

2020-2021
Unit Annual Report
Division of Academic Affairs
Unit: Library

There are amended instructions throughout this document to reflect the special circumstances of this academic year (AY20-21). You will find these in red. As an institution and as departments we have learned that we can use our creativity to deliver services and learning even in the most difficult of circumstances. This year's annual report should also serve as a memorialization of the lessons learned.

I Mission and Goal/Outcomes Statement:

Provide overall Mission/Goal Statement for your unit.

Mission:

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

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

Goals/Outcomes for AY 20-21:

Goal 1: Deepen Faculty/Librarian Relationships.

AVGC Library is the intellectual commons of FSU where faculty interact with ideas in physical and virtual spaces to expand the creation of knowledge.

Goal 2: Support Student Learning – Access to Materials through OER, Library Collections and Digital Course Reserves

AVGC Library contributes to student retention and academic success by developing practices and employing models that support open access textbooks and materials, and leverage digital purchases within financial limitations.

Goal 3: Support Student Learning – Information Literacy

AVGC Library partners in the educational mission of the institution to develop and support information-literacy learners who can discover access and use information effectively for academic success, research and lifelong learning.

Goal 4: Develop External Relations Communication Plan

AVGC Library engages the campus and the broader community through multiple strategies in order to advocate, educate and promote their value.

Goal 5: Embrace Education Justice

AVGC Library puts into practice the concept of “inclusive excellence” and will be known as a welcoming community that engages all of its community’s diversity in the service of student learning.

Goal 6: Foster a Collaborative and Flexible Organizational Culture with a Shared Purpose

AVGC Library has a shared culture reflective of our values and with a thoughtful approach to COVID-19 challenges.

II Personnel:

List all staff and note all personnel changes that occurred during 20-21.

Administration:

Jacalyn Kremer, Dean of the Library

Librarians:

Renée Fratantonio, Instruction and Research Librarian; Instruction Program Coordinator

Asher Jackson, Head of Technical Services and Archives

Linda LeBlanc, Senior Librarian, Systems & Digital Learning Technologies

Sherry Packard, Reference & Research Services Librarian

Lori Steckervetz, Outreach Librarian for Student Success

Connie Strittmatter, Strategic Projects Librarian

Nancy Turnbull, Technical Services Librarian (retired Jan 1, 2021)

Part-Time Librarians:

Matthew Raymond, Reference Librarian

Kim Cochrane, Reference Librarian

Para- Professional Staff:

Kelly Boudreau, Public Services Operations Manager

Joanne Dennis, Serials Coordinator

Sarah Gilbert, Library Assistant - Public Services

Patricia Langevin, Library Assistant - Cataloging (retired June 2021)

Jordanna Lawton, Library Assistant - Circulation, Reserves, Stacks & Interlibrary Loan

Tyler Sullivan, Administrative Assistant

Part-Time Support Staff:

Robin Bourgault, Library Assistant - Public Services

Micaela Austin, Library Assistant - Public Services (joined October 2020)

Bernadette Daigle, Library Assistant - Technical Services

Kristin Lortie, Library Assistant - Technical Services (left employment April 2021)

III Facilities/Equipment:

List any new facilities/equipment/software etc. acquired during 20-21.

No new significant technology purchases were made in AY 20-21, except for (3) laptops for staff, needed for remote work.

IV Budget Expenditure Analysis:

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

Please note any changes that resulted from the pandemic.

The Library Materials Budget was expended for AY '21. Due to COVID-19 staffing limitations and the resignation of a part-time employee in April 2021, budgets related to salaries of student workers and part-time contract workers were not expended (approximately \$15,000).

V Programs/Activities:

List major campus activities, events etc. that the office participated in/supported; committees served; community outreach; etc. List events provided to current and prospective students. Also, provide professional development of all staff. Please note which, if any, of these activities occurred specifically as a result of, or in response to, the pandemic

AY 2020-2021 Committees served

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, 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
- 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

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 AY21:

- *Controlled Digital Lending (CDL)*, Fenway Library Organization, May 5, 2021, Connie Strittmatter, Sarah Gilbert, Jodie Lawton
- *How to Develop an OER Roadmap for your Institution and Stick to It*, NE OER Summit, May 24, 2021, Connie Strittmatter and Jacalyn Kremer
- *Assessing your OER program: Strategies for setting target goals*. NE OER Summit, May 25, 2021, Connie Strittmatter
- *What Does This Meme? Combining Media and Information Literacy to Recognize Misinformation in Memes*, Connecticut Information Literacy Conference, June 11, 2021, Renée Fratantonio
- *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
- *Meeting the Needs of Students with Autism Spectrum Disorder*, ACRL-NEC Annual Conference, May 27, 2021, Kelly Boudreau, Sherry Packard, Connie Strittmatter
- *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
- *SPARC LibOER* monthly call, SPARC, June 1, 2021, Connie Strittmatter

Programs/Activities: To see all the events hosted or co-hosted by the Library, [go here](#).

