

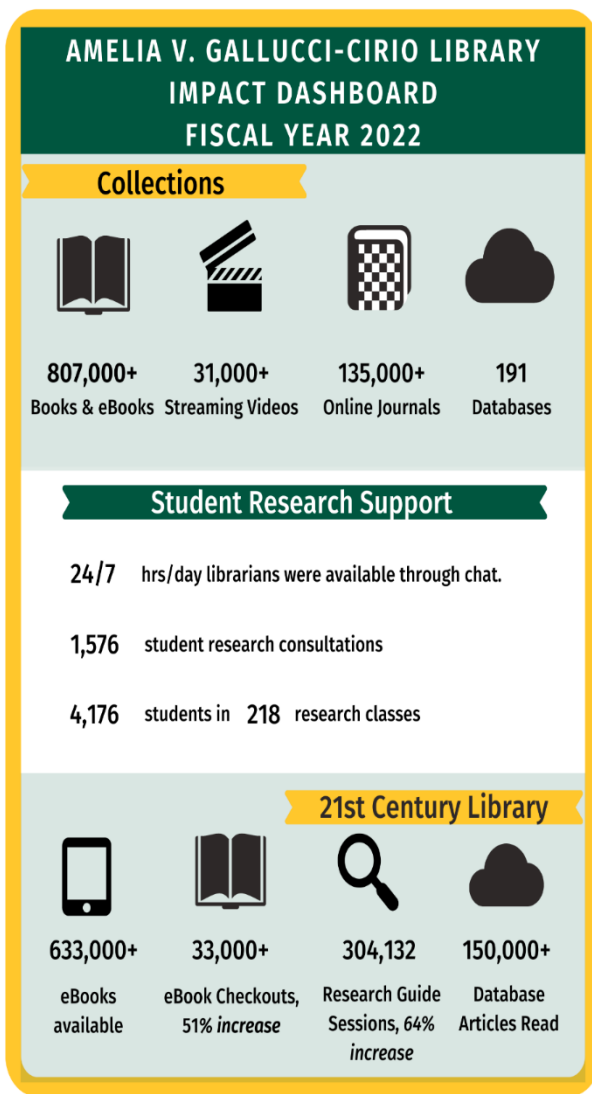
AMELIA V. GALLUCCI-CIRIO LIBRARY FITCHBURG STATE UNIVERSITY



ANNUAL REPORT FY22

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Infographic Caption. During FY2022, the Library consisted of the following collections: over 807,000+ books and ebooks, 31,000+ streaming videos, 135,000+ online journals and 191 databases. Student received the following research support: 24/7 access to Librarians via chat, 1,576 student research consultations and 4,176 students participated in 1 of 218 research classes. As a 21st century library, there were over 633,000+ ebooks available with over 33,000+ checkouts. Research guides were accessed 304,132 times and over 150,000+ online articles were read.

Dean's Message

It is my honor to present the Amelia V. Gallucci-Cirio Library's FY22 Annual Report. This past year required the library staff to be responsive, adaptable, and innovative in this ever-present change environment. We navigated shifting COVID-19 safety protocols as the building returned to pre-pandemic operation hours. We also shifted seamlessly to remote services when building problems surfaced. We successfully met the continuing challenges of the increasing cost of resources, a fundamental shift in how students and faculty do research, and the call for more diverse spaces and collections. Unabated change now feels like our new normal.

Usage of library materials in digital formats over print continues to grow dramatically. Fitchburg State's eBook usage is now 15 times its print book usage. Our scholarly e-journal articles and our streaming film collection use is also up. These increases are possible due to the behind-the-scenes work to acquire and make discoverable a wide range of digital materials to support the curriculum. In addition, we continue to experiment with data-driven acquisition models in order to curate digital collections to support research interests and meet financial constraints.

I note here the significant gains in these major areas: (1) 24/7 virtual research help, (2) Assessment, (3) DEI work on collections and spaces, and (4) Open Educational Resources, including the ROTEL grant.

Lastly, we look to the future as we move to a new integrated library platform system that integrates our print, electronic and archival collections. This platform will go live in January 2023.

I am grateful to the entire library staff (full-time, part-time and student workers) for their commitment to the mission of the library and the university.

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; Instruction Program Coordinator
- **Asher Jackson**, Head of Technical Services & Archives
- **Linda LeBlanc**, *Library Program Area Chair*, Senior Librarian, Systems & Digital Learning Technologies Librarian
- **Sherry Packard**, Reference & Research Services Librarian
- **Olivia Rossetti**, Instruction and Community Engagement Librarian (started Aug 23, 2021)
- **Lori Steckervetz**, Outreach Librarian for Student Success
- **Connie Strittmatter**, Strategic Projects Librarian

Part-Time Librarians:

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

Staff:

- **Kelly Boudreau**, Librarian II, Public Services Operations Manager
- **Joanne Dennis**, Librarian I, Electronic Resources and Serials Coordinator
- **Sarah Gilbert**, Library Assistant, Public Services
- **Jodie Lawton**, Library Assistant, Public Services (transferred out June, 2022)
- **Melanie Nichols**, Librarian I, Cataloging (started Aug 30, 2021)

Part-Time Staff:

- **Micaela Austin**, Library Assistant - Public Services (left employment Feb, 2022)
- **Sabrina Bonetti**, Library Assistant - Public Services (started Feb, 2022)
- **Robin Bourgault**, Library Assistant - Public Services & Technical Services
- **Dominic Carranza**, Library Assistant - Public Services (started Aug, 2021)
- **Bernadette Daigle**, Library Assistant - Technical Services (left employment July 2021)
- **Ahenebah Lane**, Archival Assistant for Oral History Project (contracted employee from Mar 20 - June 30, 2022)
- **Holly Penttila**, Library Assistant - Public Services (started Jan, 2022)

Moving Towards Normal with Lessons Learned

This past year we continued navigating the COVID-19 pandemic and responded to building issues that forced us to be remote. We took what we have learned about remote services and building safety, and were able to return to much of what we have done pre-pandemic while continuing to offer almost all services and collections online. Accomplishments include:

- We returned to normal hours, opening the library and keeping it open for 89 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.
- Our study room booking are now back to pre-pandemic levels. We had approximately 1,600 unique users with over 6,000 bookings leading to almost 11,000 hours of study room usage.
- Due to Hammond building problems, the library building was closed 3 weeks during winter intersession and from May 27 through the middle of August, 2022. The library staff was able to pivot to remote services and resources seamlessly.
- Our digital eBook collections usage has skyrocketed, with over 33,000 check-outs this past year, an increase of 50% from last year. Print book checkouts continue to lag, with eBook checkouts being 15 times print book checkouts. This is a trend that will continue.
- We once again helped more students with research than any other recent period. We continue offering research help both in person and online through personal appointments online, an instant messaging chat box help available from the library homepage, and face-to-face at the reference desk. In addition, the Library implemented 24/7 co-operative chat through an outside service so students can get help virtually 24 hours a day, 7 days a week. Interestingly, our in-person research help numbers are almost back to pre-pandemic levels.
- We continued 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, but we also brought back our print reserves service. Our students used the print reserve service more than the digital.
- The library's in-person research class instruction sessions went up 26% from last year, but we are still not back to pre-pandemic levels. In addition to in-person research classes, we offer synchronous Google Meet sessions and continue asynchronous instruction through creation of tutorials, research guides and the embedded librarian program in Blackboard.

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 in FY22, with 218 classes reaching 4,176 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 **140 synchronous sessions and 78 classes either embedded into Blackboard or through pre-recorded lectures.**

Foundations of Information Literacy

The library continues to lead discussions on Information Literacy in the Fitchburg State General Education program. Over the course of the past year, librarians Renée Fratantonio and Connie Strittmatter collaborated with faculty to develop rubrics to assess reading, writing, and information literacy in the General Education program. By placing greater emphasis on the process of information creation over the product, the General Education assessment group hopes to tease out the fundamental differences between information literacy and written communication.

Research Help

FSU librarians were available **52** hours per week for research help. Beginning in July 2021, the library joined a **24/7** Reference Co-operative of librarians from schools worldwide who monitor and answer reference questions through Chat instant messaging when FSU Librarians are not available. We have added roughly **110** hours a week of reference and research coverage, providing assistance to our students in different time zones and during the evening and overnight hours. In the past year, non-FSU Librarians have provided research and directional support for **310** students through this service while FSU librarians have answered **163** research and directional questions for students around the world.

Assessment

Library Assessment Plan

The Library continues its efforts to develop a culture of assessment. In FY22, we developed a [formal assessment plan](#) to assess our services, resources, and spaces to ensure that our collective efforts are supporting the University's mission, and providing a physical and online environment that supports student success.

The Assessment team, comprised of Connie Strittmatter, Olivia Rossetti, and Tyler Sullivan, led a collaborative and transparent process which gave functional teams and departments agency to identify areas they wanted to assess. As a result, the Library has an assessment plan in which every individual has a role in the assessment process. This ambitious plan has 25 goals covering 11 functional areas. Efforts to assess these goals has already begun and will continue through 2026.

Data-Driven Decision Making

Due to yearly increases in materials cost and a relatively flat materials budget, the library adheres to an aggressive data-driven decision making process of cancelling journals and databases with low usage. This cancellation process started in 2018 and continues today allowing the library to increase access to eBook collection from less than 3,000 in 2018 to over 600,000 in 2022, and also to expand its database offerings, especially new business databases. Library administration and the Electronic Resources and Serials Coordinator Joanne Dennis work diligently to negotiate with individual vendors and within consortiums to keep down costs. An Electronic Resources Working Group was formed in FY22 to increase participation and transparency in the process. New subscription models for eBooks and film are employed and evaluated, allowing access to more material at a lower costs.

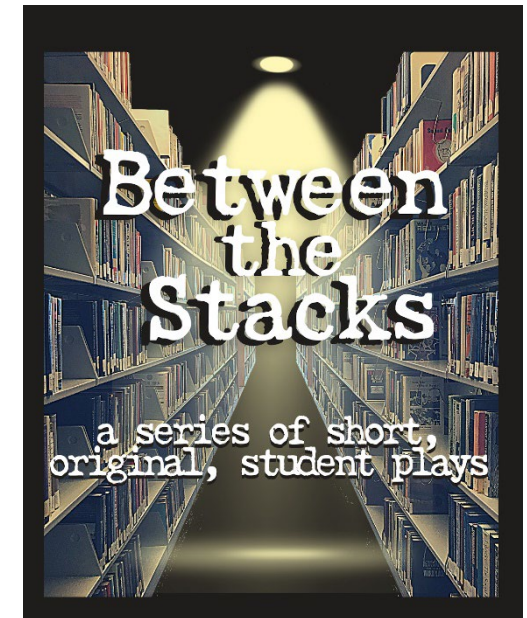
General Education Information Literacy, Reading and Writing Learning Outcomes

As the University implements its new General Education curriculum, librarians Renee Fratantonio and Connie Strittmatter served on a working group to develop rubrics for the information literacy, reading, and writing learning outcomes. This working group met during Spring 2022 to develop rubrics that provided 1). performance descriptors that reflected progression and development of a skill and 2). criteria descriptions that were clear and precise for those using the rubrics.

