

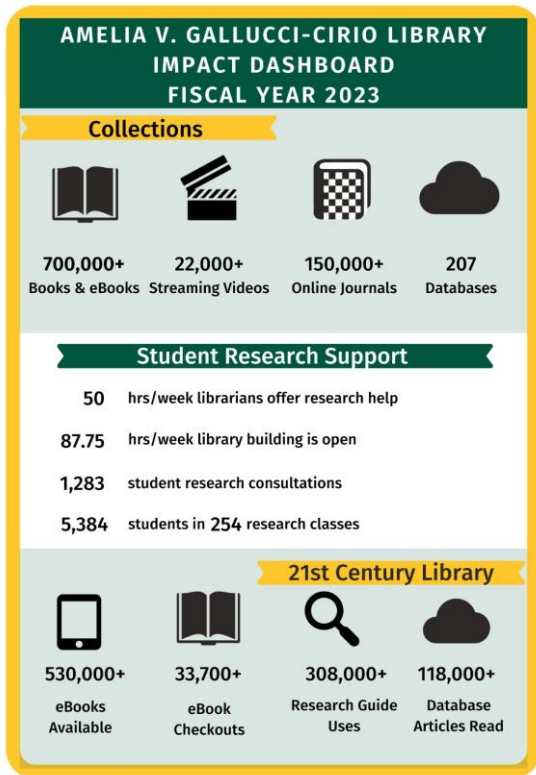
# AMELIA V. GALLUCCI-CIRIO LIBRARY FITCHBURG STATE UNIVERSITY



ANNUAL REPORT FY23

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**Infographic Caption:**

**Title:** Library impact dashboard, FY2023

**Collections:**

- Over 700,000+ books and ebooks,
- 22,000 streaming videos,
- 150,000+ online journals and 207 databases.

**Student Research Support**

- 50 hours/week, librarians offer research help
- 87.75 hours/week the Library building is open
- 1,283 student research consultations
- 5,384 students in 254 research classes

**21<sup>st</sup> Century Library**

- 530,000+ ebooks available 33,700+ checkouts
- 308,000+ research guide uses
- 118,000+ database articles read

# Dean's Message

It is my honor to present the Amelia V. Gallucci-Cirio Library's FY23 Annual Report. This past year, the library accomplished two critical projects. First, the library implemented of a new library platform system (Alma), that integrates our print, electronic, and archival collections, along with our new discovery tool, FalconSearch. Second, the library completed a comprehensive self-study to gain a deeper understanding of our significant contributions to the university, areas for improvement, and the future direction of the library. More information about both projects is detailed in this report.

Usage of library eBooks over print continues to grow. Fitchburg State's eBook usage is now 20 times its print book usage. While usage on most non-digital items is decreasing, we saw an over 70% increase in usage of our Technology Lending Library. Building occupancy has not returned to pre-pandemic levels although we see study room usage up 35% from last year. The number of research instruction classes, led by librarians, has increased and are now close to pre-pandemic levels. Our online research guides continue to be popular with over 300,000 uses last year.

Important work was accomplished in these major areas: (1) print collections were weeded with 10,000 books removed, (2) cataloging practices were updated to current professional standards, (3) collaborations with FYE Seminar faculty were deepened, (4) library personnel continued to lead Open Educational Resources initiatives, including the ROTEL grant, and (5) library personnel co-led a university-wide academic integrity project.

I am grateful to the entire library staff for their commitment to the mission of the library and the university. Please read on to learn more about their work.

*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**, Coordinator of Library Operations

## *Librarians:*

- **Renée Fratantonio**, Head of Instruction and Information Literacy
- **Asher Jackson**, Head of Technical Services & Archives
- **Linda LeBlanc**, Systems & Digital Learning Technologies Librarian; Library Program Area Chair
- **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:*

- **Matthew Borneman**, Library Assistant II - Public Services (started Aug 2022)
- **Kelly Boudreau**, Public Services Operations Manager (retired Feb 2023)
- **Joanne Dennis**, Librarian I - Serials Coordinator
- **Sarah Gilbert**, Library Assistant III- Public Services
- **Melanie Nichols**, Librarian I –Technical Services & Cataloging Assistant

## *Part-Time Librarians:*

- **Kim Cochrane**, Reference Librarian
- **Holly Penttila**, Reference Librarian
- **Matthew Raymond**, Reference Librarian
- **Miranda Rosbach**, Reference Librarian (contracted Nov 2022-Jun 2023 for sabbatical replacement)
- **Bonnie Shapland**, Reference Librarian (contracted Jan-Jun 2023 for sabbatical replacement)

## *Part-Time Staff:*

- **Sabrina Bonetti**, Library Assistant - Public Services (left employment Nov 2022)
- **Robin Bourgault**, Library Assistant - Public Services & Technical Services
- **Dominic Carranza**, Library Assistant - Public Services
- **Ahenebah Lane**, Archival Assistant for Oral History Project (Feb 1 - Jun 30, 2023)
- **Holly Penttila**, Library Assistant - Public Services

"Teamwork is the ability to work together toward a common vision... It is the fuel that allows common people to attain uncommon results." – Andrew Carnegie

# Library Program Review & Lessons Learned

In FY23, the library engaged in a self-study to better understand the significant contributions the library makes to the university, parse out the areas where improvement is needed, and to begin to lay out the future direction of the library. Questions explored included: (1) what are we doing well?, (2) what obstacles do we face?, and (3) where do we want to go in the future?

In Spring 2023, Elizabeth McKeigue, Dean of the Library at Salem State University, came for a site visit and met with library staff, faculty on the Library Advisory Committee and the Provost. Here is a brief summary of her findings:

## **General Observations in External Review Report:**

- Library personnel are accomplishing a remarkable breadth and depth of achievements with significantly limited time and money, due entirely to the hard work, dedication, and commitment to excellence of the librarians, staff, and library administration.
- Library personnel are well-attuned to important trends in librarianship and to the needs of today's students and faculty.
- The library is focused on excellence in teaching, data-driven decision making, faculty & campus partnerships and DEI work.
- The library's budget is comparatively under resourced.
- The library is under resourced in the number of full-time librarians & staff.
- The library lacks an institutional repository compared to its peers.
- Faculty and staff need to be better informed about the library's services and accomplishments.

## **Primary Recommendations in External Review Report:**

- Advocate for additional staff.
- Merge Reference and Circulation Desks into a single-service point.
- Increase funding for materials; communicate impact of inflation on cost of library materials.
- Explore creation of institutional repository.
- Re-examine remote work policies.
- Raise research profiles of librarians.
- Review job descriptions.
- Consider implementing a library satisfaction national survey.

## ***Future Long-Term Directions Highlighted in Self-Study Report***

The academic library landscape, like higher education, is continually shifting and the library will continue to change to meet new demands. Informed by the results of the self-study, the future direction of the library will be determined collaboratively during an upcoming strategic planning process. External factors such as national and local struggles with race, political divisions, and misinformation will impact the library's direction. Other factors such as the long term impact of COVID on higher education and modality of courses will challenge us. How students and faculty consume and locate information, and how they create knowledge in the new artificial intelligence landscape, forces us to be constantly evolving. We see the future of academic libraries no longer as gatekeepers of information but instead as partners in knowledge production and publishing. We see great opportunities in supporting Fitchburg faculty in their knowledge creation and in preserving and making accessible their scholarship. We also will continue to value the work the Archives & Special Collections does in documenting and preserving university history and in preserving the unique cultural heritage and contributions of the local communities.

# 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. In FY23, librarians taught **254 classes reaching 5,384 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 **171 synchronous sessions and 83 online classes as embedded librarians and/or through pre-recorded lectures**.

## *First Year Experience*

The library's Teaching Team collaborated closely with Dr. Laura Garofoli (Psychological Science) on the First Year Experience Faculty Summer Institute. This institute was open to all faculty teaching FYE in Fall 2023. Librarians worked with faculty to develop information literacy assignments designed to meet the information literacy learning outcomes for their FYE courses.

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## *Research Help*

Individual research consultations are essential in fulfilling the library's mission of teaching information literacy, enabling users to locate, evaluate, and effectively use information. Librarians are available over **50** hours per week to support students and the entire FSU community in several ways including in-person, chat, email, and video conferencing. In the past year, FSU librarians and staff assisted patrons with **3,040** research and directional questions tallying **386.5** hours of direct assistance, of which **274** hours (76%) were spent in research consultations. Additionally, the 24/7 Reference Cooperative of librarians provided reference and research assistance to FSU students during the evenings and overnight hours expanding our services by **118** hours a week. In the past year, non-FSU Librarians have provided research and directional support for **274** FSU students through this service while FSU librarians have answered **45** research and directional questions for students around the world.

# Assessment

## *Library Assessment Plan*

The library continues its efforts to develop a culture of assessment. Library staff are currently assessing the goals identified in the formal assessment plan to ensure that our collective efforts are supporting the university's mission and that we are providing a physical and online environment that supports student success. Assessment efforts over FY23 included developing a website usability activity to better learn how users navigate the library website. The activity was developed and tested over the past year and data collection will occur in October 2023. The Facilities Assessment team reviewed the library signage and developed a signage proposal to improve users' wayfinding experience within the library. Assessment efforts will continue through 2026.

## *General Education Information Literacy, Reading and Writing Learning Outcomes*

The library's Teaching Team (Renée Fratantonio, Lori Steckervetz, and Olivia Rossetti) participated in the first assessment day for the new General Education program using the Information Literacy rubric previously developed by Renée Fratantonio and Connie Strittmatter with Drs. Katharine Covino-Poutasse, Laura Garofoli, and Frank Mabee. After norming the information literacy rubric, the Teaching Team scored anonymized artifacts from First Year Experience and Writing II courses, gaining valuable insight into our students' grasp of information literacy concepts and skills. The forthcoming report from the Institutional Assessment Office will be used by librarians and faculty to design assignments and plan lessons that address the curriculum goal of information literacy.

# Student Success Support

## *Student Athletes Study Hall Pilot*

This pilot project is a collaboration between the library, TRIO, the Academic Coaching & Tutoring (ACT) and the Fitchburg State Athletics program. For the past year the project has focused on supporting the football team with twice weekly study hall sessions where attendance is required. The project seeks to provide point-of-need help with access to tutoring, TRIO student support services, and library research help.

