

Annual Report

Alumnae Library FY

19-20

Initiatives

In FY 19-20, Alumnae Library took the lead in re-imagining its services are completely virtual due to the college's closure as a result of the Covid-19 Pandemic. Working remotely from the safety of home, library staff used Zoom, email, and cell phones to interact with students and faculty, as well as with one another, in order to keep the library's services running smoothly. It found diverse ways to engage students from various backgrounds (and possessing the full spectrum of interest levels). More than in previous years, staff engaged rigorously in teaching students (and sometimes faculty) how to access resources for themselves while working and learning remotely. Staff took seriously its overall goal to help remote students become not point-and-click robots, but evaluators of information, to become engaged enough in their research to become independent in their learning. Library staff went above and beyond by digitizing print materials, such as chapters of books on Reserve, to make sure that students had what they needed to succeed. In one case, library staff purchased a book through Amazon and had it sent directly to the student who needed it (Interlibrary Loan had been temporarily suspended by this point). When he was done, he mailed the book to the library, and it was added to our collection. Once we were back on campus, despite the threat of Covid-19, library staff worked hard to create a safe, predictable, and creative learning environment.

Before we were forced to go remote in Spring 2020, as part of our normal routine, library staff worked with faculty to test new databases to find those that serve our mission and programs. New databases were added to our collection, and unused ones were jettisoned, through a review process that involves statistical analysis and "ear-to-the-ground" openness with faculty needs. We also saw to student needs. One staffer had a daily work schedule that consisted of 30-60 minute meetings with students. There were days when he met with appointments for his entire shift.

In keeping our consortia agreements (which allow us to work with other libraries for purchasing and planning benefits), the library continued to work with the Eastern Academic Scholars Trust (EAST), which allows it to responsibly delete print materials from its shelves, as EAST coordinates retention agreements of materials for its member libraries; each member library agrees to keep and steward certain titles, so that other EAST members can know print materials will always be available. In essence, EAST gives our library guaranteed access to nine million print books regionally and guarantees the preservation of the scholarly record through retention commitments. EAST members were also all introduced to new technology

which allows libraries to purchase intelligently, avoiding purchasing the same print items as other libraries in the region (to create a better overall shared holding).

Daily Responsibilities

As for day-to-day responsibilities, library staff integrated Learning Commons duties with those of Circulation after an administrative decision to close the Learning Commons Service Desk. Library staff efficiently managed the newly combined Circulation and Learning Commons Service Desks by hiring, training, and scheduling both part-time paraprofessional night staff and student worker staff. Cataloging staff continued to both digitize (using a volunteer worker) and catalog the college's older Masters Theses and Doctoral Dissertations. Staff worked with Doctor of Nursing Practice program on integrating a resource check within the capstone process and worked with Humanities on ensuring that Information Literacy is embedded into ENG-1001 courses consistently using an ACRL-compliant rubric (The rubric will replace the current Information Literacy exam). They also coordinated and marketed periodic APA informational sessions for students.

Our Technical Services Department engaged in a project to identify and mark in our OPAC those print materials that had been donated as memorials. Staff also added various print and digital materials that enhanced the library's collection. Library staff also maintained the Alumnae website and its Worldshare Management Services Knowledge Base (which allows students to search our entire collection, books, multi-media materials, and articles, through one interface).

Overall, library staff managed an approximately \$400K materials budget. We worked with faculty for purchases of physical item (books, DVDs). All library staff participated in gathering information for the library's annual IPEDS report. Despite the Covid-19 Pandemic, library staff continued to be engaged in Research Assistance via interactions with students virtually (Zoom, email, question forms on our web page, text messaging, and phone calls). Reference assistance was offered both during regular library hours and after hours (remotely), weekends included. The College Archives continued to make its materials accessible by appointment until we were back onsite. Staff monitored all virtual requests from 8:00 am until midnight.

The library continued to be responsive to student needs, managing extended hours during finals and, using its Student Activities Fund Line, continued to offer Stress Buster Activities, coffee, tea, pastries, and pizza during finals. Library staff in Archives continued to both inventory and digitize auditory materials, creating a repository on the Internet Archive. Digitizing Archives is a long-term project that is likely to take anywhere from 8 to 10 years.

Library staff continued to serve as liaisons to all divisions and schools, as well as to associated groups such as The Irish Cultural Center, The Polish Cultural Center, The Sisters of St. Joseph, Student Services, and the SGA.

Currency (Training and Professional Development)

Staff kept up to date by participating in Worldshare Management System webbased workshops, which allow staff to stay current with the software that runs our catalog and most of our databases. Library staff also attended The Eastern Academic Scholars Trust (EAST) Conference, held annually to keep all participants updated on the cutting edge theories and practices behind shared print repositories—a necessity given the need to repurpose library space to support modern student learning needs. Subjects touched on included digitization.