Student Success Support 1:2

Between the Stacks

In an exciting and unique collaboration with theater Professor Kelly Morgan, librarian Lori Steckervetz worked with students to bring an experimental theater experience to the Library in April 2022. As part of the Professor Morgan's Spring 2022 playwriting class, students created a series of ten short (1-5 min) plays set within the walls of the physical library space. All of the plays were written, directed, and performed by students. The audience actively participated in this performance by moving throughout the library space to observe each performance *in situ*, creating a more intimate setting for each of the original plays. Students used the Library setting as the inspiration of their scenes, demonstrating as Professor Morgan states that "more goes on in the library than just checking out books". The performance was followed by a talk-back discussion between the audience and the student participants



Student Athletes' Study Hall Pilot

This pilot project is a collaboration with the Library, TRIO, the Academic Coaching & Tutoring (ACT) and with the Fitchburg State Athletics program. Weekly study hall provides student athletes an opportunity to dedicate time towards their academic studies as a team. Librarian Lori Steckervetz regularly attended these study hall sessions during Spring 2022. Students were able to easily opt in to library research help in person as needed over the course of the study hall session. While actual use of the Outreach Librarian was low, this strategy did allow for students who admitted (through self identification by raising hands) that they were not frequent library users, to have a more personalized interaction with a research librarian.

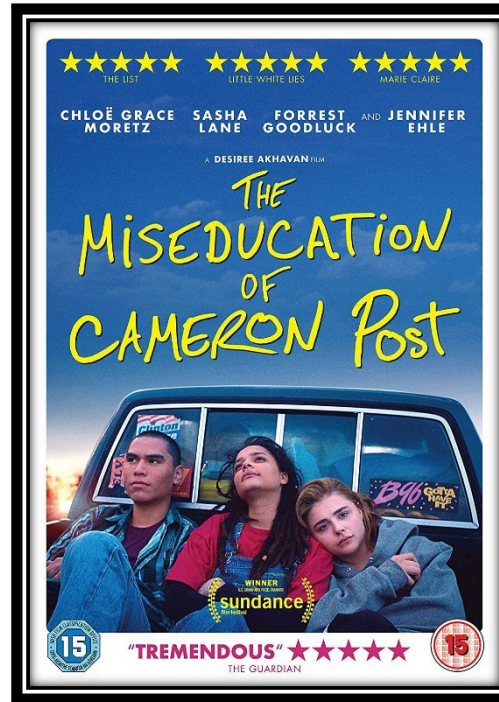
Student Success Support 2:2

LGBTQ+ History Month Film Festival

As part of the inaugural campus-wide celebration of LGBTQ+ history month in October, the Library sponsored a weekly film series featuring four films from our Kanopy streaming film database:

- *Moonlight* (2016)
- *Saturday Church* (2017)
- *The Miseducation of Cameron Post* (2018)
- *Paris is Burning* (1999)

The film screenings were open to the entire campus community for free with popcorn supplied by the Hammond Campus Center.



Tabletop Gaming Night

In partnership with the Fitchburg State Trading Card & Board Game student organization, the Library hosted a tabletop/board game night open to all students in October 2021. Librarian and student club advisor, Sherry Packard worked with the TC&BG club leaders to create a welcoming and relaxing evening where students could meet up, get to know each other, learn some new games and play some old favorites. Students were encouraged to bring their own games and the Library provided access to its own collection of games.

Addressing Diversity, Equity, and Inclusion

Building Representation for Underrepresented Voices in the Archival Collections

This oral history project, led by librarian Olivia Rossetti, launched in FY22 with the goal of creating an archival collection dedicated to documenting the experiences of students of color who attended Fitchburg State University. In collaboration with the Alumni Office, as well as current faculty, we performed outreach to past and current students to participate in this pilot phase of the project. With a \$2,000 award from the University Deans' Anti-Racism Fund, we were able to hire Ahenebah Lane, an independent public historian specializing in oral history, to conduct and transcribe the interviews.

By the end of our funding period, we completed five oral histories—four with alumni, and one with a graduating senior. It is essential to continue this work moving forward, to continue to offer prominent representation to students of color in our Archives, which we have historically lacked. If we receive additional funding, we will continue our work with Ms. Lane, with an additional needed focus on recruitment. Having built out a work process this academic year, we are prepared to move this project forward.

Our **Anti-Racism Topic Guide** that was created in FY21 was viewed **201,654** times in FY22!

Anti-Racism Team

The team primarily focused its efforts in FY22 on exploring how to best approach providing Library staff with professional development and training in cultural competencies around diversity, equity and inclusion (DEI). Research conducted by the team demonstrated that this work is best done with the assistance of an experienced professional DEI and cultural competency trainer or consultant. To this end, the team successfully secured a \$5000 Academic Innovation Grant to help develop library staff training with a professional trainer, and will be working over the course of FY23 to develop and execute that training.

Improving Access Through OER 1:2

The library leads the university on open education initiatives. It is recognized across the state as a leader in open educational resources, as demonstrated by its leadership in creating an OER Assessment plan that was 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 FY22. 18 faculty teaching 21 courses received stipends to adopt, adapt, or create course materials that will be of no cost to their students.

Remixing Open Textbooks through an Equity Lens (ROTEL) Grant

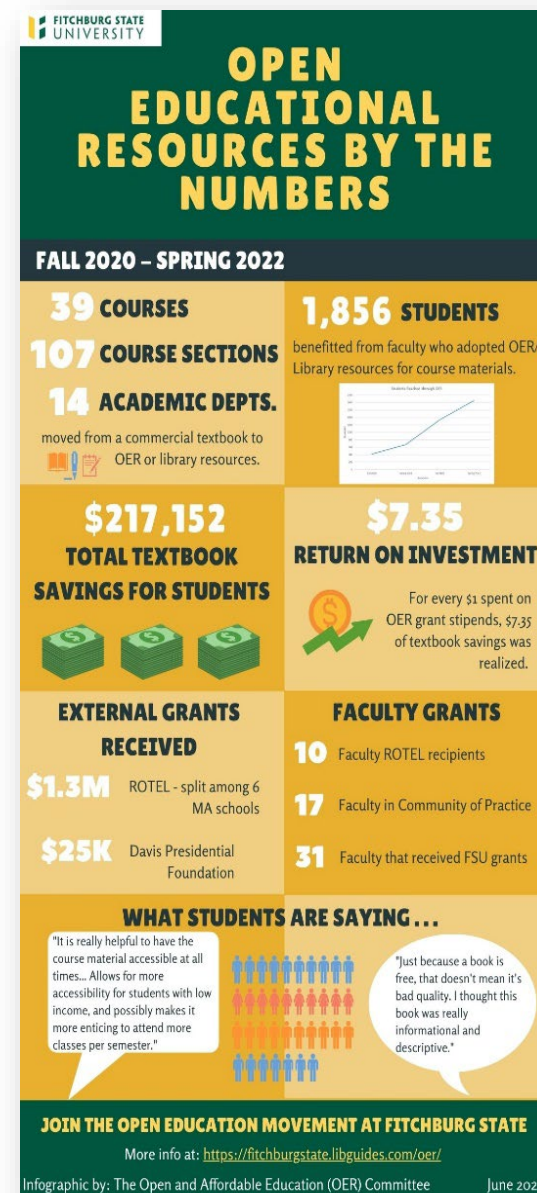
Fitchburg State University was among a consortium of colleges that was awarded more than \$1,300,000 from the U.S. Department of Education to increase the number of free, open educational resources that are designed with a diversity, equity and inclusive lens. The first and second cohorts of grant recipients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

Grant Recipients: Mary Ann Barbato, Jennifer Bill, Michael Hove, Amy McGlothlin, Jennifer Bill, Rachel Norton, Peter Staab, Collin Syfert, J. J. Sylvia, and Kisha Tracy.

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, Meagan Martin, Junior Pena and Connie Strittmatter.

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

Infographic Caption: Open Educational Resources by the Numbers Infographic. Between Fall 2020 through Spring 2022, 39 courses totaling 107 course sections across 14 academic departments moved from a commercial textbook to OER or Library Resources. 1,856 students benefitted from faculty who adopted OER or library resources. Student savings totaled \$217,152 which is a \$7.35 return on investment for every \$1 spent on OER grant stipends. The university received a \$1.3 million dollar ROTEL grant which was split across 6 institutions and a \$25,000 Davis Presidential Foundation Grant. Fitchburg State University faculty received 10 ROTEL grants, 17 Community of Practice Grants and 31 OER adoption grants.



Improving Access Through OER 2:2

Measuring Our Success

Recognizing the importance of measuring the effectiveness of the University's Open Education program, the University's 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 2021, 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. Dean Jacalyn Kremer and Librarian Connie Strittmatter developed the [Massachusetts Department of Higher Education OER Assessment KPIs Implementation Guide](#) which provides guidance to the Massachusetts public higher education institutions on collecting data and reporting progress to key stakeholders at their institution and to the Massachusetts Department of Higher Education (DHE). They presented the guide to Provosts, Institutional Research staff, and other administrators during a webinar on June 23, 2022.

Beyond the University

- Jacalyn Kremer continues to serve on the Massachusetts statewide OER Advisory Council and its Steering Committee.
- Connie Strittmatter continues her work with SPARC. She co-facilitated a discussion for the SPARC Open Education Leadership Fellows program and served as a mentor to one of the fellows.

Future Direction

The Massachusetts State-Wide OER Advisory Council recommended that state schools mark courses within the seats list to designate those courses using low or no cost course materials. The Open and Affordable Education Committee conducted a student survey to learn what impacts students' decisions when registering for classes in order to gain insight into the potential impact of course markings on course registrations. Over 600 students responded. Whether a class was required for their major or minor was the most important factor that students considered. The least important factor was the cost of the course material, although a significant minority (13%) said it was the most important consideration. The Open and Affordable Education Committee members are currently working with the faculty, the Registrar and IT to develop potential best practices for implementation.

