

**2021-2022 Assessment  
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.

**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:**

**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 (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

**Para- Professional Staff:**

Kelly Boudreau, Public Services Operations Manager

Joanne Dennis, Librarian I - Serials Coordinator

Sarah Gilbert, Library Assistant - Public Services

Jordanna Lawton, Library Assistant - Public Services (transferred out Jun 2022)

Melanie Nichols, Librarian I - Cataloging (started Aug 30, 2021)

Tyler Sullivan, Coordinator of Library Operations

**Part-Time Support 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 - Jun 30, 2022)

Holly Penttila, Library Assistant - Public Services (started Jan, 2022)

### III Facilities/Equipment:

No new significant technology or facilities purchases were made in AY 21-22.

### IV Budget Expenditure Analysis:

The Library Materials Budget was expended for AY '22. Due to the impact of COVID-19, the budget related to salaries of student workers was not expended (approximately \$10,000).

### V Programs/Activities:

#### Programs/Activities:

| Program/Event  | Target Audience                                   | Description   | Collaborations  |
|--|---|---|---|
| Open Access Week Social Media Campaign   | Faculty, staff, current students                  | Taking place during International OA Week, this program aimed to highlight work being done in promoting OA resources, including its social justice benefits. Run by Olivia Rossetti.  |   |
| Fitchburg High School Honors Program Library Visit   | FHS Honors Students                               | As part of the FHS Honors Students' visit to campus Spring 2022, the students received a library tour from Connie Strittmatter, and an instruction session from Olivia Rossetti. The goal of the event was to give students insight into the resources available to them through the FHS/FSU partnership, and teach them useful research skills to be applied in classes. | Drew Goodwin<br>Fitchburg High School                     |
| Community Read :Film Screening of Nomadland (Fitchburg State University)                                 | Local community, current students, staff, faculty | Kevin McCarthy led a film screening and discussion of the academy award winning film Nomadland.   | Community Read Committee, local public libraries, faculty |
| Community Read : <a href="#">Houselessness and the Search for "Home"</a> (Leominster Public Library)     | Local community, current students, staff, faculty | Professor Kevin McCarthy curated a list of films, documentaries and youtube links related to the search for home. Facilitated discussion followed   | Community Read Committee, local public libraries, faculty |
| Community Read: <a href="#">The American Dream: Housing (In)security and Older Adults</a> (online event) | Local community, current students, staff, faculty | Is the American dream of home ownership crumbling for those 65 and over? Our panelists discussed the growing challenge of ensuring older  | Community Read Committee, local public libraries, faculty |

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|   |   | adults in America have access to affordable and safe housing.   | Director of Fitchburg Housing Authority and Harvard Joint Center for Housing Studies. |
| Community Read: <a href="#">Keynote Event: Investigate: How Journalists Shed Light on Life and Influence Public Policy</a> (online event) | Local community, current students, staff, faculty | Sam Roe (Investigative Journalist) Pulitzer Prize winning journalist Sam Roe will discuss the journalistic process of creating compelling narratives that document the struggles and triumphs of real people through investigation of social, economic, and political landscapes. | Community Read Committee, local public libraries, faculty                             |
| Community Read: Book Discussion (Fitchburg Public Library)  | Local community, current students, staff, faculty | Facilitated book discussion of Nomadland  | Community Read Committee, local public libraries                                      |
| Community Read: Book Discussion (Lunenburg Council on Aging )   | Local community, current students, staff, faculty | Facilitated book discussion of Nomadland  | Community Read Committee, local public libraries                                      |
| Faculty Research bootcamp   | Faculty   | 2 day workshop on the research process in June 2022. Led by Connie Stritmatter, with librarians Lori Steckervetz, Olivia Rossetti, Sherry Packard, Renee Fratantonio and Dean Jackie Kremer.  | Center for Faculty Scholarship  |
| Research in 15  | Faculty, Staff, Students                          | Series of 15 minute workshops on library related topics   |   |
| Seed Library  | Local community, current students, staff, faculty | Distribution of vegetable seeds for the local and academic community in May, 2022.  |   |
| FYE Summer Professional Development   | Faculty   | Information literacy instruction for faculty teaching FYE   | Faculty teaching FYE  |
| #AskAnArchivist Day   | FSU Campus and general public                     | FSU Archivist, Asher Jackson, answered questions posted across the Library's social media platforms (FB, IG, Twitter) about the FSU Archives & Special Collections, as well about being an archivist and archives in general  |   |
| Between the Stacks  | Local community, current students,                | The Library hosted a series of short student-written plays that were directed and performed by students,  | Theater program   |