Professional Development: To see all the professional development opportunities taken by the Library, [go here](#).

VI Action Plan for 2020-21:

(Insert Action Plan for 20-21)

The Library's Action Plan for 2020-21 is @ <https://drive.google.com/file/d/1zUeEIHHB-LYCzPETY6ZE9NbURv7rbx5d/view?usp=sharing>

VII Assessment Report for 2020-21

Were the Action Plan objectives met? Provide in list or table format that parallels item VI above. Please note any changes to the plan that occurred as a result of the pandemic.

The Library's Assessment Report is @

<https://drive.google.com/file/d/1aApHU8Hofkk0YjdGkN2PrgOzVcnHxdhc/view?usp=sharing>

VIII Other Accomplishments:

List accomplishments not already captured above.

Please note which, if any, of these accomplishments are related specifically to your department's response to the pandemic.

- The library building was kept open on days starting at 7:30 am (8:00 am in spring), nights until 9:00 pm and Sundays 3-9 pm. Our review of hours shows that only one other public academic library in MA came close to us in hours open. Even UMASS Amherst was open significantly less hours. **(Pandemic)**
- Significant progress was made in the selection of the new integrated library systems.
- Monies were secured to fund FSU students to work in the Archives in FY22, offering significant experiential learning opportunities. These funds came from the Robert Cormier family and also from the Center for Italian Culture.

IX Action Plan 2021-2022:

[The Library's 2021-2022 Action Plan as of 5/24/21 is here.](#) A discussion with library staff will occur on June 14, 2021 when further updates may be made.

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

X Reflection:

Take this section to reflect on--

- 1) *Initiatives that you may be considering for 22-23 academic year that you did not already capture above.*

Major initiatives for FY22 are reflected in the [Library's FY22 Action Plan](#). I call special attention to:

- The evaluation, selection and implementation of a new integrated library system is a major project impacting all aspects of library workflow and all library personnel. We are on target to have a decision made by August 2021, with implementation by June 2022.
- Future DEI work is laid out in the [Library's DEI Plan](#) and will be a substantial ongoing project for this upcoming and future years.

- 2) *Reflect on how the department adapted to the pandemic. Reflect on actions that surprised you and on lessons learned that will help in the future.*

In reflecting on the past year, I feel an overwhelming feeling of gratitude to my library co-workers. I am so proud of the work they did to respond in innovative ways to the pandemic and also to respond with open hearts and minds to the racial injustices we struggle with as a nation. I call out specific attention to:

- The Library staff at all levels has embraced DEI work. I offer special thanks to the Anti-Racism team for their excellent work: Lori Steckervetz (leader), Renee Fratantonio, Asher Jackson, Jodie Lawton and Connie Strittmatter. I also am so impressed with library

paraprofessionals Patricia Langevein and Bernadette Daigle for their innovative work in assessing the Children's Literature collection and for their DEI book purchase recommendations.

- A big thank you to Linda LeBlanc who is successfully leading us through the evaluation, selection and implementation of a new integrated library system.
- Tremendous strides were made in the area of Open Educational Resources. I thank and acknowledge Connie Strittmatter's work in this area, particularly related to OER assessment and also the administration of the Davis Foundation Grant.
- I am so proud of the library's implementation of [Controlled Digital Lending](#) during the pandemic. We are one of the very few academic libraries in the country who have implemented this service. Thank you to Connie Strittmatter for leading us in this effort, and to Kelly Boudreau, Jodie Lawton, and Sarah Gilbert for their daily work to make it happen.
- Lastly, I am extraordinarily grateful to para-professionals Kelly Boudreau, Jodie Lawton, and Sarah Gilbert for their commitment and dedication to keeping the library building open to our students and faculty during the pandemic.