The Open and Affordable Education Committee received a \$19,000 Academic Innovation grant for FY23 to fund a faculty led community of practice, in collaboration with the Center for Teaching and Learning, that will explore open pedagogical practices that include engaging students in content creation and making learning accessible. In addition, the committee also received funds to continue the OER Adoption program which provides \$500 stipends to faculty who convert their course materials from a commercial textbook to OER or no cost course materials.

Student Workers

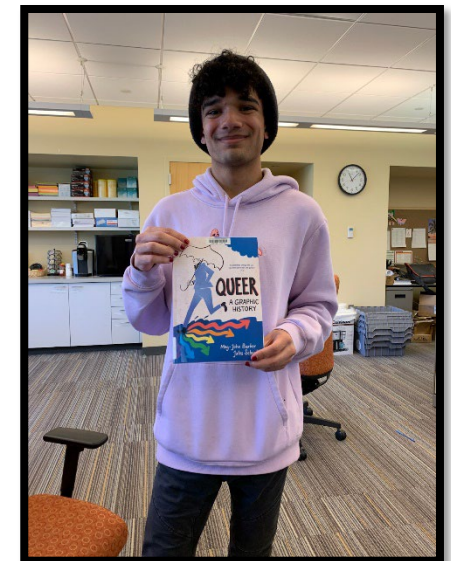
Our Indispensable Student Workers

We offer a special thank you to our student workers who staffed the library building this past year! Our **27** students work **~160** hours each week. Without them, we could not have safely kept the 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 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 to the library's mission. **Spencer Jordan** is our 2022 award winner. Spencer's work ethic and attitude make him stand out as a student employee. He is both welcoming and responsive to all users of the library. His approachable presence at the circulation and research help desks allows other students to feel comfortable asking for help. He is kind, compassionate, and a thoughtful human being. During challenging pandemic months, he came to work without pause and continued to assist users with navigating the library and its resources. Spencer is a superb mentor for new student employees and unfailing in his willingness to pick up shifts for his peers at the very last minute, even coming in as late as 10pm. All of these things credit him as the ultimate co-worker. In recognition of Spencer's excellent service, the book *Queer: A Graphic History* was dedicated in his honor to the Library's collection.



Electronic Resources

Collecting for the 21st Century Learner

eBooks:

The Library continues to increase its access to eBooks. Four years ago, the Library offered 2,600 eBooks. Today the Library offers access to over **630,000** eBooks. The Library continues to meet its mission to more effectively serve its growing number of online students as well as its residential students.

33,217 eBook Checkouts!

*That is a **51% increase** from last year! Our print book checkouts went from 1.587 last year to 1.981 this year.*



Streaming Films:

Use of Kanopy streaming film services increased significantly with **7,815 views of 3,590 films, up from 6,997 views last year.**

Journal and Database News

The Library subscription to online journals through database packages and individual purchases tops 135,000 journals. Students, faculty and staff read over 150,000 scholarly journal articles in the past year, an 11% increase from last year. The number of databases available through the Library website is 191 (up from 183 in FY21). Usage of individual journals and databases are reviewed every year and low usage items are cancelled. This process allows for new resources to be added.

New Databases Added:

- Early American Newspaper, Series XVIII
Racial Awakening in the Northeast
- IEEE Stem 10 Plus Journals Collection
- JOVE Videos (JOVE Core: Chem and Chemistry and Environment)
- Peterson's Test Prep



The Next Generation Library System

Alma & Primo

The current library management system is an outdated Voyager legacy system that does not support the integration of electronic resources with print. A Library System Selection Team was formed and conducted seven months of research to evaluate other library management systems to replace Voyager. The process included a review of the literature, a library-wide needs assessment, vendor demonstrations, an RFP creation, and an in-depth evaluation of each system's core functions and pricing using the RFP responses. Based on the analysis from this process and under Senior Librarian Linda LeBlanc's leadership, the Library is moving forward with the ProQuest/ExLibris Alma library management platform including the Primo discovery system. Implementation began in Spring 2022 with an expected go-live date in January 2023.



Faculty Collaborations 1:2

Library Liaison Program

Following up on the launch of an updated Library Liaison program in FY21, the librarians continued to refine the Library Liaison program in FY22. Over the course of the year, the librarians met to discuss what was working and what could be changed to improve the program. They determined that the number of teams leading and collaborating on areas of expertise such as Information Literacy and Collection Development should be reduced to facilitate more focused work. The Online Learning and Teaching teams were merged into one team devoted to Information Literacy instruction. While the Outreach and Social Media team was identified as important for communication, the librarians decided it does not fit within the scope of the Liaison program. Moving forward, the Outreach and Social Media team will continue their work outside the bounds of the Liaison program.

Current 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 2:2

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 2022. They worked with faculty to develop information literacy assignments that meet the learning outcomes for the FYE course.

Academic Integrity: Dean Jackie Kremer and librarian 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, Christine Devine, Sarah Wright, and Megan Krell, received a university innovation grant for FY23 to work with experts from the International Center for Academic Integrity (ICAI) to guide Fitchburg State in executing a self-assessment survey of students, faculty, and administrators to better understand the culture of academic integrity on our campus.

Underrepresented Student Use of the Library: Connie Strittmatter and Dr. Danette Day from the Department of Education gave a presentation at the ACRL New England chapter annual conference titled “Minoritized Students’ Use and Perceptions of Academic Libraries.” They reported preliminary findings from their survey by comparing differences in library use and perceptions of the library by race and ethnicity.

Faculty Research Summer Camp: In collaboration with the Center for Faculty Scholarship, librarians Sherry Packard, Olivia Rossetti, Lori Steckervetz, Jacalyn Kremer and Connie Strittmatter conducted a two day research workshops for faculty.

Children’s Literature Collection: Renée Fratantonio collaborated with Dr. Lyndsey Benharris from the School of Education to co-teach a 1 credit course on children’s literature selection for classroom libraries using Critical Literacy to create diverse and inclusive collections.

Archives & Special Collections

The University Archives & Special Collections were involved in several initiatives this year:

- **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 promote content in both digital resources and the physical collection.
 - 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.**
- **Hosted and participated in multiple events:**
 - New Faculty Orientation and Homecoming (Fall 2021).
 - Launched event for the Addoriso 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 physical collections including Michael Vincent Addoriso Family (WW2 Letters), Sons of Italy in Fitchburg and additions to the Alumni Collection.**
- **New digital collections:**
 - Children's and Young Adult Literature Reviews (Published by Dr. Thomas Murray, Fitchburg State University Graduate English Program)
 - Alumni Oral History Project (funded by Fitchburg State Dean's Anti-Racism Fund)



Community Engagement

This past year marked the first year for our new Instruction and Community Engagement Librarian Olivia Rossetti. During FY22, the Library increased its focus on external-facing community engagement in support of the University's strategic goal to be "an engine of social, economic, civic, and cultural development in our city and region". This year's activities centered around establishing relationships with campus partners who are also doing community engaged work, including the Center for Professional Studies, Crocker Center, Early College Programs, and ReImagine North of Main. We also established relationships with key community organizations including the Fitchburg Art Museum (FAM) and NewVue Communities.

Achievements from this year include:

- Re-establishing the relationship between the Library and FAM, including working with the FAM on the Center for Italian Culture Gala, with future collaborations on the horizon.
- Designing a curriculum of workshops for local small businesses by librarian Olivia Rossetti and Coordinator of Library Operations Tyler Sullivan to be held in FY23. These workshops will support local entrepreneurs at different stages in the start-up process, as well as promote how the Library's resources (databases and personnel) are accessible to community patrons.
- Increasing borrowing access for Fitchburg residents by eliminating the annual fee for a Special Borrowing Card.
- Establishing Library representation on the University's Corporate and Community Engagement Working Group.
- Beginning partnership with the NewVue Communities Stewards program, framing the Library as a community resource.

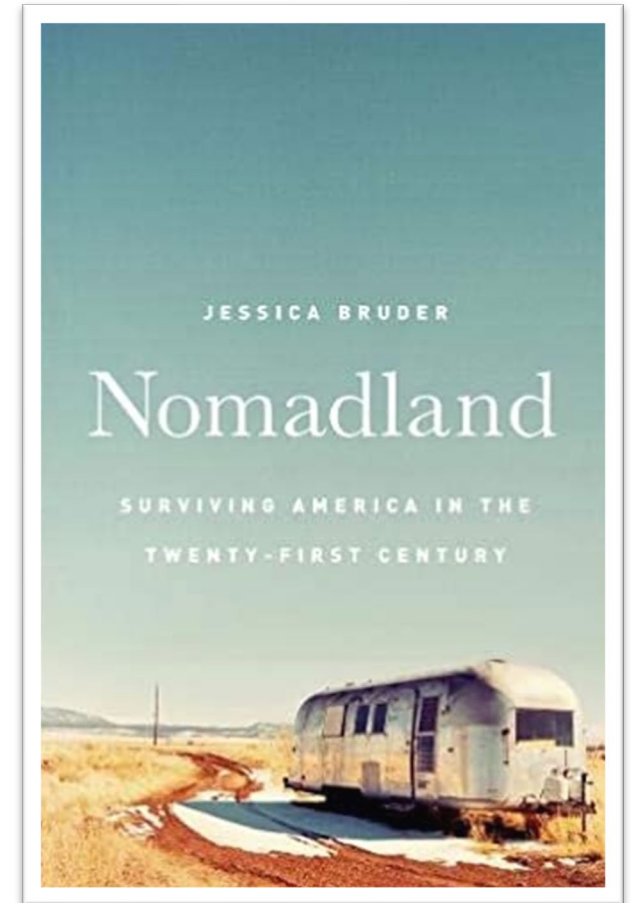
Moving forward, work will focus on drawing on these developing partnerships to execute programming, including running the small business workshops in Fall-Winter 2022. Other possible collaborations involve community art exhibits in the Library in partnership with FAM, and increased Library presence in the IdeaLab. Through these efforts, we hope to see increased community usage of the Library, including attending Library events and using library collections.