The project entered a new phase in Spring 2023 when it was moved into the actual library space, utilizing the library's instruction lab. Looking forward to next steps, the study hall project will seek to expand beyond the football team to host any student athlete seeking a more structured and dedicated study time with easy access to support services.

## *Student Support Conversations*

As part of an exploration of the learning commons model, the library collaborated with the Office of Student Success to develop an opportunity for the library and student support offices, such as the ACT, Career Services, and TRIO. Representatives of these offices and the library met on a quarterly basis over the 2022-23 academic year to discuss specific topics including supporting academic integrity efforts across campus. The conversations provided opportunity for offices to better understand the work being done across campus. We hope to continue these conversations in order to break down silos and increase cross-campus collaboration. Future collaboration will continue through the upcoming grant *Put Me in Coach*, a project that supports help-seeking behaviors by our students.

# Addressing Diversity, Equity, and Inclusion

## *Diversity, Equity, and Inclusion (DEI) Committee*

In Fall 2022, the Anti-Racism Committee's name was changed to the Diversity, Equity, and Inclusion Committee and its charge was updated appropriately. While still centering its anti-racist goals, this name change recognizes the intersectionality of oppressions and our commitment to ending all systemic oppressions.

The committee continued its focus on bringing professional development opportunities related to DEI to library staff. Having received a \$5,000 Academic Innovation Fund grant in Spring 2022, the committee successfully invited a facilitator to campus for a day-long training during Spring Break 2023. Moving forward, the committee would like to develop more formal and informal professional development opportunities for library staff in order to deepen their understanding of DEI related topics and issues.

The committee took the lead in drafting a statement in support of the LGBTQIA+ community in the wake of homophobic hate speech found in our library. The DEI Committee presented an initial draft to all library staff for comments and revisions and, as a collective, finalized the statement and committed to showing up for the LGBTQIA+ community on campus and in our community.



The oral history project *Building Representation for Underrepresented Voices in the Archival Collections* was launched in FY23 with the goal of creating an archival collection dedicated to documenting the experiences of students of color who attended Fitchburg State University. With a \$3,000 award from the Deans' Anti-Racism Fund, we were able to rehire Ahenebah Lane, an independent public historian specializing in oral history, to conduct and transcribe interviews. In FY23, we completed three oral histories with alumni. It is essential to continue this work and offer prominent representation to students of color in our archives which we have historically lacked.

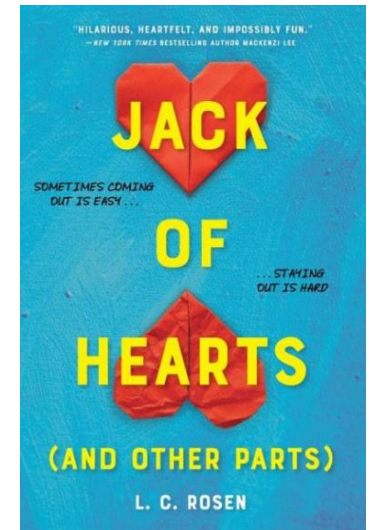
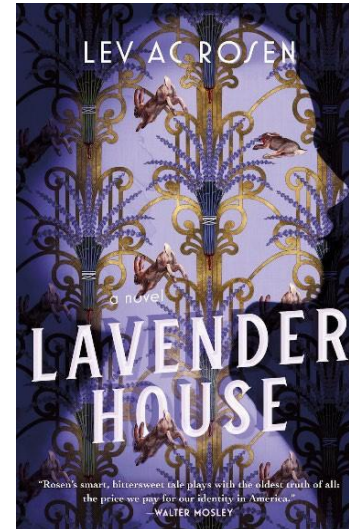
# Library Programming & Events

## *Banned Book Author Talk with Lev AC Rosen*

As part of the library's participation in the annual LGBTQ History Month, which coincided in part with ALA's annual Banned Book Week, the library hosted gay author of two recently challenged books, Lev AC Rosen.

Rosen's first YA novel, *Jack of Hearts (and other parts)*, was targeted in several school districts for removal from school libraries due to the sexually explicit content, especially due to the themes of gay sex and queerness that are openly discussed throughout the book.

The conversation/Q&A session also focused on Rosen's newest novel, *Lavender House*, which is a historical murder mystery novel focusing on less known aspects of LGBTQ history before the Stonewall Riots.



## *Drag Queen Story Hour*

As part of the annual LGBTQ History month, the library hosted its first Drag Queen Story Hour featuring local drag performers who read a selection of children's picture books, several of which have been challenged in public libraries and schools due to their LGBTQ content. The Drag Queen Story Hour is a program that was initially developed for young children to raise awareness of gender diversity, and promote self-acceptance through literature.

# Improving Access through OER

The library leads the university on open education initiatives. We are recognized across the state as a leader in Open Educational Resources, as demonstrated by our leadership in creating an OER Assessment plan adopted by all public higher education institutions in Massachusetts.

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 FY23. 11 faculty teaching 13 courses received stipends to adopt course materials that will be of no cost to their students. In addition, the committee received funding for a faculty led Open Pedagogy Community of Practice where faculty met to discuss open pedagogy and revise their syllabi or assignments to incorporate open pedagogy components.

## Remixing Open Textbooks through an Equity Lens (ROTEL) Grant

Fitchburg State University was among a consortium of colleges that was awarded more than \$1,300,000 from the U.S. Department of Education to increase the number of free, open educational resources that are designed with a diversity, equity and inclusive lens. The first and second cohorts of grant recipients totaled 8 projects from Fitchburg State University.

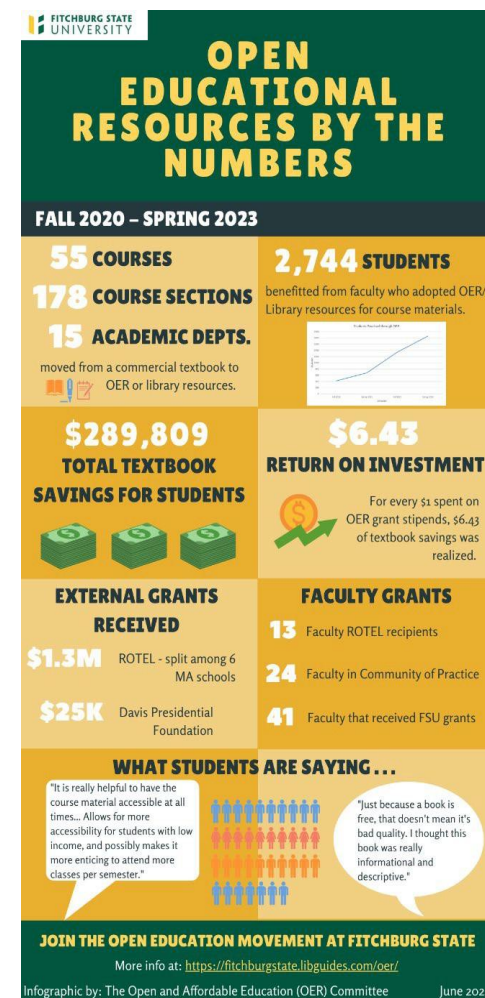
**Grant Recipients:** Mary Ann Barbato, Michael Hove, Amy McGlothlin, Jennifer Bill, Rachel Norton, Peter Staab, Collin Syfert, J. J. Sylvia, Kisha Tracy, Jessica Alsup, Elise Takehana, Jennie Snow, and Diego Ubiera.

**ROTEL Support Team:** Grant recipients are supported by a team who provide expertise in accessibility, instructional design, diversity and inclusiveness, copyright and licensing. Team members include: Rachel Graddy, Ralph Fasano, Junior Peña, and Connie Strittmatter.

**ROTEL Administration:** The Library Dean serves on the Coordinating Committee and oversees the assessment work done by the Assessment Coordinator (Ben Atchison, Framingham State University) and the Assessment Consultant (Connie Strittmatter).

### Information Graphic Caption:

- **Section 1:** 55 courses in 178 sections from 15 academic departments transitioned to OER.
- **Section 2:** 2,744 students benefitted from faculty who adopted OER/Library resources for course materials.
- **Section 3:** \$289,809 total textbook savings for students.
- **Section 4:** For every \$1 spent on OER grant stipends, \$6.43 of textbooks savings was realized.
- **Section 5:** External grants received include \$1.3M. \$25,000 from the Davis Presidential Foundation.
- **Section 6:** Faculty Grants 13 faculty received a grant from ROTEL. 24 faculty received funding to participate in a Community of Practice and 41 faculty received an FSU Adoption grant.



# Student Workers

## *Our Indispensable Student Workers*

We offer a special thank you to our student workers who staffed the library building this past year! Our **23** students work approximately **160** hours each week. Without them, we could not have safely kept the library open for **89** 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.



## *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.

**Andrew Dorr** is our 2023 award winner. Andrew has been a library student worker since 2021. Andrew has repeatedly proven to be a responsible and dedicated student worker, who has gone above and beyond on all of his projects. His outstanding work includes special project work for the Archive's Robert E. Cormier Collection which connected the locations in Cormier's books "I Am the Cheese" and "Frenchtown Summer" with the corresponding real life places.

Even with a busy schedule that included student teaching, Andrew has been a dependable student worker, covering hours during the academic year and academic breaks.

In recognition of Andrew's excellent service, the book "The Book with No Pictures" by B.J. Novak was purchased and dedicated in his honor to the library's collection.



# Electronic Resources

## Collecting for the 21<sup>st</sup> Century Learner

### eBooks:

The library continues to increase its access to eBooks. Five years ago, the library offered access to 2,600 eBooks. Today the library offers access to over **525,000** 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.

**33,776 eBook Checkouts!**

*That is a **262% increase** over the past 5 years!*



### Streaming Films:

Use of Kanopy streaming film services decreased to **4,962 views**, down from 7,815 views last year. This decrease is partially due to a change in the previewing capacity before a view is triggered from Kanopy.

## Journal and Database News

The library subscribes to over 150,000 online journals through database packages and individual purchases. Students, faculty, and staff read over 118,000 scholarly journal articles in FY23. This represents a 21% decrease over the last year. The number of databases available through the library is 207 (up from 191 in FY22). Usage of individual journals and databases are reviewed every year and items with high cost per use may be cancelled. This process allows for new resources to be added.

