job postings that are recruiting Muhlenberg students and alumni. These postings are cultivated by the Career Center and also include opportunities that are referred by alumni and parents.

In addition to serving students, the Career Center provides **free lifetime support to all Muhlenberg alumni**. Alumni are encouraged to take advantage of available services. The Career Center has resources, such as interactive webinar series and individual career coaching, that are specifically designed for the more experienced professional.

For more information on the Career Center, please visit [www.muhlenberg.edu/careercenter](http://www.muhlenberg.edu/careercenter)