Community Read

Nomadland

The Fitchburg Community Read book for FY22 was [Nomadland by Jessica Bruder](#). The Community Read committee hosted the following programs:

- **Film Screening of Nomadland** (*Fitchburg State University*) – Professor Kevin McCarthy led a film screening and discussion of the academy award winning film Nomadland.
- **Houselessness and the Search for "Home"** (*Leominster Public Library*) - Professor Kevin McCarthy curated a list of films, documentaries and YouTube links related to the search for home. A facilitated discussion followed.
- **The American Dream: Housing (In)security and Older Adults** (*online event*) - Is the American dream of home ownership crumbling for those 65 and over? Our two panelists, Mr. Doug Bushman (Fitchburg Housing Authority) and Dr. Jennifer Molinsky (Harvard Joint Center for Housing Studies), discussed the growing challenge of ensuring older adults in America have access to affordable and safe housing, moderated by Dr. Mark Williams.
- **Book Discussion** (*Fitchburg Public Library*) - A facilitated discussion of the book.
- **Book Discussion** (*Lunenburg Council on Aging*) - A facilitated discussion of the book.
- **Keynote Event: Investigate: How Journalists Shed Light on Life and Influence Public Policy** (*online event*) - Pulitzer Prize winning journalist Sam Roe discussed the journalistic process of creating compelling narratives that document the struggles and triumphs of real people through the investigation of social, economic, and political landscapes.



Campus Outreach

Social media and the Library website News continued to be important messaging platforms regarding information for the Library, including changes in hours, new services and resources, as well as 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 (as well as visual information) to some common questions students are expected to have returning to campus.
- [#AskAnArchivistDay](#) – Fitchburg State Archivist, Asher Jackson, participated for a second year in this national online event to promote the archives by encouraging followers to post questions for the Library Archivist to answer.
- [New Research Databases](#) – Series of posts highlighting newly purchased databases, especially for business-related research.
- [University Archives' Sogni d'Oro Oral History Collection](#) - Series of posts that highlighted various interviews of the local Italian-American community preserved as part of the collection.
- [National Library Week Staff Book Recommendations](#) - as part of our celebration of National Library Week, staff shared their book recommendations (from our collections) including a photo of themselves and their choice of book.
- [Research in 15](#) – series of 15 minute workshops on library related topics.

FITCHBURG STATE UNIVERSITY
AMELIA V. GALLUCCI-CIRIO LIBRARY

#AskAnArchivist Day
Wednesday, October 13th

What do archivists do?

Why are archives important?

What sorts of things do the FSU archives have?

What is the most interesting item in the archives?

Post your question in the comments or tag [FSULibrary](#) on FB, Twitter, & Instagram with your question for Fitchburg State Archivist, Asher Jackson

Exhibits and Displays

Monthly Book Displays

- **SEP** Hispanic Heritage and Latinx Heritage Month
- **OCT** LGBTQ History Month
- **NOV** Native American Heritage Month
- **FEB** Black History Month
- **MAR** Women's History Month
- **APR** Earth Day
- **MAY** Asian & Pacific Islander Heritage Month



**No displays were created in January, June, or July due to Hammond Building closures.*

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.



Faculty Spotlight

- **DEC** Hong Yu (Engineering Technology)
- **MAR** Katherine Jewell (History)
- **APR** Eric Budd (Political Science)

To read more, see the library news on the website.

Online "eBookshelves

- LGBTQ: Pride
- Juneteenth
- Black History Month
- Native American Heritage Month

Library Presentations

University Workshops/Presentations done by Librarians:

- **First Year Experience Summer Professional Development:** Renée Fratantonio and Lori Steckervetz
- **Faculty Research Bootcamp:** Connie Strittmatter, Olivia Rossetti, Lori Steckervetz, Sherry Packard, Jacalyn Kremer
- **Remixing Open Textbooks through an Equity Lens (ROTEL) (multiple) presentations:** Jacalyn Kremer

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

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

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 AY22:

- ***Critical Race Theory: A Brief History, Current Practices, and Future Work***, Connecticut Information Literacy Conference, June 10, 2022, Olivia Rossetti
- ***Developing an OER Assessment Guide for your Institution, Consortium or State Governing Body***, Northeast OER Summit, May 26, 2022, Connie Strittmatter and Jacalyn Kremer
- ***Diversity, Equity, and Inclusion-centered OER creation: A collaboration across six public higher education institutions***, Northeast OER Summit, May 27, 2022, Jacalyn Kremer and ROTEL Coordinating Council
- ***Expanding Student Access to Historical Knowledge Using Digital Technologies***, Organization of American Historians Annual Conference, April 2, 2022. Connie Strittmatter (moderator), Laura Baker (EHPS), Ben Railton (English Studies) and Joseph Wachtel (EHPS)
- ***Minoritized Students Use and Perceptions of Academic Libraries***, ACRL New England Chapter Annual Conference, June 2, 2022. Connie Strittmatter and Danette Day (Education)
- ***Overcoming Faculty Barriers to OER***, MA Department of Higher Education, March 7, 2022: Connie Strittmatter, with Jessica Birthisel (Bridgewater State), Elkie Burnside (UMass), Sue Tashjian (Northern Essex Community College), Amy Clinard (Bunker Hill Community College), and Bob Awkward (Department of Higher Education)
- ***OER Key Performance Indicators Assessment Webinar***, Department of Higher Education, June 23, 2022: Connie Strittmatter, Jacalyn Kremer, Bob Awkward (Department of Higher Education), and Mario Delci (Department of Higher Education)

University Service 1:2

Service Leadership, University:

- **AUC Curriculum:** Lori Steckervetz
- **AUC Policies Committee:** Connie Strittmatter
- **AUC Student Affairs:** Jacalyn Kremer
- **Center for Faculty Scholarship Advisory Committee:** Connie Strittmatter, Jacalyn Kremer
- **Center for Teaching and Learning Advisory Board:** Renée Fratantonio
- **Crocker Center Advisory Board:** Olivia Rossetti
- **University Assessment and Research Committee (UARC):** Connie Strittmatter
- **Director of Digital Learning Search Committee:** Lori Steckervetz
- **Leading 4 Change- Climate Survey Subgroup:** Tyler Sullivan
- **LGBT History Month Planning Committee:** Lori Steckervetz
- **MSCA Executive Committee:** Linda LeBlanc
- **MSCA Librarians Committee:** Linda LeBlanc
- **NECHE Accreditation Steering Committee:** Jacalyn Kremer
- **NECHE Accreditation Standard Members:** Linda LeBlanc (Standard 9 & designated NECHE Report consistency checker), Lori Steckervetz (Standard 5), Jacalyn Kremer (Standard 7 Co-Chair)
- **OER Course Marking Subcommittee:** Connie Strittmatter, Jacalyn Kremer (chair)
- **Open and Affordable Education Committee:** Lori Steckervetz, Connie Strittmatter (ex-officio), Jacalyn Kremer (chair)
- **Remixing Open Textbooks through an Equity Lens (ROTEL) Coordinating Council:** Jacalyn Kremer
- **Provost/Vice President of Academic Affairs Search Committee:** Linda LeBlanc
- **Peer Evaluation Committee:** Asher Jackson—Library (committee chair), Nursing Department (committee member)
- **University Tenure Committee (Library Representative):** Connie Strittmatter

Service Leadership, Library:

- **Archives & Special Collections Functional Team:** Linda LeBlanc, Asher Jackson
- **Collection Development Functional Team:** Joanne Dennis, Olivia Rossetti, Sherry Packard, Linda LeBlanc, Asher Jackson
- **Chair of the Library Program Area:** Linda LeBlanc
- **Electronic Resources Working Committee:** Joanne Dennis, Jacalyn Kremer, Linda LeBlanc, Asher Jackson
- **LibGuides Working Group:** Renée Fratantonio, Linda LeBlanc, Olivia Rossetti, Lori Steckervetz
- **Library Anti-Racism Team:** Lori Steckervetz, Asher Jackson, Renée Fratantonio, Olivia Rossetti, Jordanna Lawton
- **Library Assessment Planning Team:** Olivia Rossetti, Tyler Sullivan, Connie Strittmatter
- **Library Self Study Committee:** Joanne Dennis, Sherry Packard, Jacalyn Kremer, Linda LeBlanc
- **Library Strategic Directions Team:** Kelly Boudreau, Renée Fratantonio, Asher Jackson, Jacalyn Kremer, Linda LeBlanc, Sherry Packard, Olivia Rossetti, Lori Steckervetz, Connie Strittmatter, Tyler Sullivan
- **Library Systems Assessment:** Linda LeBlanc
- **Open Educational Resources Functional Team:** Linda LeBlanc, Connie Strittmatter
- **Outreach and Social Media Team:** Lori Steckervetz, Renée Fratantonio, Olivia Rossetti
- **Research Help Functional Team:** Olivia Rossetti, Sherry Packard
- **Teaching Functional Team:** Renée Fratantonio, Olivia Rossetti, Lori Steckervetz
- **Website Assessment:** Linda LeBlanc

University Service 2:2

Student Success:

- **General Education Assessment: Reading, Written Communication, and Information Literacy** : Connie Strittmatter and Renée Fratantonio
- **Outstanding Library Student Employee Award Committee:** Joanne Dennis, Sherry Packard, Kelly Boudreau
- **Student Success Task Force:** Asher Jackson
- **Undergraduate Conference Committee:** Renée Fratantonio (co-chair)

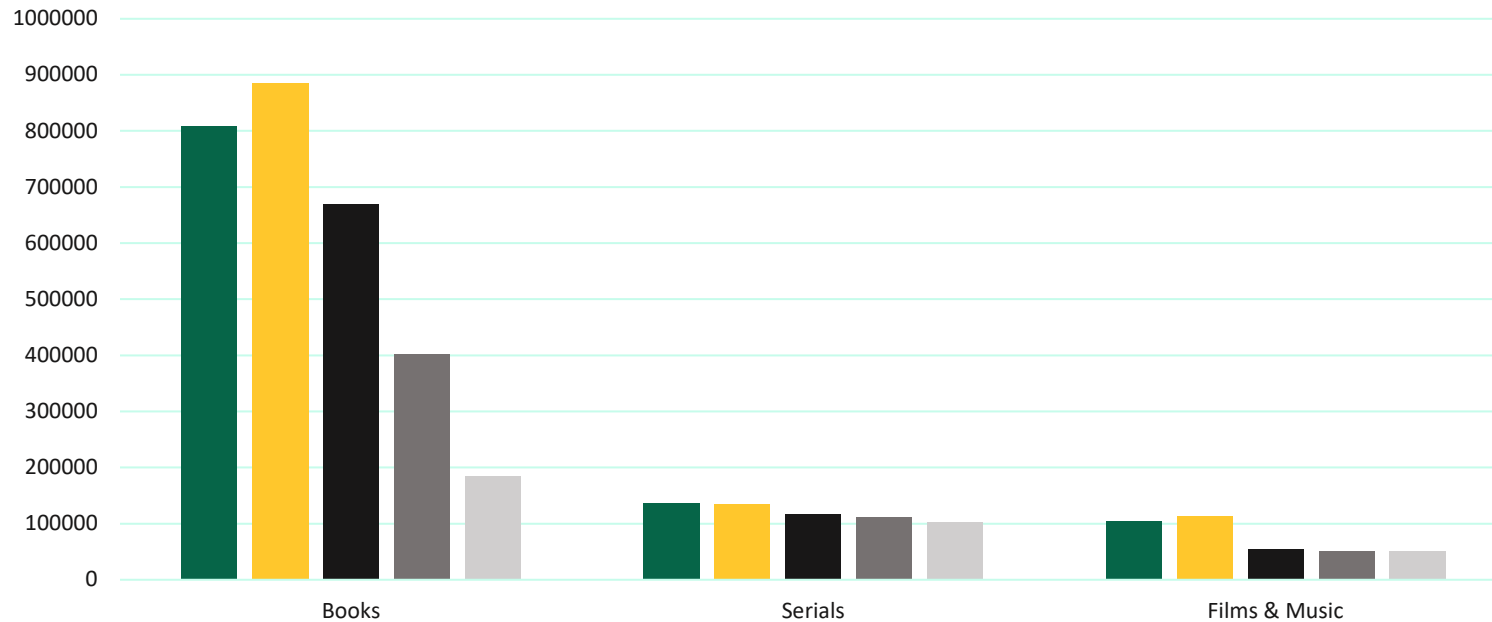
Community Engagement:

