



**Nominee: Frances Yates**  
**Indiana University East Campus Library**  
**Richmond, Indiana**

**Nominator: Patty Crawford**

**1. Please tell us in 2-3 sentences why your nominee should win this award. What sets him/her apart?**

Frances Yates is the consummate librarian. She brings to our library three decades of experience yet her approach is always fresh and creative. Whether she is obtaining grants to host traveling exhibits, creating a dynamic Facebook presence, or implementing a comprehensive library plan to enhance student achievement, Frances has an enthusiasm that energizes colleagues and motivates students. Her impact on student learning is measurable, as reflected in increased use of library resources. In the two years she has been library director, Frances has implemented initiatives such as a “Library Living Room” and a Library Club that have increased numbers of students being comfortable asking for assistance and thinking of the library as “the place to be.” Frances has played an active role in promoting the Library as integral to the Campus strategic plan and is fully committed to the Library mission for providing resources and services that support the academic engagement and research of diverse participants in our teaching and learning community.

**2. Please discuss how the nominee has helped you and/or others and made your experience of the library a more positive one.**

Frances includes students in a variety of rewarding projects that utilize their talents and skills and inspire them to feel a part of the library’s important work. Undergraduates are encouraged to create library guides for courses in which they have excelled. This not only gives them credit for their academic accomplishments, but it also provides them with an opportunity to serve as peer mentors for students who are subsequently enrolled in those courses. Student library guides have been developed in a range of disciplines, from art history to zoology. These are a lasting contribution for future students and provide a sense of pride for current students, in addition to being an important skill they can use in their future careers.

Mentoring students is integral to Frances' vision for an academic library, and she enables her entire library staff to mentor also, creating an active venue for undergraduate and graduate interns. Interns are given responsibility for real-world projects and the results have been both practical and creative. Literacy interns produced reading activity kits that were used to tutor sixty children in an eight-week summer program. Library science students designed hands-on information literacy skill-building activities for a middle school audience called "Amazing Race: Library edition." You can bet these adolescent students had a positive experience in their first encounter at a college library! Other interns have helped create student-friendly learning spaces, including a "reference bar" complete with an "information menu." With plenty of plugs for lap-tops and purple and red chairs, it definitely creates a positive atmosphere in a previously dull and under-used reference area.

Connecting the library to the curriculum and piquing students' interests is Frances' passion and she finds unique ways to do that. She initiated a partnership with the Humanities and Drama Clubs and involved English majors and an alumni playwright to produce an original "Murder in the Stacks: Case of the Missing Archivist" interactive theater event, led by Sherlock Poems. Students wrote the script and in the process learned about parody, satire, proper citations and credits, and of course, that the Library can be a fun place!

In addition to designing student-centered spaces and partnering for creative co-curricular projects, Frances has created a welcoming environment where students feel comfortable asking questions, from the basic to the most advanced. With a majority of our students being first-generation college attendees, the library can be an intimidating place. Frances puts effort into every detail, from ensuring that circulation desk staff is patient and friendly, to providing a reference librarian with the scheduling flexibility to spend however much time is needed to effectively work with a student.

Frances is not one to stay in her office; she circulates, active and engaged with the library's daily life. She chats with students and faculty in the library and interacts with them outside the library also, whether in the art gallery, at the campus café, or crossing the quad. She is prompt at answering emails (practically 24/7!) and is always willing to listen to questions, concerns, or suggestions to improve the library.

Frances is a person who embraces possibility. She is always thinking of new ideas for ways to improve the library and its services. She plans events and community outreach opportunities, creative projects, and facilitates connections and partnerships. Frances develops ideas into cohesive plans and sees that they are completed. She juggles dozens of projects at once with masterful organization skills. In short, Frances always gets things done.

**3. How does the nominee make the college, community college, or university a better place?**

Frances is seasoned at working with others to develop and share substantive visions and she has the management skills to bring them to fruition. Her energy, knowledge, and commitment to developing an environment in which everyone is welcomed and included do not waver, even in sometimes challenging circumstances. Frances has been able, in a short time, to address a myriad of issues while moving the library forward so that it truly represents the multiplicity of needs of our university. She identifies each person's strengths and works with them so that they are productive and successful. This requires maintaining her vision of the overall goal of exceptional library service while also managing daily operations. Frances' research area is creativity in management and she has a knack for regularly infusing innovation into library projects. A "library action figure" video tour is the 3rd highest viewed video on the IU East YouTube channel and promotional bookmarks she and the media librarian designed have garnered our campus library a national marketing award. Frances' sense of fun and good humor is evident in her involvement with promotions like Cat in the Hat and "Reading Star" standees, "Read" posters, a Ron Popeil/Billy Mays-type adjunct faculty orientation video, and her ubiquitous and huge basket of candy. And candy definitely makes our university a better place!

Among the more serious and significant ways Frances has improved our campus is her proactive analysis of the print collection. Frances implemented a systematic and thoughtful scrutiny of library materials, with the goal of developing an updated collection of materials relevant to current curricular needs. She has also brought us into the online age, with addition of numerous e-book collections, streaming videos, and digitization of archival materials. The latter has been particularly helpful for our campus celebrating a 40th anniversary this year. Prior to Frances' initiative to have our archives organized and digitally accessible, items were only available in old boxes in a storage room.

