

**2023-2024**  
**Unit Annual Report**  
**Division of Academic Affairs**  
**Unit: Library**

**I Mission and Goal/Outcomes Statement:**

**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.

**OVERARCHING GOALS (from Library's 2024-2027 Strategic Plan)**

In keeping with Fitchburg State University's history of being a public university that transforms lives and whose graduates have demonstrated high social mobility, we strive for educational justice. We believe that an inclusive, integrated, and equitable university is the clearest path to social and economic prosperity for all and therefore the ultimate public good that we can offer. Using educational justice as our compass, orienting us as we evolve and move forward, we strive to achieve the following seven strategic goals.

**GOAL 1: STUDENT LEARNING**

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 and with integrity for academic success, research and lifelong learning. (ACRL Standard 3 and Standard 2)

**GOAL 2: FACULTY PARTNERSHIPS**

AVGC Library will collaborate with faculty to expand learning and the creation of knowledge. (ACRL Standard 3)

**GOAL 3: COLLECTIONS**

AVGC Library will provide access to quality and diverse collections to support the University's research and teaching mission and enable our users to discover information in all formats through effective use of technology and organization of information. (ACRL Standards 5 and 4)

#### **GOAL 4: COMMUNITY ENGAGEMENT**

AVGC Library will engage Fitchburg State University and its broader community in order to educate and foster intellectual curiosity, and also to deepen relationships between Fitchburg State University and its surrounding communities. (ACRL Standard 9)

#### **GOAL 5: PERSONNEL**

AVGC Library will have the number and quality of personnel to ensure excellence and function successfully to meet the needs of our evolving library. (ACRL Standard 8)

#### **GOAL 6: SPACE**

AVGC Library will be the University's intellectual commons where users interact with ideas in both physical and virtual environments to expand learning and facilitate the creation of new knowledge. (ACRL Standard 6)

#### **GOAL 7: ORGANIZATIONAL EFFECTIVENESS**

AVGC Library will define, develop and measure outcomes that contribute to the library's effectiveness and apply findings for purposes of continuous improvement. (ACRL Standard 1)  
The Library will create internal and external communication strategies to convey the value of the library and to foster partnerships within the university community. (ACRL Standard 9)

## **II Personnel:**

*List all staff and note all personnel changes that occurred during 23-24.*

<u>Name</u>	<u>Position</u>
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### **Administration:**

Jacalyn Kremer, Dean of the Library

### **Librarians:**

Renée Fratantonio, Head of Instruction & Information Literacy; Instruction Program Coordinator

Asher Jackson, Head of Technical Services and Archives

Linda LeBlanc, Senior Librarian, Systems & Digital Learning Technologies

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

Eamon Toohey, Instruction and Reference Librarian (one-year temporary position while Renée Fratantonio was on sabbatical)

### **Part-Time Librarians:**

Kim Cochrane, Reference Librarian  
Patrick Koetsch, Reference Librarian (started Mar 2024)  
Holly Penttila, Reference Librarian (Hired as Full-Time Library Assistant Feb 2024)  
Matthew Raymond, Reference Librarian

**Professional Staff:**

Kim Smalley, Head of Access Services (started Jul 2023)

**Paraprofessional Staff:**

Matthew Borneman, Library Assistant - Public Services (left employment Sep 2023)  
Joanne Dennis, Librarian I - Serials Coordinator  
Sarah Gilbert, Library Assistant - Public Services  
Melanie Nichols, Librarian I - Cataloging  
Holly Penttila, Library Assistant - Public Services (started Feb 2024)  
Tyler Sullivan, Coordinator of Library Operations

**Part-Time Support Staff:**

Robin Bourgault, Library Assistant - Public Services & Technical Services  
Dominic Carranza, Library Assistant - Public Services  
Allison Hall, Library Assistant - Public Services (started Mar 2024)  
Patrick Koetsch, Archives Assistant (started Jul 2023)  
Ahenebah Lane, Archival Assistant for Oral History Project (contracted employee from Feb 1 - June 30, 2024)  
Thomas Martis, Library Assistant - Public Services (started Sep 2023)  
Holly Penttila, Library Assistant - Public Services (Hired as Full-Time Library Assistant Feb 2024)

**III Facilities/Equipment:**

*List any new facilities/equipment/software etc. acquired during 23-24.*

After multiple years of troubleshooting failing microfiche readers, the library purchased a new microfiche reader. This new machine will allow for viewing of microfiche and microfilm, emailing of viewed documents and the ability to print through the university printing system. (Description: ST ViewScan Universal Microfilm Digital Reader/Printer, includes: Motorized combo fiche and 16mm/35mm roll film carrier base 9MP B&W Camera, Auto Focus)

**IV Budget Expenditure Analysis:**

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

The Library Materials Budget 1040 F00 was expended for AY24.