One staff member continued to publish, completing the book *Listen to Rap: Exploring a Musical Genre*, It will become the basis for his teaching a course here at the Elms, IDS 2601, which is a special topics course in music and literature. Library staff presented at various conferences during FY 19-20. These included The Partnership for Shared Print Collections Annual Best Practices Meeting, the EAST (Eastern Academic Scholars Trust) Annual Meeting, and the New England Library Association (NELA) Annual Conference.

Collegiality and Service to the College

Some members of library staff continued to work with teaching faculty across campus through committee memberships and liaison positions. Library staff served on the following college committees: Technology Committee, Student Conduct Judicial Panel, Faculty and Academic Standards Committee, Courses and Curricula Committee, Assessment Committee, Tenure and Promotion Committee, serving as chair on Tenure and Promotion (the second year a librarian has been chair). Library staff served as members of the Academic Success Team, the Advising Committee, the Institutional Review Board, the Technology Committee, the Courses and Curricula Committee, and the Assessment Committee, as well as Faculty Recorder and the official editor of *The Faculty Handbook*. As such this means that a librarian is the official editor of The Faculty Handbook, responsible for keeping all versions of the handbook in archival form, as well as maintaining the current handbook at all times. Two librarians served on Tenure and Promotion and took active leadership roles in organizing an overhaul of the college's Tenure and Promotion sections of the *Faculty Handbook*.

Aside from guest lecturing in various courses, library staff have submitted two courses for review to the Division of the Humanities for its Interdisciplinary Studies initiative: Rap Music and Rap Texts as Literature and Photography, the latter being part of the new Greenfield Community College satellite location online degree program.

Currency and Service to the Profession

Library staff kept current with trends in academic librarianship and education, something that is absolutely necessary for any academic librarian. Part of being an effective and efficient academic library is having staff who know when procedures and policies are outdated or simply no longer feasible; this is difficult at best if one does not network with colleagues at other institutions to find out how issues and procedures are currently handled (learning from others makes a lot more sense than trial and error). During FY 19-20, library staff attended many virtual conferences and webinars, on subjects both in the field and on broader subjects. Within the field of librarianship, staff attended webinars and virtual conferences on Teleworking Tips, Accessibility and Open Educational Resources, the Federal Depository Library Program (FDLP), and a two-day Copyright Workshop on Basics and Advanced Topics, as well as webinars and conferences/annual meetings sponsored by the Massachusetts Library System (MLS), NETSL (Technical Services), the Federal Depository, the Association of College and Research Libraries, The Eastern Academic Scholars Trust (EAST), the Partnership for Shared Print Collections, and NASIG (Serials), and attended a Virtual Check-In for Academic Libraries. Library staff also attended webinars and virtual conferences on broader subjects such as the following: Diversity Training, Zoom Training, Lynda.com Training, the APA 7th Edition, Webinar, eLearning, Community Through Connection, and Implicit Bias.

Library staff continue to serve as members of the Colleges and Universities of Greater Springfield (CUGS) Library Work Group, The Eastern Academic Scholars Trust (EAST) Executive Committee, The Partnership for Shared Book Collections Digital Surrogates Working Group and Best Practices Working Group (as co-chair for the latter), and staff hold memberships in the American Library Association (ALA), the Massachusetts Library Association (MLA), the North American Serials Interest Group (NASIG), the American College and Research Libraries New England Chapter (ACRL NEC), the New England Library Association (NELA), the Western Massachusetts Regional Library System (WMRLS), the Serials Support Group, and the Center for the Book Arts (NYC). One member of staff co-authored a Wikipedia article on Collective Collections and served as lead author on a national-level document: Best Practices for Shared Print Preservation (located at sharedprint.org). Library staff also volunteered to score the Horace Smith Fund Fellowship applicants.

Goals for the Coming Year, FY 21-22

Initiatives

Library staff will continue to contribute directly to the teaching mission of the college by establishing a for-credit Information Literacy course as an official course through the Curriculum Committee, by creating new IDS music and literature courses (meeting both the arts requirement or the English requirement as well as at least three core outcomes), by creating/proposing Humanities courses in issues in photography (as both a hybrid and online course), and by continuing to contribute to EDU 327 for the Education Division.

In the library proper, staff will formalize a preservation program for our rare books, update our current research guides, add new research guides as needed, and continue the digitization project of the Masters' Theses and Doctoral Dissertations. The plan is to digitize approximately 10,000 pages, catalog the digitized files of the college's dissertations and theses, make publicly available the digital file of the college's dissertations and theses (after contacting authors of such, or their families, for permission to make these digital files available). Staff will follow up by working with faculty, departments, divisions, and schools to set up a process of acquiring copies of born-digital student theses and dissertations/capstones to place in the collection.

Library staff will also continue in the digitization and cataloging of its historical collections, especially of its textual and audio files (various lecture series), a process which we have already begun after identifying the necessary technology.