- **Center for Italian Culture Advisory Board:** Jacalyn Kremer
- **Center for Italian Culture Archival Subcommittee:** Jacalyn Kremer (Chair), Asher Jackson
- **Community Read:** Olivia Rossetti, Connie Strittmatter, Jacalyn Kremer
- **Corporate and Community Engagement Working Group:** Olivia Rossetti
- **MCCLPHEI (Massachusetts Public Higher Ed Directors group) Executive Committee and Member:** Jacalyn Kremer
- **North of Main project:** Olivia Rossetti

APPENDIX: Statistics

Collections: Totals Online and Physical

Collections by Year



Fiscal Year	Books	Serials	Film & Music
FY22 (green on bar chart)	807,949	135,424	104,540
FY21 (gold on bar chart)	884,528	134,446	113,542
FY20 (black on bar chart)	669,289	117,032	54,052
FY19 (dark gray on bar chart)	402,447	110,613	50,926
FY18(light gray on bar chart)	185,509	102,218	50,751

¹ (807,949 = 633,725 eBooks + 174,224 Physical Books)

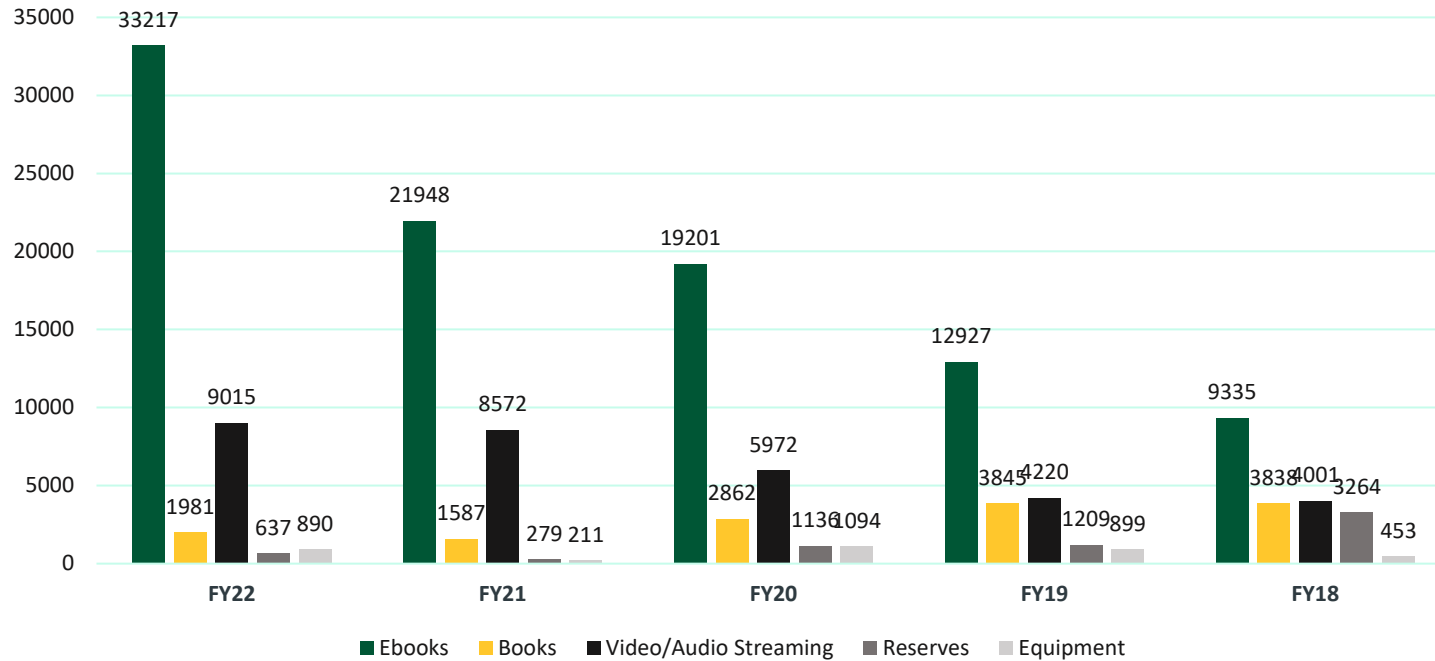
² Includes over 21,000 streaming films and over 72,000 streaming music files in FY22.

NOTE: Databases: 191 in FY22; 183 in FY21; 179 in FY20; 168 in FY19; 165 in FY18

NOTE: Equipment: We have 160 items available for checkout (this includes laptops, cameras, microphones, phone chargers, art kits and electronics).

Circulation – Digital & Physical Checkouts

Digital & Physical Checkouts

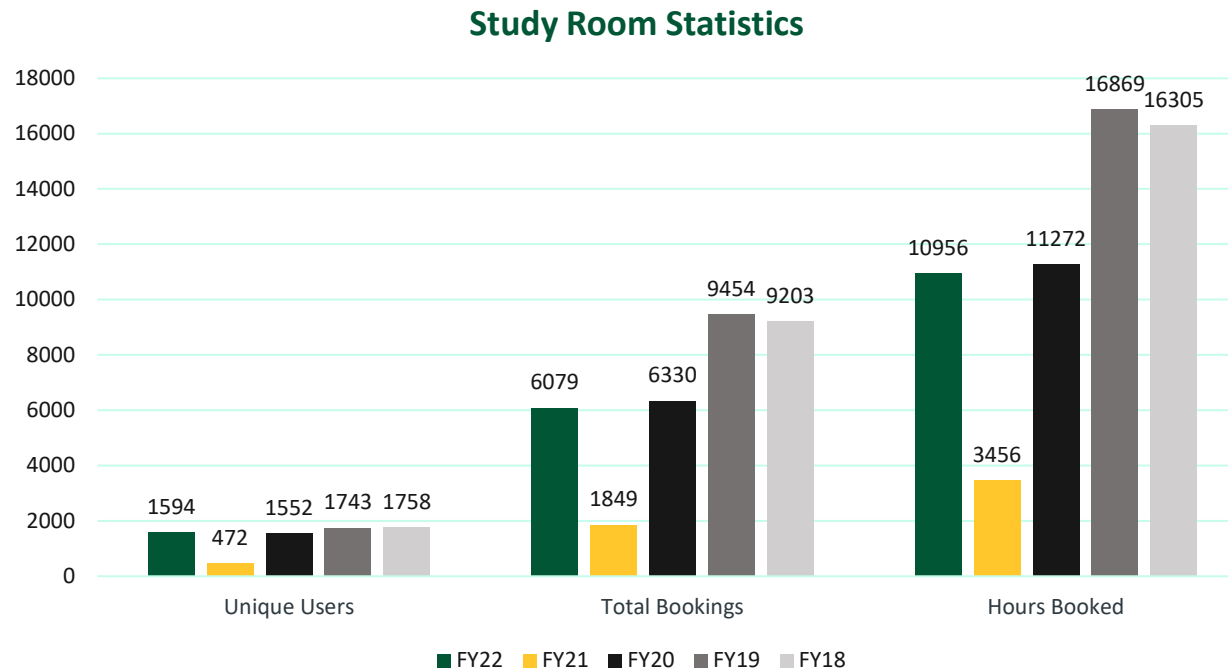


Fiscal Year	Ebooks	Books	Video/Audio Streaming	Reserves	Equipment
FY22	33,217	1,981	9,015	637	890
FY21	21,948	1,587	8,572	279	211
FY20	19,201	2,862	5,972	1,136	1,094
FY19	12,927	3,845	4,220	1,209	899
FY18	9,335	3,838	4,001	3,264	453

NOTE: While checkout of print books are still not at pre-pandemic levels, we are seeing a large increase in the checkouts of eBooks.