## 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.

Program/Event	Target Audience	Description
New Student Library Orientation	New Students	<ol style="list-style-type: none"> <li>Library 101 Orientation sessions during Fall Welcome, 2023.</li> <li>All FYE classes invited for a tour in Fall 2023</li> </ol>
Student Work Exhibition: Disaster/Displacement Zine Collection	FSU Community and English Class	<p><i>Exhibit and Reception for Dr. Jennie Snow's ENGL 4400 Seminar on Disaster and Displacement.</i></p> <p>Location: Library 1st floor, Reference Collection</p> <p>Exhibit Dates: Monday, April 29th to Friday, May 31st</p> <p>Reception: Wednesday, May 1, 10AM</p>
Exhibit: Mapping Our Past: The Women of Fitchburg State's Campus Buildings	FSU Community	Location: Library 1st floor, next to the entrance March, 2024
Student Poster Presentations: <a href="#">A Journey into What's Possible: An Exploration of Afro/African Futurism</a>	FSU and Local Community	<p>Hosted poster presentations of Honors student work in November, 2023 at a literature fair entitled '<a href="#">A Journey into What's Possible: An Exploration of Afro/African Futurism.</a>' The event and reception was the culmination of a semester-long student exploration of Afro/African Futurism in Dr. Kisha Tracy's Honors Seminar in Literature course (HON 2100).</p> <p>Librarian did a podcast episode on Perseverantia: Fitchburg State University Podcast Network about planning the event and plans for future displays of student work.</p>
End of Semester Coffee Break at the Library	Students	Free coffee, tea, hot chocolate, cookies and stroopwafel, and de-stress activities. End of semester Fall, 2023 and May, 2024.

Undergraduate Research Conference Workshop: How to design a poster, and do an oral presentation	FSU Community	Librarian partnered on a workshop on how to design a poster, or an oral presentation, for the Undergraduate Research Conference. March, 2024.
Student Work Exhibition: Graphic & Font Design	Students	Partnered with the Fall 2023 COMM 2200 Font Design & COMM 3810 Introduction to Graphic Design classes  Location: Library 1st and 2nd floors Exhibit Dates: December 13th to May 5th
Constitution Day Racial Profiling and the Constitution: What Do Math, Maps, and the Law Have to Say. Book display: Banned Books and Racial Profiling		In partnership with the General Education faculty, the Library developed a guide of both Library and web-based resources that focus on various aspects and impacts of racial profiling from redlining to traffic stops. Check out the guide, as well as a schedule of events, at <a href="https://tiny.cc/ConstitutionDay2023">tiny.cc/ConstitutionDay2023</a>
ROTEL Book Launch Party	Community and state-wide OER partners	In April 2024, the Library celebrated the publication of the first 5 OER textbooks written by Fitchburg State faculty, Drs. Michael Hove, Rachael Norton, Peter Staab, J.J. Sylvia, and Kisha Tracy, as part of the <a href="#">Remixing Open Textbooks through an Equity Lens (ROTEL) Project</a> .  Location: President's Hall, Mazzaferro Center
Community Read Events	FSU and Local Community	1. Fitchburg Speaks: Stories About What Made Us Who We Are. April, 2023  2. Meet the Author: Keith Gentili. March 2023
Seed Library	FSU and Local Community	Distribution of vegetable seeds for the local and academic community.

	Sociology class	Learning session with Dr. Min Li's SOC 2025 Environmental Sociology class with a planting activity and discussion on the social benefits and challenges associated with seed libraries nationwide including biodiversity and seed consolidation.
Public Library Card Sign-ups	FSU Community	Public Library Card Sign-Up with Fitchburg Public Library  Sign up for a library card from our public library system! March and April 2024.
CTL Discussion Session led by librarian	FSU Faculty	What We Talk About When We Talk About Teaching Reading and Writing: A Roundtable Discussion for Fitchburg State Educators with an emphasis on Information Literacy  When: March 2024  Where: Center for Teaching & Learning (CTL), Library, 2nd floor
Exhibit: Safe to Learn: The Student Protest Against Sexual Assault, with an opening reception		An exhibit created in partnership with student protest leaders highlighting the signs created for the student demonstration.  Location: Hammond Main floor Lobby, November 14th through December 1, 2023.  Partnership with Counseling Services and FAVE.
Rock the Block	FSU Students	Library's table at Rock the Block in September 2023.  Meet our amazing staff, including our awesome student employees! Food. lots of awesome giveaways, and a chance to win a FSU backpack fully loaded with essential school supplies

