

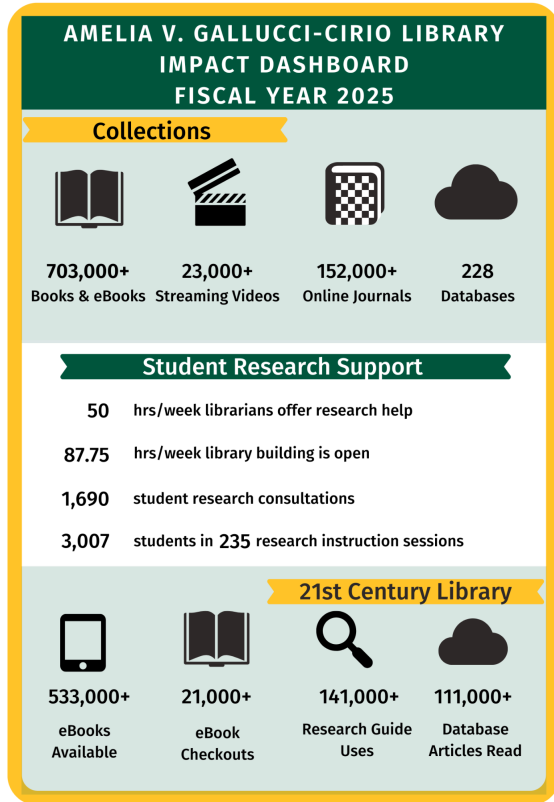
Amelia V. Gallucci-Cirio Library Fiscal Year 2025 - Annual Report



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Dean's Message



It is my distinct pleasure to present the Amelia V. Gallucci-Cirio Library's FY25 Annual Report, a report that embodies the theme of President Donna Hodge's first year: "A Year of Service." The Library's accomplishments this year demonstrate an unwavering commitment to serving our students, faculty, and the institution as a whole. This spirit of service fuels our daily operations, placing student success at the core of every initiative. We championed student affordability through our expansive Open Educational Resources (OER) initiatives, which saved students thousands of dollars in textbook costs. We advanced the university's commitment to diversity, equity, and inclusion, ensuring our services, collections and policies are evaluated through a DEI lens to promote equitable access to information. We expanded access to vital electronic information resources,

ensuring every student has the tools needed to thrive.

A crucial part of our work involves shaping the future of learning, and our staff continues to explore the impact of artificial intelligence on research practices and library services. We also proudly led the important work to revise the university's Academic Integrity Policy and Procedures. With an eye on the future, we made the move into open access publishing and the creation of a faculty scholarship institutional repository.

This report is a testament to the Library staff's professionalism, agility, and fundamental belief in the power of service to transform lives. I am deeply grateful for their dedication, and we look forward to continuing as essential partners in advancing the university's mission in the years ahead.

Jacalyn A. Kremer

Dean of the Amelia V. Gallucci-Cirio Library



Amelia V. Gallucci-Cirio Library: Librarians & Staff

Administration

- Jacalyn Kremer, Dean of the Library
- Tyler Sullivan, Coordinator of Library Operations

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

Staff

- Emily Clarke, Library Assistant - Public Services (began employment 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 September 2024)
- Kimberly Smalley, Head of Access Services

Part-Time Librarians & Staff

- Robin Bourgault, Library Assistant - Public Services & Technical Services
- Ross Caputi, Archival Assistant (Center for Italian Culture)
- Dominic Carranza, Library Assistant - Public Services
- Allison Hall, Library Assistant - Public Services
- Katherine Hughes, Reference Librarian (began Sep 2024, left Jan 2025)
- Patrick Koetsch, Archival Assistant & Reference Librarian
- Thomas Martis, Library Assistant - Public Services
- Shay McGroarty, Substitute Reference Librarian (began employment Mar 2025)
- Kathleen Packard, Reference Librarian (began employment Mar 2025)
- Matthew Raymond, Reference Librarian

Update on 2024-2027 Library Strategic Plan

Significant progress was made on implementing the Library's Strategic Plan; we highlight the following actions:

- The establishment of an institutional repository was explored, a hosting platform was selected and funding was secured through Academic Affairs. The institutional repository goes live in FY26.
- Open access publishing decisions were made including starting a PressBooks subscription with funding secured through Academic Affairs, and initiating open access journal publishing through a library Open Journal System (OJS) platform. The first journal will be published in FY26.
- Leading for Change policy equity audit training including all library personnel was conducted and policy reviews began. Work on diversifying the Children's and Young Adult Literature collections continued.
- Current library spaces were evaluated in a rigorous space exploration project resulting in a space consultant's analysis report and the securing of SUCCESS fund monies to purchase furniture to support all learners. In addition, a comprehensive building security review was conducted, resulting in actionable security improvement recommendations.
- A faculty portal "Services for Faculty" was created on the library website.

Information Literacy

Teaching & Learning

Over the past fiscal year, the Teaching Team advanced several key strategic initiatives aimed at strengthening our information literacy program and broadening its impact. A literature review was conducted on embedded librarianship and new strategies were piloted and measured in a graduate course. Findings from this pilot and literature review will be incorporated into a revised embedded librarianship program. In order to better evaluate and refine our teaching, the Teaching Team collected student artifacts from one-shot lessons to use in a pilot assessment program during July 2025. The teaching librarians continue to strengthen ties between the Library and the General Education program on the teaching of Information Literacy by working with the General Education Ambassador for Reading, Writing and Information Literacy to update the learning outcome database with teaching materials. Recognizing the evolving needs of our student body, librarians continue to update digital teaching materials to more effectively support online learners and graduate students, enhancing equitable access to library expertise and resources.

Information Literacy Instruction

The library's Information Literacy program is dedicated to preparing students to be information literate in our constantly evolving information age. In FY25, librarians led a total of 235 classes, workshops, and orientation sessions reaching 4,134 students across a wide array of disciplines. Librarians collaborated with faculty by teaching classes in every format: on-sync, online asynchronous, and in-person. In previous years, data was only disaggregated by synchronous or asynchronous instruction. For FY25, we split instruction into five distinct categories: synchronous instruction (in-person or online classes), asynchronous instruction (embedded librarian courses), orientation/tours, workshops, and Library Research 101 tutorial adoption.

- 146 synchronous classes were taught by librarians in person and/or online
- 25 asynchronous classes embedded a librarian in online courses
- 33 orientations and tours were conducted for first year students, international students, and faculty
- 11 workshops for students and faculty
- 20 courses adopted the online Library Research 101 tutorial series

First Year Experience Collaboration

The library's Teaching Team continued its years-long collaboration with Dr. Laura Garofoli (Psychological Sciences) at the First Year Experience Faculty Summer Institute. This institute was open to new and returning faculty teaching FYE in Fall 2025. Librarians worked with faculty to develop information literacy assignments designed to meet the information literacy learning outcomes for their FYE courses. The Library Research 101 tutorial series was assigned in 17 sections of FYE, 29 sections of FYE came to the library for an orientation session with a librarian and a tour of the library, and 48 classes were conducted by a librarian for this program.

Academic Innovation Fund Grant: Information Literacy Workshop for Faculty

In FY25, the Teaching Team developed and conducted a professional development workshop for faculty on teaching Information Literacy. Over the course of two days, the Teaching Team covered definitions of information literacy, scaffolding skills throughout curricula, barriers to skill development, and facilitated discussion on the impact of Generative AI. Ten faculty participants were supported with stipends for their participation and revision of research assignments through a University Academic Innovation Fund grant. Feedback from faculty participants was overwhelmingly positive:

- "I thought the program was well-organized and very helpful. It reinvigorated my interest in incorporating information literacy instruction, and assessment, into my classroom."
- "I also plan to discuss with people in my department about how to integrate IL more consistently across our classes."

- “You all did a fantastic job! I truly enjoyed the workshop and applaud you for the amazing work.”

Faculty respondents to our exit survey all expressed interest in future workshops and a community of practice. This workshop not only strengthened faculty commitment to integrating information literacy into their courses but also sparked broader departmental conversations about embedding these essential skills more deeply and sustainably across the curriculum.

Research Help

Point of need individual research consultations are essential in fulfilling the library’s mission of teaching information literacy and enabling users to locate, evaluate, and effectively use information. Librarians are available for drop-in research help at the Research Help Desk over 53 hours per week to support students and the entire university community in several ways including in-person, chat, email, and video conferencing.

Librarians also make themselves available for research appointments to facilitate longer and more intensive consultations.

In the past year, librarians and staff assisted users with 2,784 research and directional questions tallying 377 hours of direct assistance, of which 328 hours (86.9%) were spent in individual research consultations. Additionally, the 24/7 Global Reference Cooperative of librarians provided reference and research assistance to Fitchburg State students during the evenings and overnight hours expanding our services by 115 hours a week. In the past year, non-Fitchburg State librarians provided research and directional support for 273 Fitchburg State students through this service while Fitchburg State librarians have answered 100 research and directional questions for students around the world.



Artificial Intelligence

Artificial intelligence is transforming higher education by influencing, among other things, research methods, pedagogical practices, data analyses, information production, and information consumption. As a result, librarians are increasingly called upon to help students and faculty to understand, use, and think critically about AI technologies and their ethical impact on learning, research and society. Examples of work done by the library this year include:

- Instruction research classes on the use of artificial intelligence and ethics
- Instruction research classes on the use of artificial intelligence and ethics with a specific focus on academic integrity

- Instruction research classes on the critical evaluation of lesson plans generated by artificial intelligence systems
- One-on-one consultations with faculty about artificial intelligence use and academic integrity violations, mainly around hallucinated sources
- One-on-one consultations with faculty about artificial intelligence and strategies to better help students understand its place in the research process
- CTL event: *Interrogating the Implicit Bias of AI: Teaching Educators to Use Critical Literacy to Complicate and Contextualize the Myths of Columbus*, co-presented by Renée Fratantonio

Student Success Support

Student Athletes Study Hall

The Library continued its collaboration with TRIO, the Academic Coaching & Tutoring (ACT), and the Fitchburg State Athletics program in providing a student-athlete study hall program. For FY25 the program continued to focus on supporting the University's football team, which is the campus' largest sports program with approximately 50 student-athletes.

The football study hall ran twice a week from 3:30-4:30pm on Mondays and Wednesdays in the Library's Instruction Lab. All first year students as well as any students with a GPA below a 2.5 were required to attend both study hall sessions, but all players were encouraged to attend at least one session per week. Attendance was on average about 30 students per session, with attendance sometimes reaching over 40 students.

Aside from providing a regular quiet space for students to work, the study hall program seeks to provide student athletes point-of-need help with access to various student academic support services. These services include access to math and writing tutors from the ACT, one-on-one consultations with TRIO support services, and research help provided by the librarian in attendance, who conducted 19 research help interactions over the course of the academic year.

Currently the Library is working with Athletics and participating student support offices to expand this program to serve all student-athletes in an expanded study hall program for FY26.

Orientation

The Library continued to host new student orientation through First Year Experience (FYE) courses. All FYE faculty scheduled with the Library to host one of their class periods in the Library for the orientation.

The Library hosted a total of 29 FYE classes for orientation sessions, which included a short introduction to the Library website, followed by a tour of several floors of the Library space. In partnership with the various student support offices located on the third floor of Hammond Hall, the orientation sessions ended with a visit to Hammond 3rd floor for a meet-and-greet with various student support office staff, including TRIO, Disability Services, the ACT, and Counseling Services.

Library Programming and Events

Date	Event
Fall 2024	New Student Library Orientation
8/28/24	Walking Tour: "Highlights of Fitchburg State University"
8/28/24	New Faculty Welcomed by the Library
9/10/24	Rock the Block Library Table
9/23/24	Banned Book Story Time
9/26/24	Banned Books in our Public Libraries: Panel Discussion
10/30/24	Drag Queen Story Time
11/7/24	Writing Home to Fitchburg: A Reading of WWII Service Members' Letters in partnership with the Fitchburg Historical Society
12/9/24	Global Middle Ages Literature Fair
12/16-18/24	Finals Coffee & Tea
12/16/24	SGA/Library Pizza Party
2/11/25	Community Read Event: "The Epic Story of Prosthetics" with Dr. Kisha Tracy
3/3/25	Faculty Speaker Series: Interrogating the Implicit Bias of AI
3/19/25	Community Read Event: FSU Alumni Virtual Book Club Discussion

3/21/25	ROTEL Fitchburg State Authors Book Launch Party
3/25/25	Community Read Event: Author Event with Sonia Purnell
3/26/25	Undergraduate Research Conference Poster & Presentation Design Workshop (Hybrid)
April 2025	ALFA: Libraries Near and Far
4/7/2025	Community Read Event: Learning from WW2 Italian Era Anti-Fascist Rhetoric in the Age of Social Media with Dr. J.J. Sylvia
4/17/25	Undergraduate Research Conference
5/28/25	ROTEL Project Success Summit Wrap-Up Celebration
5/5-8/25	Finals Support: Coffee, Tea, and Snacks, Goody Bag Handout, SGA Pizza Party
May 2025	Information Literacy Instruction Summer Professional Development Workshop

Detailed descriptions of each event can be found at [AY25 - Library Programs/Events](#)

Diversity, Equity, and Inclusion

Diversity, Equity, and Inclusion (DEI) Committee

Having set the stage in FY24, the DEI Committee initiated the process of performing a holistic review of Library policies and procedures using the Policy Review with an Equity Lens developed by Leading for Change. After an initial all-library staff review session in October 2024 to discuss the rubric, elect a policy to review, and practice applying sections of the rubric to the policy, the DEI Committee developed a procedure for continued review. Under this procedure, small functional groups meet to discuss the policy through the lens of one of the six sections of the rubric each month. Then, at the end of the month, all Library employees meet as a large group to discuss these evaluations. During large group discussions, the DEI Committee chair keeps running notes of both key assessments and ideas for policy or practice changes for the future that arose from the discussion. During AY2025, the Public Users/Visitors policy was reviewed, and is on-track to complete the review by August 2025. After the review, the policy will be revised, and a new policy will be chosen for review.

Additional DEI Projects

Children’s Literature Collection

Work on diversifying the Children’s and Young Adult Literature collections continued in FY25 after the successful implementation of a new collection development policy and an approval plan for diverse award winning children’s books. Significant progress was made on reorganizing and labeling the collection to improve browsing and wayfinding. Once complete, students and other library users will be able to find diverse children’s books more easily while browsing the shelves. The Library aims to complete the first reorganization phase by spring 2026.

Constitution Day 2024: Title IX and Gender Equity

At the request of Dr. Kisha Tracy, librarians developed a LibGuide to support the Fall 2024 Constitution Day programming on campus, highlighting the theme and events. This included featuring books from our collection on various topics related to Title IX and also written by the keynote speaker, C.L. Lindsay, III. It also featured key Supreme Court cases which set precedent interpreting Title IX. The guide provided important context for the Constitution Day programming and background information related to Title IX and its role in guaranteeing gender equity, particularly on college campuses.

Improving Access through OER

The library leads the university on open education initiatives and shares their expertise at the state level. As a member of the Massachusetts Open Education Resources Advisory Council, a Fitchburg State librarian chaired the state-wide Open Educational Resources Assessment committee and led the revision of the OER Assessment KPIs Implementation Guide which provides guidance to the Massachusetts public higher education institutions on collecting data and reporting progress on a broad set of OER metrics to key stakeholders at their institution and to the Massachusetts Department of Higher Education (DHE).



Fitchburg State librarians also present and share their OER expertise across the state and at national conferences. The Open and Affordable Education Committee, through the generous support from a university strategic funding initiative, was awarded \$17,000 to continue advancing the use of OER across campus. Through the OER grants program in FY25, 12 faculty

received stipends to adopt course materials that will be of no cost to their students. In addition, the committee also funded 10 faculty to participate in the faculty-led Open Pedagogy Community of Practice where faculty met to critically examine the ethical considerations and practical applications of AI-generated materials for classroom use.

Remixing Open Textbooks through an Equity Lens (ROTEL) Grant

Fitchburg State University was among a consortium of colleges that won a \$1,300,000 grant from the U.S. Department of Education in 2021 to increase the number of free, open educational resources that are designed with a diversity, equity and inclusive lens. FY25 was the final year of the grant and [overall 10 OER textbooks](#) were written by Fitchburg State University faculty. In March 2025, a book launch celebration was held to celebrate the faculty authors who published books in FY25 and the Library hosted the ROTEL wrap-up celebration in May. The library was instrumental in receiving and administering the grant, and in supporting faculty in the book creation and publishing process.

Grant Recipients: Mary Ann Barbato, Michael Hove, Amy McGlothlin, Jennifer Bill, Rachel Norton, Peter Staab, J. J. Sylvia, Kisha Tracy, Jessica Alsup, Elise Takehana, Jennie Snow, and Diego Ubiera.

Student Workers

Our Indispensable Student Workers

We offer a special thank you to our student workers who staffed the library this past year! Our 17 students work approximately 165 hours each week. Without them, we could not have kept the library open for 87.75 hours per week during the semester. We celebrated each graduating senior student worker by adding and dedicating a book of their choice in their honor to the library's collection.



Amelia V. Gallucci-Cirio Outstanding Student Employee Award

[This award](#) was established in 2021 to recognize students who consistently demonstrate professionalism and high standards of performance in the role of student library employee. Student workers provide quality customer service while assisting users with borrowing materials, booking study rooms, assisting with technology and printers, keeping the library collection in order, carrying out special projects, and many other tasks that are essential to the library's mission. This year's recipient is Mackenzie Dodge.

Mackenzie began working at the Library in the fall of 2023. She is majoring in Mathematics, minoring in Data Analytics and GIS. Mackenzie is active in the Mathematics Department, including acting as a student representative. She contributes to both the Public Services and Technical Services departments within the library. Mackenzie's contribution to the reorganization of the children and young adult collections has been crucial. Her speed, accuracy, motivation and communication skills in both departments has made her stand out as our best student employee. Mackenzie is a wonderful model and mentor to our student team. In recognition of Mackenzie's excellent service, the book *The Starless Sea* by Erin Morgenstern was dedicated in her honor to the Library's collection. Mackenzie will be graduating in December 2025.



Electronic Resources

Collecting for the 21st Century Learner

eBooks

The library continues to increase its access to eBooks. Seven years ago, the library offered access to 2,600 eBooks. Today the library offers access to over 530,000 eBooks. Through this collection, the library continues to meet its mission to more effectively serve its growing number of online students as well as its on-campus students. We saw a significant decline in eBook usage in FY25. This decline is partially related to the elimination of the availability of the ProQuest DDA eBook subscription.

Streaming Films

The library offers access to over 21,000 streaming videos, most of which are available on Kanopy. Use of Kanopy streaming film services increased to 4,339 plays (totaling 115,900 minutes of play time), up from 4,210 plays (108,854 minutes) last year.

Journals and Databases

The library subscribes to over 152,000 online journals through database packages and individual purchases. Students, faculty, and staff read over 192,000 scholarly journal, magazine, and newspaper articles in FY25. This represents a 15% increase over the last year. The number of databases available through the library is 228 (up from 203 in FY24). Usage of individual journals and databases are reviewed every year and items with high cost per use may be canceled. Twenty-seven journals were canceled last year because of low usage or they became available within a database. The review process allows for new resources to be added that better meet the needs of our students and faculty. Four new online journals were added.

The following databases were upgraded: **OVID Nursing**, **IBISWorld** and **Statista**. The databases **PAIS Index** and **LGBTQ+ Source** were added. The databases **Daily Life Through History** and **Social Work Reference Center** were canceled due to low usage.

Library Systems and Technology

Alma & Primo, Year 3

This year the library focused on assessing and refining the controlled digital learning (CDL) and digital collections components of Alma and the Rapido Interlibrary Loan system implemented last year. Ongoing assessment of the Alma system was conducted for staff workflow efficiencies and functionality for the library's Public Services and Technical Services departments, as well as implementing changes to the system's configuration. Continued specialized training was provided for staff. Development of new and revised documentation materials for Public Services, Tech Services, and Systems workflows as well as custom reports in the Alma Analytics module.

Based on feedback from library staff and users, the library focused on implementing changes to the front-end look and feel of Primo, our discovery layer, and improving its functionality.

Rapido Interlibrary Loan System

Since its implementation in January 2024, the library has continued to enhance and assess Rapido's impact and performance. With one full year of data, it is clear that Rapido has had a positive impact on the research efforts on campus. It allows us to retrieve materials from other institutions faster, partially due to increased automation. Approximately 80% of article or chapter requests are delivered digitally within 21 hours. The user-interface of Rapido, within the library catalog, has increased visibility of the interlibrary loan and document delivery services. University faculty, staff and students have shown an increased engagement with these services (23% increase from FY24 to FY25 and 69% increase from FY23 to FY25). Due to the success of Rapido, we were able to sunset the use of ILLiad software for interlibrary loan services, saving over \$9,000 annually, without compromising service to the university community.

Archives and Special Collections

This year, we enhanced the JSTOR Community Collections platform in order to increase discoverability and use by providing a better experience for our users. During FY25 there were 12,273 items viewed on JSTOR. The digital archive currently maintains 27 digital collections, containing a total of 8,331 items. The archive added several physical collections this year, as well. Our most significant addition is the papers of Ronald Ansin, a local businessman and philanthropist. The archive also received the papers of former faculty members Ronald Colbert and Joshua Spero.

For the fourth consecutive year, the Center for Italian Culture has funded an archival assistant for CIC associated archival collections. This year, the archival assistant's work included building a digital collection documenting Fitchburg's historic Italian-American neighborhood known as 'The Patch'.

The archive awarded a Robert Cormier student assistantship during the spring semester. The student used the materials in the Cormier collection to analyze film adaptations of Cormier's novels, then created an award-winning presentation for this year's Undergraduate Research Conference.

The archive also researched and helped to mount two exhibits during 2024-2025: (1) *Peter Reynolds exhibit*, Fall 2024 & Spring 2025; Library 1st Floor, and (2) *Women's History Month*, Spring 2025; Library 1st Floor.

Usage

Books & Media

Our ebook usage was 21,718 checkouts in FY25. Print books had 1,095 checkouts in FY25. Both print and eBook checkouts showed substantial declines this year. More information about the usage of electronic collections is available in the Electronic Resources section of this report.

Technology Equipment

The library offers a technology lending library as part of our collection. Items from this collection were checked out 2,278 times in FY25, an increase of over 155% over the past 3 years. The most popular categories of equipment are chargers and wireless noise-canceling headphones. In FY25 the library purchased 8 new chromebook laptops, a Raspberry Pi kit, and additional cameras and microphones, all of which are available to students for checkout. View a full list of items available in the [technology lending library](#).

Course Reserves

We provided access to 562 course reserve items, including physical books, ebooks, equipment and anatomical models. Our controlled digital lending (CDL) initiative is centered in our course reserve service. Digital items were the most popular with 24/7 access, which often eliminates the financial investment of textbooks by students. We had a total of 5,984 reserve checkouts (physical & digital). Although our physical checkouts saw a 4.5% decrease (818 in FY24, 781 in FY25), our digital reserves saw a 373.3% increase (833 in FY24, 3,943 in FY25).

Study Rooms

Private study rooms are one of the most popular features of the library. Library users scheduled 8,155 reservations of library study rooms for a total of 14,140 hours of study room bookings.

Interlibrary Loan

In FY25 our community borrowed 1,950 (digital and physical) articles and books from other institutions to supplement our collection (a 19.7% increase from FY24). Additionally, the library lent a total of 4,259 items (digital and physical) to other institutions (a 21.2% increase from FY24).

Printing, Scanning, Copying

The library's 3 public-use RICOH machines continue to be popular. Our users printed over 167,000 pages from 6,818 copy jobs. Library staff solve equipment issues, educate users on how to use the machines and replenish supplies.

Assessment

The library continues to make progress on its assessment work outlined in its 2022-2026 Assessment Plan. Listed below are assessment projects accomplished during FY25:

- The library continuously reviews usage statistics of library resources, and uses these statistics to inform resource purchasing decisions.
- The Facilities assessment team spent FY25 preliminary planning for a library refresh. This included visiting recently renovated libraries to learn about new trends in space and furniture. Stephanie Walker, Library Dean at UMass Boston facilitated space discussions with library staff and created a library space plan with recommendations for changes to our existing library space.
- The team also continued collecting data on how the space and furniture is used. The booths on the main level and our study rooms are the most popular seating choice, although they often only have one person at a time using them.
- Upon receiving monies from the SUCCESS fund, the Facilities assessment team worked with Tucker Library Interior Solutions to purchase furniture that supports neurodivergent learners. Furniture should be installed by the end of September 2025.
- In response to a security incident, the Facilities Security group was established in AY24 with the goal of increasing our understanding of our space, utilizing security best practices and procedures. The Security group met during AY2025 to review existing library security literature, met with various campus departments to better understand the university's security infrastructure and developed 27 recommendations on how to improve security within the library. Implementation of the recommendations will begin in AY26.
- The website assessment team analyzed the data gathered through the website usability and has developed recommendations for website revisions to be implemented in AY26.
- The Research Team conducted a preliminary analysis of its Springshare subject guides to ensure that they are accessible and conform to the technical standards of Web Content Accessibility Guidelines (WCAG) 2.1 Level AA. This project will continue into AY26 with a review of all guides including course and topic guides.

Faculty Collaborations

Library Liaison Program

Librarian liaisons focused efforts on communication with academic departments in FY25. Following a meeting with the Library Advisory committee, Liaison Program Coordinators spearheaded the development of a faculty resources webpage on the Library's website. After reviewing a sample of faculty resource pages from other colleges and universities, the liaison program coordinators drafted a list of resources. With approval from the rest of the librarians, the webpage was finalized and made available for faculty to quickly find high use resources and services: <https://www.fitchburgstate.edu/library/help-using-library/services-faculty>.

FY25 Departmental Librarian Liaisons

- Behavioral Sciences – Olivia Rossetti
- Biology/Chemistry – Lori Steckervetz
- Business – Connie Strittmatter
- Communications Media/Game Design – Sherry Packard
- Computer Science – Sherry Packard
- Environmental, Geographic, and Public Health Sciences - Lori Steckervetz
- Economics, History & Political Science (EHPS) – Renée Fratantonio
- Education – Renée Fratantonio
- Engineering Technology – Connie Strittmatter
- English Studies – Renée Fratantonio
- Exercise and Sport Science – Lori Steckervetz
- Humanities & Interdisciplinary Studies - Olivia Rossetti
- Mathematics – Lori Steckervetz
- Nursing – Linda LeBlanc
- Psychological Science – Lori Steckervetz

Academic Integrity

The Library Dean led the Student Success Task Force on reviewing and updating the university's current academic integrity policy and making recommendations for change, with the Strategic Projects Librarian playing a critical advisory role. The work this year focused on revising the policy and procedures based on ongoing community feedback. Key constituent groups consulted include the Student Government Association, peer tutors, graduate students, the registrar, faculty via a Faculty Professional Development Day session in January 2025, undergraduate chairs, and the Provost Council.

Community Read

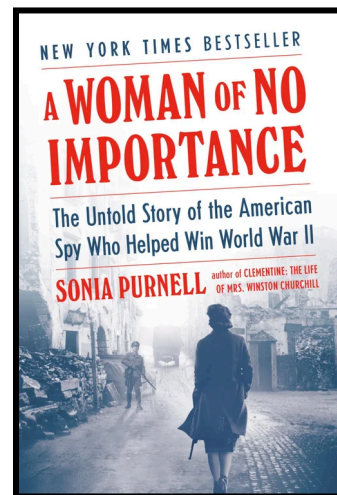
A Woman of No Importance by Sonia Purnell

"A remarkable chronicle...this lively examination...shows how, if [Virginia] Hall had been a man, dropping undercover in and out of occupied Vichy, Paris, and Lyon, setting up safe houses, and coordinating couriers for the Resistance, she would now be as famous as James Bond...Meticulous research results in a significant biography of a trailblazer who now has a CIA building named after her."

—Kirkus Reviews

The Dean of the Library co-chaired the community read committee with a librarian from the Fitchburg Public Library. Programming included 8 community events including a talk by the author, Sonia Purnell:

- Community Read Book Discussion - November 6, 2024
- Writing Home to Fitchburg: A Reading of WWII Service Members' Letters @ Fitchburg Historical Society - November 7, 2024
- The Epic Story of Prosthetics - February 11, 2025
- Film Showing - February 18, 2025
- Book Club Brunch Discussion - March 17, 2025
- Virtual Book Club Discussion - March 19, 2025
- Author Event: Sonia Purnell - March 25, 2025
- Learning from WW2 Italian Era Anti-Fascist Rhetoric in the Age of Social Media - April 7, 2025

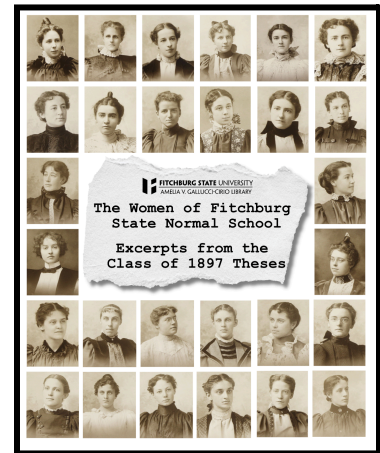


More about the book and events can be found on the [Community Read Website](#).

Campus Outreach

Social media, specifically Facebook and Instagram, as well as the Library website news continued to be important messaging platforms for Library information, including changes in hours, new services and resources, and events. Additionally, our social media platforms provide a way to create a sense of community with photos that introduce followers to our staff and space.

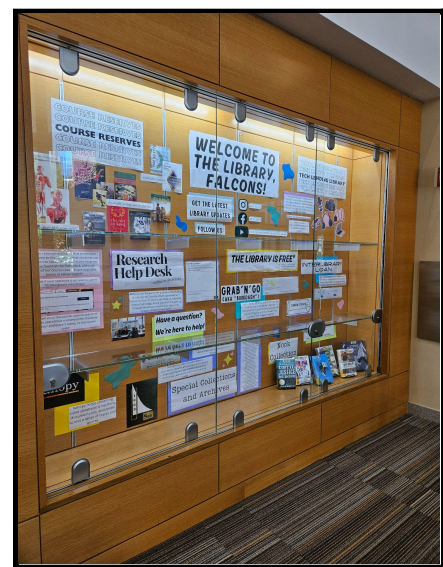
- [Welcome Back Library FAQ 2024](#)– Series of posts over the course of September 2024 that provided quick answers to common questions about using the Library that students have at the beginning of the new academic year, such as what are the Library’s hours, how to reserve a study room, and how to get research help.
- [Banned Book Week 2024](#)– Series of daily posts over the course of Banned Book Week (Sept. 22-28, 2024) highlighting information about the state of book challenges in the United States.
- [The Women of Fitchburg State Normal School: Excerpts from the Class of 1897 Theses](#) - In honor of Women’s History Month, this series acted as a digital version of a physical exhibit of the same name that was on display in the Library in March 2025. The series included photos and excerpts of various Normal School graduates’ theses.
- [Monthly Book Displays](#) - Each month a post highlighting the books that are featured both on physical and digital book displays. These displays typically celebrate a specific commemorative heritage month, such as Hispanic & Latinx/a/o Heritage Month (Sept-Oct.), Native American Heritage Month (Nov.), Black History Month (Feb.), and Pride Month (June).



Exhibits and Displays

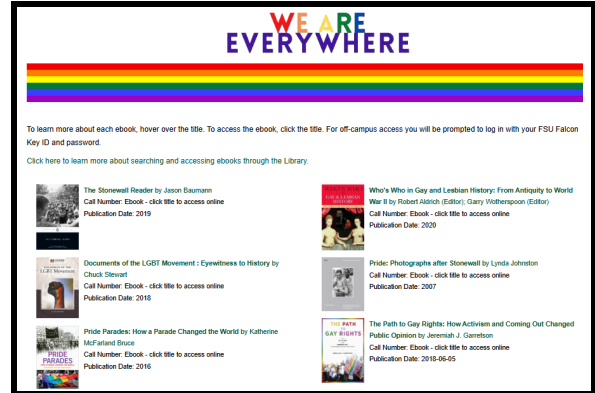
Physical Book Displays & Exhibits

- [Disability Pride Month](#)
- [Peter H. Reynolds \(Class of 1983\) Exhibit](#)
- [Hispanic & Latinx/a/o Heritage Month](#)
- [Banned Books Week](#)
- [LGBTQ History & Pride](#)
- [Get out the Vote](#)
- [Native American Heritage Month](#)
- [Global Middle Ages Literature Fair](#)
- [End of Semester/Finals Support](#)
- [Black History Month](#)
- [The Women of Fitchburg State Normal School](#)
- [Women’s History Month](#)
- [National Arab American Heritage Month](#)
- [LGBTQ Pride Month](#)



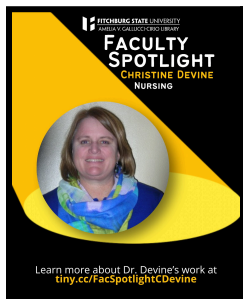
E-Bookshelf

- [Disability Pride Month](#)
- [Hispanic & Latinx/a/o Heritage Month](#)
- [LGBTQ History & Pride](#)
- [Native American Heritage Month](#)
- [Black History Month](#)
- [Women’s History Month](#)
- [National Arab American Heritage Month](#)



Faculty Spotlight

- [Jessica Alsup \(Exercise and Sports Science\)](#)
- [Rala Diakité \(Humanities\)](#)
- [Christine Devine \(Nursing\)](#)



Seed Library

Launched in Spring 2022, [the Seed Library](#) continues to be a popular resource for the FSU community. Designed to reduce barriers to gardening, promote food security, and biodiversity it offers free access to a wide variety of seeds. The seed library allows individuals to “borrow” seeds with the goal of planting, growing, and eventually harvesting new seeds to continue the cycle of sharing and sustainability. The Seed Library is located near the library’s main entrance. The seeds are organized alphabetically by plant name in a repurposed card catalog. Community members are invited to take only what they can realistically plant and tend. The collection has grown over the years to include over 100 seed varieties, ranging from common garden staples like tomatoes, peppers, squash, and beans to more unique plants such as edible flowers and herbal teas.



Library Presentations & Professional Development

University Workshops and Presentations Led by Library

- **Information Literacy Summer Professional Development:** Renée Fratantonio, Olivia Rossetti, Lori Steckervetz
- **First Year Experience Summer Professional Development for Faculty:** Renée Fratantonio
- **Commonwealth Honors Research Seminar Workshop:** Renée Fratantonio and Lori Steckervetz
- **Academic Integrity Orientation sessions for International Students:** Jacalyn Kremer and Connie Strittmatter
- **International Student Library Orientation:** Lori Steckervetz
- **Libraries Near and Far ALFA Class Session:** Jacalyn Kremer
- **Banned Book Week Panel:** Olivia Rossetti, Lori Steckervetz
- **Banned Book Story Time:** Lori Steckervetz, Olivia Rossetti
- **The Women of Fitchburg State Normal School: Excerpts from the Class of 1897 Theses (exhibit):** Olivia Rossetti, Asher Jackson
- **Author Peter Reynolds (exhibit):** Robin Bourgault, Asher Jackson
- **Academic Integrity at SGOCE Faculty Development Day:** Jacalyn Kremer
- **Academic Integrity at January Professional Development Day:** Connie Strittmatter (with Mary Baker, CommMedia)
- **Publishing Institute Conference (Center for Faculty Scholarship):** Connie Strittmatter, Jacalyn Kremer
- **Academic Integrity (New Faculty & Librarian Academy):** Connie Strittmatter, Jacalyn Kremer
- **New Faculty Orientation:** Renée Fratantonio, Connie Strittmatter,
- **Scholars on Tap, (Mis)Appropriations of Ancient and Medieval Symbols:** Renée Fratantonio and Kisha Tracy (English Studies)
- **Scholars on Tap, Critical Curriculum Design and AI:** Renée Fratantonio and Katharine Covino-Poutasse (English Studies)
- **Scholars on Tap, Executive Orders, Access to Information, and Local Impact:** Olivia Rossetti and Lori Steckervetz
- **Faculty Speaker Series, Interrogating the Implicit Bias of AI: Teaching Educators to Use Critical Literacy to Complicate and Contextualize the Myths of Columbus:** Renée Fratantonio, Lyndsey Benharris (Stonehill College) and Katharine Covino-Poutasse (English Studies)

- **CTL “Finish It Up Friday” Personnel Action Portfolios/Narratives Workshop:** Linda LeBlanc and Megan Krell (CTL Director)
- **Alma Training Workshops for Library Staff:** Linda LeBlanc
 - Alma Analytics: 1-on-1 sessions
 - Alma Workflow: Department specific and 1-on-1 sessions
- **Personnel Actions Workshop for Faculty & Librarians:** Linda LeBlanc with Provost Patricia Marshall
- **Post-tenure Personnel Actions Workshop for Faculty and Librarians:** Linda LeBlanc and Provost Patricia Marshall
- **Personnel Actions Workshop for Chairs:** Linda LeBlanc and Provost Patricia Marshall

Presentations Given Outside of the University by Library

- **Lightning Talk: Review of library policies using an equity lens rubric, ALA Library EDI Discussion Group Forum, December 5, 2024:** Olivia Rossetti
- **Writing Home to Fitchburg (moderator). Joint program with the Fitchburg Historical Society for Veteran’s Day:** Asher Jackson, Jacalyn Kremer, Ross Caputi
- **Serving your institution: Networking for libraries and historical societies (presenter). Fitchburg Historical Society:** Asher Jackson
- **Archiving ‘born digital’ documents.** Co-presentation with Executive Director of the Fitchburg Historical Society: Asher Jackson
- **Assessment Reboot Camp! for MCCLPHEI Directors:** Jacalyn Kremer (co-presenter)
- **The Impact of the ROTEL Project on Student Learning and Feelings of Inclusion, Northeast OER Summit:** Connie Strittmatter (with Ben Atchison, Framingham State University)
- **Curating a Digital Exhibit for the Fitchburg Abolitionist Park. Massachusetts History Alliance Conference:** Connie Strittmatter (with Danette Day, Department of Education)
- **OER Key Performance Indicators: FY24 Executive Summary. Massachusetts DHE OER Advisory Council:** Connie Strittmatter (with Robert Awkward, DHE and Mandy Simons, Framingham State University)
- **Interrogating the Implicit Bias of AI: Teaching Educators to Use Critical Literacy to Complicate and Contextualize the Myths of Columbus:** Renée Fratantonio, Lyndsey Benharris (Stonehill College) and Katharine Covino-Poutasse (English Studies), World Literacy Summit at Oxford University
- **OER Course Marking & State University Governance, DHE Presentation:** Jacalyn Kremer and Kisha Tracy (English Studies)

- **Developing a Library Student Employee Training Program to Improve Interactions with Neurodiverse Students (Chapter in Supporting Neurodiverse Students in Academic Libraries, ACRL):** Sherry Packard and Connie Strittmatter
- **MSCA Librarians Personnel Actions Workshop/Q&A:** Linda LeBlanc (with Katie Riel, MassArt and Cathey Fahey, Salem State)

Professional Development Attended by Library Staff

- **ACRL NEC/NELIG Joint Conference (Summer 2025):** Renée Fratantonio, Olivia Rossetti
- **CTL Summer Institute: Using Pedagogy and Assessment to Foster Student Engagement (Summer 2025):** Renée Fratantonio, Olivia Rossetti
- **CTL Summer Institute: 'Who Are Our Students? & How Do We Meet Their Needs?' (Summer 2025):** Renée Fratantonio, Olivia Rossetti, Lori Steckervetz
- **ITHAKA's Next Wave 2025 Conference:** Jacalyn Kremer
- **LIS Pedagogy Chat: Pushback on DEI (Fall 2024):** Olivia Rossetti
- **LIS Pedagogy Chat: From Framework to Orthodoxy (Fall 2024):** Olivia Rossetti
- **Teaching AI Literacy with Authenticity and Vulnerability (Spring 2025):** Olivia Rossetti
- **Help! My Students Can't Research (Spring 2025):** Olivia Rossetti
- **New England Archivists Conference (Spring 2025):** Asher Jackson
- **Digital Commonwealth Annual Conference (Spring 2025):** Asher Jackson
- **Mass History Conference (Spring 2025):** Asher Jackson, Connie Strittmatter
- **NEASIS&T annual conference (Spring 2025):** Asher Jackson
- **Open Education Conference (Fall 2024):** Connie Strittmatter
- **Graphic design for librarians (Summer 2025):** Emily Clarke
- **Computers in Libraries 2025 Conference (Spring 2025):** Linda LeBlanc
- **Implementing LibAuth in LibAnswers, LibCal, and LibGuides (Spring 2025):** Linda LeBlanc
- **Your LibApps Account: Activating Multi-Factor Authentication (MFA) (Spring 2025):** Linda LeBlanc
- **Accessibility for LibGuides (Winter 2025):** Linda LeBlanc
- **Accessibility for LibWizard (Winter 2025):** Linda LeBlanc
- **Setting Up the New AZ Database Pages (Winter 2025):** Linda LeBlanc
- **A-Z Lists, Sublists, and Resources (Spring 2025):** Linda LeBlanc
- **Best Practices for your New A-Z List (Spring 2025):** Linda LeBlanc
- **CSS Customizations for the New A-Z Page (Spring 2025):** Linda LeBlanc
- **Creating a Bootstrap 5 Header from Scratch (Spring 2025):** Linda LeBlanc
- **Build Design Skills for the New A-Z lists and the New Blog pages (Spring 2025):** Linda LeBlanc

- **Alma 2025 Roadmap Webinar Series (Winter/Spring 2025):** Linda LeBlanc
- **Introduction to Resource Sharing (4-part webinar series) (Summer 2024):** Linda LeBlanc
- **Rapido Implementation (6-part recorded series) (Summer 2024):** Linda LeBlanc
- **Rapido Essentials (5-part recorded series) (Fall 2024):** Linda LeBlanc
- **Rapido Extended Training (6-part recorded series) (Fall 2024):** Linda LeBlanc

University Service

Service Leadership, University

- **AUC Curriculum Sub-Committee:** Olivia Rossetti (co-chair)
- **AUC Student Affairs:** Jacalyn Kremer
- **Center for Faculty Scholarship:** Connie Strittmatter, Jacalyn Kremer
- **DEIB Committee:** Olivia Rossetti
- **Library Advisory Board:** Jacalyn Kremer (Chair)
- **Bias Incident Response Team:** Asher Jackson
- **Open and Affordable Education Committee:** Jacalyn Kremer (chair), Connie Strittmatter
- **Student Success Task Force, Academic Integrity:** Jacalyn Kremer (chair), Connie Strittmatter (advisor)
- **AUC Policy:** Connie Strittmatter
- **Committee on Promotions:** Sherry Packard
- **Center for Teaching and Learning Council:** Renée Fratantonio (interim co-coordinator)
- **Fitchburg State Cultural Heritage Project Team:** Asher Jackson
- **Culture of Respect Team:** Linda LeBlanc

Service Leadership, Library

- **Diversity, Equity, and Inclusion Committee:** Olivia Rossetti (chair), Renée Fratantonio, Asher Jackson, Lori Steckervetz, and Kim Smalley
- **Electronic Resources Working Committee:** Joanne Dennis (chair), Jacalyn Kremer, Linda LeBlanc, Asher Jackson, Tyler Sullivan
- **Library Teaching Team:** Renée Fratantonio (leader), Olivia Rossetti, Lori Steckervetz
- **Library Research Help Team:** Sherry Packard (leader), Olivia Rossetti, Lori Steckervetz, Connie Strittmatter
- **Librarians Committee:** Linda LeBlanc (LPA Chair), Renée Fratantonio, Asher Jackson, Sherry Packard, Olivia Rossetti, Lori Steckervetz, Connie Strittmatter

- **Library Strategic Directions Committee:** Renée Fratantonio, Asher Jackson, Jacalyn Kremer, Linda LeBlanc, Sherry Packard, Olivia Rossetti, Kim Smalley, Lori Steckervetz, Connie Strittmatter, Tyler Sullivan
- **Search Committee, Full-Time Temporary Assistant Librarian:** Connie Strittmatter (chair), Asher Jackson, Olivia Rossetti
- **Space Planning Committee:** Connie Strittmatter (chair), Emily Clarke, Sarah Gilbert, Jacalyn Kremer, Kim Smalley, Lori Steckervetz, Sherry Packard
- **Collection Development Team:** Asher Jackson and Linda LeBlanc

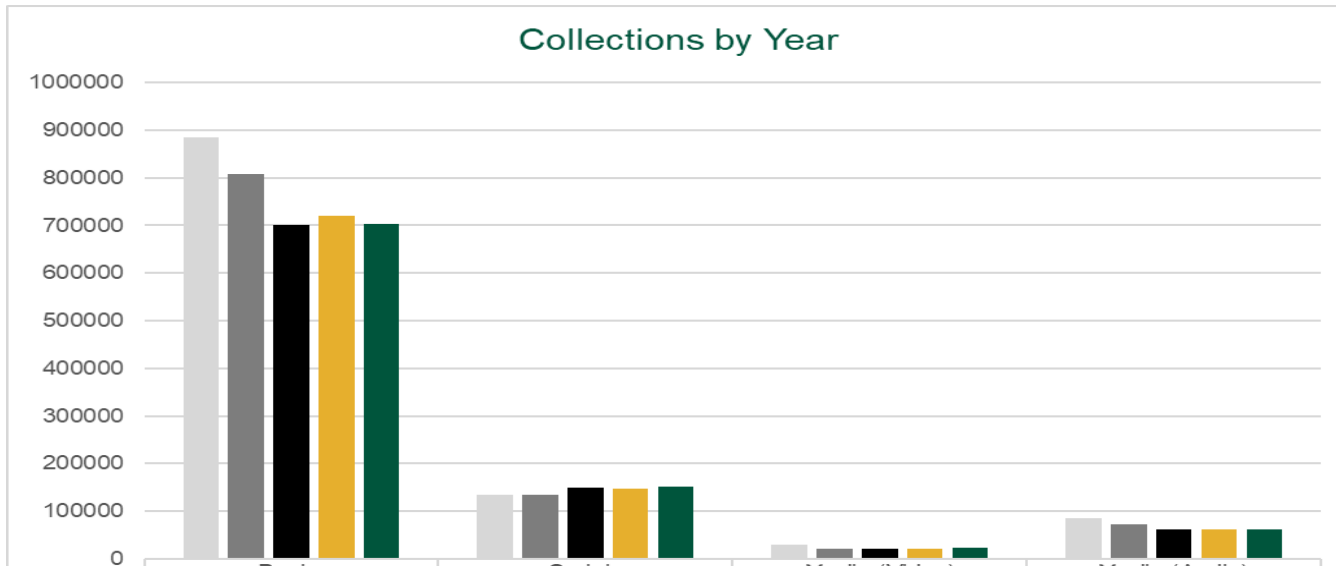
Community Engagement

- **Academic and Research Collaborative (ARC) Directors Group:** Jacalyn Kremer
- **Center for Italian Culture Advisory Board:** Jacalyn Kremer
- **Center for Italian Culture Archival Subcommittee:** Ross Caputi (chair), Jacalyn Kremer, Asher Jackson
- **Community Read:** Jacalyn Kremer (co-chair)
- **Fitchburg Historical Society Board:** Asher Jackson
- **Fitchburg Public Library Board:** Jacalyn Kremer
- **MCCLPHEI(Massachusetts Public Higher Ed Directors group):** Jacalyn Kremer
- **MCCLPHEI Assessment Group:** Jacalyn Kremer (leader)
- **Massachusetts History Alliance:** Asher Jackson (board member)

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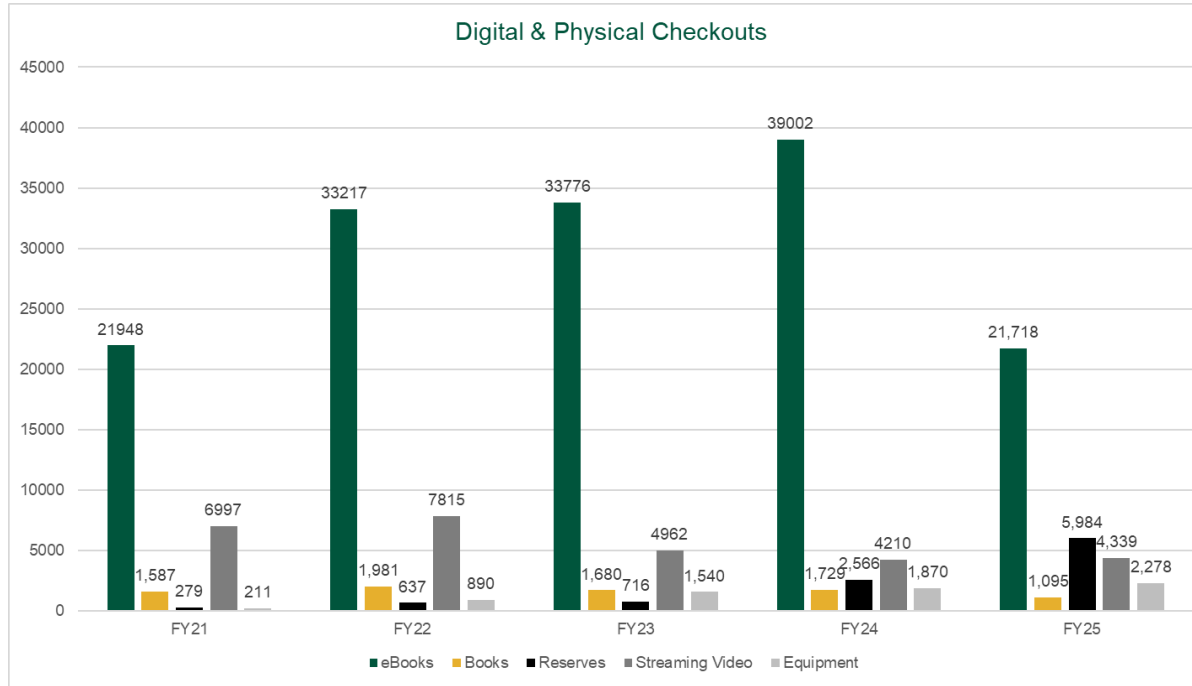
Collections: Totals Online and Physical Items



Fiscal Year	Books	Serials	Media (Video)	Media (Audio)
FY21 (light gray on bar chart)	884,528	134,446	28,956	84,586
FY22 (dark gray on bar chart)	807,949	135,424	21,806	72,768
FY23 (black on bar chart)	700,720	150,466	22,159	61,448
FY24 (gold on bar chart)	721,010	147,547	21,674	61,567
FY25 (green on bar chart)	703,455	152,052	23,990	61,550

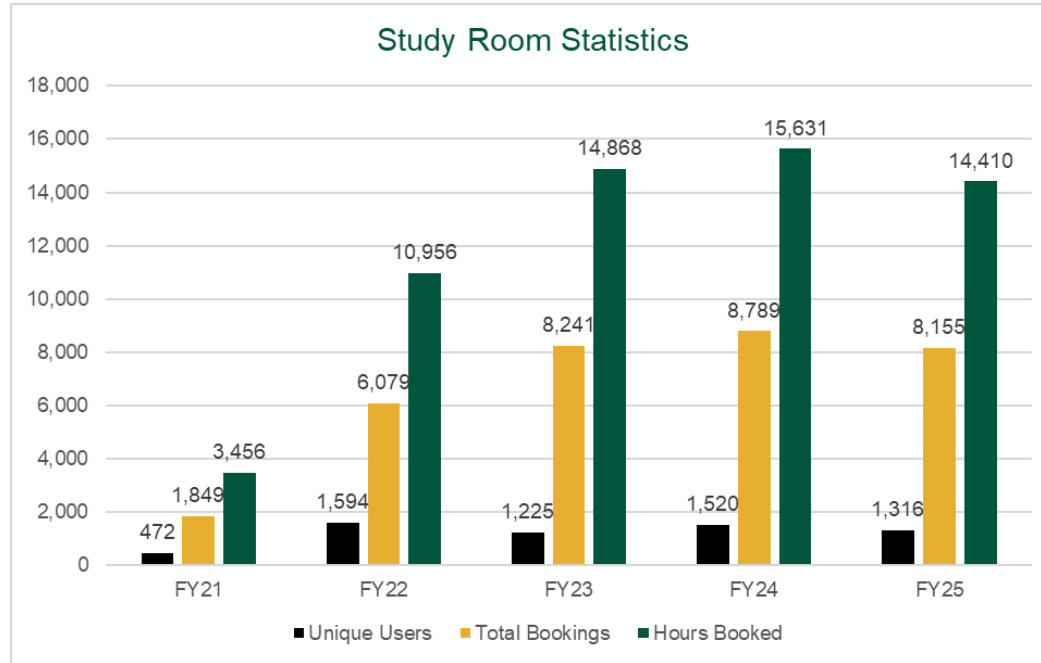
Notes: Books: 703,455 = 533,036 eBooks & 170,419 Physical Books. **Databases:** 228 in FY25, 203 in FY24, 207 in FY23, 191 in FY22, 183 in FY21

Circulation - Digital and Physical Checkouts



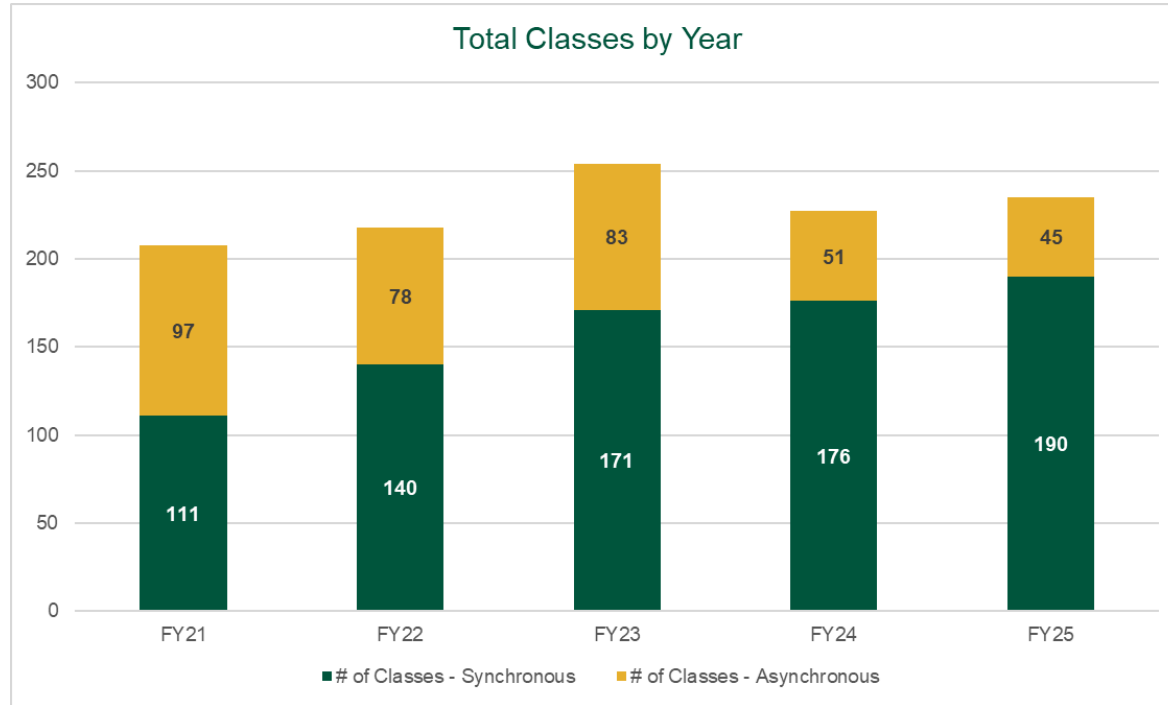
Fiscal Year	eBooks	Books	Reserves	Streaming Video	Equipment
FY21	21,948	1,587	279	6,997	211
FY22	33,217	1,981	637	7,815	890
FY23	33,776	1,680	716	4,962	1,540
FY24	39,002	1,729	2,566	4,210	1,870
FY25	21,718	1,095	5,984	4,339	2,278

Study Rooms - Unique Users, Total Bookings, and Hours Booked



Study Room Statistic	FY21	FY22	FY23	FY24	FY25
Unique Users	472	1,594	1,225	1,520	1,316
Total Bookings	1,849	6,079	8,241	8,789	8,155
Hours Booked	3,456	10,956	14,868	15,631	14,410

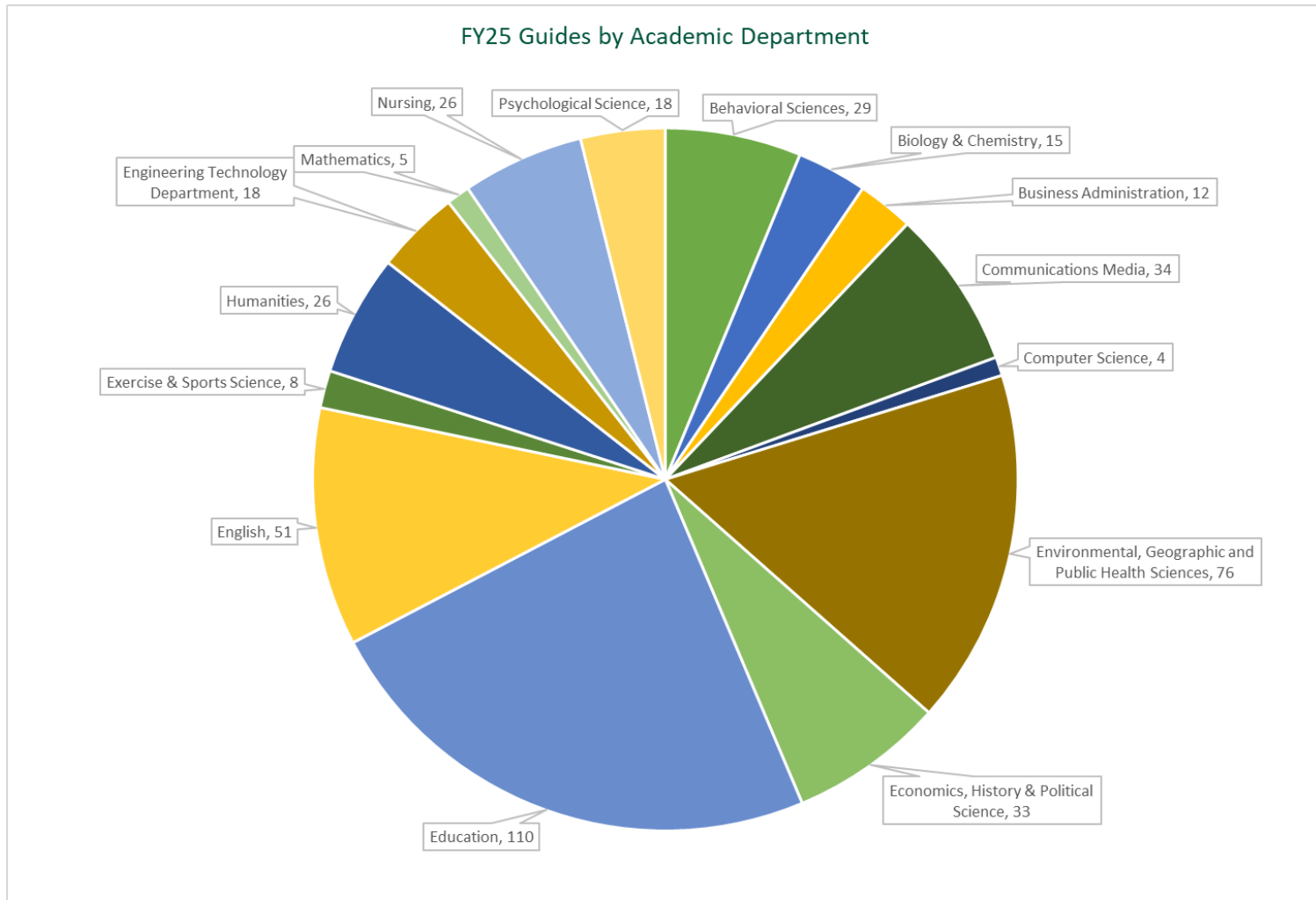
Instruction - Total Classes Taught by Year



Type of Instruction session	FY21	FY22	FY23	FY24	FY25
Synchronous	111	140	171	176	190
Asynchronous	97	78	83	51	45

Note: In FY25 we collected more granular data. We had 190 total synchronous classes, including 33 orientation tours and 11 workshops.

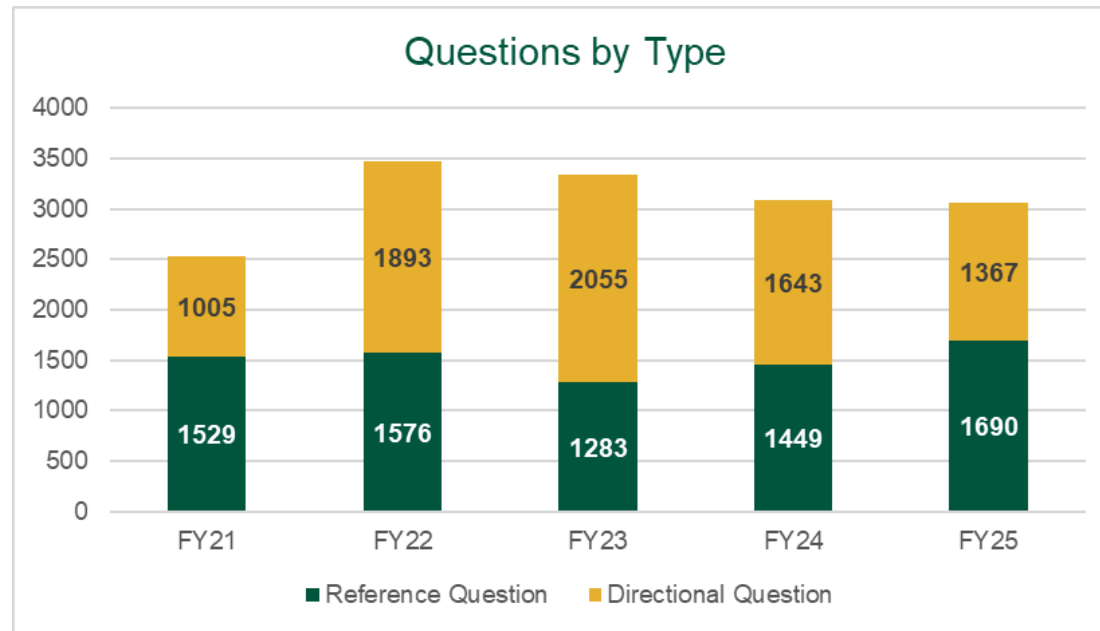
Online Research Guides FY25 Guides by Academic Department - Pie Chart



Online Research Guides FY25 Guides by Academic Department - Table

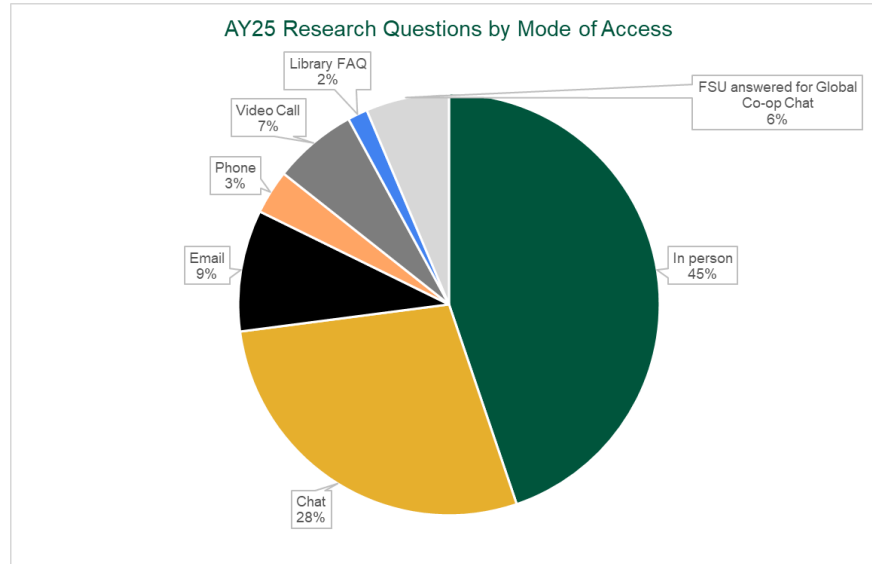
Academic Department	Number of Guides
Behavioral Sciences	29
Biology/Chemistry	15
Business Administration	12
Communications Media	34
Computer Science	4
Economics, History and Political Science (EHPS)	33
Education	110
Engineering Technology	18
English Studies	51
Environmental, Geographic, and Public Health Sciences	76
Exercise & Sports Science	8
Humanities	26
Mathematics	5
Nursing	26
Psychological Sciences	18

Research Help 1:2 - Reference and Directional Questions Answered



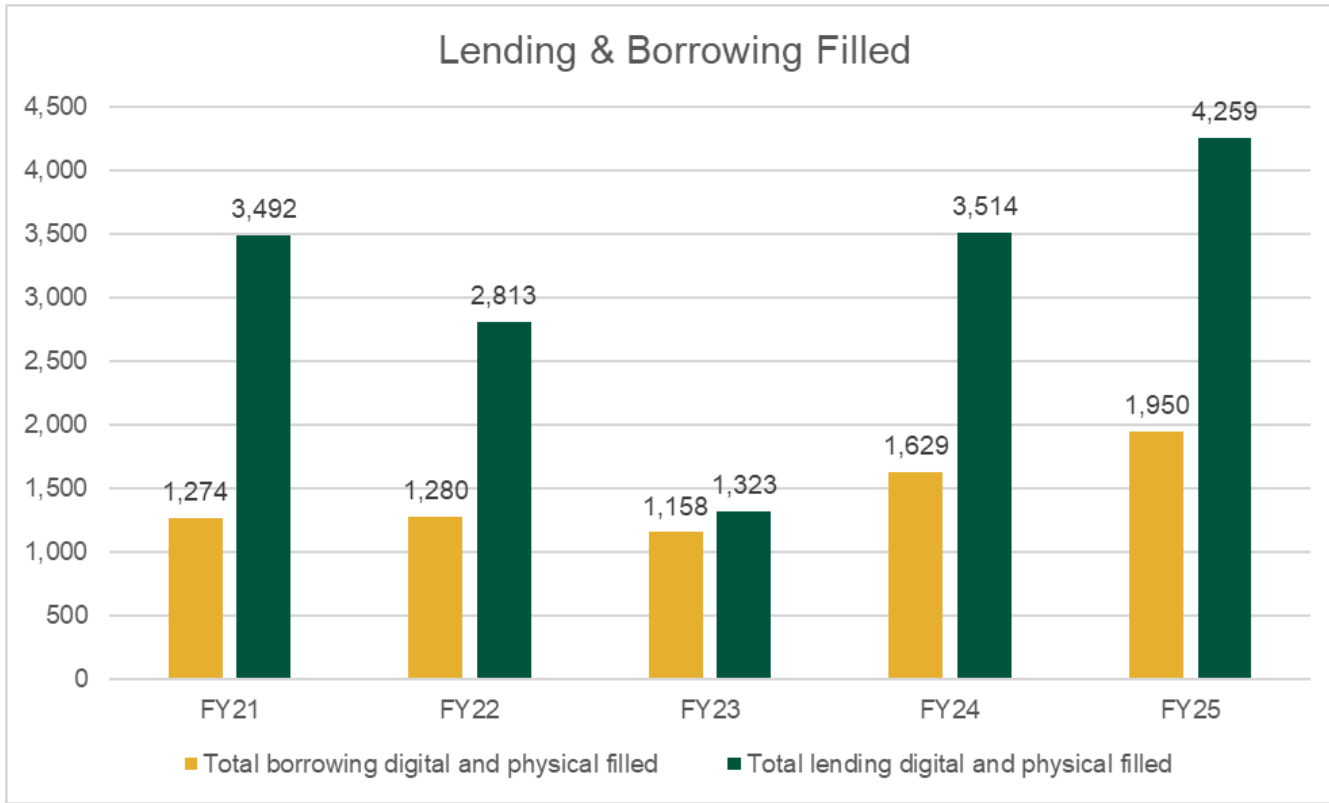
Fiscal Year	Reference Questions	Directional Questions
FY21	1,529	1,005
FY22	1,576	1,893
FY23	1,283	2,055
FY24	1,449	1,643
FY25	1,690	1,367

Research Help 2:2 - Research Questions by Mode of Access



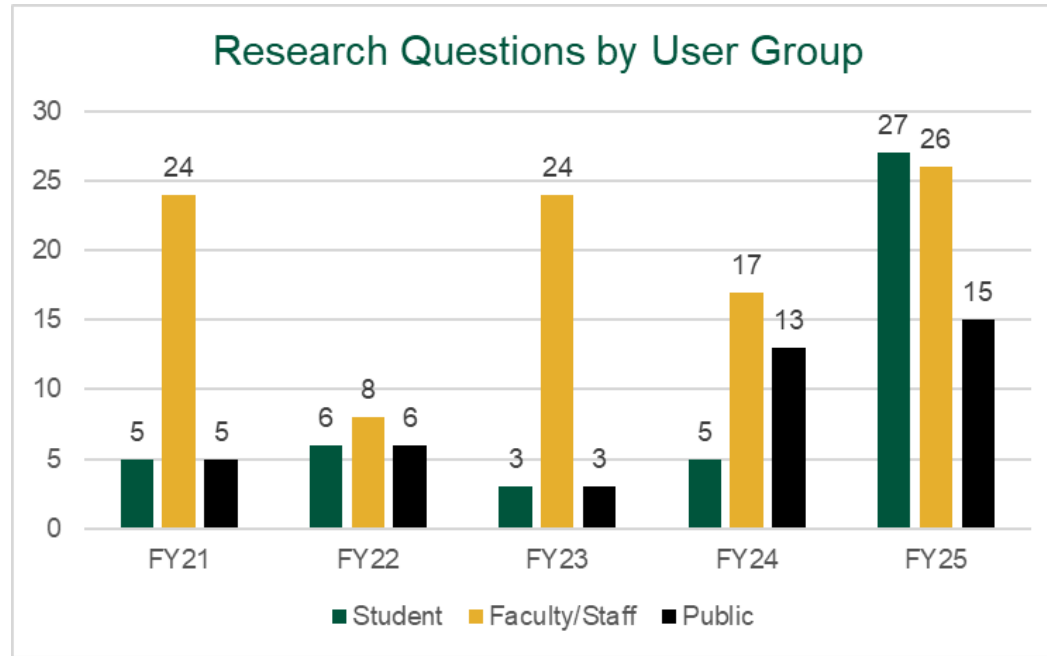
Mode of Access	Percent of Questions Answered
In Person	45%
Chat	28%
Email	9%
Video Call	7%
FSU Answered for Global Co-Op Chat	6%
Phone	3%
Library FAQ	2%

Interlibrary Loan Lending & Borrowing Requests Filled



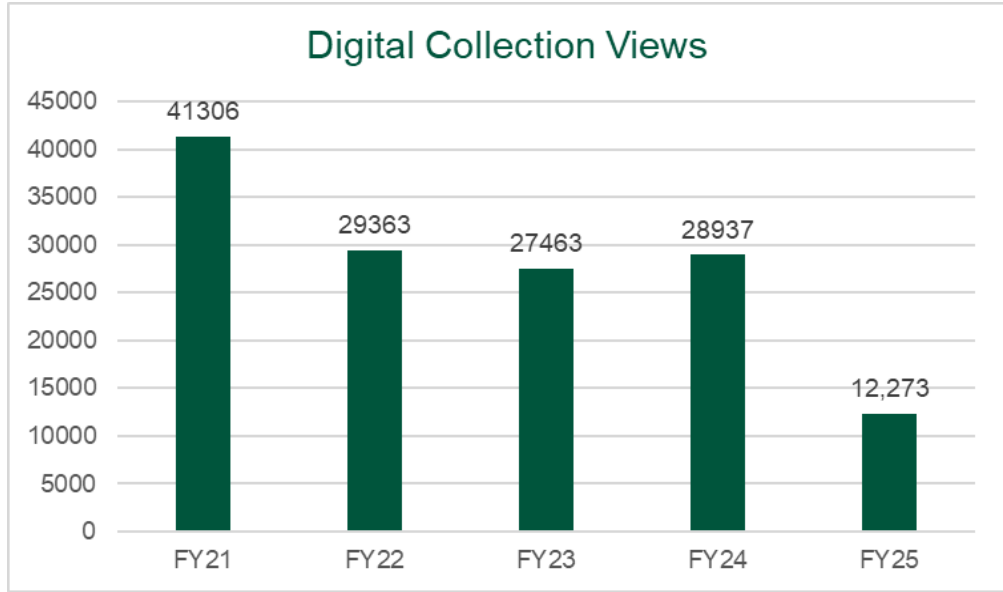
Type of Request Filled	FY21	FY22	FY23	FY24	FY25
Digital and physical Borrowing	1,274	1,280	1,158	1,629	1,950
Digital and physical Lending	3,492	2,813	1,323	3,514	4,259

Archives & Special Collections 1:2 Research Questions by User Group



Fiscal Year	Student Questions	Faculty/Staff Questions	Public Questions
FY21	5	24	5
FY22	6	8	6
FY23	3	24	3
FY24	5	17	13
FY25	27	26	15

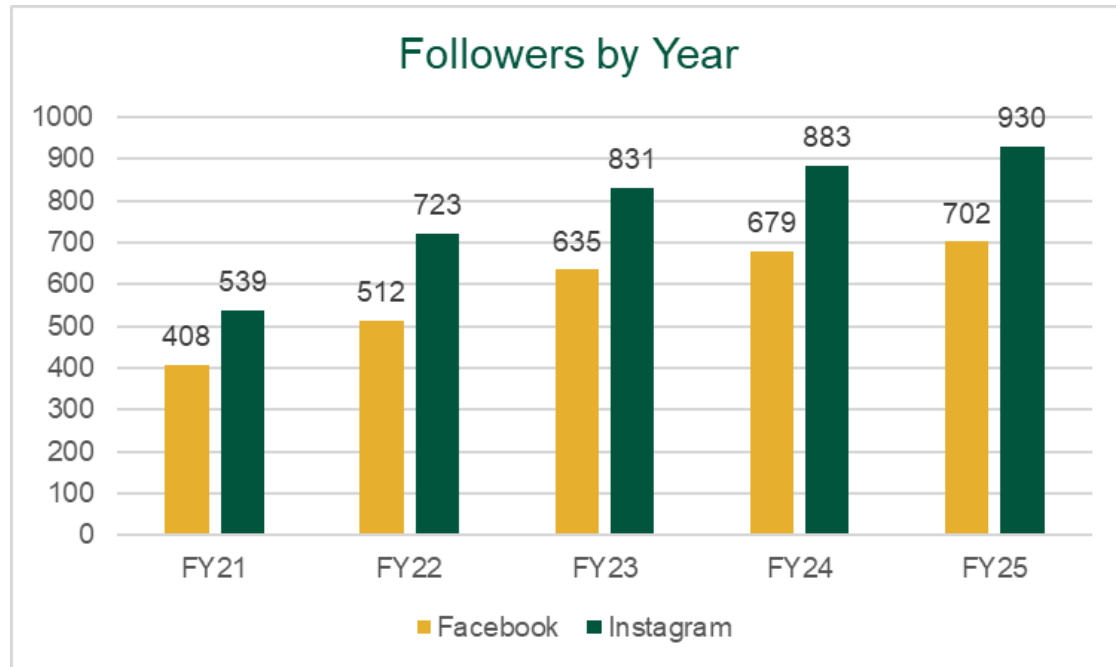
Archives & Special Collections 2:2 - Digital Collection Views



Fiscal Year	Digital Collection View
FY21	41,306
FY22	29,363
FY23	27,463
FY24	28,937
FY25	12,273

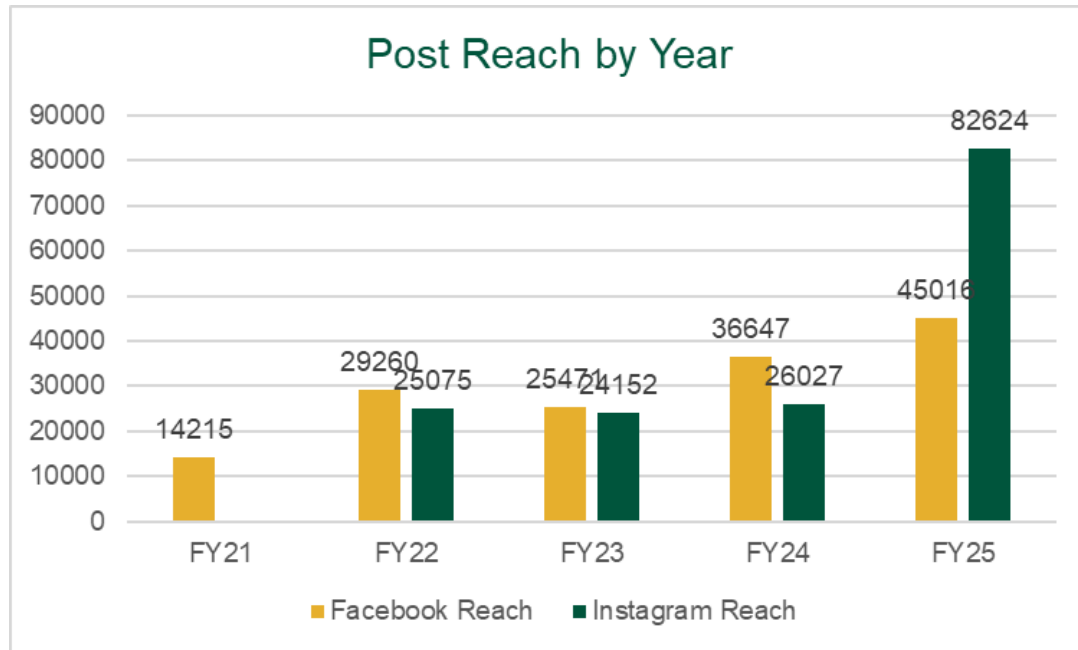
Note: Our digital archive was moved to JSTOR Community Collection in January 2024.

Social Media 1:2 Followers by Year



Fiscal Year	Facebook	Instagram
FY21	408	539
FY22	512	723
FY23	635	831
FY24	679	883
FY25	702	930

Social Media 2:2 Post Reach by Year



Fiscal Year	Facebook Reach	Instagram Reach
FY21	14,215	N/A
FY22	29,260	25,075
FY23	25,471	24,152
FY24	36,647	26,027
FY25	45,016	82,624