### New Databases Added:

- HeinOnline:
  - Business and Legal Aspects of Sports and Entertainment
  - Immigration Law & Policy in the U.S.
  - Indigenous Peoples of the Americas: History Culture & Law
  - Labor and Employment: The American Worker
  - Water Rights & Resources Collection
- Entertainment Industry Magazine Archive Collection 5: Video Gaming
- Wall Street Journal Digital Edition
- Sage Business Cases
- CINAHL Ultimate (Upgraded from CINAHL Complete)
- Kanopy Base Streaming Films
- New York Times Online – Campus-wide License
- Sociology Source Ultimate (Upgraded from SocIndex Full Text)
- UN-ilibrary

# The Next Generation Library System

## *Alma & Primo*

Under the leadership of the Systems Librarian and the Head of Technical Services, the library implemented a new cloud-based integrated library system (Alma) through ExLibris. All of the library records were moved to the new system which was activated for our patrons in January 2023.

The new system's discovery tool (Primo) was branded as FalconSearch in order to create a smoother transition for our library patrons.

[FalconSearch](#) provides a seamless user experience through a single access point to most of the library's print and electronic resources including journal articles, books, newspapers, videos, images, archival material, Tech Lending Library, and more.

Some key new features of FalconSearch include:

- Ability to easily save search results and search histories
- Organize search results into lists
- Virtually browse books on the shelf around records in your search result
- Easy access to your library account and a range of services including requesting items beyond the library's collection via Interlibrary loan (ILL)



# Faculty Collaborations – Liaison Program

## *Library Liaison Program*

The coordinators of the Library Liaison Program worked with librarians to assess the effectiveness of the program in relation to increasing engagement with academic departments.

During Fall 2022, a self-assessment rubric of liaison-related activities was developed and completed by librarians to identify areas where additional professional development was needed.

In Spring 2023, a survey was sent to faculty to gather feedback on their perspectives of the liaison program. This survey was previously issued in Spring 2020 which allowed for comparisons of faculty perceptions between the two time periods.

During FY24, librarians will explore and implement changes to the program and further assess whether increased engagement with academic departments increases.

## *FY23 Departmental Liaisons:*

- Behavioral Sciences – Olivia Rossetti
- Biology/Chemistry – Lori Steckervetz
- Business – Connie Strittmatter
- Communications Media/Game Design – Sherry Packard
- Computer Science – Sherry Packard
- Earth & Geographic 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 - Renée Fratantonio
- Mathematics – Lori Steckervetz
- Nursing - Linda LeBlanc
- Psychological Science – Lori Steckervetz

# Faculty Collaborations - Partnerships

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

**Academic Integrity:** Dean Jackie Kremer and librarians Lori Steckervetz and Connie Strittmatter, in collaboration with Jason Smith (Assistant Dean for Retention and Student Success), Drew Klein (Director of Community Standards), Ralph Fasano (Digital Learning Director), and Professors Zachary Miner (Behavioral Sciences), Christine Devine (Nursing), and Megan Krell (Behavioral Sciences), received funding to work with experts from the International Center for Academic Integrity (ICAI) to guide Fitchburg State in executing a self-assessment to better understand the culture of academic integrity on our campus and develop a set of recommendations to support academic integrity practices.

**Critical Literacy:** Renée Fratantonio is currently writing a book chapter with Drs. Lyndsey Benharris (Education) and Katharine Covino-Poutasse (English Studies) on using the children's literature collection of our library to teach critical literacy and collection development for teacher candidates.

**News Literacy:** Renée Fratantonio is working with Drs. Wafa Unus (English Studies), Collin Syfert (English Studies), Kyle Moody (Communications), and J.J. Sylvia IV (Communications) to organize and host a news literacy symposium at Fitchburg State University as part of an AIF grant in 2024.

**Underrepresented Student Use of the Library:** Connie Strittmatter and Dr. Danette Day (Education) are currently writing an article that explores whether students' preferences and experiences when interacting with librarians, library staff, and student employees differ by race and ethnicity.

# Archives & Special Collections

The University Archives & Special Collections were involved in a number of initiatives this year:

- Re-hired graduate student worker, Matilda Kola, to assist with the Center for Italian Culture. **Projects included:**
  - *Digitizing and uploading materials to the archive's digital collections.*
  - *Creating a LibGuide for the CIC Collection in order to improve navigation and to promote both the digital and the physical collections.*
  - *Creating and implementing a media/promotional plan for the CIC Collection.*
- Created and supervised an undergraduate summer Cormier Collection internship with donation from the Cormier family.
- Uploaded our first digital collection to JSTOR, which will help raise the visibility of our archival collections.
- Continued work on the Alumni Oral History Project (funded by Fitchburg State Dean's Anti-Racism Fund)
- Hosted and participated in multiple events:
  - *Launch event for the Addorisio Collection (June 2022).*
  - *Created a digital timeline of Italian-American history in Central Massachusetts (June 2022), with research by Dr. Teresa Fava Thomas, for the CIC 25th Anniversary Gala.*
  - *New Faculty Orientation and Homecoming (Fall 2022).*
- **New physical collections**, including Michael Vincent Addorisio Family (WW2 Letters), Sons of Italy in Fitchburg, and additions to the Alumni Collection.
- **New digital collections**, including the Children's and Young Adult Literature Reviews (Published by Dr. Thomas Murray) and the Patricia Vacca Martin Collection.



# Community Engagement

This year, the library continued its efforts to engage with local community partners and organizations.

## Achievements from this year include:

1. Increased membership of local community partners on our Community Read Committee to include representatives from ALFA, the Fitchburg Alumni Board, and Mount Wachusett Community College Library.
2. Offered two database workshops to local community and business-development partners in the IdeaLab. Databases featured were AtoZdatabases, IBISWorld, and PolicyMap. Sessions were led by librarians Connie Strittmatter and Olivia Rossetti.
3. Continued work on the university's Corporate and Community Engagement Working Group. This included contributions to the newly formed Education Subcommittee and increased emphasis on libraries as important learning locations within the community.

Moving forward, work will focus on building partnerships with Fitchburg Public Library as they prepare for a renovation of their library space in order to be of service to their staff and patrons as a community library. Work will also focus on building partnerships with campus partners working closely with the community in educational settings who may benefit from information literacy services.



**FITCHBURG SPEAKS: STORIES ABOUT WHAT MADE US WHO WE ARE**

4.6.2023  
3:30 PM - 5:00 PM

**FALCONHUB  
160 PEARL ST.  
FITCHBURG, MA**

Students and community members are invited to submit transformative and impactful moments in their life that shaped who they are rooted in the following prominent themes displayed in "Born a Crime": Community, personal growth, education, humor, belonging, identity, race, discrimination, and poverty. Prepare a five minute true story, or an outline of a story, and submit it in writing through the form at the link below.

If your story is selected, you will have the opportunity to read on stage in the Falcon Hub!

**DEADLINE: MARCH 29, 2023**

**SUBMIT YOUR STORY:**  
[HTTP://TINY.CC/KEYNOTESUBMISSION](http://tiny.cc/keynotesubmission)

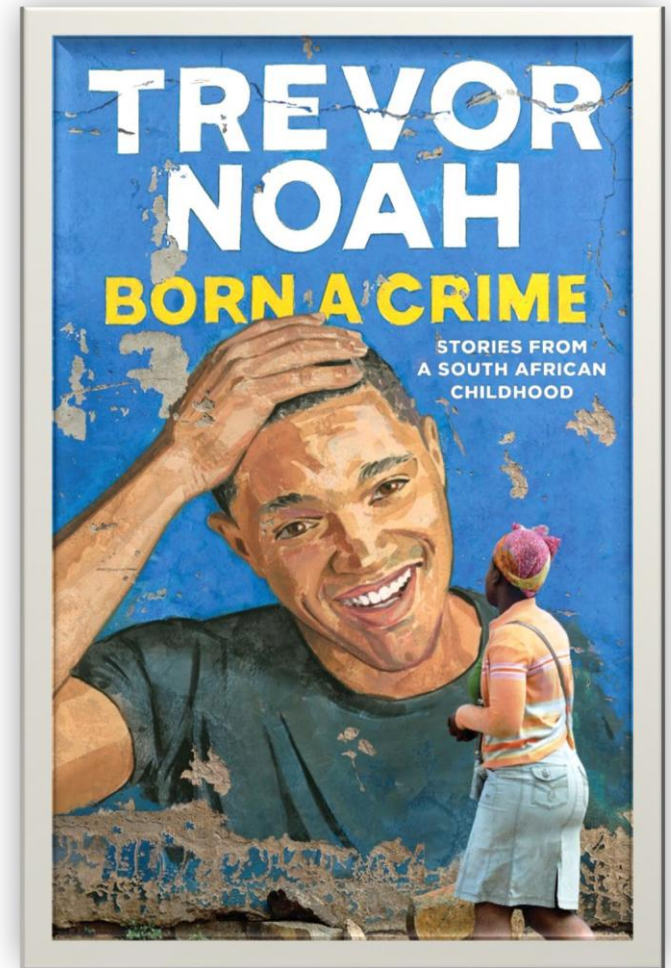


# Community Read

## *Born a Crime*

The Fitchburg Community Read book for FY23 was [\*Born a Crime by Trevor Noah\*](#). The Community Read committee hosted the following programs:

- **Book Discussion** (*Leominster Public Library*) – A facilitated discussion of the book was led by Fitchburg State University Professor Ben Railton.
- **Film Screening of *District 9*** (*Fitchburg State University*) – Professor Kevin McCarthy led a film screening and discussion of the Academy Award nominated film *District 9*.
- **Stand Up Nation: Humor and Identity in Multiethnic America** (*Online Event*) – Professor DeMisty Bellinger-Delfeld (English Studies) led a conversation with Dr. David Gillota, Associate Professor of English at the University of Wisconsin–Platteville.
- **Book Discussion** (*Lunenburg Council on Aging*) - A facilitated discussion of the book.
- **Keynote Event—Fitchburg Speaks: Stories About What Made Us Who We Are** (*Fitchburg State University*) – A storytelling session featuring students and community members. Stories focused on themes found in Noah’s book: community, personal growth, belonging, education, humor, identity, race, discrimination, and poverty.



# Campus Outreach

Social media and 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](#) – Series of images that provided quick answers to common questions students have when returning to campus.
- [Banned Book Week 2022](#) – Series of posts highlighting information about the state of book challenges in the United States.
- [Library Space Student Survey](#) – Series of posts asking students to participate, either in-person or online, in providing feedback on various questions about how they use or view different spaces in the library.
- [Faculty Spotlight](#) – Monthly series that features the scholarship of a given faculty member.
- [There's More to the Story](#) – As part of the National Library Week celebration, this series highlighted various collections of resources that go beyond just books, such as the Tech Lending Library and the Game Collection.