Book Launch for Teresa Fava Thomas		A celebration of Professor Teresa Fava Thomas's most recent book publication, <i>The Allied Bombing of Central Italy: The Restoration of the Nile Mosaic and Sanctuary of Fortuna at Palestrina</i> in October 2023.  Location: University Archives
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Listing of all AY 2023-2024 Committees served, workshops, presentations, and professional development by all full-time library employees is available here: [AY24 Committees, Workshops/Presentations, and Professional Development](#)

**VI Action Plan for 2023-24:**

*(Insert your 23-24 Action Plan from last year's report)*

In concert with the [Library's Strategic Plan](#), the library created a [2024-2027 Timeline](#). As you can see, we have **many, detailed** action items to do in AY24, broken out by the 7 goals of our strategic plan. This 2024-2027 timeline serves as the Library's Action Plan.

**VII Assessment Report for 2023-24**

*Were the Action Plan objectives met? Provide in list or table format that parallels item VI above.*

The Library's [2024-2027 Timeline](#) has been modified to include a new column E titled "Update July 2024". This column denotes the status of each action item. The new document is entitled "[Library Updated Summer 2024 Strategic Plan 2024- 2027 Timeline](#)". Final updates to the timeline will happen on July 25, 2024.

**VIII Other Accomplishments:**

*List accomplishments not already captured above.*

I note the following accomplishments:

1. The [Library's Strategic Plan](#) was completed in January 2024.
2. The new website provider was selected, and the implementation process of moving the library website to the university domain is underway. We are on track to complete the process by August 1, 2024.
3. The library has a 2024 summer learning group devoted to artificial intelligence. A librarian participated in the CTL's Artificial Intelligence community of practice in Spring 2024.
4. OER and ROTEL-
  - a. Five Fitchburg State faculty members had their ROTEL books published.
    - 12 faculty members received 13 grant stipends to adopt OER in their courses. Nine Fitchburg State faculty members participated in an Open Pedagogy Community of Practice.

- The Strategic Projects Librarian led the development and revision of 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 on a broad set of OER metrics to key stakeholders at their institution and to the Massachusetts Department of Higher Education (DHE).
- 5. A part-time archival assistant was hired to allow for more access to the archives facility.
- 6. Directional signage was created and installed on 4 floors of the library.
- 7. The digital archive was moved off of OCLC's CONTENTdm platform and into the JSTOR Community Collection platform in order to increase discoverability and use, as well as provide a better experience for our users.
- 8. A new Facilities Security group was formed with the goal of increasing our understanding of security protocols and procedures.
- 9. A new interlibrary loan service "Rapido" was implemented. OCLC's Iliad will be sunset in AY25.

## **IX Action Plan 2024-2025:**

The document is "[Library Updated Summer 2024 Strategic Plan 2024- 2027 Timeline](#)" lays out the Library's goals and actions through 2027. I specifically note the following actions to be done in AY25:

1. Website migration (will be completed by August 2024).
2. Review the current in-person Research Help Desk model, evaluate its effectiveness, and modify as appropriate.
3. The Academic Integrity project of SSTF will continue its progress. It will be completed or be near completion by the end of AY25.
4. Support FSU affiliated authors creating OER and pursuing open access publishing options.
5. Expand representation of historically marginalized groups in collections to highlight diverse voices, perspectives, and absent narratives through an intentional diversity analysis applied to specific collection areas.
6. Actively participate in the Community Read Initiative and foster collaborations throughout campus and the community.
7. Plan for and implement essential technical training to keep current with library technology, applications, and infrastructure, including artificial intelligence.
8. Deliver consistent and sustainable DEI professional development opportunities for all library staff utilizing internal University and external resources.
9. Execute the 5 year assessment plan created in 2022.

*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 24-25 academic year that you did not already capture above.*

2.) *Anything else not captured in this report that you would like to share.*

In reflecting on the past year, I return to the theme of change. Change is an unrelenting and persistent challenge for academic libraries, driven by evolving technology, shifting faculty and students research practices, and institutional demands. Our library is no exception. For example, our migration to the Alma library system in January 2023 requires staff to adapt to new processes and tools, underscoring the need for the development of new workflows and expertise. We know artificial intelligence will fundamentally change higher education, generally, and in our own work, specifically. But what this will look like is still evolving. What we do know is that the integration of artificial intelligence (AI) into library services further impacts both the nature of work and the roles and needed skills of staff. It is also a time of change for the university as we welcome our new president. However, continuous adaptation to these changes can and has impacted staff morale, necessitating more training programs and support to maintain a skilled library workforce. Morale continues to be a concern.

Submitted by Jacalyn Kremer, Dean of the Library, July 2024