Check-out of physical reserve items have not resumed to pre-pandemic levels, although electronic digital lending reserves are partially making up for it. (637 Reserve checkouts; 467 print + 170 CDL (Controlled Digital Lending))

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

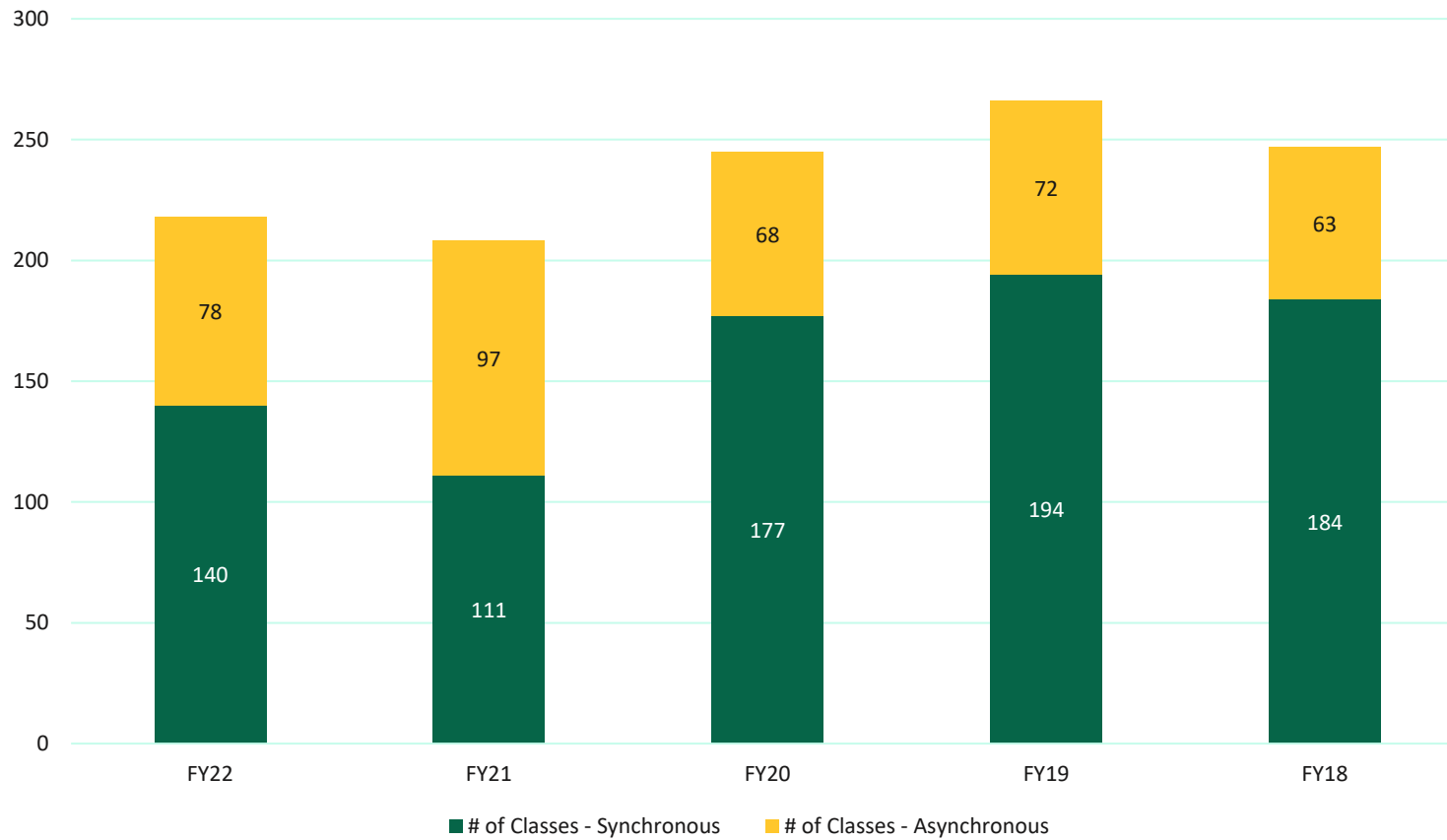


Fiscal Year	Unique Users	Total Bookings	Hours Booked
FY22	1,594	6,079	10,956
FY21	472	1,849	3,456
FY20	1,552	6,330	11,272
FY19	1,743	9,454	16,869
FY18	1,758	9,203	16,305

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

Instruction Classes

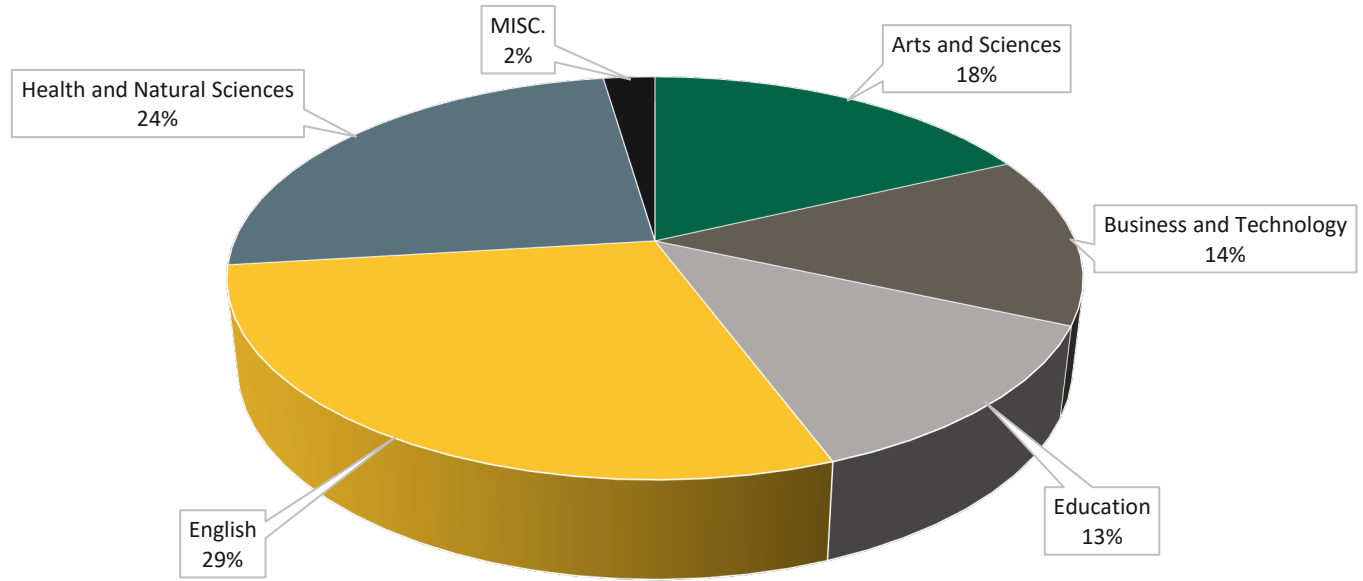
Total Classes by Year



Type of Instruction	FY22	FY21	FY20	FY19	FY18
Synchronous	140	111	177	194	184
Asynchronous	78	97	68	72	63
Total	218	208	245	266	247

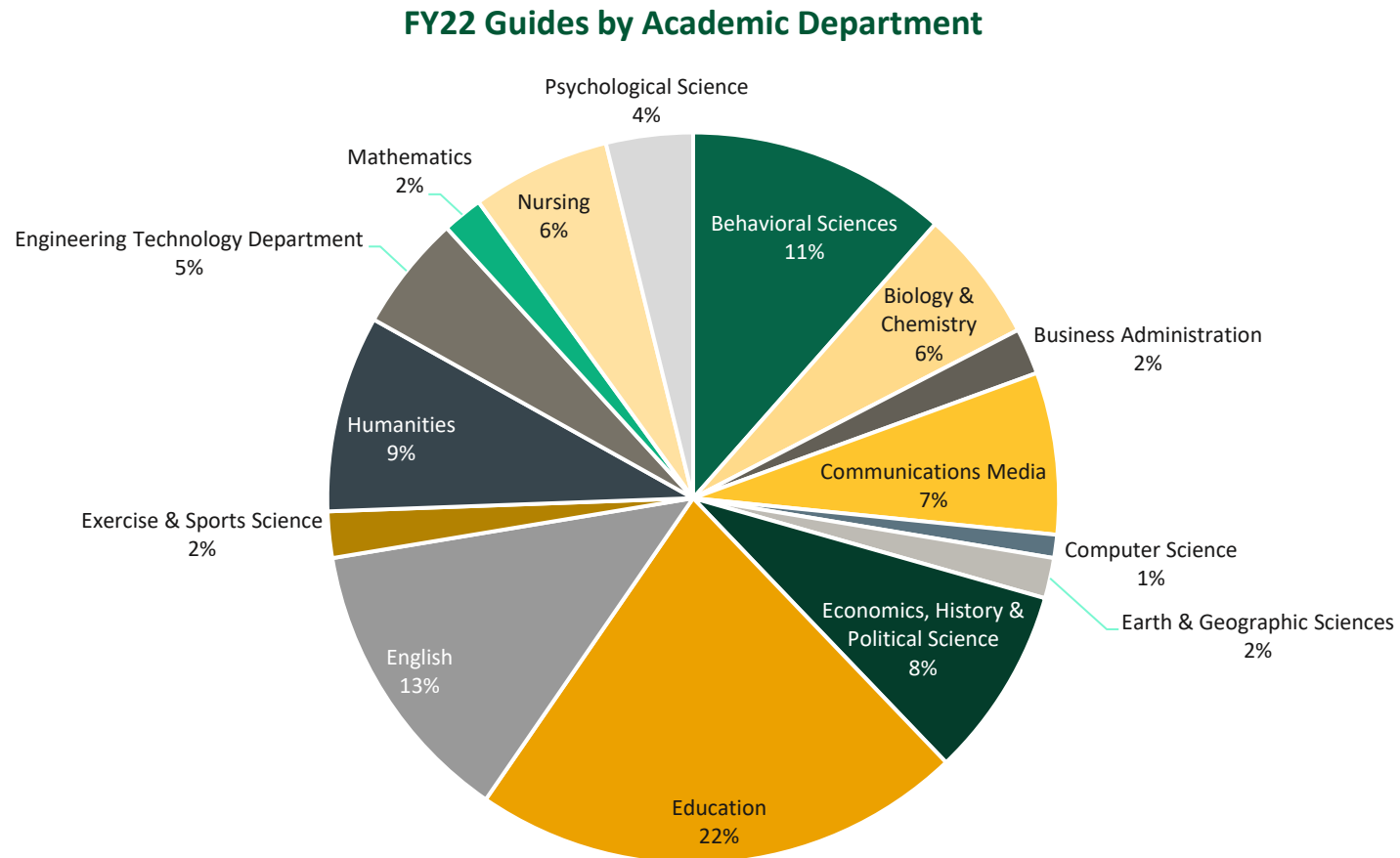
Instruction by School

FY22 - % of Library Instruction Students by School



School	# of Students
Arts and Sciences	751
Business and Technology	570
Education	530
English	1,201
Health and Natural Sciences	1,027
MISC.	97
Grand Total	4,176

