

# AMELIA V. GALLUCCI-CIRIO LIBRARY FITCHBURG STATE UNIVERSITY



**ANNUAL REPORT FY19**




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## AMELIA V. GALLUCCI-CIRIO LIBRARY IMPACT DASHBOARD FISCAL YEAR 2019

### Collections



|   |   |   |   |
|---|---|---|---|
|  |  |  |  |
| 402,000+  | 21,000+   | 109,000+  | 168   |
| Books & eBooks  | Streaming Videos  | Online Journals   | Databases   |

### Student Research Support

|       |   |
|-------|---|
| 60    | hrs/wk librarians available for research help |
| 1,035 | student research consultations                |
| 4,646 | students in 261 research classes              |
| 9,454 | bookings of 18 group study rooms              |



### 21st Century Library

|  |  |  |  |
|--|--|--|--|
|  |  |  |  |
| 8413%  | 93,000+  | 67,000+  | 148,000+   |
| Increase in eBooks   | Website Visitors   | Research Guide Views   | Database Articles Read   |

### Community Engagement

760+ people attended the 18 events hosted by the library

## Dean's Message

It is my great pleasure to present the Amelia V. Gallucci-Cirio Library's 2018-2019 Annual Report. Reflecting on my first year here, I am struck by the deep level of commitment to student success exhibited by every staff member. This commitment shines through in the work presented in this annual report and includes such high-touch practices as research consultations (1,000+), more than 260 research classes, finals support goodie bags, mentoring of library student workers, and so much more.

This year also saw the library moving in new directions to support the 21<sup>st</sup> century learner. We more than doubled our book collection by adding access to 217,000 ebooks. We are already beginning to see significant usage of these ebooks and we continue to have excellent usage of our streaming video collections. We changed how and where we provide research help as we completed a project that allows our online subject specific research guides to be automatically embedded in every Blackboard course.

Another noteworthy project was the redesign of the library website homepage to allow for greater discoverability of library resources. In addition, more website space was allocated to marketing the outstanding library programs and events that support student learning and community engagement. We also completed the final phase of a four-part interactive online tutorial development project aimed at introducing first year students to information literacy concepts through the FYE program.

The greatest resource the Amelia V. Gallucci-Cirio Library offers is its staff. I invite you to read this report to understand more about the work of the Amelia V. Gallucci-Cirio Library staff and the positive impact our work has on student learning, faculty teaching and scholarship, and community engagement.

*Jacalyn A. Kremer*

Dean of Amelia V. Gallucci-Cirio Library



# Amelia V. Gallucci-Cirio Library: Staff and Librarians

## ***Administration:***

Jacalyn Kremer, Dean of the Library  
Tyler Sullivan, Administrative Assistant

## ***Librarians:***

Renée Fratantonio, Instruction and Research  
Asher Jackson, **Library Program Area Chair**, Reference, Archives &  
Special Collections  
Linda LeBlanc, E-Learning & Instruction Coordinator  
Sherry Packard, Reference & Research Services  
Connie Strittmatter,  
Public Services  
Nancy Turnbull, Technical Services

## ***Staff:***

Kelly Boudreau, Librarian I, Public Services  
Joanne Dennis, Librarian I, Serials  
Sarah Gilbert, Library Assistant, Public Services  
Patricia Langevin, Librarian I, Technical Services  
Jordanna Lawton, Library Assistant, Circulation, Reserves, Stacks &  
Interlibrary Loan

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

Matthew Raymond, Reference  
Kerry Sullivan, Reference, Joined 11/2018.

## ***Part-Time Staff:***

Robin Bourgault, Library Assistant, Public Services  
Bernadette Daigle, Library Assistant, Technical Services, Joined 5/2019.  
Kristin Lortie, Library Assistant, Technical Services  
Maureen Moisson, Library Assistant, Technical Services, Left 2/2019.  
Nicole Sterbinsky, Library Assistant, Public Services

***“Alone we can do so little; together we can do so much.” Helen Keller***



# INFORMATION LITERACY PROGRAM

## Teaching & Learning

The Library's information literacy program is dedicated to preparing all of our students to be information literate in the 21st century. Our library instruction program integrates information literacy skills with the core concepts of the Association of College & Research Libraries' (ACRL) *Framework for Information Literacy for Higher Education* with the goal of educating students to be capable consumers and producers of information.

Librarians taught **266 class sessions across a range of disciplines** in FY19 reaching 4,646 students, up 6% from last year. Librarians taught 194 in-person classes and 72 embedded librarian classes.