FITCHBURG STATE UNIVERSITY  
AMELIA V. GALLUCCI-CIRIO LIBRARY

## NATIONAL LIBRARY WEEK

APRIL 23-29, 2023

# TechLending Library



**Need technology? We have that!**  
Check out the Tech Lending Library at  
[tiny.cc/TechLending](https://tiny.cc/TechLending)

To borrow any equipment, stop by the Public Services Desk with your OneCard

*There's More to the Story.*

# Exhibits and Displays

## Faculty Spotlight:

- Oct. – [Amy Wehe \(Mathematics\)](#)
- Nov. – [Reid Parsons \(Earth & Geographic Sciences\)](#)
- Dec. – [Aruna Krishnamurthy \(English Studies\)](#)
- Jan. – [DeMisty Bellinger-Delfeld \(English Studies\)](#)
- Feb. – [Jonathan Harvey \(Humanities\)](#)
- Mar. – [Joshua Spero \(Econ, History, & Political Science\)](#)

[To read more, see the library news on the website](#)



## Seed Library:

[The seed library](#) is a system for a community to share seeds! The idea is that seeds are provided to community members for free and, when able to do so, some community members donate seeds back to the library for others to use. We display and make available the seed library from Spring until early Fall.

## Book Displays:

The library staff creates monthly and one-time book displays relevant to current events or monthly themes. These are located on the first floor of the library.

Staff also curates online e-bookshelves to highlight particular collections of books.

*Book displays, both physical and digital, are posted to our library website and social media accounts.*

[To read more, see the library news on the website.](#)



# Library Presentations

## *University Workshops & Presentations:*

- **AAC&U Grant, The case for Integrative Learning and "Openness":** Jacalyn Kremer
- **Academic Integrity SGOCE (two sessions):** Jacalyn Kremer
- **Business Database Training for Community Partners:** Connie Strittmatter, Olivia Rossetti
- **CTL Teaching & Learning Hour, ChatGPT Roundtable Discussions:** Jacalyn Kremer with the Academic Integrity Task Force
- **Financial Sustainability Task Force (FSTF) Phase 1 Community Open Forum:** Jacalyn Kremer with FSTF colleagues
- **First Year Experience Summer Institute:** Lori Steckervetz, Renée Fratantonio, Olivia Rossetti
- **Library Research & Challenges, Peer Tutor Workshop:** Lori Steckervetz

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

**Professional Development:** See all the professional development opportunities taken by the library staff [here](#).

Fitchburg State librarians and library staff continue to build a reputation for professionalism and innovation across Massachusetts and the country.

### **Presentations given to other academic libraries during FY23:**

- **OER Creation Through an Equity Lens: A Collaboration Across Six Public Higher Education Institutions, Open Ed 22 Forum, October 19, 2022:** Jacalyn Kremer and ROTEL Coordinating Council.
- **A Way Forward: Embedding Sustainable Work Practices into Embedded Librarianship, ACRL New England Library Instruction Group Annual Conference, June 6, 2023:** Olivia Rossetti, Lori Steckervetz, and Renée Fratantonio

# University Service

## *Service Leadership, University:*

- **Academic Integrity Task Force:** Jacalyn Kremer (co-leader), Lori Steckervetz, Connie Strittmatter
- **AUC Student Affairs:** Jacalyn Kremer
- **AUC Curriculum Committee:** Lori Steckervetz
- **AUC Policies Committee:** Sherry Packard
- **Financial Sustainability Task Force Phase 1:** Jacalyn Kremer (co-leader)
- **Open and Affordable Education Committee:** Jacalyn Kremer (chair), Renée Fratantonio
- **Remixing Open Textbooks through an Equity Lens (ROTEL) Coordinating Council:** Jacalyn Kremer
- **Remixing Open Textbooks through an Equity Lens (ROTEL) Assessment Team:** Connie Strittmatter, Jacalyn Kremer
- **Remixing Open Textbooks through an Equity Lens (ROTEL) Local Support Team:** Connie Strittmatter
- **Open Pedagogy Community of Practice:** Renée Fratantonio
- **UARC:** Connie Strittmatter, Olivia Rossetti
- **Center for Teaching and Learning Council:** Renée Fratantonio
- **General Education Assessment Reading Rubric:** Renée Fratantonio
- **General Education Assessors for Information Literacy:** Renée Fratantonio, Olivia Rossetti, and Lori Steckervetz
- **LGBTQ+ History Month Campus Celebration:** Lori Steckervetz
- **Campus Social Media Advisory Group:** Lori Steckervetz
- **Technology Advisory Committee:** Sherry Packard
- **Learning Commons Community of Practice:** Connie Strittmatter, Lori Steckervetz
- **Undergraduate Conference Committee:** Lori Steckervetz
- **2023 General Education Assessors (Information Literacy):** Olivia Rossetti, Renée Fratantonio, and Lori Steckervetz
- **2023 Inclusive Pathways Grant Selection Committee:** Lori Steckervetz
- **2023 Recognition Award Selection Committee:** Lori Steckervetz

## *Service Leadership, Library:*

- **Electronic Resources Working Committee:** Joanne Dennis, Jacalyn Kremer, Linda LeBlanc, Asher Jackson, Tyler Sullivan
- **Library Strategic Directions Committee:** Kelly Boudreau, Renée Fratantonio, Asher Jackson, Jacalyn Kremer, Linda LeBlanc, Sherry Packard, Olivia Rossetti, Lori Steckervetz, Connie Strittmatter, Tyler Sullivan
- **Teaching Team:** Renée Fratantonio, Olivia Rossetti, and Lori Steckervetz
- **Diversity, Equity, and Inclusion Committee:** Olivia Rossetti (chair), Renée Fratantonio, Asher Jackson, and Lori Steckervetz

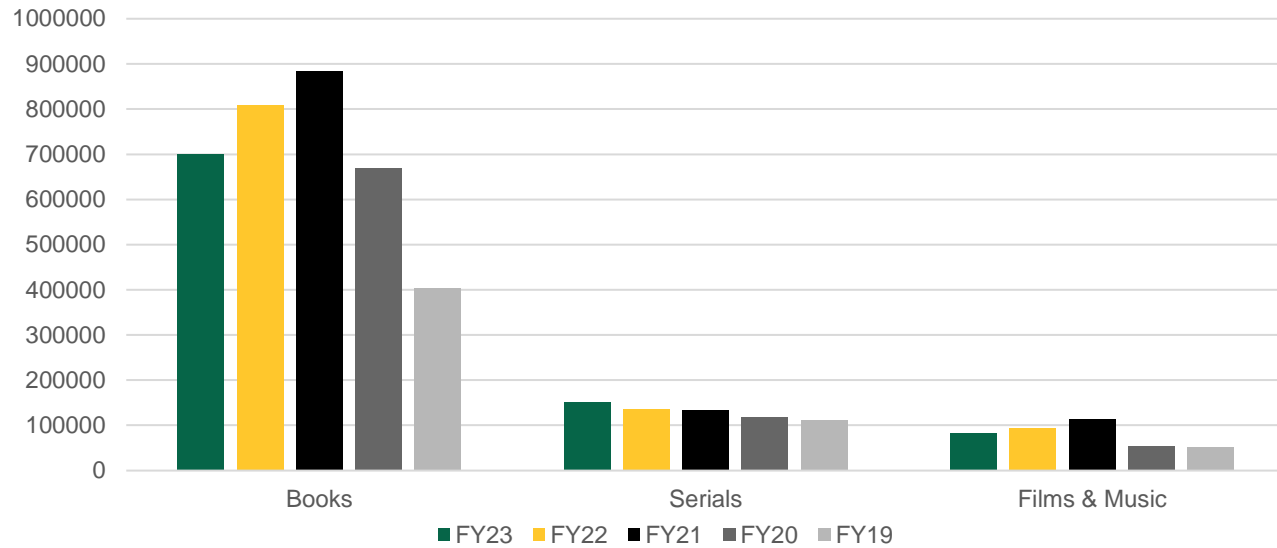
## *Community Engagement:*

- **Center for Italian Culture Advisory Board:** Jacalyn Kremer
- **Center for Italian Culture Archival Subcommittee:** Jacalyn Kremer (Chair), Asher Jackson
- **Community Read:** Olivia Rossetti (chair), Jacalyn Kremer
- **MCCLPHEI (Massachusetts Public Higher Ed Directors group) Executive Committee:** Jacalyn Kremer
- **MCCLPHEI Diversity in the Profession Task Force; MCCLPHEI Assessment Committee:** Jacalyn Kremer (leader)
- **NELIG Conference Planning Committee:** Renée Fratantonio
- **ALA New Members Round Table Mentorship Committee:** Olivia Rossetti
- **Fitchburg Historical Society Board:** Asher Jackson
- **Fitchburg Public Library Board:** Jacalyn Kremer

# APPENDIX: Statistics

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# Collections: Totals Online and Physical