Online Research Guides FY22 Guides by Academic Department - Pie Chart

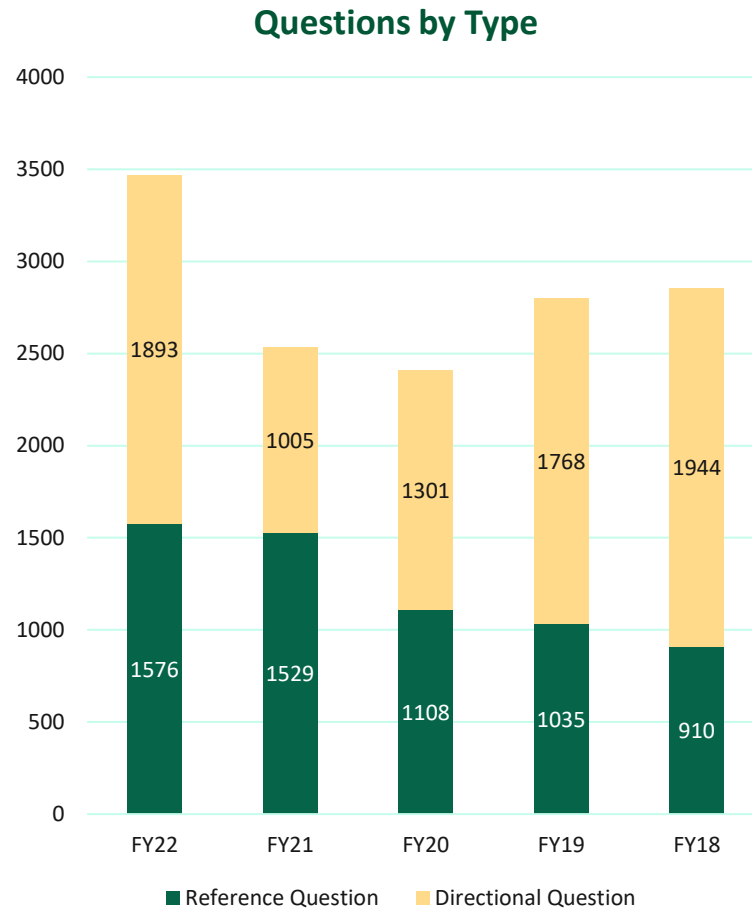


- The Library offers 337 online research guides, including 211 created specifically for courses, 35 for subject areas and 6 citation guides.
- These guides are heavily used. The FY22 Guide sessions were 304,132 up 64% over FY21.
- Our Topic Guide views were up 138% (FY22 – 209,335; FY21 – 87,815; FY20 – 6,114). Our Anti-Racism Topic Guide that was created in FY21 accounted for 201,654 (96%) of our Topic Guide views.

Online Research Guides FY22 Guides by Academic Department - Table

Academic Department	Percentage of Guides
Behavioral Sciences	11%
Biology/Chemistry	6%
Business Administration	2%
Communications Media	7%
Computer Science	1%
Economics, History and Political Science (EHPS)	8%
Education	22%
Engineering Technology	5%
English Studies	13%
Earth and Geographic Sciences	2%
Exercise & Sports Science	2%
Humanities	9%
Mathematics	2%
Nursing	6%
Psychological Sciences	4%

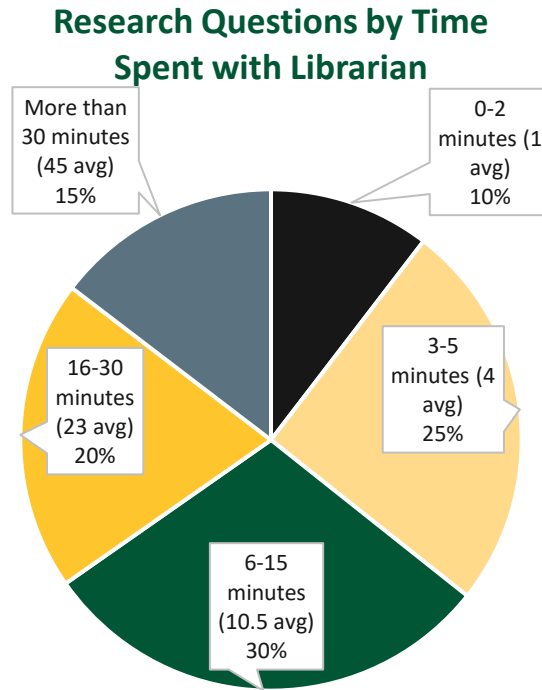
Research Help - Reference and Directional Questions Answered



Fiscal Year	Reference Questions	Directional Questions
FY22	1,576	1,893
FY21	1,529	1,005
FY20	1,108	1,301
FY19	1,035	1,768
FY18	918	1,944

NOTE: The Library implemented 24/7 Co-operative chat through Springshare. FSU librarians answered 100 reference and 63 Directional questions through this service for other libraries. Librarians from other schools answered 242 reference and 68 directional questions for FSU patrons.

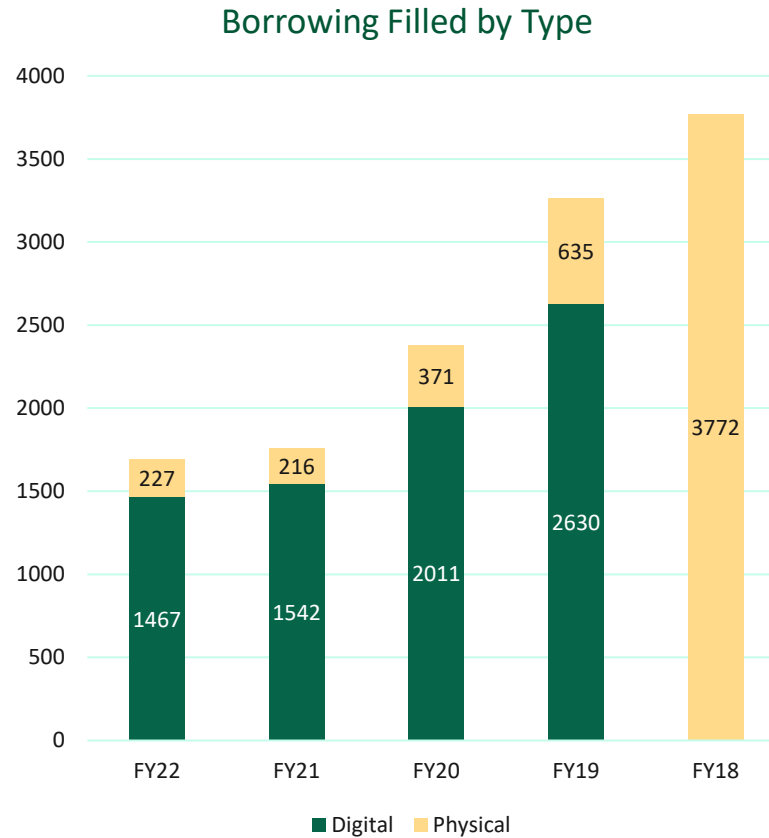
Research Help – Time Spent Answering Research Questions



Length of Interaction	Percent of Questions Answered	Average Time Spent
0-2 minutes	10%	1 minute
3-5 minutes	25%	4 minutes
6-15	30%	10.5 minutes
16-30	20%	23 minutes
More than 30 minutes	15%	45 minutes

NOTE: The Library implemented 24/7 Co-operative chat through Springshare. FSU librarians answered 100 reference and 63 Directional questions through this service for other libraries. Librarians from other schools answered 242 reference and 68 directional questions for FSU patrons.

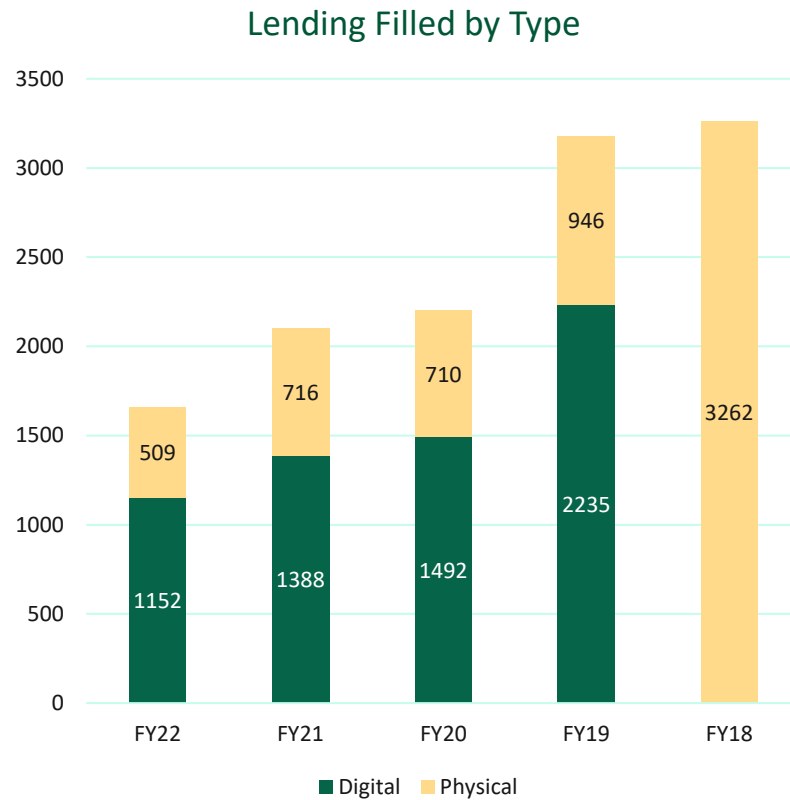
Interlibrary Loan – Borrowing Filled by Type



Item Type	FY22	FY21	FY20	FY19	FY18
Digital	1,467	1,542	2,011	2,630	N/A
Physical	227	216	371	635	N/A
Total	1,694	1,758	2,382	3,265	3,772*

NOTE: Prior to FY19 statistics were not available by type; only aggregate was available.

Interlibrary Loan – Lending Filled by Type

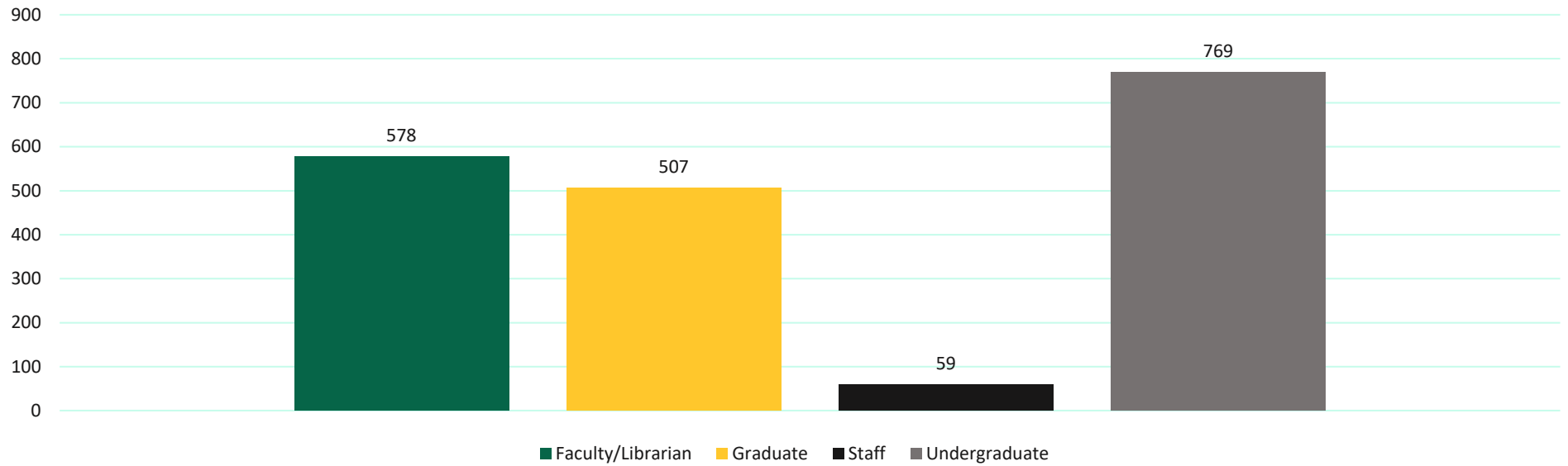


Item Type	FY22	FY21	FY20	FY19	FY18
Digital	1,152	1,388	1,492	2,235	N/A
Physical	509	716	710	946	N/A
Total	1,661	2,104	2,202	3,181	3,262*

NOTE: Prior to FY19 statistics were not available by type; only aggregate was available.