Daily Responsibilities

To better our ability to meet our daily responsibilities, library staff will continue to present a rationale for the approval for a full-time Night Circulation Manager and Preservation Coordinator. Staff will continue to proactively meet faculty and student needs, addressing all their concerns as they are brought to our attention. When necessary, we will seek help from Administration, the CSS, and other entities to find ways to accommodate those student needs (e.g., our request for new chairs (Administration) and power outlets (Facilities Services) on the third floor, and mice to attach to laptops for easy use (IT). We will continue to reschedule our student workers and library staff for extra hours of operation as they arise.

Library staff will continue to engage students both on a practical (trade skills) and theoretical (the ethics, philosophy, and psychology, and such of their disciplines) level in one-on-one sessions and will also continue to work with DNP (Doctor of Nursing Practitioner) program on integrating a resource check within its capstone process. Staff will continue to integrate our old Learning Commons duties into Circulation and will work with Humanities on ensuring that Information Literacy is embedded into ENG-1001 courses consistently. Library staff will also conduct an Information Literacy program review, which will involve researching and

developing an ACRL-compliant rubric to embed into ENG-1001. The rubric will replace the current Information Literacy exam. Finally, staff will coordinate and market periodic APA informational sessions for students and establish APA drop-in workshops.

One member of library staff plans to review, update, and develop the Federal Depository Program. She will build, catalog, and maintain a government collection that serves the needs of the campus community, develop and maintain a written collection development policy, update and maintain the LibGuide that provides links to the core collections of federal agency sites and resources that support the depository program, and train others in depository policies and requirements.

Currency (Training and Professional Development)

Both faculty and staff status librarians plan to get as much workshop training as possible. Our sense of collegiality allows for this, as staff members are always willing to cover their colleagues' when these colleagues need to be in training or at conferences or in workshops. Staff will continue to identify free and low-cost professional development opportunities, since we no longer have ready funds for such. They will attend workshops that help to insure their proficiency with our current OCLC Worldshare Management System software (our Integrated Library System, or ILS). They will also attend OCLC Online User Conferences, as well as the consortia's relevant webinars and scheduled phone calls (its "Office Hours"). Faculty status librarians will continue to grow professionally and work towards creating scholarly communications by publishing and/or grant writing, and they will explore the possibility of serving on more statewide, regional, and national committees.

Collegiality and Service to the College

In FY 2020-21, library staff are poised to serve as Faculty Recorder, as well as members of the following committees: Assessment, Curriculum, Faculty and Academic Standards, Academic Advising, and Technology. Two members of the library staff will serve on the Tenure and Promotion Committee. College-wide, library staff are poised to work with the Division of the Humanities and the School of Nursing's DNP program to ensure that Information Literacy is consistently embedded into courses.

We will also continue to make the library more responsive and helpful to faculty and students by growing the Liaison programs for specific disciplines and entities, both on campus and with associated entities (e.g., the SSJ, the Irish Cultural Center, the Polish Cultural Center). College-wide, library staff are poised to work with the Division of the Humanities and the School of Nursing's DNP program to ensure that Information Literacy is consistently embedded into courses.

Library staff will also continue to be proactive about getting themselves into the classroom as teacher of record. One staff member plans to create and implement a 3-credit online course on Photography, which will be part of a satellite campus's (Greenfield Community College) online degree program for the Division of Humanities.

Service to the Profession

Library staff will continue to increase the library's profile statewide by maintaining memberships with The Digital Commonwealth, Boston Public Library, The Cooperative Libraries of Greater Springfield (CLGS), EAST (as an Executive Board member and Chair), and The Partnership for Shared Book Collections (national-level, with colleagues from well-known entities like the Library of Congress, The Research Collections and Preservation Consortium, the Boston Library Consortium, the Council of Prairie and Pacific University Libraries, Hathitrust, Yale, IUPUI, UPenn, and Eastern Michigan University). The desired outcome is to increase the library's grant worthiness for NEH, NEA, LSTA, and IMLS preservation grants by the end of 2022. While we are behind in this plan due to past unforeseen new administrative priorities (migration to a new system; staffing and then de-staffing and re-integrating a Learning Commons, preparing the second floor—including the Rare Books Room—for a Student Success Center, reevaluating the collection so it can be shifted upwards, the loss of a full-time position). If we are faced with no new unpredicted priorities, we can spend time on grant identification.

Library staff will continue to hold memberships in professional organizations: the Cooperative Libraries of Greater Springfield (CLGS), the Eastern Academic Scholars Trust (EAST), the American Library Association (ALA), the Association for College and Research Libraries (ACRL), the New England Chapter of the Association of College and Research Libraries (NECRL), Digital Commonwealth, and the Massachusetts State Historic Records Advisory Board (MSHRAB). The goal is to present again at an annual meeting or conference. Staff will continue to take on leadership initiatives with CLGS, with the intent of strengthening its power regionally and with the Massachusetts Higher Education Commission (MHEC) and the CLGS Purchasing Cooperative. Library staff will engage in publication. One staff member is 90 percent done with a new publication, a reference book and listening guide for hip hop dance music, which will be part of a series of listening guides produced by ABC-CLIO.