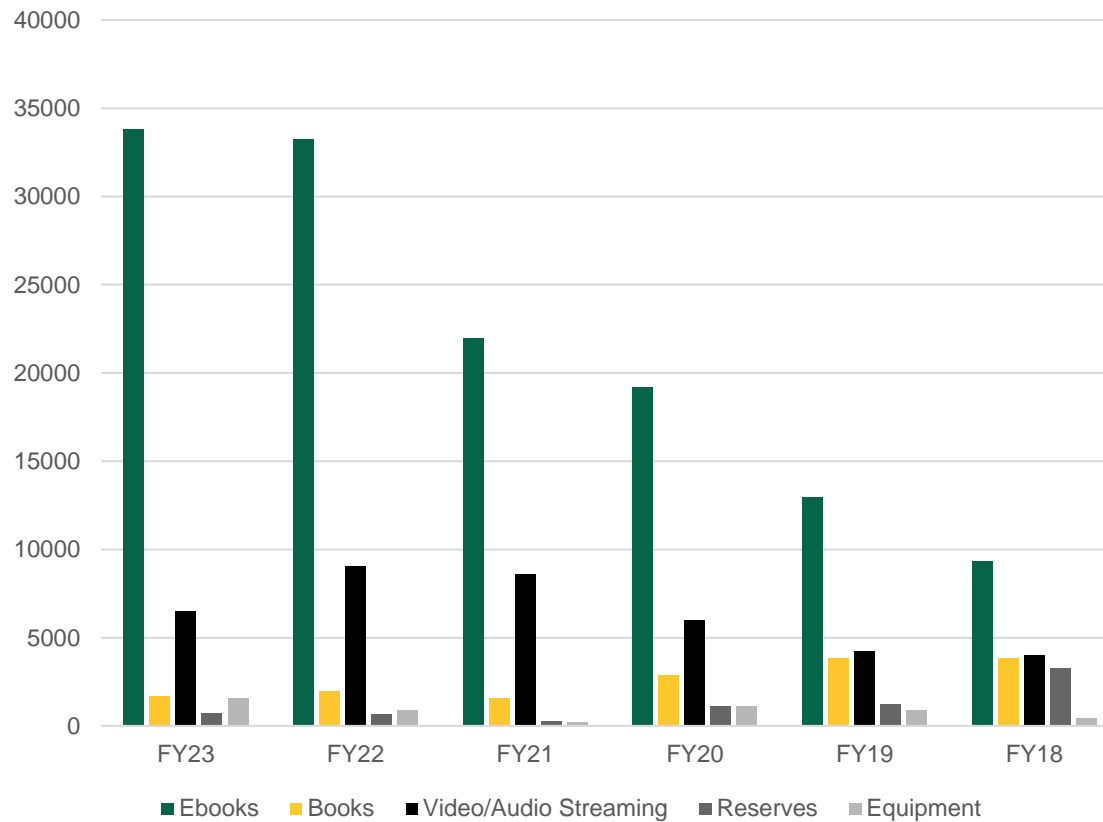


Fiscal Year	Books	Serials	Film & Music
FY23	700,720	150,466	83,607
FY22	807,949	135,424	104,540
FY21	884,528	134,446	113,542
FY20	669,289	117,032	54,052
FY19	402,447	110,613	50,926
FY18	185,509	102,218	50,751

## NOTES

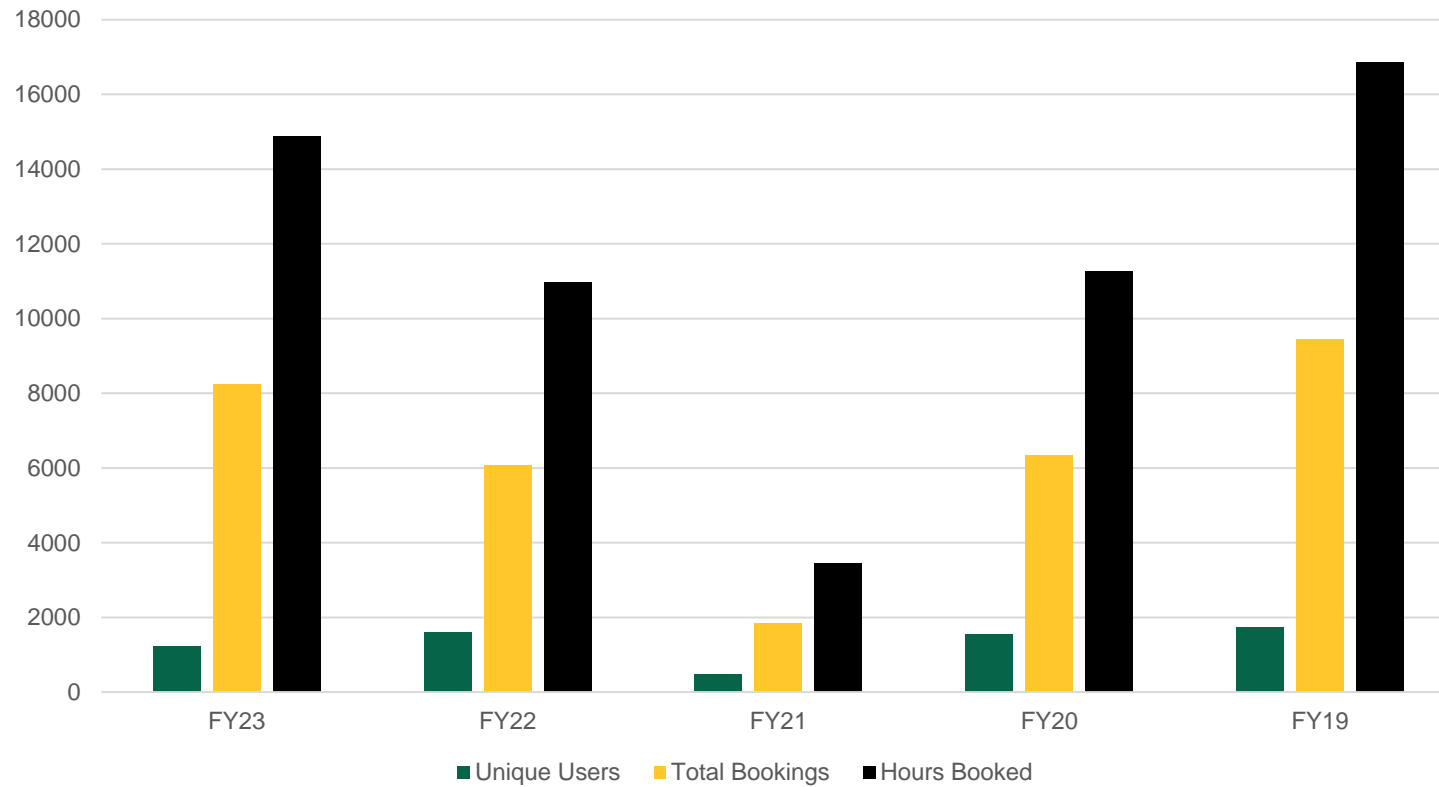
- Books - 700,720 = 529,319 eBooks + 171,401 Physical Books)
- Film & Music includes over 21,000 streaming films and over 61,000 streaming music files in FY23.
- Databases: 207 in FY23; 191 in FY22; 183 in FY21; 179 in FY20; 168 in FY19
- Equipment: We have 233 items available for checkout including laptops, cameras, microphones, phone chargers, and art kits.

# Circulation – Digital and Physical Checkouts



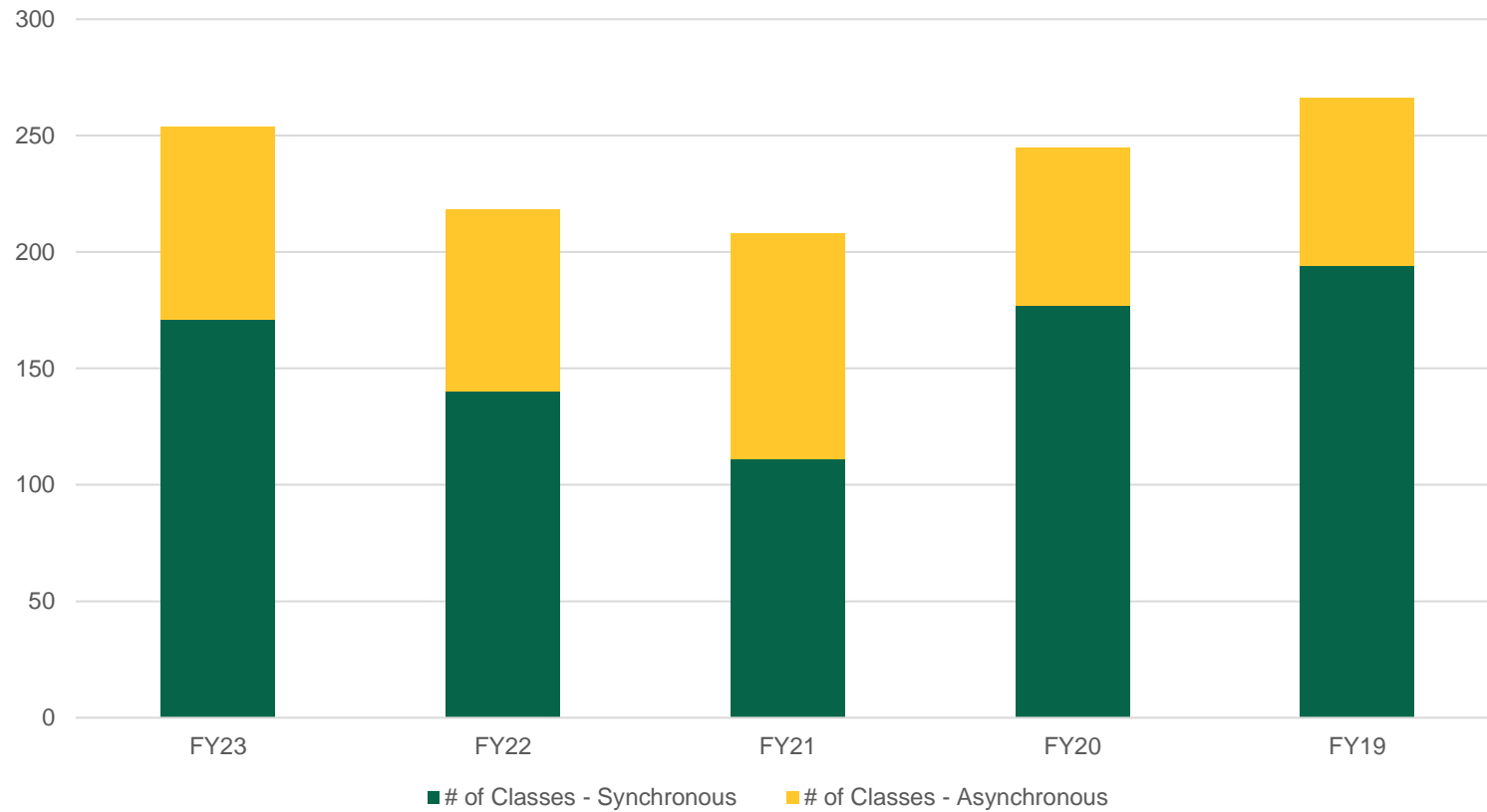
Fiscal Year	Ebooks	Books	Video/Audio Streaming	Reserves	Equipment
FY23	33,776	1,680	6,518	716	1,540
FY22	33,217	1,981	9,015	637	890
FY21	21,948	1,587	8,572	279	211
FY20	19,201	2,862	5,972	1,136	1,094
FY19	12,927	3,845	4,220	1,209	899

