2024-2025
Unit Annual Report
Division of Academic Affairs
Unit: Library

I Mission and Goal/Outcomes Statement:

Mission:

The Amelia V. Gallucci-Cirio Library supports the teaching and scholarship mission of Fitchburg State University by providing a dynamic and collaborative learning space, both physically and virtually. Actively developing, maintaining, and creating accessible collections with evolving services is essential to this mission.

Librarians and staff teach key information literacy skills that enable users to effectively find, manage, critically evaluate, and use information. The library's goal is to create an environment that fosters intellectual curiosity and the social, cultural and professional development of students, faculty and staff.

OVERARCHING GOALS (from Library's 2024-2027 Strategic Plan)

In keeping with Fitchburg State University's history of being a public university that transforms lives and whose graduates have demonstrated high social mobility, we strive for educational justice. We believe that an inclusive, integrated, and equitable university is the clearest path to social and economic prosperity for all and therefore the ultimate public good that we can offer. Using educational justice as our compass, orienting us as we evolve and move forward, we strive to achieve the following seven strategic goals.

GOAL 1: STUDENT LEARNING

AVGC Library partners in the educational mission of the institution to develop and support information-literacy learners who can discover, access and use information effectively and with integrity for academic success, research and lifelong learning. (ACRL Standard 3 and Standard 2)

GOAL 2: FACULTY PARTNERSHIPS

AVGC Library will collaborate with faculty to expand learning and the creation of knowledge. (ACRL Standard 3)

GOAL 3: COLLECTIONS

AVGC Library will provide access to quality and diverse collections to support the University's research and teaching mission and enable our users to discover information in all formats through effective use of technology and organization of information. (ACRL Standards 5 and 4)

GOAL 4: COMMUNITY ENGAGEMENT

AVGC Library will engage Fitchburg State University and its broader community in order to educate and foster intellectual curiosity, and also to deepen relationships between Fitchburg State University and its surrounding communities. (ACRL Standard 9)

GOAL 5: PERSONNEL

AVGC Library will have the number and quality of personnel to ensure excellence and function successfully to meet the needs of our evolving library. (ACRL Standard 8)

GOAL 6: SPACE

AVGC Library will be the University's intellectual commons where users interact with ideas in both physical and virtual environments to expand learning and facilitate the creation of new knowledge. (ACRL Standard 6)

GOAL 7: ORGANIZATIONAL EFFECTIVENESS

AVGC Library will define, develop and measure outcomes that contribute to the library's effectiveness and apply findings for purposes of continuous improvement. (ACRL Standard 1)
The Library will create internal and external communication strategies to convey the value of the library and to foster partnerships within the university community. (ACRL Standard 9)

II Personnel:

List all staff and note all personnel changes that occurred during 24-25.

Name Position

Administration:

Jacalyn Kremer, Dean of the Library

Librarians:

Renée Fratantonio, Head of Instruction & Information Literacy; Instruction Program Coordinator
Asher Jackson, Head of Technical Services and Archives
Linda LeBlanc, Senior Librarian, Systems & Digital Learning Technologies, LPAC
Sherry Packard, Reference & Research Services Librarian
Olivia Rossetti, Instruction and Community Engagement Librarian
Lori Steckervetz, Outreach Librarian for Student Success
Connie Strittmatter, Strategic Projects Librarian

Part-Time Librarians:

Katherine Hughes, Reference Librarian (started Sep 2024, left employment Jan 2025)
Patrick Koetsch, Reference Librarian

Shay McGroarty, Substitute Reference Librarian (started Mar 2025)
Kathleen Packard, Reference Librarian (started Mar 2025)
Matthew Raymond, Reference Librarian

Professional Staff:

Kim Smalley, Head of Access Services

Paraprofessional Staff:

Emily Clarke, Library Assistant - Public Services (started Nov 2024)
Joanne Dennis, Librarian I - Electronic Resources and Serials Coordinator
Sarah Gilbert, Library Assistant - Public Services
Melanie Nichols, Librarian I - Cataloging
Holly Penttila, Library Assistant - Public Services (left employment Sep 2024)
Tyler Sullivan, Coordinator of Library Operations

Part-Time Support Staff:

Robin Bourgault, Library Assistant - Public Services & Technical Services
Dominic Carranza, Library Assistant - Public Services
Allison Hall, Library Assistant - Public Services
Patrick Koetsch, Archives Assistant
Thomas Martis, Library Assistant - Public Service (left employment May 2025)

III Facilities/Equipment:

List any new facilities/equipment/software etc. acquired during 23-24.