Interlibrary Loan – Borrowing & Document Delivery Requests by User Group for FY22

Borrowing & Document Delivery Requests by User Group FY22



User Group	FY22
Faculty/Library	578
Graduate Student	507
Staff	59
Undergraduate Student	769

Interlibrary Loan – Borrowing & Document Delivery Requests by Department, FY22 - Chart

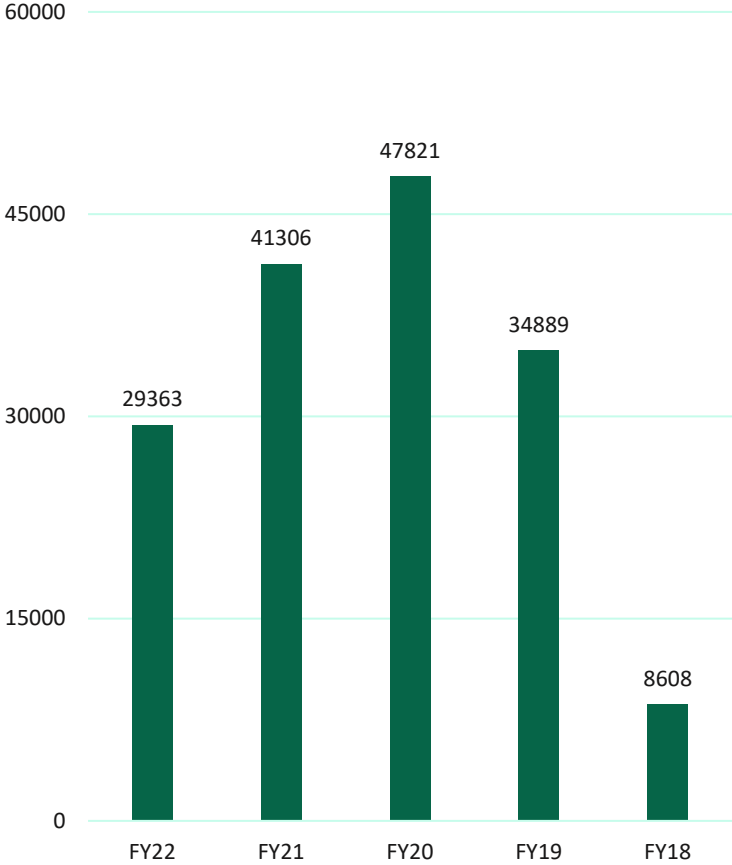
Borrowing & Document Delivery Requests by Department FY22



Interlibrary Loan – Borrowing & Document Delivery Requests by Department, FY22 - Table

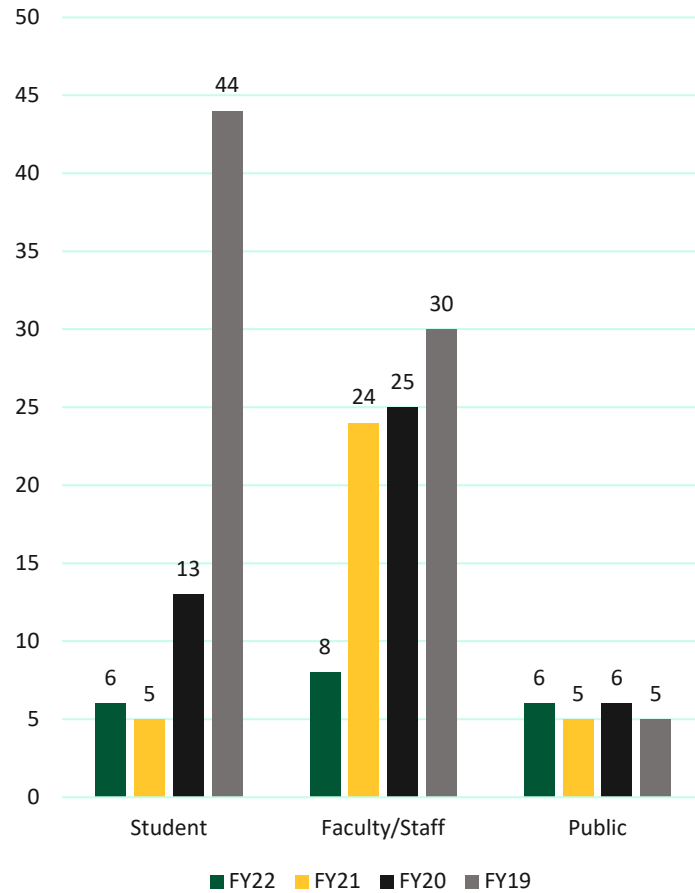
Academic Department	Number of Requests
Behavioral Sciences	104
Biology/Chemistry	56
Business Administration	73
Communications Media	0
Computer Science	19
Counseling	7
Economics, History and Political Science (EHPS)	118
Education	329
Engineering Technology	17
English Studies	107
Earth and Geographic Sciences	25
Exercise & Sports Science	64
Humanities	71
Library	84
Mathematics	6
Nursing	654
Psychological Sciences	62
Other	74
Administrative	11

Archives & Special Collections - Digital Collections Views



Fiscal Year	Digital Collection Views
FY22	29,363
FY21	41,306
FY20	47,821
FY19	34,889
FY18	8,608

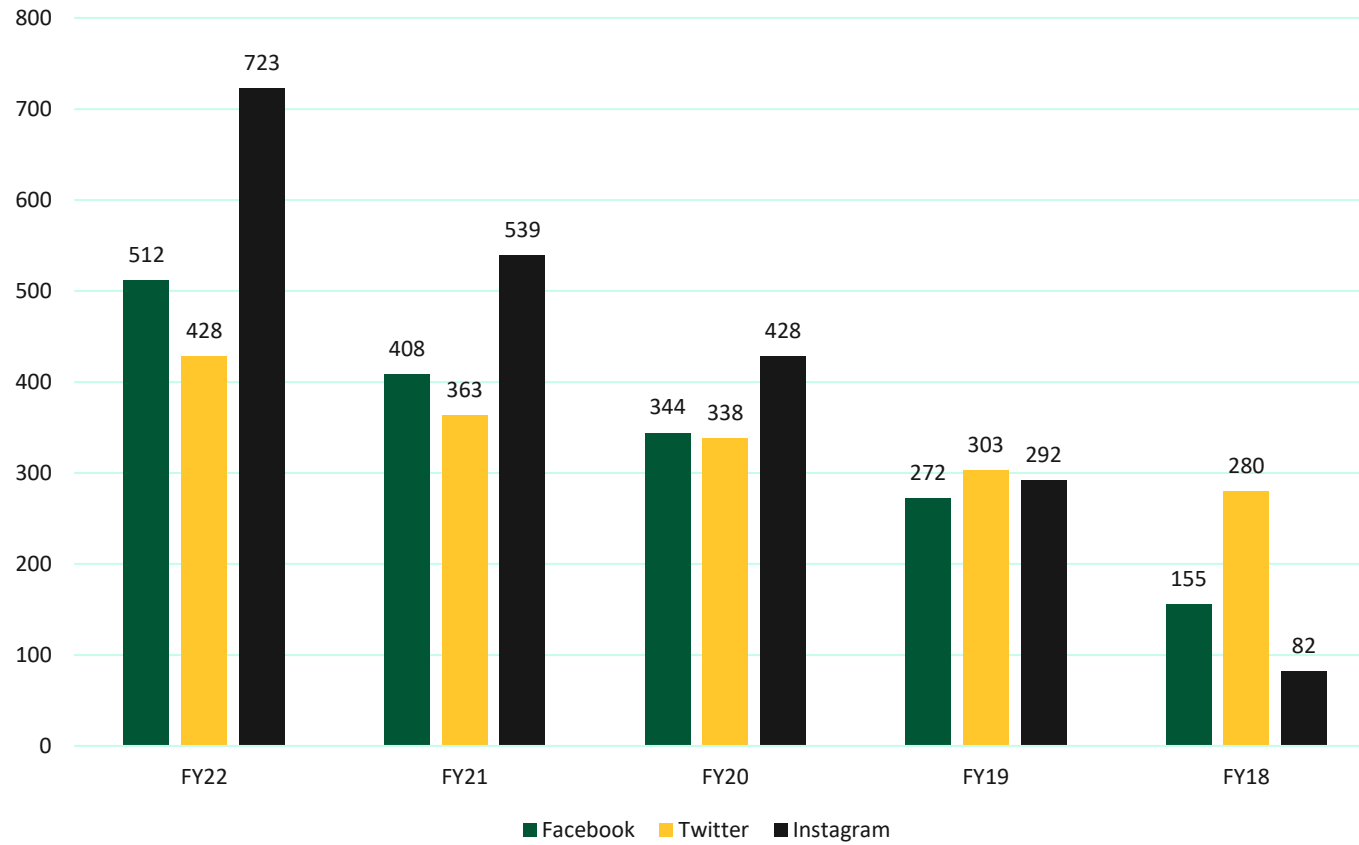
Archives & Special Collections –Research Question by User Type



Patron Type	FY22	FY21	FY20	FY19
Student	6	5	13	44
Faculty/Staff	8	24	25	30
Public	6	5	6	5

*no data prior to FY19

Social Media – Followers by Year



Fiscal Year	Facebook	Twitter	Instagram
FY22	512	428	723
FY21	408	363	539
FY20	344	338	428
FY19	272	303	292
FY18	155	280	82