## Study Rooms – Unique Users, Total Bookings, and Hours Booked



<b>Fiscal Year</b>	<b>Unique Users</b>	<b>Total Bookings</b>	<b>Hours Booked</b>
FY23	1,225	8,241	14,868
FY22	1,594	6,079	10,956
FY21	472	1,849	3,456
FY20	1,552	6,330	11,272
FY19	1,743	9,454	16,869

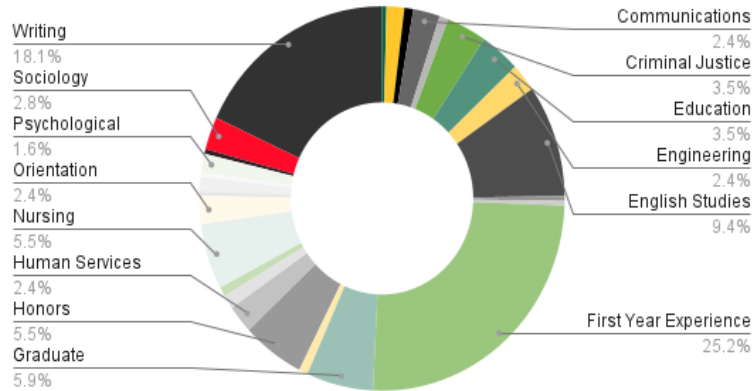
# Instruction Classes – Synchronous and Asynchronous Classes



Type of Instruction	FY23	FY22	FY21	FY20	FY19
Synchronous	171	140	111	177	194
Asynchronous	83	78	97	68	72
Total	254	218	208	245	266

# Instruction by Program by Programs, FY23

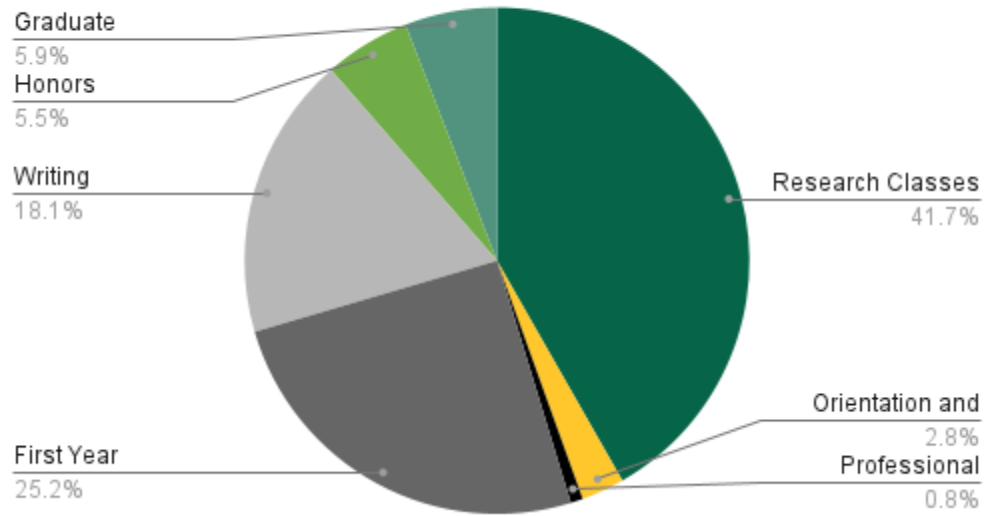
Classes by Program



Program	Percent of Instruction sessions
Communications	2.4%
Criminal Justice	3.5%
Education	3.5%
Engineering	2.4%
English Studies	9.4%
First Year Experience	25.2%
Graduate Program	5.9%
Honors	5.5%
Human Services	2.4%
Nursing	5.5%
Orientation	2.8%
Psychological Sciecnes	1.6%
Sociology	2.8%
Writing	18.1%

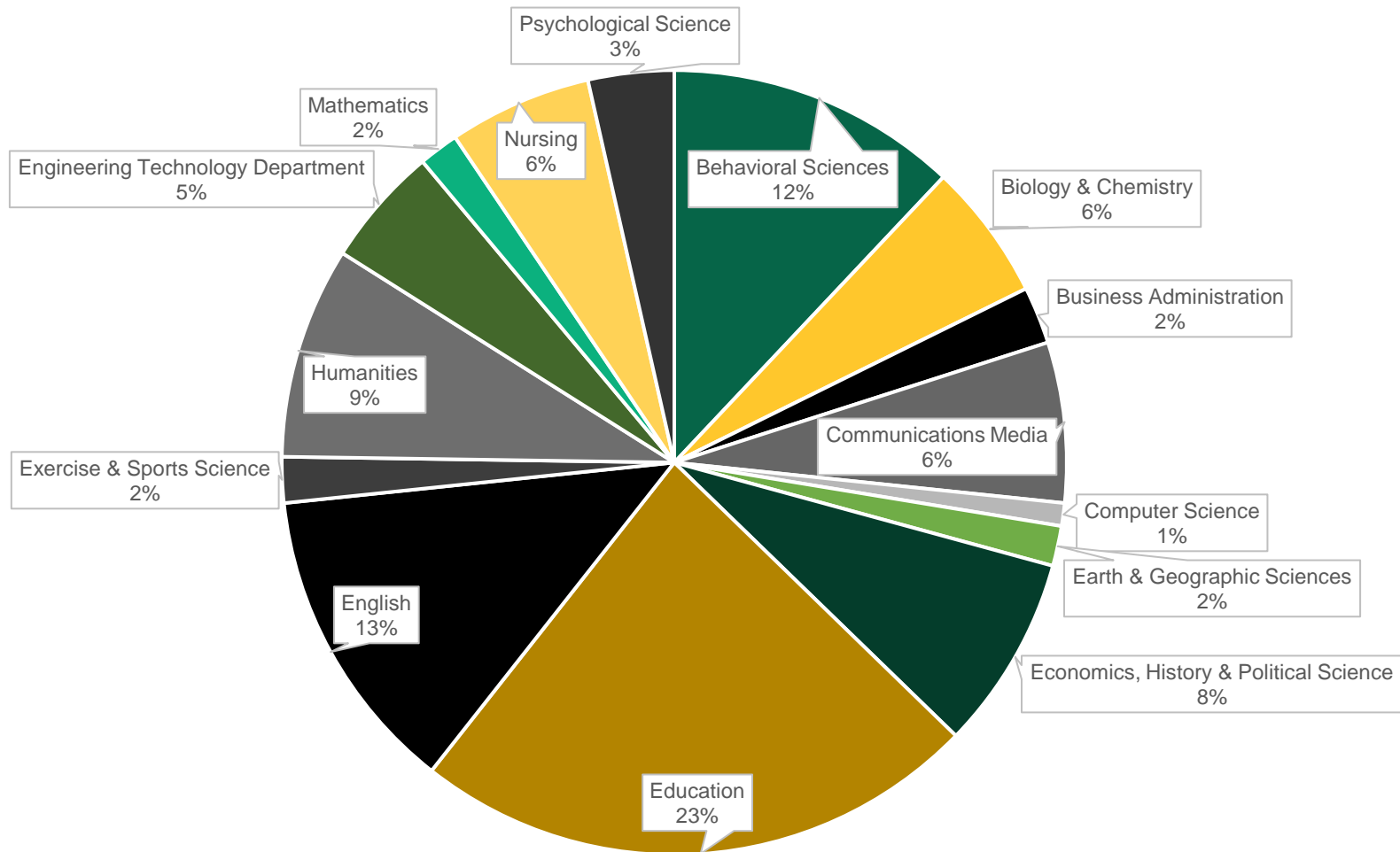
# Instruction by Program, Percentage of Classes by Consolidated Program, FY23

Classes by Program Consolidated



Program	Percent of Instruction sessions
First Year	25.2%
Graduate Program	5.9%
Honors	5.5%
Orientation	2.8%
Professional	0.8%
Research Classes	41.7%
Writing	18.1%

## Online Research Guides – FY23 Guides by Academic Department Pie Chart

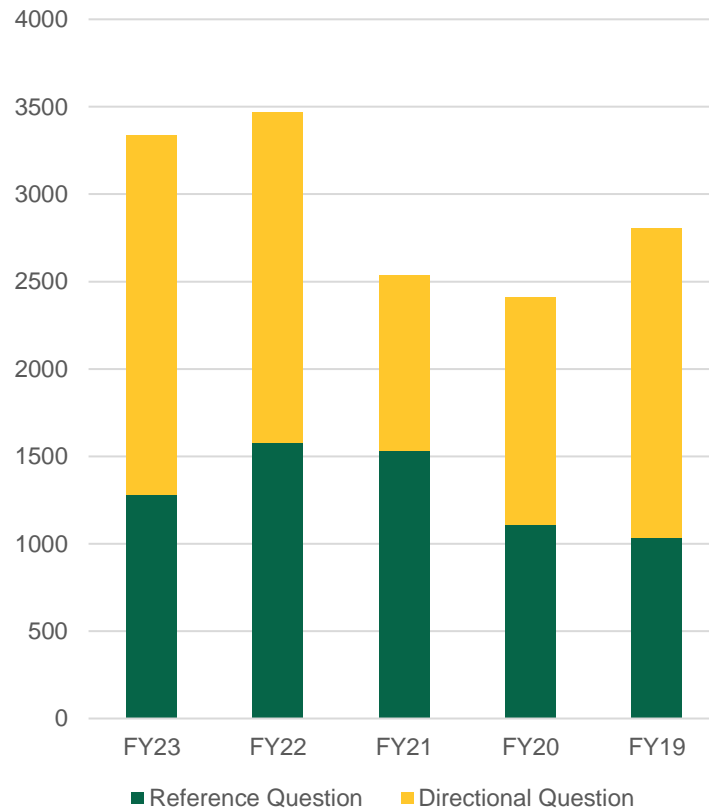


- The library offers 437 online research guides, including 274 created specifically for courses, 42 for subject areas and 6 citation guides.
- These guides are heavily used. The FY23 Guide sessions were 308,356 up 481% over a 5-year span.
- Our Topic Guide views were up 138% (FY23 – 224,798; FY22 – 209,335; FY21 – 87,815; FY20 – 6,114; FY19 – 2,300).