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|   | staff, faculty  | where the Library served as both stage and scenery.   |  |
| Michael V. Addorisio<br>Family Collection Launch<br>Celebration | Local Community,<br>CIC, staff                              | The library hosted a celebration event focused on the new Michael V. Addorisio Family Collection archival collection.   | CIC, Ms. Rose Anne Addorisio, Asher Jackson                  |
| Timeline:<br>Italian-Americans in<br>Central Massachusetts      | CIC Gala, Library<br>Special Collections,<br>general public | Timeline presentation representing the local history of Italian-Americans based on materials from the library's Archives & Special Collections. Research by Dr. Teresa Fava Thomas (dates and events), Matilda Kola and Asher Jackson (documents and photos). Digital design and software programming by Linda LeBlanc, with design assistance from Matilda Kola. | Library, CIC, Dr. Teresa Fava Thomas, & Fitchburg Art Museum |

**AY 2021-2022 Committees served**

**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
- 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

**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)

**CommunityEngagement:**

- 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:

Jacalyn Kremer

- MCCLPHEI (Massachusetts Public Higher Ed Directors group) member: Jacalyn Kremer

**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

**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)

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

**VI Action Plan for 2021-22:**

The Library's Action Plan for 2020-21 is [available HERE](#).

## VII Assessment Report for 2021-22

The Library's Assessment Report for 2021-2022 is [available HERE](#).

## VIII Other Accomplishments:

The library highlights accomplishments in the following 4 areas:

1. The library collaboratively developed a library-wide [assessment plan](#) with goals and pragmatic steps for completion, including a timeline. While all areas of the library created assessment goals, I highlight here the creation of a sustainable assessment approach of the information literacy program. In addition, the assessment skills of the librarians are being utilized across campus as one librarian is serving as the General Education Ambassador for the General Education Program assessment of *Information Literacy, Reading and Writing* and another librarian is on its Learning Outcomes Assessment group.

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 will be adopted by all public higher education institutions in Massachusetts. In addition, Fitchburg State librarians present and share their OER expertise across the state and at national conferences. The library also helped secure a 1.3 million dollar grant from the federal Department of Education that will flow to 6 public higher education institutions in Massachusetts. This grant, the [ROTEL Grant](#), promotes textbook affordability, student success, and inclusion and equity to benefit all students, particularly minoritized students at the six institutions. The ROTEL grant provides stipends for faculty to remix and/or develop accessible, intentionally inclusive open textbooks and other OER that reflect students' local and lived experiences.

3. The library continued its commitment to educating the Fitchburg State community and itself on the realities and impacts of systemic racism. The staff have begun implementing its own Diversity, Equity and inclusion plan with actionable goals and strategies. The library staff completed another children's collections analysis project, in collaboration with the School of Education, in order to elevate underrepresented voices in that collection. A new oral history project, *Building Representation of Underrepresented Alumni Voices in the Oral History Collection*, funded by the Fitchburg State University Dean's Anti-Racism Fund is underway and almost complete. The project documents the experiences of Fitchburg State alumni of color, in order to better integrate their experiences into the history of our University as documented in the archives. Other library projects include researching minoritized students' use and perceptions of the library (in partnership with an Education faculty member), and a presentation to faculty researchers on how to incorporate equity and accessibility practices in their work. The anti-racism work of the library was recognized by the Association of College and Research Libraries when it featured the library's work in the [VAL Spotlight Series: Practices of Equity & Social Justice – Fitchburg State University Library](#) (Sept 2022).

4. The library strives to be a central and interdisciplinary hub for our students, faculty and the local community. Exciting new programs this year included in-person events of [the Michael V. Addorisio Family collection launch](#), [Faculty Research Summer Camp](#), [Between the Stacks student play performances](#), [FSU Board Game Night in the Library](#) and Community Read: Film Screening of

Nomadland. Recent community partnerships include librarians working with the Fitchburg High School Honors Program, FSU Corporate and Community Engagement Working Group, Crocker Center Advisory Board, Fitchburg Public Library Board of Trustees, and the North of Main project.

**IX Action Plan 2022-2023:**

The [Library's 2022-2023 Action Plan is here.](#)

**X Reflection:**

Major initiatives for FY23 are reflected in the [Library's FY23 Action Plan.](#) We call special attention to:

- All areas of the library will implement the new assessment plan and collect evidence, document success, share results, and make improvements.
- The Library will engage in a self- study assessment project with a report drafted in summer 2022 and site visits by evaluator in fall 2022.
- A new strategic plan will be drafted in Spring 2023 and completed in Summer 2023.

**Short Reflection:**

In reflecting on the past year, I feel an overwhelming feeling of gratitude to my library colleagues. I am so proud of how they continue to respond in innovative ways to the pandemic and to other challenges such as the two unexpected building closings this year. I applaud their day-to-day commitment to our students and faculty, the professionalism they exhibit and the high standards they set for themselves.

Submitted by Jacalyn Kremer, Dean of the Library, June 2022