Pride in our university and commitment to our community motivates Frances to go above and beyond what some may consider a librarian's role. Frances sought an active role in our County's Communities in Schools drop-out prevention program, as she understands the connection between K-12 outreach and college attendance. She also is a contributor of library instruction and learning space for an Early College Program, and this summer offered the Campus Library as a host site for the County's Third Grade Academy, which is an intensive program for students not yet reading at grade level. Most recently, she has partnered with the local Birth to Five organization and will mentor college students working with parent educators to have monthly family literacy events in the campus library. Her focus is always on how to best involve the community in worthwhile educational endeavors, with the Library as an inviting and inclusive venue.

Frances is one of the best 'connectors' I have ever met. She is genuinely interested in getting to know people and works with them to benefit educational pursuits. Her depth and breadth of experience, her commitment to pluralism, her ability to relate to a wide range of people, and her incredible energy serve our campus well.

#### **4. How has the library, and the nominee in particular, had an impact on students and faculty and the teaching and learning process?**

I am continually impressed with Frances' ability to encourage and motivate students who might otherwise have no interest in using library resources for academic work. Her active "Ask Us!" campaign puts the Library in the forefront to remind students and faculty of the diverse and reliable academic resources available. Frances promotes the 24/7 access available via libguides, libanswers and email reference. This is especially important since we are a non-residential campus and most of our students have jobs and families to balance with schoolwork. We also have a growing distance education program and Frances places high priority on providing the same level of exceptional service for library users, whether on-campus or online.

Frances stays current on best practices in online pedagogy and used a course development grant she recently received to design an interactive online course in children's literature that received excellent student feedback. She regularly alerts full-time and adjunct faculty to relevant research materials or current articles of interest. Frances is proactive in seeking library resources that support an expanding curriculum and was instrumental in requiring faculty to consult with librarians about any new course being offered. This provides an essential opportunity for librarian and faculty collaboration to ensure the library has materials students will need to meet course learning objectives. Frances has bolstered the assessment of library instruction and is working toward systematic collection and analysis of information literacy data.

I believe the most significant impact Frances has had on the teaching and learning process is creating a welcoming and non-threatening library environment for students and a partnership approach with faculty. She has been successful at building a sense of community that empowers students to explore multiple perspectives and discover more about themselves and the world. Frances encourages our students to become information fluent citizens who critically examine and evaluate information, analyze diverse points of view and can articulate their own thoughts in a coherent manner.

#### **5. How has the individual demonstrated leadership in the campus community?**

Frances is a leader who encourages and guides library staff to perform their best, pushing them to succeed and publicly recognizing their accomplishments. She maintains a high level of service expectation, and approaches staff with honesty and tact when improvements are needed. Her leadership is purposeful in providing opportunities for all voices to be heard and Frances places particular value on soliciting input from students. Frances is appreciative of work well done and provides feedback to staff on a regular basis. She supports professional development, providing regular opportunities for staff to gain knowledge and skills through participation at conferences, webinars, and courses.

As a campus colleague Frances can be counted on to lead initiatives, such as chairing the new Service Learning committee. She is undaunted by busy schedules, and perseveres to rally faculty to participate in this important endeavor. Frances also serves as campus representative to the Indiana Campus Compact, a role that provides important State-wide

awareness of our Campus service learning accomplishments. In addition to the active SL committee, Frances is an elected member of the Faculty Affairs Committee and an ex-officio member of the Curriculum Committee and Graduate Council.

Frances is a leader in innovation, establishing a “concierge” library service concept that serves our Campus well by providing students and faculty with essential one-on-one working relationships with library staff. Frances’ leadership is also evident in her academic outreach to K-12 populations. Her active memberships on the board of Communities in Schools and the Early College Advisory Board have increased awareness to these organizations of what our Campus can offer to the community. Frances effectively promotes these collaborations and raises visibility among faculty and students for potential partnership projects that are mutually beneficial for campus and community.

Within the library and higher education fields, Frances has been a leader in sharing information about successful collaborative programs and creative management approaches. Her recent presentations include The Library Living Room: Creating Learning Relationships at the American Library Association and Higher Learning Commission annual conferences; Pizzas and Partnerships: Know How to Go Early College program for the Indiana Campus Compact Service Engagement Summit; Service for Transitions and Transformations: Building Relationships for Service Learning across Campuses at a statewide Indiana Campus Compact workshop; Humor in the Library Workplace to Enhance Employee Performance and Purple Crayons, Random Dots, and Peanut Butter Sandwiches: Children’s Literature as Catalyst for Creativity and Change in the Workplace at workshops throughout the U.S.

Frances enthusiastically seeks new leadership strategies and has attended University-wide and regional leadership training programs. She is an engaged and avid learner, willing to take risks and move an organization to the next level. Frances is able to make meaningful connections between the learning environment and work realities and will no doubt continue to enhance her leadership skills as her career progresses in academia.