## Online Research Guides - – FY23 Guides by Academic Department Table

Academic Department	Percentage of Guides
Behavioral Sciences	12%
Biology/Chemistry	6%
Business Administration	2%
Communications Media	6%
Computer Science	1%
Economics, History and Political Science (EHPS)	8%
Education	23%
Engineering Technology	5%
English Studies	13%
Earth and Geographic Sciences	2%
Exercise & Sports Science	2%
Humanities	9%
Mathematics	2%
Nursing	6%
Psychological Sciences	3%

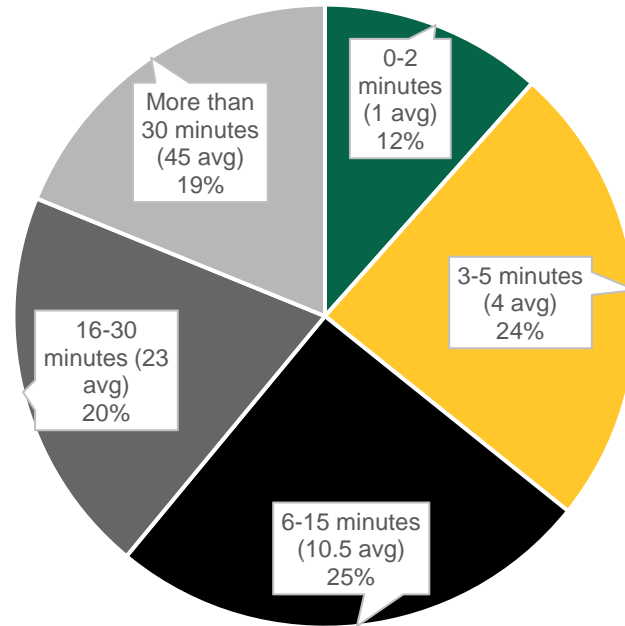
## Research Help – Questions by Type



Fiscal Year	Reference Questions	Directional Questions
FY23	1,283	2,055
FY22	1,576	1,893
FY21	1,529	1,005
FY20	1,108	1,301
FY19	1,035	1,768

**NOTE:** The library implemented 24/7 Co-operative chat through Springshare in FY22. FSU librarians answered 22 reference and 23 Directional questions through this service for other libraries. Librarians from other schools answered 237 reference and 37 directional questions for FSU patrons.

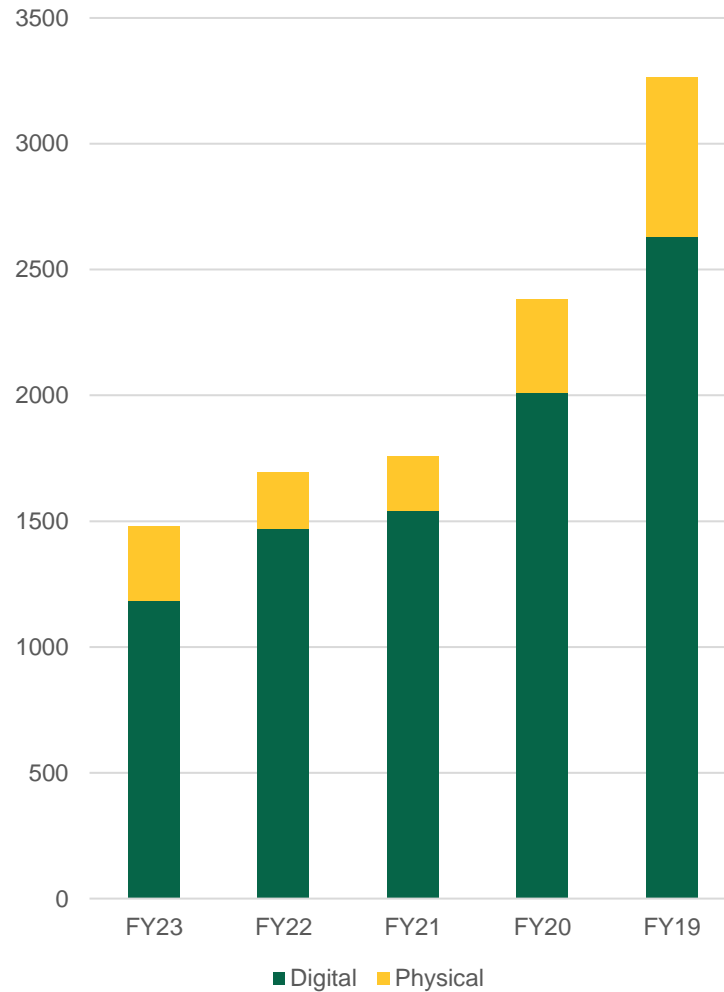
## Research Help – Research Questions by Time Spent with Librarian in FY23



Length of Interaction	Percent of Questions Answered	Average Time Spent
0-2 minutes	12%	1 minute
3-5 minutes	24%	4 minutes
6-15	25%	10.5 minutes
16-30	20%	23 minutes
More than 30 minutes	19%	45 minutes

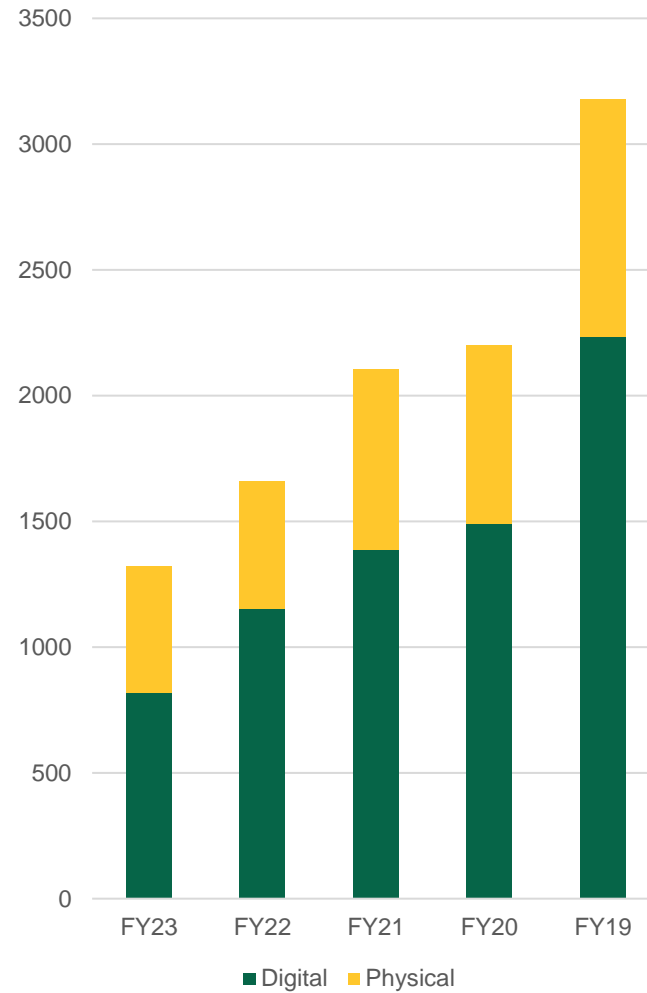
**NOTE:** The library implemented 24/7 Co-operative chat through Springshare in FY22. FSU librarians answered 22 reference and 23 Directional questions through this service for other libraries. Librarians from other schools answered 237 reference and 37 directional questions for FSU patrons.

## Interlibrary Loan – Borrowing Filled by Type



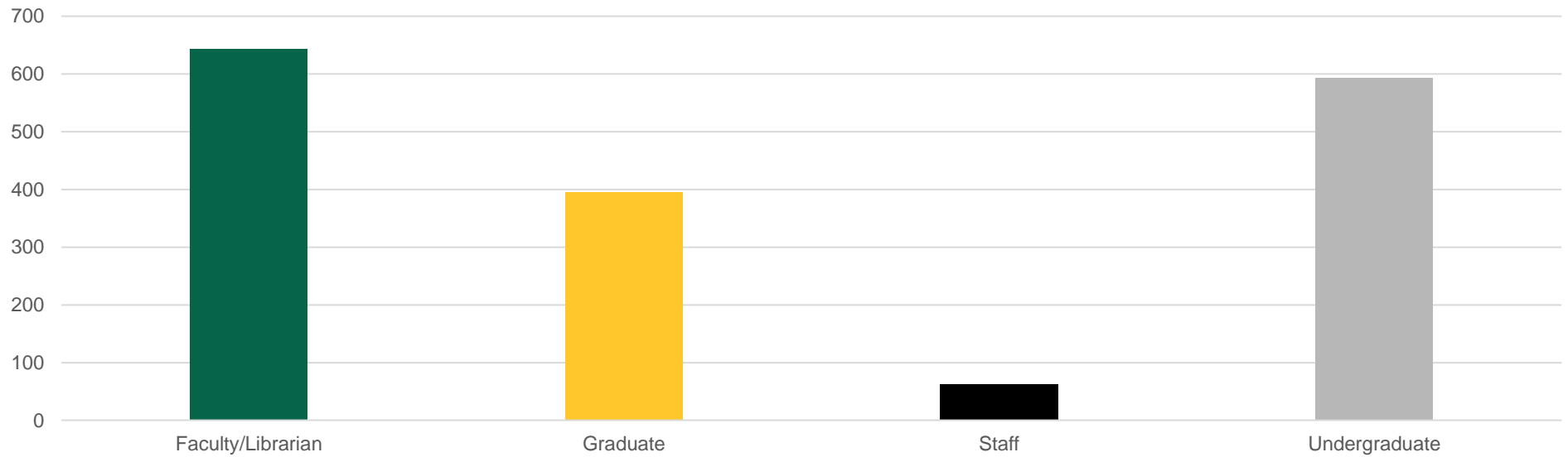
Item Type	FY23	FY22	FY21	FY20	FY19
Digital	1183	1,467	1,542	2,011	2,630
Physical	296	227	216	371	635
Total	1,479	1,694	1,758	2,382	3,265