## Research Help

Librarians are available 60 hours per week for research help. The most popular way to receive research help was by visiting the Research Desk, followed by CHAT instant messaging.

**1035** Research sessions held

**78%** Increase in faculty requests for research help

**212** Pre-scheduled research appointments in librarians' offices

**32%** Increase in requests for research appointments

## Online Learning Modules Completed

The Library completed the **final phase of a four-part interactive tutorial development project** aimed at introducing first year students to information literacy concepts through the FYE program. Tutorial # 3 *Evaluating Sources* and Tutorial # 4 *Academic Participation & Honesty* were completed in June, 2019.

<https://fitchburgstate.libguides.com/iltutorials/101>

**“After watching your video, I feel like I better understand the challenges students face and what engages them.” Faculty member about a library online tutorial**

How students seek research assistance is changing. In the past year, our online research guides were accessed over

**67,000** times.

Our citation guides were accessed 34,000 times (thanks GOOGLE!) and our course guides were accessed 13,000 times. Beginning in June 2019, our subject specific research guides are now automatically embedded in every Blackboard course.



# STUDENT SUPPORT

## *Working with Neurodiverse Students*

The Public Services staff and reference librarians meet regularly to investigate and develop new approaches to serving neurodiverse students. Using Florida State University's *Project A+: Serving Students with Autism Spectrum Disorder in the Academic Library* as a guide, they created three recommendation documents related to signage, environment, and communication strategies. Implementation will occur in FY 21.

## *Personal Librarian Program*

The Library's Personal Librarian Program pairs all incoming first year, transfer, and international students with a research librarian to acquaint them with the resources available to them and provide an initial point of contact for in-depth research consultations.



**“What impressed me is how much you understand how the students approach research.” Faculty member**

## *Welcome All*

The Library strives to be a welcoming place for all. During fall Orientation, each first year student participates in a fun library orientation program. We also hold a separate orientation for international students and meet with graduate students during the GCE Orientation. New faculty are also welcomed into the academic community by the library staff with a library orientation to services and collections.

## *Finals Support Activities*

During finals week, in addition to staying open until 1:00am and offering increased research service hours, the library provides beverages, healthy snacks, and goody bags containing office supplies and sweets to students to help sustain them during late night study. Puzzle making, Lego building, crafts, therapy pet visits, aromatherapy and meditation activities allow students to de-stress and motivate to push them through to the end of the semester.



# FACULTY COLLABORATIONS

## *Faculty Workshops*

- **Understand Your Rights as an Author – Know Your (copy)Rights** for Center for Faculty Scholarship.
- **Addressing Fake News and Misinformation In and Out of the Classroom** for Faculty Development Day
- **Information Literacy for the First Year Experience Seminar** at FYE Summer Institute
- **Frank Conversations about Academic Integrity** for Center for Teaching and Learning & GCE Faculty Development
- **Practice & Pedagogy of Video in the Classroom** for Center for Teaching and Learning
- **Rethinking Scholarly Opportunities with Open Educational Resources (OER): Creating, Adapting, Publishing and Adopting OER** for Faculty Development Day with Mathematics faculty

# ARCHIVES & SPECIAL COLLECTIONS

The University Archives & Special Collections worked closely with faculty and students on projects designed to meet both the curricular and research aims of our academic community. We supported coursework by hosting class sessions in a wide range of subjects including Public Relations, Education, Journalism, English Literature, and History. We supported faculty scholarship by working with faculty on their own research, and hosted faculty presentations in conjunction with the Center for Faculty Scholarship. We also engaged students directly through paid student work and internships, which gives students the opportunity to experience the academic research process in-depth while working on a project of interest to them.



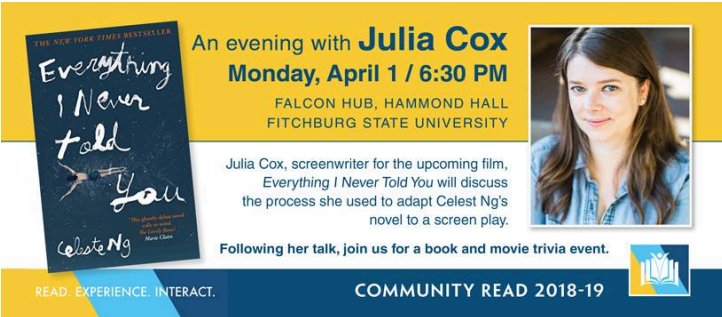
# COMMUNITY ENGAGEMENT

## Community Read: ~600 people attended 15 programs

Fitchburg State's Community Read continues to be an exciting vehicle to connect the university with the local community. The Community Read Committee is led by a Fitchburg State librarian and includes members from throughout the campus and librarians from local public libraries.

### In summary:

- 40 High schoolers read the book as part of a course
- 7 Book discussions were held at 6 different locations
- 1 Art exhibit at FAM featured FHS students work
- 5 Programs were held at Fitchburg State University
- 1 Program was held at Leominster Public Library



An evening with **Julia Cox**  
**Monday, April 1 / 6:30 PM**  
FALCON HUB, HAMMOND HALL  
FITCBURG STATE UNIVERSITY

Julia Cox, screenwriter for the upcoming film, *Everything I Never Told You* will discuss the process she used to adapt Celeste Ng's novel to a screen play.

Following her talk, join us for a book and movie trivia event.

READ. EXPERIENCE. INTERACT. COMMUNITY READ 2018-19

## Library Sponsored Events: ~200 people

Written Word Series funded in part by Fitchburg Cultural Council:

- A Select History of Books and Typography* - Dr. Donald Tarallo
- Flights of Imagination: Juliet, Kate and Ophelia* - Artist KK Kozik
- Edible Book Festival
- March Madness Book Bracket
- National Novel Writing Month Workshops

## Library Co-Sponsored Programs: ~ 170 people

- National First Generation panel (Expanding Horizons)
- Screening of **RBG** (EHPS, FemCon)
- First Ladies Coalition** (Comm Media)
- 2 Faculty Author Book Talks (Cntr for Faculty Scholarship)





# EVOLVING COLLECTIONS

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

The Library doubled its book collection by adding over 217,000 ebooks, mainly through its purchase of the EBSCO Academic Complete ebook package subscription. The Library had access to few ebooks prior to adding this collection and now can more effectively serve its growing number of online students as well as its residential students.

The Library also purchased the JSTOR Life Sciences Journal Collection adding extraordinary depth in the biological and general sciences and coverage in medicine, nursing, epidemiology, and public health.

The Library added the SciFinder database as a replacement for ChemNet.

The Library added two new streaming video collections to support the mental health, counseling, and psychology curricula, effective July, 2019.

Additions were made possible by money made available through the journal and database review projects.

## *Journal and Database Review*

In fall 2018, the Library underwent a journal review and cancellation project that analyzed usage data to determine if the journals were being effectively used. Approximately \$40,000 (annual amount) of journals were canceled. The library canceled 12% of its total number of journal subscriptions, including print and online. In addition, a database review process was conducted in spring 2019, again looking at the cost per usage. The Library canceled four databases, freeing up another \$18,000 annually to buy much needed resources.



# IMPROVING ACCESS

## *Open Educational Resources*

Under the direction of the Library Dean, an OER Working Group was formed in fall 2018 comprised of faculty members, administrators and two librarians.

### **Accomplishments include:**

- Creation of an OER Guide developed by the Library in consultation with the OER Working Group:  
<https://fitchburgstate.libguides.com/oer>. In this guide, we lay out what OER is and why it is important for our students.
- One of our next steps was to learn where Open Educational Resources are being used at Fitchburg and to learn whether faculty are interested in adopting OER in their courses. We developed and executed an online survey for both full-time faculty and adjuncts to gather this information.
- A presentation was given at the May 2019 Faculty Development Day, explaining what OER is and why it is important. It also highlighted the OER adoption by the Math Dept.
- In summer 2019, the Library will be developing a blueprint for moving forward with OER.



## *Website Redesign*

The website homepage was redesigned and launched in June 2019 in order to improve discovery of library resources. The Library moved away from the “one search box” only approach to offering more refined search options to allow for effective discovery of library resources. In addition, more space was made visible for promoting library programs and events. Getting research help is now made easier as students can chat with a librarian or schedule a research appointment directly from the home page.



# MENTORING STUDENT WORKERS

The Library does an excellent job of training and supporting our library student workers. This past year, we developed a Resume Builder Guide that helps library student workers connect their library work to real world skills to list on their resume. A resume building workshop was held to introduce the student workers to the Resume Builder Guide and assist them with crafting their resumes.

## Additional student worker efforts include:

- In-depth training within all departments.
- Student development session each semester.
- Graduating senior library book purchases.
- Student appreciation at the end of each semester.
- Student review process each semester.
- Mini research instruction sessions.
- Active Shooter training.
- Dinner with the Dean.
- Team building with peers.
- Student exit interviews.



*Graduating Seniors Book Dedication and Display*



# UNIVERSITY SERVICE

## *Service Leadership*

- ◆ Advisory Board for Center for Faculty Scholarship: Jacalyn Kremer & Linda LeBlanc
- ◆ AUC Student Affairs: Jacalyn Kremer
- ◆ AUC Curriculum: Sherry Packard
- ◆ Dean Feedback Group: Linda LeBlanc & Sherry Packard
- ◆ Library Advisory Board: Asher Jackson, Jacalyn Kremer (Chair), & Tyler Sullivan (Secretary and Graduate Student Rep)
- ◆ Massachusetts State College Association Assembly Delegate: Linda LeBlanc
- ◆ MSCA Executive Committee: Linda LeBlanc
- ◆ MSCA Librarians Committee: Linda LeBlanc
- ◆ MSCA Tenure Committee: Linda LeBlanc
- ◆ Nursing Department's Peer Evaluation Committee: Linda LeBlanc
- ◆ University Assessment & Research Committee: Connie Strittmatter
- ◆ Women, Gender, and Sexuality Studies Group: Renée Fratantonio

## *Student Success*

- ◆ First Year Experience Committee: Renée Fratantonio
- ◆ Leading for Change Committee: Asher Jackson
- ◆ Open Educational Resources Working Group: Asher Jackson, Jacalyn Kremer (Chair), & Connie Strittmatter
- ◆ Student Success Taskforce: Connie Strittmatter
- ◆ Undergraduate Conference for Research and Creative Practice: Renée Fratantonio (Co-Chair)

## *Community Building*

- ◆ Center for Italian Culture Advisory Board: Asher Jackson
- ◆ Community Read Committee: Asher Jackson, & Connie Strittmatter (Chair)
- ◆ Fitchburg Historical Society Board: Asher Jackson
- ◆ Fitchburg Public Library Board of Trustees: Jacalyn Kremer
- ◆ United Way Day of Caring Volunteer: Linda LeBlanc & Joanne Dennis



# PRESENTATIONS AND PUBLICATIONS

## *Presentations*

- Grappling with the Political Future of Fake News Panel at Eastern Communications Association – Renée Fratantonio
- Addressing Fake News and Misinformation In and Out of the Classroom at FSU Development Day – Renée Fratantonio
- (Mis)Appropriation of the Middle Ages – Confronting Misuses of History in the Age of the Meme at Rhode Island Library Association News Literacy Conference – Renée Fratantonio
- Information Literacy for the First Year Experience Seminar (FYE Summer Institute) – Renée Fratantonio
- Teaching Cultural Heritage panelist at Cultural Heritage Day, Fitchburg Art Museum – Asher Jackson
- LGBTQ People of Color panelist with Fitchburg State University Gay Straight Alliance – Asher Jackson
- Women of World War II at Fitchburg Historical Society – Asher Jackson
- Remembering the Women of WWII interview with Sentinel & Enterprise – Asher Jackson
- Answering the Question before it's asked: Using data to communicate value at MCCLPHEI Annual Library Directors Conference and Annual Meeting – Jacalyn Kremer
- Understand your Rights as an Author– Know Your CopyRights for The Center for Faculty Scholarship at FSU – Jacalyn Kremer & Connie Strittmatter
- Frank Conversations about Academic Integrity for The Center for Teaching and Learning at FSU – Jacalyn Kremer & Connie Strittmatter
- Practice & Pedagogy of Video in the Classroom for the Center for Teaching and Learning at FSU – Connie Strittmatter
- Rethinking Scholarly Opportunities with Open Educational Resources (OER): Creating, Adapting, Publishing and Adopting OER for Faculty Development Day – Connie Strittmatter

## *Publications*

- Article: WWII and Women at War, in Fitchburg Historical Society Newsletter – Asher Jackson
- Book Chapter: Are We Failing at Instagram? from book Social Media: An Academic Perspective – Jacalyn Kremer coauthor
- Book Chapter: Answering the Question Before It's Asked: Building a Library Impact Dashboard in the book: Academic Libraries and the Academy: Strategies and Approaches to Demonstrate Your Value, Impact, and Return on Investment – Jacalyn Kremer coauthor



# EXHIBITS AND DISPLAYS

## Book Displays

- **Cultural Heritage through Image: Ancient, Medieval, and New England** – Connie Strittmatter
- **Native American Heritage** – Asher Jackson, Jodie Lawton, Maureen Moisson
- **Welcome Winter** – Jodie Lawton
- **Black History Month/MLK Jr.** – Jodie Lawton
- **Popular Reading** – