

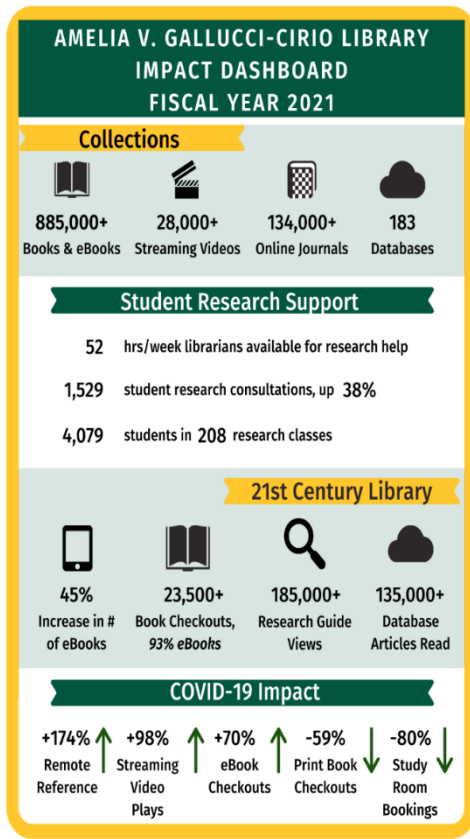
AMELIA V. GALLUCCI-CIRIO LIBRARY FITCHBURG STATE UNIVERSITY



Annual Report FY2021

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Infographic Caption. During FY2021, the Library consisted of the following collections: over 885,000+ books and ebooks, 28,000+ streaming videos, 134,000+ online journals and 183 databases. Student could receive research help 52 hours a week and participated in 1,529 student research consultations which increased 38%. 4,079 students participated in 1 of 208 research classes. As a 21st century library, there was a 45% increase in ebooks available with over 23,500+ checkouts. Research guides were accessed over 185,000 times and over 135,000+ online articles were read. The impact of COVID-19 resulted in a 174% increase in remote reference, 98% increase in streaming video plays, 70% increase in ebook checkouts, 59% decrease in print book circulations and an 80% decrease in study room bookings.

Dean's Message

It is my honor to present the Amelia V. Gallucci-Cirio Library's 2020-2021 Annual Report. After teleworking for four months, many of us returned to campus in August 2020 with COVID-19 continuing to be a serious challenge. Our first task was to put in place safety protocols that allowed us to safely and successfully open the building and keep it open for 66 hours per week during the fall and spring semesters.

Our commitment to offering materials in digital format grew stronger during the past year. We increased access to an additional 200,000+ eBooks. We added 8 new online databases, predominantly in business. We also rolled-out a new digital reserves service to offer access to course materials in a digitized format.

Usage of library materials in digital formats has continued to grow. We saw a large increase in eBook usage and a significant decline in print book usage. We saw a record number of uses of our Kanopy streaming film service. We also provided more students with research help as librarians and students embraced the use of the chat box and Google Meet for research help.

The library staff made significant gains in two major areas: Open Educational Resources and anti-racism initiatives. Two OER grants were administered and FSU librarians were instrumental in state-wide assessment efforts. See pages 10-11 for more about OER efforts. The library's commitment to address systemic and institutional racism was made concrete by the creation of a Library Diversity, Equity and Inclusion (DEI) plan. See pages 13-14 for more about DEI efforts, including a collection analysis project to increase diverse representation in the Children's Literature collection.

It is a testament to the library staff that they were able to navigate through the pandemic while developing new services and processes to meet the needs of our FSU community. I am grateful to them for their commitment to our students and to the work of the library.

Jacalyn A. Kremer

Dean of the Amelia V. Gallucci-Cirio Library



Amelia V. Gallucci-Cirio Library: Librarians and Staff

Administration:

- **Jacalyn Kremer**, Dean of the Library
- **Tyler Sullivan**, Administrative Assistant

Librarians:

- **Renée Fratantonio**, Head of Instruction and Information Literacy
- **Asher Jackson**, Head of Technical Services & Archives
- **Linda LeBlanc**, *Library Program Area Chair*, Systems & Digital Learning Technologies Librarian
- **Sherry Packard**, Reference & Research Services Librarian
- **Lori Steckervetz**, Outreach Librarian for Student Success
- **Connie Strittmatter**, Strategic Projects Librarian
- **Nancy Turnbull**, Technical Services Librarian (Retired December, 2020)

Part-Time Librarians:

- **Matthew Raymond**, Reference
- **Kim Cochrane**, Reference

Staff:

- **Kelly Boudreau**, Librarian II, Public Services Operations Manager
- **Joanne Dennis**, Librarian I, Electronic Resources and Serials Coordinator
- **Sarah Gilbert**, Library Assistant, Public Services
- **Patricia Langevin**, Librarian I, Technical Services (Retired June, 2021)
- **Jordanna Lawton**, Library Assistant, Circulation, Reserves, Stacks & Interlibrary Loan

Part-Time Staff:

- **Micaela Austin**, Library Assistant, Public Services
- **Robin Bourgault**, Library Assistant, Public Services
- **Bernadette Daigle**, Library Assistant, Technical Services
- **Kristin Lortie**, Library Assistant, Technical Services, (Left March, 2021)

Response to the Pandemic

The majority of the library staff returned to the library building in August 2020 after working remotely for 4 months. We continued to offer almost all services and collections online, while working to safely open the building for student use. Accomplishments include:

- Opening the library and keeping it open for 67 hours per week during the fall and spring semesters while adhering to and enforcing safety protocols. This was accomplished through the collective efforts of public services staff and our student workers.
- Helping more students with research than any other recent period as librarians and our students embraced online research help. The library's in-person research help was continued through personal appointments online, an instant messaging chat box help available from the library homepage, and face-to-face at the reference desk.
- Continuing the roll-out of digitized reserves through a herculean scanning effort by public services and technical services staff in order to offer digital access to course materials.
- Making collection purchase decisions with online access as a priority. In the past year the Library added access to over 200,000 eBooks by adopting a demand-driven-acquisition (DDA) model that allows Fitchburg students and faculty access to a broad catalog of academic titles with the Library being charged only for those books that are actually used.
- Shifting most in-person research class instruction to online instruction, synchronously through Google Meet and asynchronously through creation of tutorials, research guides and the embedded librarian program in Blackboard. Not surprisingly, the library's in-person instruction sessions went down 43% from pre-COVID levels.



Yes! A mask is required in all Library spaces including the Study Rooms.

Information Literacy Program

Teaching & Learning

The Library's Information Literacy program is dedicated to preparing students to be information literate in our constantly evolving information age. Even during times of upheaval and uncertainty, **librarians rose to the challenge of teaching online in FY21, with 208 classes reaching 4,079 students across a wide array of disciplines.** Librarians collaborated with faculty by teaching classes in every format; on-sync, online asynchronous, and in-person, totaling **111 synchronous sessions and 97 classes either embedded into Blackboard or through pre-recorded lectures.**

Research Help

Librarians were available 52 hours per week for research help. The most popular way to receive research help was through CHAT instant messaging.

1529 Research sessions held. That is a **38%** increase in student research help! This is a dramatic shift away from in-person requests to instant chat messaging and Google Meet appointments.

Foundations of Information Literacy

The library continues to partner with the Coordinator for General Education, Dr. Kisha Tracy, in the rollout of the new curriculum which includes three classes aimed at addressing Information Literacy in the first year of college: First Year Experience, Writing I, and Writing II. Librarians presented on a more encompassing vision of Information Literacy during a discussion series for the Center for Teaching and Learning and partnered with FYE coordinator, Dr. Laura Garofoli, to prepare a new cohort of FYE faculty for Fall 2021.

How students seek research assistance is changing. In the past year, our online research guides were accessed **185,531** times. That's a **60%** increase from FY20! The Library's new [Anti-Racism guide](#) was accessed almost 79,000 times!

Student Success Support

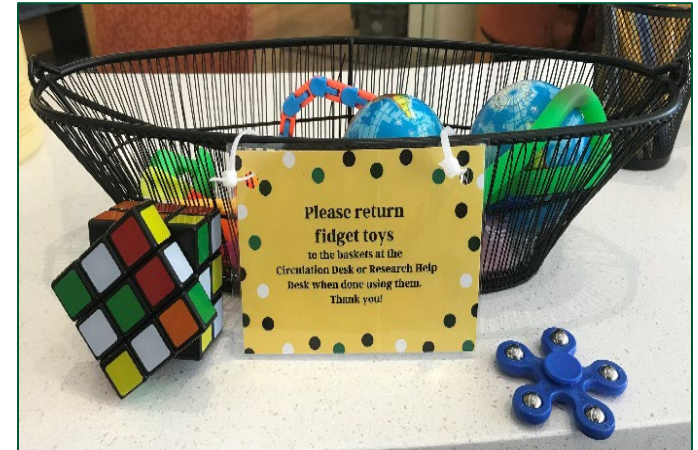
Project A+ Supporting Neurodiverse Students

Project A+ Team members: Kelly Boudreau, Sherry Packard, and Connie Strittmatter

The Project A+ team meets regularly to investigate and develop new approaches to serving neurodiverse students. Using Florida State University's *Project A+: Serving Students with Autism Spectrum Disorder in the Academic Library* as a guide, they made changes to the library environment to create friendly and improved study spaces for neurodiverse students. Changes included the purchases of:

- Portable lamps
- Privacy panels to reduce distractions
- Movable standing desks
- Non ticking wall clocks on upper floors
- Fidget toys to help with concentration
- Noise cancelling headphones to reduce noise distractions within the library

They also implemented an *Alternative Communication Strategies* training module which library student employees completed in March 2021. To evaluate the effectiveness of the training, the Project A+ team interviewed library student employees to solicit their feedback on what parts of the training were effective and areas that can be improved. The team is currently working on revisions to the training modules with *Alternative Communication Strategies 2.0* training to be released in Fall 2021.



Student Workers

Amelia V. Gallucci-Cirio Outstanding Student Employee Award

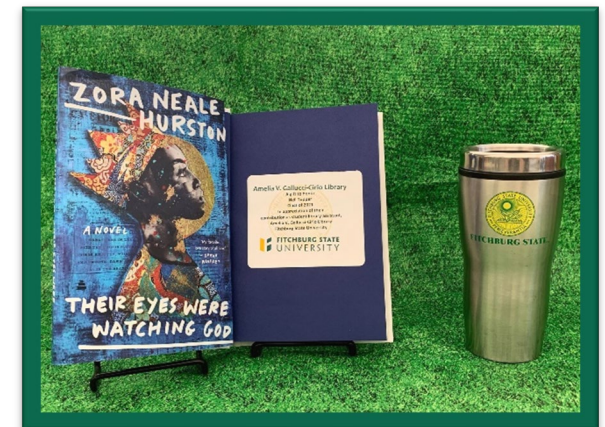
The Amelia V. Gallucci-Cirio Library Outstanding Student Employee Award was established in 2021 to recognize students who consistently demonstrate professionalism and high standards of performance in the role of student library employee. Student workers play a vital part in the daily operation of the library. They provide quality customer service while assisting users with checking out materials, booking study rooms, assisting with technology and printers, keeping the library stacks in order, carrying out special projects, and many other tasks that are essential.

Alyssa Khan is our 2020-2021 award winner. She has been a student worker at the Amelia V. Gallucci-Cirio Library since May 2019. Alyssa exemplifies all the qualities of a dedicated and caring library student worker. Alyssa has worked in every department of the library and her knowledge of the workings of the library has made her a vital member of our team. In recognition of Alyssa's excellent service, the book, [*College Mindfulness Training*](#) was dedicated in her honor to the library's collection.



Honoring our Student Workers

We offer a special thank you to our student workers who staffed the library building this past year! Without them, we could not have safely kept the open for 67 hours per week during the semester. We celebrated each graduating senior student worker by adding and dedicating a book in their honor to the library's collection.



Electronic Resources

Collecting for the 21st Century Learner

eBooks:

The Library continues to rapidly increase its access to eBooks. Three years ago, the Library offered 2,600 eBooks. Today the Library offers access to over 700,000 eBooks. In the past year the Library added additional access to over 200,000 eBooks by adopting a demand-driven-acquisition (DDA) model that allows students and faculty access to a broad catalog of academic titles with the Library being charged only for those books that are actually used. The Library continues to meet its goal to more effectively serve its growing number of online students as well as its residential students.

22,000 eBook Checkouts!

That is a 14% increase from last year! Our print book checkouts went from 2,900 last year to 1,600 this year.

Streaming Films:

Use of Kanopy streaming film services increased dramatically with **7,000 views of 3,700 films, up from 5,500 views last year.**

The Library also began subscriptions to Symptom Media: Films for Mental Health Education & Training, Counseling and Therapy in Video: Volume V, The Symptom Media Collection.

Journal and Database News

The Library subscription to online journals through database packages and individual purchases tops 134,000 journals. Students, faculty and staff read over 135,000 scholarly journal articles in the past year. The number of databases available through the Library website is 183. Usage of individual journals and databases are reviewed every year and low usage items are cancelled. This allows for new resources to be added.

New Databases Added

- AtoZdatabases
- Energy & Power Source
- Environment Complete
- HeinOnline Academic
- IBISWorld
- Mergent Online
- Mergent First Research
- NewspaperArchive
- Science Full Text Select (
- Social Work Reference Center
- Statista



Improving Access Through OER 1:2

Over the past year, the Open and Affordable Education Committee and the Library have made great strides in advocating for the use of open educational resources and low and no cost course materials on our campus.

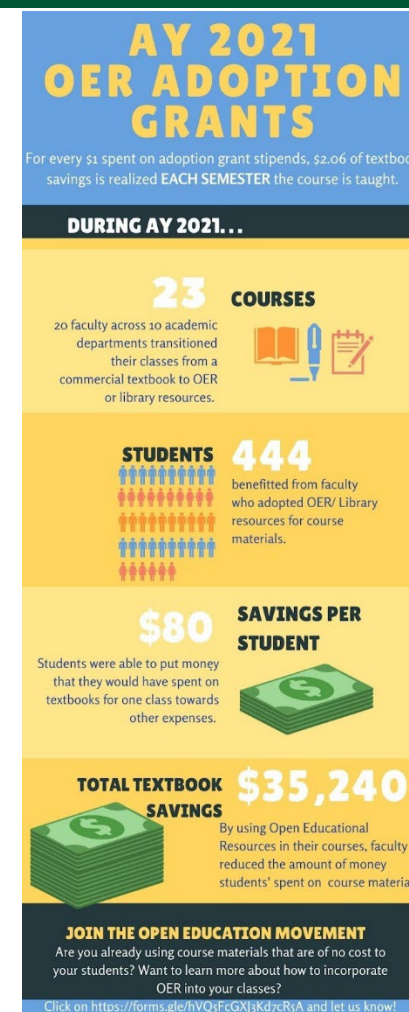
Davis Presidential Grant

In June 2020, we received a \$25,000 Davis Presidential Grant. From July 2020 to January 2021, the grants was administered in the following ways:

- **Grants:** 3 faculty members were each awarded a \$2000 grant to create original OER course materials for their courses which will be taught during FY21. 12 faculty were awarded \$500 adoption grants for courses taught in FY21
- **Community of Practice:** 17 faculty members participated in a 4 month community of practice exploring issues related to open education. Participants participated in monthly discussions that ranged from Open Education as a social justice issue, to OER licensing, to open pedagogies. The Community of Practice culminated in a 2 hour workshop facilitated by Nicole Allen and Winni Zhang of [SPARC](#) which resulted in an infographic on [10 Reasons to Support the Use of Open Education Resources and Pedagogy](#).
- Creation of an [Accessibility Toolkit](#) for Open Educational Materials

Continuing the Work

The Open and Affordable Education Committee, through the generous support from a university strategic funding initiative was awarded \$20,000 to continue the OER grants program in FY22. In June 2021, 12 faculty teaching 16 courses received stipends to adopt, adapt, or create course materials that will be of no cost to their students.



Caption: AY2021 OER Adoption Grants. During AY2021, 23 courses encompassing 20 faculty across 10 academic departments moved from a commercial textbook to OER or Library Resources. 444 students benefitted from faculty who adopted OER or library resources. Student savings totaled \$35,240 and on average students save \$80

Improving Access Through OER 2:2

Sharing Our Stories

The library partnered with the Student Government Association and MASSPIRG to deliver an online discussion, #TEXTBOOKBROKE, in the fall semester. During the spring semester the Open and Affordable Education Committee began the OER Stories series which highlights faculty experiences using affordable course materials. Three faculty members were highlighted during the spring semester, Drs. Kisha Tracy, Laura Baker, and Peter Staab. View their stories on the [Open Educational Resources](#) library guide.

Measuring Our Success

Recognizing the importance of measuring the effectiveness of the University's Open Education program, the University's newly approved strategic plan includes two OER metrics to be reported to the state. The metrics are the number of faculty utilizing open educational materials in their courses and the number of students who have enrolled in a course using open educational materials.

In addition, led by Fitchburg State librarians, the Massachusetts State-Wide OER Advisory committee developed a broader set of metrics for state colleges and universities to use to measure the success of their Open Education programs. These metrics were approved by the Board of Higher Education and are recommended for incorporation during FY22. To complement these new sets of metrics, the [framework for an assessment plan](#) along with strategies for implementation were developed. Baseline data will be collected during the Fall of 2021. With the establishment of baseline data, target goals will be set.

Beyond the University

- Jacalyn Kremer continues to serve on the Massachusetts statewide OER Advisory Council and its Steering Committee.
- Connie Strittmatter completed the SPARC Open Education Leadership Fellows program, which was a 9 month training program to develop additional expertise in Open Education. This was funded by the MSCA Professional Development and Retraining committee. As part of this program, Connie developed the [framework for an assessment plan](#) that was shared with public higher education institutions across the Commonwealth.

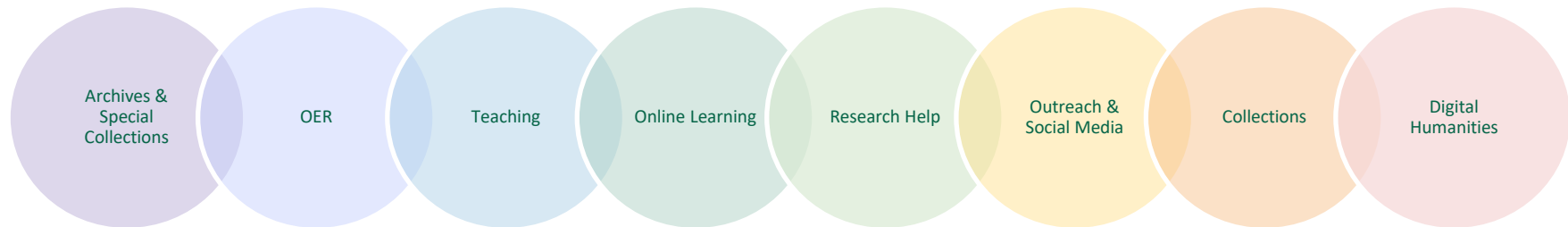
Future Direction

The Massachusetts State-Wide OER Advisory Council recommended that state schools mark courses within the seats list to reflect those courses using low or no cost course materials. The Library and Open and Affordable Education Committee will be working with the Registrar to develop best practices for implementation.

Faculty Collaborations

Library Liaison Program

With the launch of the new faculty liaison program last fall, the librarians have been working with their departments to establish relationships and collaborations. Due to the pandemic, the program had a soft launch as the librarians continue to work on improving the program. Co-coordinators Connie Strittmatter and Renée Fratantonio are planning a more formal launch during the FY22 which will include collaborations with the Center for Faculty Scholarship and the addition of a new liaison librarian.



More ways we are working with faculty across campus...

First Year Experience: Renée Fratantonio and Lori Steckervetz collaborated with Dr. Laura Garofoli on the First Year Experience Summer Institute for faculty teaching FYE for Fall 2021. They worked with faculty to develop information literacy assignments that meet the learning outcomes for the FYE course.

Academic Integrity: Dean Jackie Kremer and Connie Strittmatter continue to work with the new faculty academy to facilitate discussions about the role of faculty in cultivating a classroom environment that embraces academic integrity.

Underrepresented Student Use of the Library: Connie Strittmatter and Dr. Danette Day from the Department of Education received a \$2,500 Special Projects grant from Fitchburg State to explore underrepresented students' perceptions and use of libraries. Nineteen interviews were conducted over the course of the academic year and they are currently in the data analysis stage of their research.

Promoting Faculty Scholarship: Jodie Lawton and Lori Steckervetz continue to highlight the published works of faculty authors. Each month the library creates a physical and online display highlighting the authors and their works and promotes the work through social media. The Library also continues to co-sponsor author talks with the Center for Faculty Scholarship.

Addressing Diversity, Equity, and Inclusion 1:2

Library Anti-Racism Team

In a public response to the 2020 murders of George Floyd and Breonna Taylor, the Library issued a public statement of solidarity with the BLM protests, as well as a commitment of action to identifying and addressing systemic and institutional racism. In order to ensure that the Library follows through on this commitment, the Library Anti-Racism team was created at the end of FY2020. The team is comprised of a group of volunteers that include both librarians and library staff. Significant progress has been made as follows:

Library Diversity, Equity & Inclusion Plan

Over the course of FY21 the team developed a Library Diversity, Equity and Inclusion (DEI) plan. The Library DEI plan focuses on 5 areas of Library operations:

- Staff Professional Development,
- Collections & Systems,
- Programming & Outreach,
- Policies & Procedures,
- Library User Data Gathering & Assessment

The Library completed a pilot collection development project to identify and fill gaps in the existing collection for diverse representation in both topics and authors in the Children's Literature collection. This project has resulted in the purchase and inclusion of over 198 new titles to increase diverse representation in the Library's picture book collection. The newly purchased material is available for check-out and will be on display on the Library's main floor in Fall 2021.



Addressing Diversity, Equity, and Inclusion 2:2

DEI Focused Online Guides

The Library collaborated with a number of units across campus to bring together multiple diversity, equity, and inclusion initiatives; and support them with curated resources:

- **Diversity, Equity and Inclusion**: A landing page/portal to the following: Leading for Change, Anti-Racism resources, Understanding Land and Labor Acknowledgements, definitions language to support the new University strategic plan, and library resources.
- **Leading for Change**: A central shared repository of resources, freely available from on and off campus.
- **Understanding Land and Labor Acknowledgements**
- **Anti-Racism Guide**: Supports the Fitchburg State community in learning more about systemic racism, as well as anti-racism practices and tools to enable the dismantling of racist systems. Accessed **78,973** times!

Anti-Racism Streaming Film Series

With the support of the Dean's Anti-Racism Grant, the Library sponsored a streaming film series over the course of the Spring 2021 semester. Films were selected to support a variety of programming across campus, from use within the classroom to providing to panel discussions on inequity in our local schools.

The films selected focused on a wide range of topics related to both the intersection of race and society, as well as an examination and celebration of the every day lived experiences of persons of color, in particular Black Americans.

View the list of films and associated events at fitchburgstate.libguides.com/Anti-RacismFilmSeries



FITCHBURG STATE UNIVERSITY
AMELIA V. GALLUCCI-CIRIO LIBRARY

Dean's Film Selection

TEACH US ALL

A Panel Discussion on Segregation & Education in the United States

MONDAY, APRIL 26, 3:30 PM

 Jeremy Roche Principal Fitchburg High School	 Lynn D'Agostino Instructor Education Department Fitchburg State University	 Katharine Covino Assistant Professor English Studies Department Fitchburg State University	 Dana Meyer Graduate Student Education Department Fitchburg State University
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1 First watch the film online:
tiny.cc/TeachUsAllFilm
Note: FSU login is required to access

2 Join the virtual discussion panel at:
meet.google.com/ncc-whpx-rjz

For more information go to
cutt.ly/TeachUsAllEvent

Or scan the QR Code
with your phone:



Funding for film licensing provided by the FSU Dean's Anti-Racism Grant

Exhibits and Displays

Monthly Book Displays

- **AUG** Local History (Jodie Lawton)
- **SEPT** Latinx Heritage Month (Jodie Lawton)
- **OCT** Election Day (Jodie Lawton)
- **NOV** Native American Heritage Month (Jodie Lawton)
- **DEC** Holidays (Robin Bourgault)
- **JAN** Hobbies & Interests (Jodie Lawton)
- **FEB** Black History Month (Micaela Austin)
- **MAR** Women's History Month (Renée Fratantonio)
- **APR** Autism Awareness Month (Student Meryem Ezzahraoui)
- **MAY** Asian and Pacific Islander Heritage Month (Jodie Lawton)
- **JUN** Movies based on Books (Student Alyssa Khan)

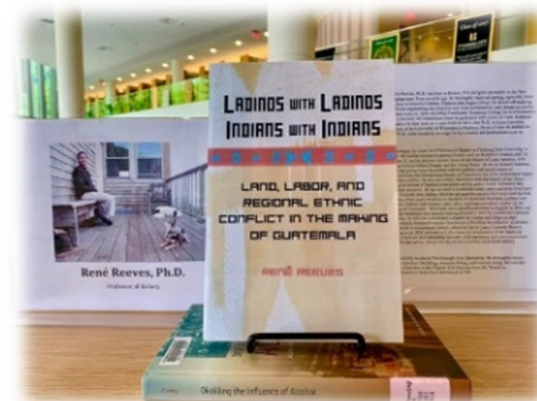
Faculty Publishing Displays

- **OCT** Lena Ficco (Psychological Science)
- **NOV** Ricky Sethi (Computer Science)
- **DEC** Elise Takehana (English Studies)
- **JAN** John J. Sylvia IV (Communications Media)
- **FEB** Eric Williams (Biology & Chemistry)
- **MAR** Samuel Tobin (Communications Media)
- **APR** Katharine Covino (English Studies)
- **MAY** Dennis Awasabisah (Biology & Chemistry)
- **JUN** Rene Reeves (Economics, History & Political Science)



Online “eBookshelves”

- Asian American & Pacific Islander Heritage Month
- Pi Day
- Black History Month
- Wellness
- Juneteenth
- Women's Right to Vote - 19th Amendment Centennial
- LGBTQ Pride Online Books & Films
- World Autism Day (April 2nd)
- Native American Heritage Month



Community Engagement 1:2

Community Read

The Fitchburg Community Read book for FY21 was *Underland* by Robert Macfarlane. The Community Read committee hosted the following programs:

- **February 3, 2021**, A discussion facilitated by English Studies and Biology/Chemistry faculty explored part I of the book on the “underlands” of Britain.
- **March 10, 2021**, A co-hosted program with the Center for Italian Culture exploring chapter 6, *Starless Skies*, which focused on the Karst Plateau region of northeastern Italy. Fitchburg State Professor of History, Dr. Daniel Sarefield guided the discussion on the mythology, while cave expert Rosario Di Pietro, joined the discussion from Italy.
- **April 17, 2021**, Leominster Public Library hosted a program titled, “*Red Dancers: Art Emerging from the Darkness.*” Profs., Jessica Robey, Sally Moore, and Sarah Bromberg discussed prehistoric cave art, its imagery, and the role of shaman and shamanic masks in tribal societies.
- **Professor Sally Moore’s Intermediate Drawing Class** created drawings of caves, catacombs, underground architecture and root systems inspired by *Underland*. You can view their artwork at

fitchburgcommunityread.com/thisyearsread

Viaggi nel sottosuolo italiano
Travels to the Italian Underground

Wednesday,
March 10th
3:30 PM

For more info go to
tiny.cc/UndergroundItaly

COMMUNITY
— READ —

FITCHBURG STATE UNIVERSITY
CENTER FOR ITALIAN CULTURE

UNDERLAND
A DEEP TIME JOURNEY
ROBERT MACFARLANE

Community Engagement 2:2

Fellini Film Series

In partnership with the Center for Italian Culture, the Library hosted a virtual film festival and lecture series focused on three films from acclaimed Italian filmmaker Federico Fellini. The event, [*Fellini 101: Conversations with Fred Plotkin*](#), focused on the films *La Strada*, *I Vitelloni*, and *Amarcord*, with online talks from author Fred Plotkin.

Social Media Outreach

With the majority of the classes operating remotely over the course of FY21, the Library continued to increase its visibility across its various online platforms, including the Library website as well as social media.

- [Library Reopening/Welcome](#) – Series of posts demonstrating preparations for reopening the Library after the COVID emergency closure
- [Library Reopening - COVID Visual FAQ](#) – Communicated the various COVID-related policy changes while also providing visuals to what the library would look like upon reopening.
- [OER/#TextbookBroke](#) – Promotion to the lead up of the #TextbookBroke event, provided information on OERS
- [#AskAnArchivistDay](#) – Participated in the national online event to promote the archives by encouraging questions for the Library Archivist to answer
- [Tech Lending Library](#) – Promotion of the Library's new service of lending a variety of technology devices
- [New Research Databases](#) – Series of posts highlighting newly purchased databases, especially for business-related research
- [Open Education Week](#) – Series of posts highlighting OER efforts across campus

Library Presentations

Fitchburg State librarians and library staff continue to build a reputation for professionalism and innovation across Massachusetts and nationally. Here is a list of presentations given to other academic libraries during FY21:

- *Diversifying the Faculty: Pathways Toward Equity and Engagement, a Massachusetts Initiative*, AAC&U, January 21, Asher Jackson
- *Controlled Digital Lending (CDL)*, ARC & MCCLPHEI, January 26, 2021, Connie Strittmatter, Kelly Boudreau
- *Controlled Digital Lending (CDL)*, North Shore Community College, February 16, 2021, Connie Strittmatter, Sarah Gilbert, Jodie Lawton
- *Controlled Digital Lending (CDL)*, Fenway Library Organization, May 5, 2021, Connie Strittmatter, Sarah Gilbert, Jodie Lawton
- *Developing a Programmatic Assessment Plan for the Use of Open and Affordable Course Materials at Fitchburg State University*. Massachusetts State-Wide OER Advisory Council, May 17, 2021, Connie Strittmatter
- *How to Develop an OER Roadmap for your Institution and Stick to It*, NE OER Summit, May 24, 2021, Jacalyn Kremer and Connie Strittmatter
- *Assessing Your OER Program: Strategies for Setting Target Goals*. NE OER Summit, May 25, 2021, Connie Strittmatter
- *Meeting the Needs of Students with Autism Spectrum Disorder*, ACRL-NEC Annual Conference, May 27, 2021, Kelly Boudreau, Sherry Packard, Connie Strittmatter
- *Take a Paws & Breath: Library Programming that Supports Student Wellness*, ACRL-NEC Annual Conference, May 24-28, 2021, Lori Steckervetz
- *What Does This Meme? Combining Media and Information Literacy to Recognize Misinformation in Memes*, Connecticut Information Literacy Conference, June 11, 2021, Renée Fratantonio

Programs/Activities: See all [the events](#) hosted or co-hosted by the Library.

Professional Development: See all the [professional development](#) opportunities taken by the Library.

January, 2021 Assessment Week

In January 2021, Library staff participated in Assessment Week, an in-house professional development focused on assessment activities. Aaron Noland from James Madison University facilitated the week-long event. The morning sessions were dedicated to developing foundational skills in assessment which included:

- Developing assessment related questions
- Process of assessment
- Gathering and making sense of data
- Using data to make an informed decision

During the afternoon sessions, library staff were broken into groups to practice the skills introduced in the morning by working on a mini assessment project of their choosing. As the library continues to develop its assessment skills, we plan to develop a holistic plan which will provide a framework for a systematic approach to assessing library services, spaces, and collections in the library.

UNIVERSITY SERVICE

Service Leadership

- **AUC Student Affairs:** Jacalyn Kremer
- **AUC Curriculum:** Sherry Packard
- **AUC Policies:** Connie Strittmatter
- **Chair of the Library Program Area:** Linda LeBlanc
- **Center for Faculty Scholarship Advisory Board:** Jacalyn Kremer
- **Instruction and Community Engagement Librarian Search Committee:** Renée Fratantonio (Chair), Lori Steckervetz, Connie Strittmatter
- **Library Advisory Board Committee:** Jacalyn Kremer (Chair)
- **Leading 4 Change- Core Group:** Tyler Sullivan
- **Leading 4 Change- Curriculum and Teaching Subcommittee:** Jacalyn Kremer
- **MCCLPHEI Library Directors- Data and Assessment Subcommittee:** Jacalyn Kremer (Chair)
- **MCCLPHEI Library Data and Assessment Community of Practice:** Joanne Dennis
- **Massachusetts Open Educational Advisory Board- Steering Committee and OER Repository Member:** Jacalyn Kremer
- **MSCA Assembly Delegate:** Linda LeBlanc
- **MSCA Executive Committee:** Linda LeBlanc
- **MSCA Librarians Committee:** Linda LeBlanc
- **NECHE Accreditation Steering Committee:** Jacalyn Kremer
- **NECHE Accreditation Standard Members:** Asher Jackson (Standard 7), Jacalyn Kremer (Standard 7 Co-Chair), Linda LeBlanc (Standard 9), Lori Steckervetz (Standard 5), Connie Strittmatter (Standard 6)
- **Technical Services Cataloger Search Committee:** Joanne Dennis, Asher Jackson, Jacalyn Kremer
- **Technology Advisory Board:** Sherry Packard
- **University Assessment & Research Committee:** Connie Strittmatter
- **Women, Gender, and Sexuality Studies Group:** Renée Fratantonio and Lori Steckervetz
- **Age Friendly University Working Group:** Connie Strittmatter

Student Success

- **First Year Experience Committee:** Lori Steckervetz
- **Honors Program Committee:** Renée Fratantonio
- **Library Anti-Racism Team:** Lori Steckervetz (Chair), Jordanna Lawton, Renée Fratantonio, Asher Jackson, Connie Strittmatter
- **Open and Affordable Education Committee:** Jacalyn Kremer (Chair), Connie Strittmatter, Lori Steckervetz (ex-officio)
- **Undergraduate Conference for Research and Creative Practice:** Renée Fratantonio (Co-Chair)
- **University Personal Wellness Campaign Team:** Lori Steckervetz

Community Building

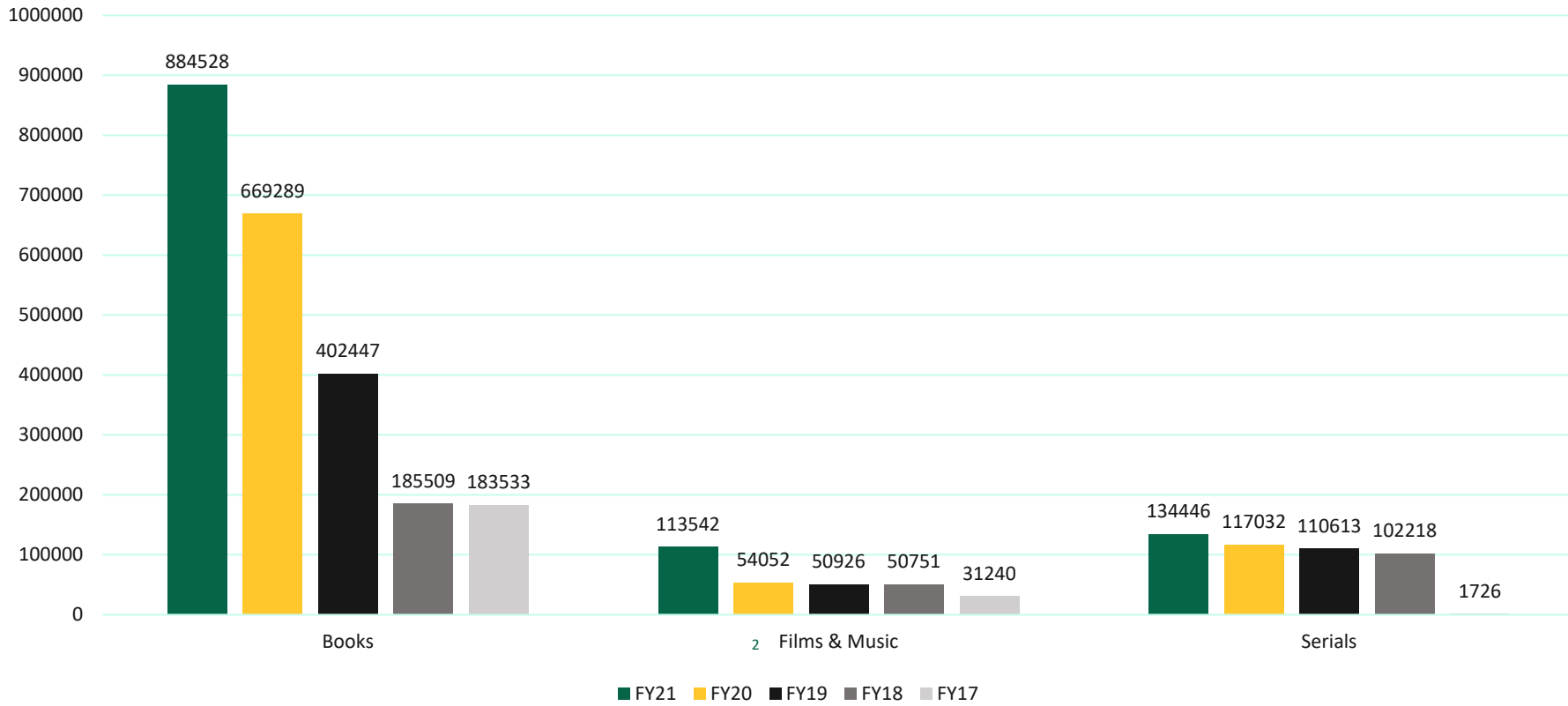
- **Center for Italian Culture Advisory Board:** Jacalyn Kremer
- **Center for Italian Culture Archival Subcommittee:** Jacalyn Kremer (Chair), Asher Jackson
- **Community Read Committee:** Connie Strittmatter (Chair), Jacalyn Kremer
- **Diversifying the Faculty: Pathways Toward Equity, Crocker Center for Public Engagement:** Asher Jackson (Faculty/librarian leader)
- **Fitchburg Historical Society Board:** Asher Jackson
- **Fitchburg Public Library Board of Trustees:** Jacalyn Kremer

APPENDIX: Statistics

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Collections: Totals Online and Physical

Collections by Year



Item Type	FY21	FY20	FY19	FY18	FY17
Books	885,528	669,289	402,447	185,509	183,533
Film & Music	113,542	54,052	50,926	50,751	31,240
Serials	134,446	117,032	110,613	102,218	1,726

FY2021 book total 884,528 includes both 707,346 eBooks + 177,182 Physical Books

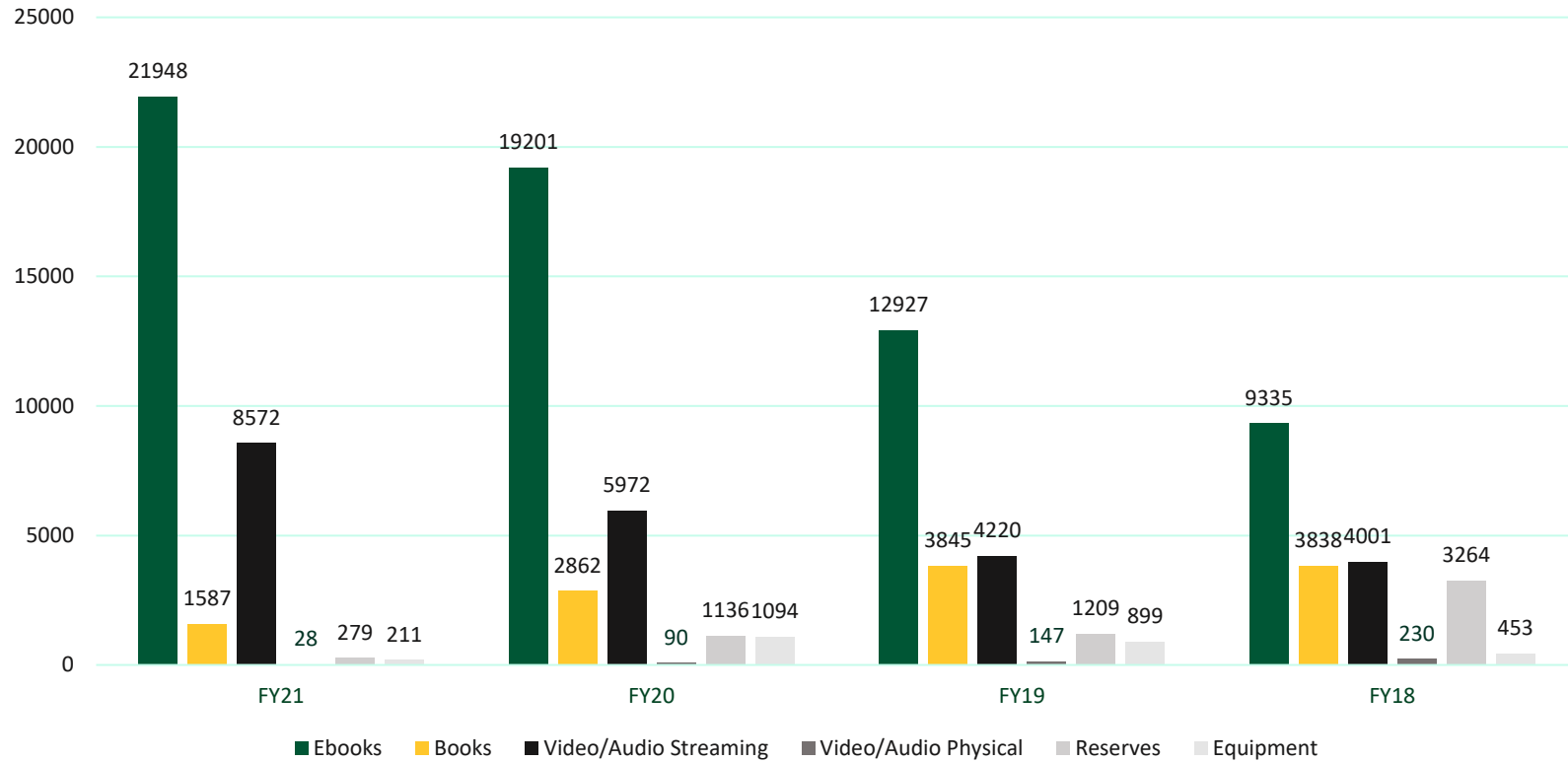
FY2021 film and music total 113,542 includes over 28,000 streaming films and over 84,000 streaming music file.

NOTE: Databases: 183 in FY21, 179 in FY20; 168 in FY19; 165 in FY18

NOTE: Equipment: 147 items are available for checkout including laptops, cameras, microphones, phone chargers, art kits, electronics, and games.

Circulation

Digital & Physical Checkouts

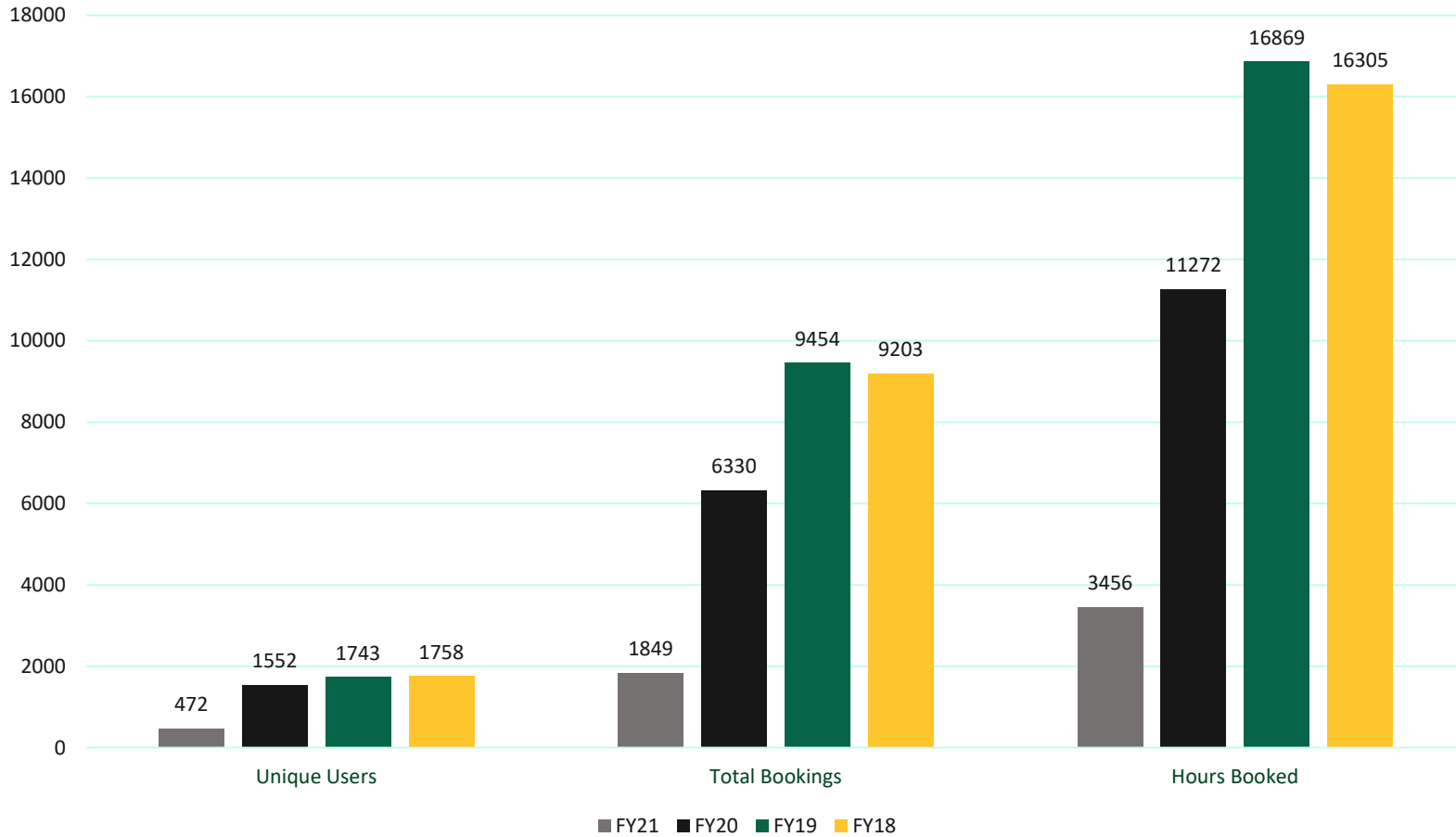


Fiscal Year	Ebooks	Books	Video/Audio Streaming	Video/Audio Physical	Reserves	Equipment
FY21	21,948	1,587	8,572	28	279	211
FY20	19,201	2,862	5,972	90	1,136	1,094
FY19	12,927	3,845	4,220	147	1,209	899
FY18	9,335	3,838	4,001	230	3,264	453

NOTE: While checkout of print books decreased due to COVID-19 closure of the library building, we saw significant increase in eBook usage in FY21. Check-out of physical reserve items also decreased in FY21. All reserve checkouts were digital lending reserves. Significant increases in streaming film use occurred in FY21.

Study Rooms

Study Room Statistics



Use Type	FY21	FY20	FY19	FY18
Unique Users	472	1,552	1,743	1,758
Total Bookings	1,849	6,330	9,454	9,203
Hours Booked	3,456	11,272	16,869	16,305

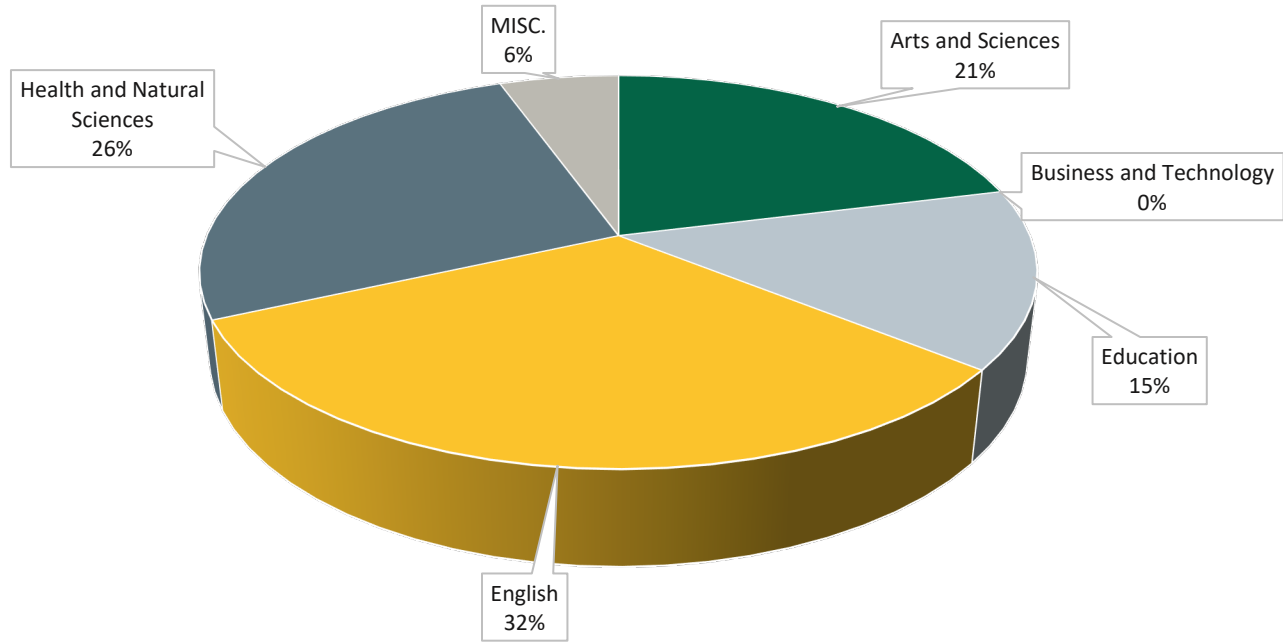
NOTE: Most classes met remotely in FY21 due to COVID, resulting in a decrease in study room usage.

Instruction Classes



Instruction by School

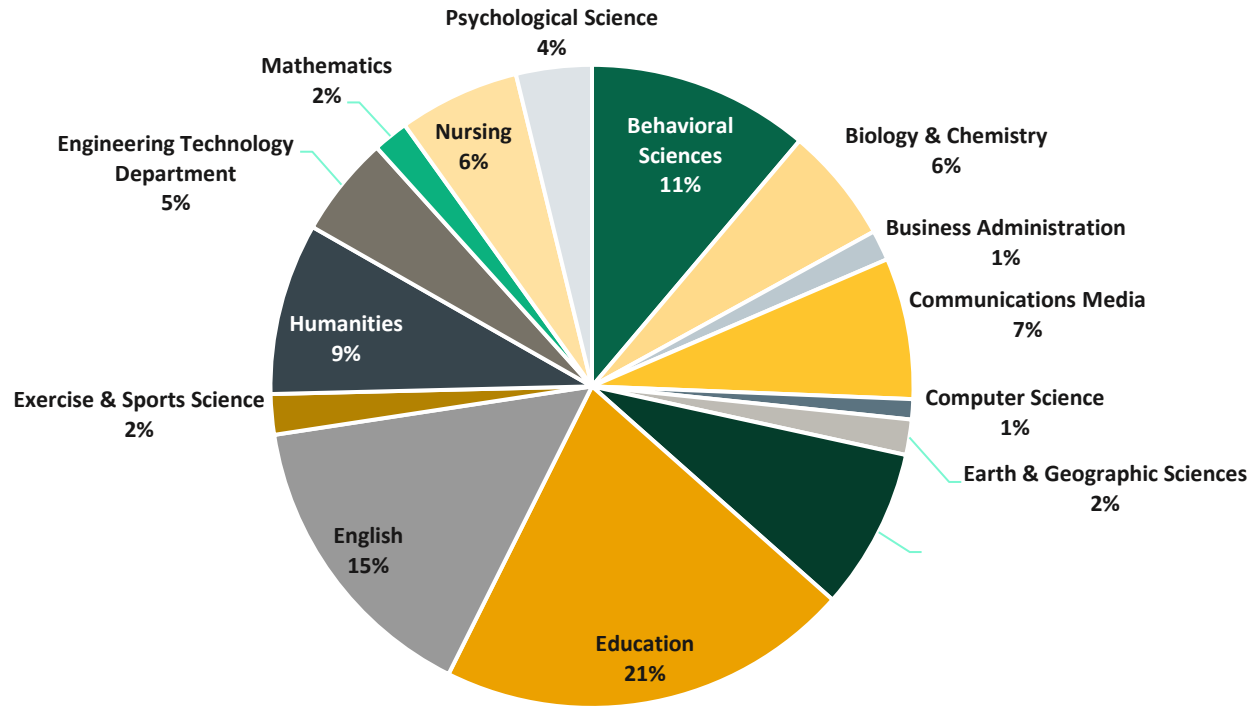
FY21 - % of Library Instruction Students by School



School	# of Students	Percent
Arts and Sciences	861	21%
Business and Technology	0	0%
Education	598	15%
English	1,325	32%
Health and Natural Sciences	1,071	26%
MISC.	224	6%
Grand Total	4,079	100%

Online Research Guides

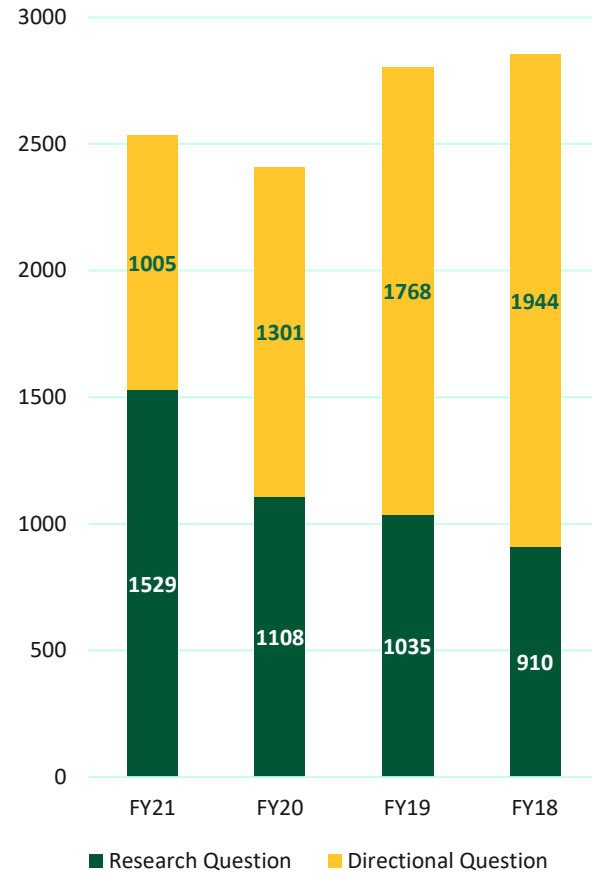
FY21 Guides by Academic Department



FY	Behavioral Sciences	Biology/ Chemistry	Business Admin.	Comm Media	Computer Science	Earth & Geographic Sciences	Education	Engin. Tech	English	Exercise & Sports Science	Math	Nursing	Psychology
FY21	11%	6%	1%	7%	1%	2%	21%	5%	15%	2%	2%	6%	4%

- The Library offers 309 online research guides, including 188 created specifically for courses, 35 for subject areas and 6 citation guides.
- These guides are heavily used. The FY21 Guide sessions were 185,531, up 60% over FY20.
- Our Topic Guides were up 1,336% (FY21 – 87,815; FY20 – 6,114). Our Anti-Racism Topic Guide that was created in FY21 accounted for 78,973 (90%) of these Topic Guide views.

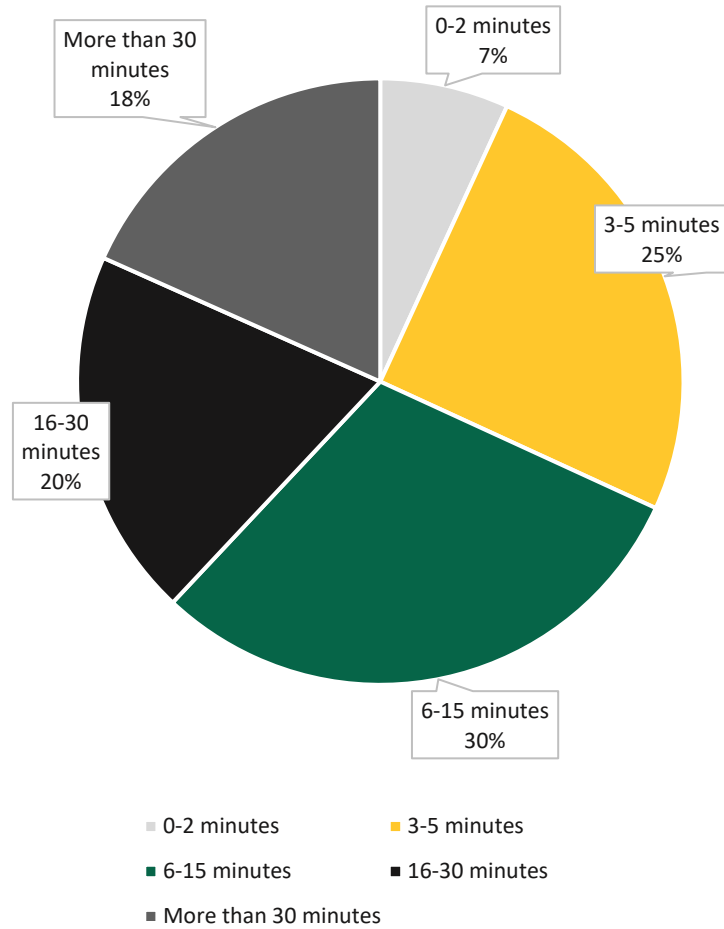
Research Help – Types of Questions Asked



Fiscal Year	Research Question	Directional Question	Total
FY21	1,529	1,005	2534
FY20	1,108	1,301	2409
FY19	1,035	1,768	1768
FY18	910	1,944	2854

NOTE: While the total number of questions increased by 5%, research questions increased by 38%.

Research Help – Time Spent Answering Questions



Fiscal Year	Research Question	Directional Question
FY21	1,529	1,005
FY20	1,108	1,301
FY19	1,035	1,768
FY18	910	1,944

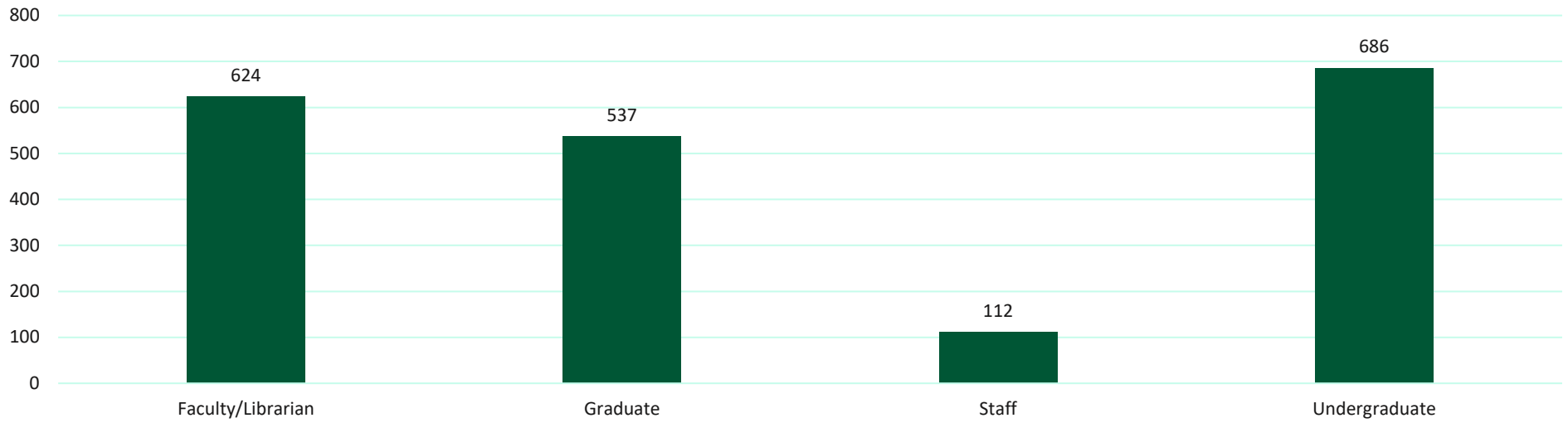
Interlibrary Loan – Borrowing and Lending Digital and Physical Requests – FY21

FY21 Borrowing	Physical	Digital	Total
Borrowing Requests	281	1686	1967
Borrowing Filled	216	1542	1758
Total	77%	91%	89%

FY21 Lending	Physical	Digital	Total
Lending Requests	1340	7786	9126
Lending Filled	716	1388	2104
Total	53%	18%	23%

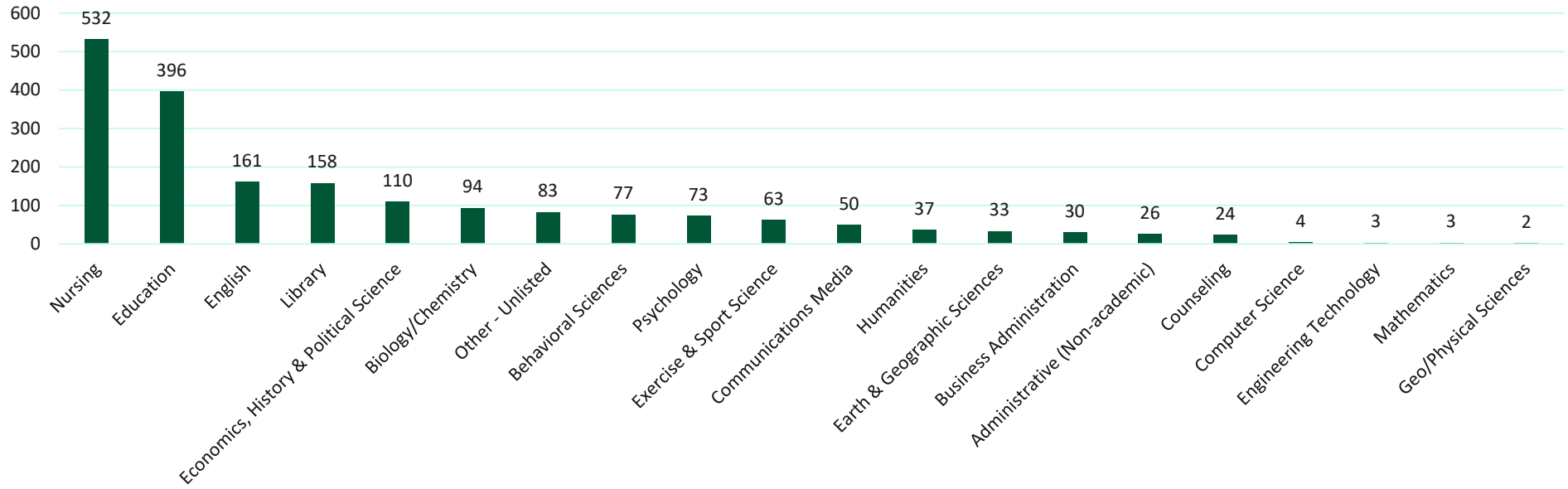
Interlibrary Loan – Borrowing & Document Deliver Requests by User Group, FY21

Borrowing & Document Delivery Requests by User Group FY21

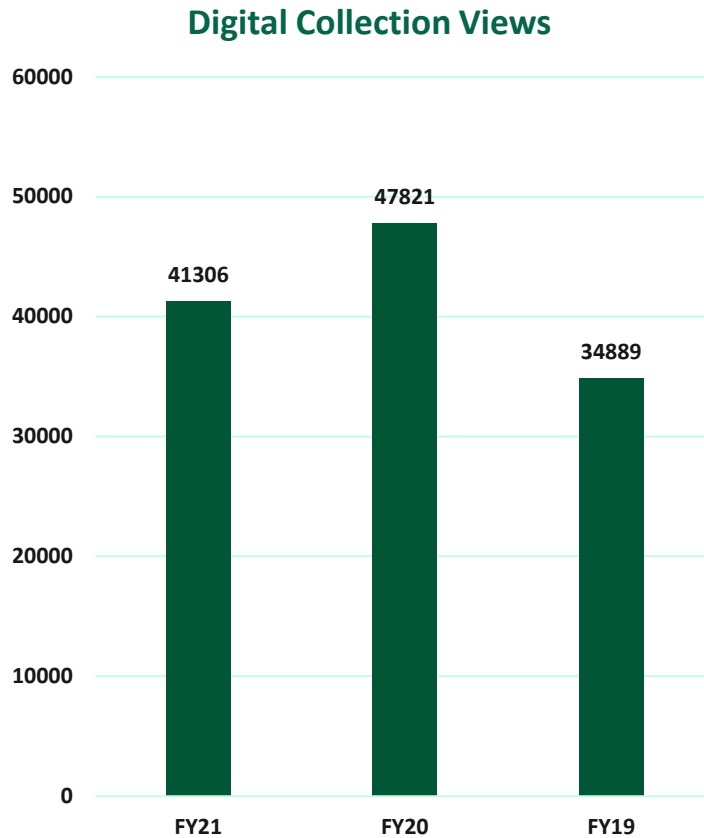


Interlibrary Loan Borrowing & Document Delivery Requests by Department, FY21

Borrowing & Document Delivery Requests by Department FY21



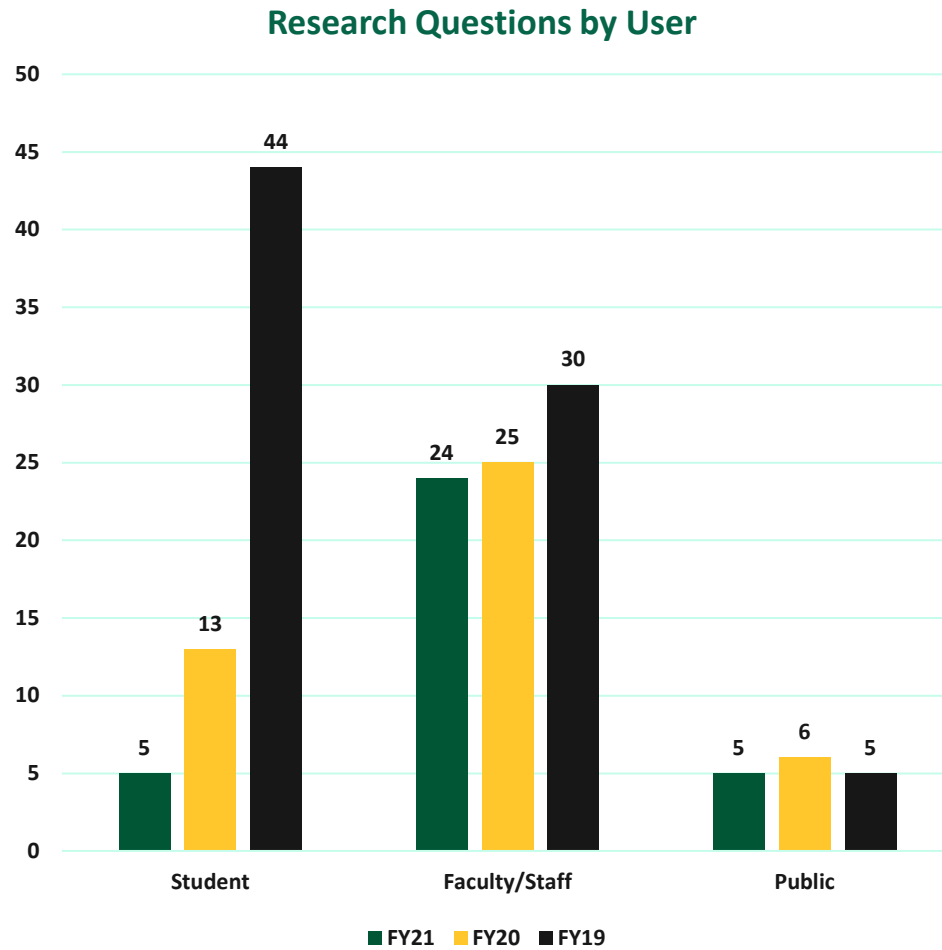
Archives & Special Collections – Digital Collection Views



Fiscal Year	Number of Views
FY21	41,306
FY20	47,821
F18	34,889

In order to accommodate researchers who were unable to come to the archive, our efforts during the 2020-2021 academic year focused on digitizing materials on demand. In response to direct requests from faculty, students and staff, **1184** items were digitized for use in online classes.

Archives & Special Collections – Research Questions by User Group



Social Media

Followers by Year