## Interlibrary Loan – Lending Filled by Type



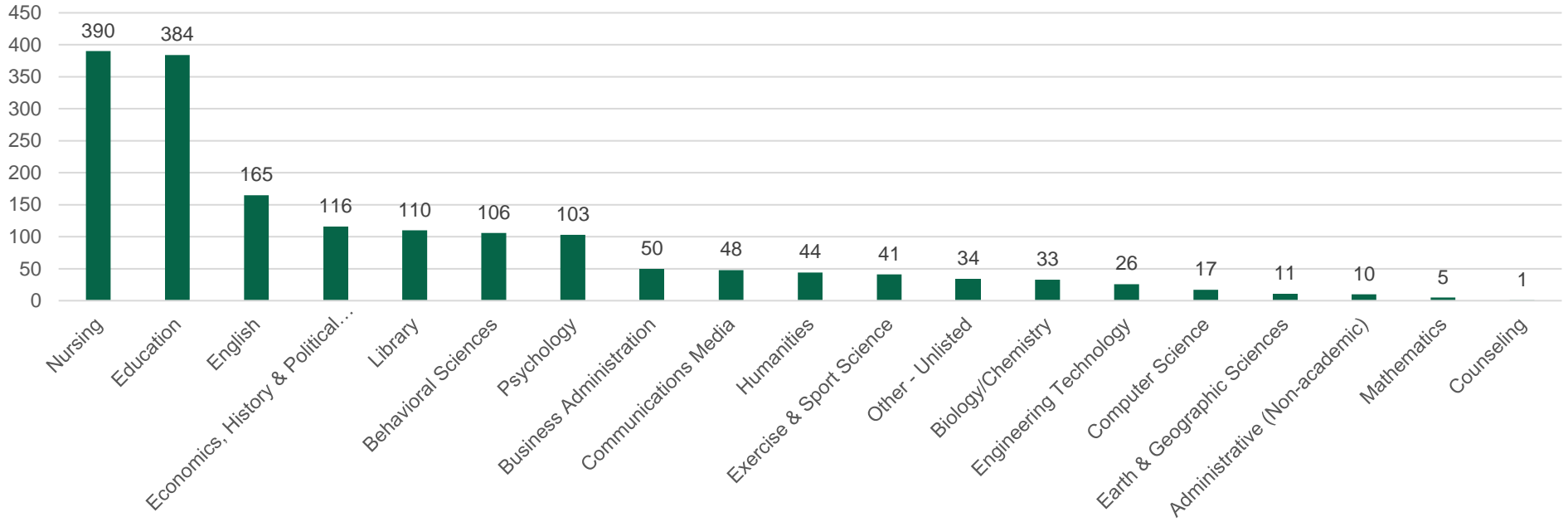
Item Type	FY23	FY22	FY21	FY20	FY19
Digital	821	1,152	1,388	1,492	2,235
Physical	502	509	716	710	946
Total	1,326	1,661	2,104	2,202	3,181

# Interlibrary Loan – Borrowing & Document Delivery Requests by User Group, FY23



User Group	FY23
Faculty/Library	643
Graduate Student	395
Staff	63
Undergraduate Student	593

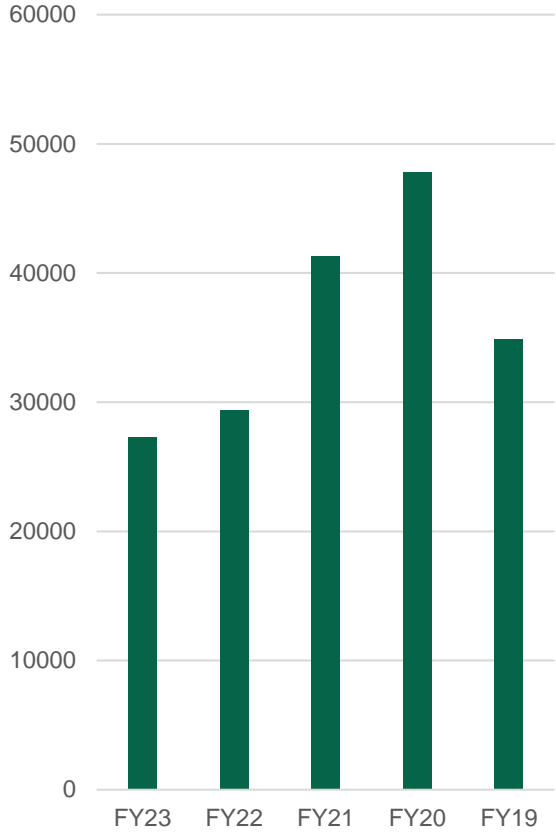
# Interlibrary Loan – Borrowing & Document Delivery Requests by Department - Chart



## Interlibrary Loan – Borrowing & Document Delivery Requests by Department - Table

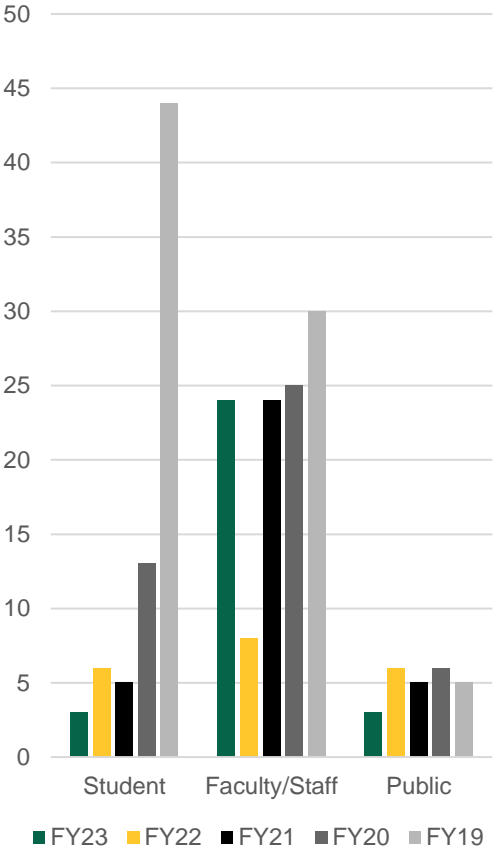
Academic Department	Number of Requests
Behavioral Sciences	106
Biology/Chemistry	33
Business Administration	50
Communications Media	48
Computer Science	17
Counseling	1
Economics, History and Political Science (EHPS)	116
Education	384
Engineering Technology	26
English Studies	165
Earth and Geographic Sciences	11
Exercise & Sports Science	41
Humanities	44
Library	110
Mathematics	5
Nursing	390
Psychological Sciences	103
Other	34
Administrative	10

# Archives & Special Collections – Digital Collections View



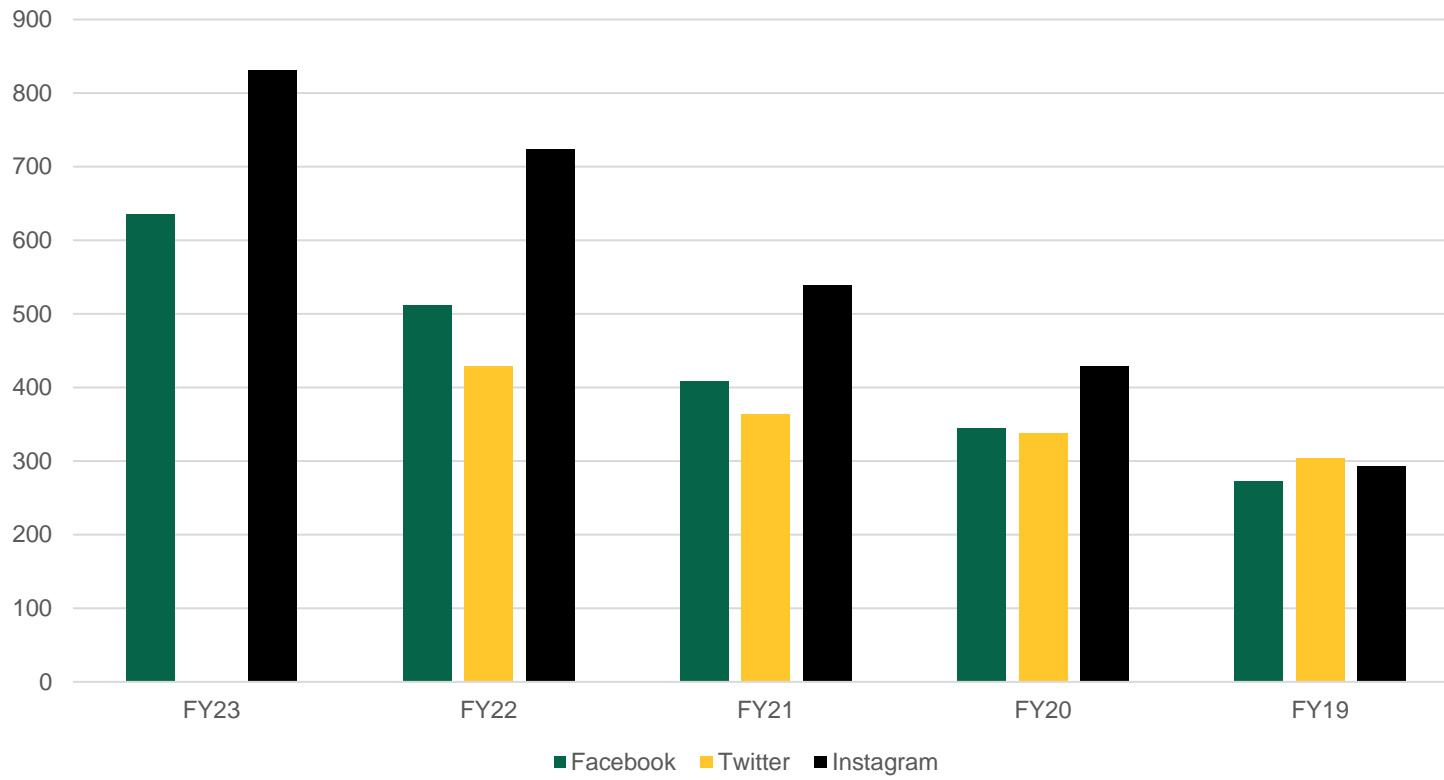
<b>Fiscal Year</b>	<b>Digital Collection Views</b>
FY23	27,823
FY22	29,363
FY21	41,306
FY20	47,821
FY19	34,889

# Archives & Special Collections – Research Questions by User Group



User Group	FY23	FY22	FY21	FY20	FY19
Student	3	6	5	13	44
Faculty/Staff	24	8	24	25	30
Public	3	6	5	6	5

## Social Media – Followers by Year



Fiscal Year	Facebook	Twitter	Instagram
FY23	635	0	831
FY22	512	428	723
FY21	408	363	539
FY20	344	338	428
FY19	272	303	292

**NOTE:** Twitter was not being engaged with by the campus community so the library decided to focus its social media efforts on Facebook and Instagram.