Equipment/software for use by students, faculty and staff:

- 8 chromebooks and charging/locking station for tech lending library
- Microphone, recorder, camera for tech lending library
- Raspberry Pi hardware kit for tech lending library
- JSTOR Forum Shared Community Collection subscription was expanded.

Equipment for internal library use:

- Label printer for technical services book processing
- Document scanner for the Archives & Special Collections
- Radio walkie talkie system for access services

IV Budget Expenditure Analysis:

Was the budget expended as planned? Were additions/changes made, and if so, explain.

The Library Materials Budget 1040 F00 was expended for AY25.

V Programs/Activities:

List major campus activities, events etc. that the office participated in/supported; committees served; community outreach; etc. List events provided to current and prospective students. Also, provide professional development of all staff.

The library is proud of the number and range of programs and events we offered in AY25. We invite you to take a look at the long list here: AY25 - Library Programs/Event.

Our listing of all AY 2025-2026 Committees served, workshops, presentations, and professional development by all full-time library employees is still a work-in-progress and will be completed by the end of July as part of our annual report process. The list's link is here: AY25 Committees, Workshops/Presentations, and Professional Development.

VI Action Plan for 2024-25:

The document "Library's 2024-2027 Strategic Plan Actions Timeline" lays out the Library's goals and actions through 2027. As you can see, we had **many, detailed** action items to do in AY25, broken out by the 7 goals of our strategic plan. I specifically noted in last year's annual report to the Provost the following actions to be done in AY25:

1. Website migration (will be completed by August 2024).
2. Review the current in-person Research Help Desk model, evaluate its effectiveness, and modify as appropriate.
3. The Academic Integrity project of SSTF will continue its progress. It will be completed or be near completion by the end of AY25.
4. Support FSU affiliated authors creating OER and pursuing open access publishing options.
5. Expand representation of historically marginalized groups in collections to highlight diverse voices, perspectives, and absent narratives through an intentional diversity analysis applied to specific collection areas.
6. Actively participate in the Community Read Initiative and foster collaborations throughout campus and the community.
7. Plan for and implement essential technical training to keep current with library technology, applications, and infrastructure, including artificial intelligence.
8. Deliver consistent and sustainable DEI professional development opportunities for all library staff utilizing internal University and external resources.
9. Execute the 5 year assessment plan created in 2022.

VII Assessment Report for 2024-25

Were the Action Plan objectives met? ***Provide in list or table format that parallels item VI above****.*

1. DONE. Website migration completed in August 2024.
2. PROGRESS, MOVING TOWARDS A ONE DESK MODEL. Review the current in-person Research Help Desk model, evaluate its effectiveness, and modify as appropriate.
3. SIGNIFICANT PROGRESS. AUC PROPOSAL TO BE COMPLETED FOR FALL 2025. The Academic Integrity project of SSTF will continue its progress. It will be completed or be near completion by the end of AY25. (Special Note: The Academic Integrity Policy project of the Student Success Task Force made significant progress this year. The Academic Integrity Definition and Policy language is complete. Academic Integrity Procedure language is complete although some minor modifications may occur. The goal is to have an AUC proposal submitted in fall 2025.)
4. DONE. SEE ACCOMPLISHMENTS SECTION BELOW FOR DETAILS. Support FSU affiliated authors creating OER and pursuing open access publishing options.
5. PROGRESS. SPECIFICALLY IN CHILDREN'S LITERATURE AND ONGOING.Expand representation of historically marginalized groups in collections to highlight diverse voices, perspectives, and absent narratives through an intentional diversity analysis applied to specific collection areas.
6. DONE. SEE COMMUNITY READ EVENTS. Actively participate in the Community Read Initiative and foster collaborations throughout campus and the community.
7. DONE, ARTIFICIAL INTELLIGENCE SUMMER AY24 LIBRARY LEARNING GROUP. OTHER TECHNICAL TRAINING IS ONGOING. Plan for and implement essential technical training to keep current with library technology, applications, and infrastructure, including artificial intelligence.
8. PROGRESS IN THE AREA OF LEADING FOR CHANGE EQUITY POLICY REVIEW. Deliver consistent and sustainable DEI professional development opportunities for all library staff utilizing internal university and external resources.
9. PROGRESS AND ALWAYS ONGOING. Execute the 5 year assessment plan created in 2022.

VIII Other Accomplishments:

List accomplishments not already captured above.

I note the following accomplishments:

1. A major Library Building Space Planning Exploration was begun and significant progress was made. Six academic and public libraries were visited to see new trends in library design. A space consultant was hired. The consultant visited the library and prepared a draft report. The library's Facilities Team reviewed the report and is now awaiting the consultant's final report and recommendations.
2. The library submitted and received SUCCESS grant money totaling $236,539 in spring 2025 to support the creation of learning spaces in the library that support all learners, including our neurodivergent students. Appropriate furniture was identified. Tucker Library Interiors was engaged to assist with vendor quotes, furniture placement and design aesthetics. Goal is to have furniture ordered by July 1 with installation expected by August 31, 2025.
3. The library is committed to supporting intellectual freedom through advocacy and engagement, as illustrated by the following efforts in AY25:

a. ALFA *Banned Books Class Discussion*

b. *Banned Books in our Public Libraries* Panel

c. Drag Queen Story Hour

d. Banned Books Display and *Get your Taken with a Banned Book* Opportunity

e. Creation of a Guide to Data Preservation Sources, with the goal of providing continued access to vital research.

4. In May 2025, librarians offered a 2 day stipended information literacy workshop to faculty and staff.

5. Processes were improved and streamlined for our Alma library system and Rapido, the library's interlibrary loan service. OCLC's Illiad interlibrary loan service was discontinued in June 2025, resulting in cost savings.

6. The following departmental program reviews were completed: Nursing, Education, Computer Science, Computer Information Systems, Chemistry, Public Health, History.

7. We upgraded subscriptions to Statista and IBIS World databases.

8. The following library policies were updated through an extensive review process: General Collection Development Policy and the Children's Literature and Young Adult Literature Collection Development Policy.

9. OER and ROTEL-

a. Five more Fitchburg State faculty members had their ROTEL books published.

- 9 faculty members received grant stipends to adopt OER in their courses.
- 10 Fitchburg State faculty members participated in an Open Pedagogy Community of Practice
- 1 faculty member evaluated and reviewed OER materials, and 3 participated in an OER evaluation workshop.
- AUC Proposal #102 Course Section Tagging was collaboratively written and presented to AUC by the Open and Affordable education Committee in Spring 2025. The proposal was not approved.

IX Action Plan 2025-2026: In concert with the Library's Strategic Plan, the library created a 2024-2027 Strategic Plan Actions Timeline that serves as our Library's Action Plan. As you can see, we have **many, detailed** action items to do in AY26, broken out by the 7 goals of our strategic plan. I specifically call out the following major projects:

- Finalize decision about current in-person Research Help Desk model and possibility of moving to a merged desk with Circulation Desk.
- Complete the SUCCESS grant project and create learning spaces in the library that support all learners, including our neurodivergent students. installation expected by August 31, 2025.
- Redesign spaces, including the library instruction lab, the reference collection area, and create a new space for programming.
- Build and bring online an institutional repository.
- Promote FSU faculty scholarship with the publication of two new open education textbooks through the Pressbooks platform.

- Build the infrastructure for an open access journal publishing system and bring online one new journal through a collaboration with a FSU faculty member.
- Foster collaboration throughout campus and with the surrounding communities through multiple strategies including events, collections, the Community Read and the work of Archives and Special Collections.

1. Special Note: It is the goal of the Student Success Task Force (SSTF) to have the revised Academic Integrity Policy project go to AUC in fall 2025. Prior to submitting the AUC proposal, the SSTF will share the new policy for feedback with faculty, staff and students in fall 2025.

Updates to the Action Plan may be submitted via a revised Annual Report.

X Reflection:

Take this section to reflect on--

1) Initiatives that you may be considering for 25-26 academic year that you did not already capture above.

2.) Anything else not captured in this report that you would like to share.

In reflecting on the past year and what has been accomplished, I am very grateful to everyone who works in the library. I especially want to acknowledge those staff members who safely keep the library open 87-⅕ hours per week and who do the back-end work that goes unseen. Without them, the "accomplishments" highlighted in this report would not be possible.

We continue to work on fulfilling our ambitious strategic plan. We are making progress but with so many action items, I do wonder (sometimes) if it is too ambitious. That said, the field of academic librarianship, research and higher education is changing at a faster clip than anticipated. Artificial intelligence is a big driver of this change, but other forces (e.g., student needs, faculty assignments and federal policy changes) demand we be flexible and adaptable. We will move forward with our strategic plan but we also recognize there are times we may need to pivot. As we look to the future, I see opportunities in the area of faculty scholarship, so the Provost's support of the establishment of an institutional repository and the Pressbooks publishing platform is particularly appreciated.

I welcome the chance to talk about the contents of this report and also the Library's AY25 Annual Report which should be available in late July.

Submitted by Jacalyn Kremer, Dean of the Library, June 2025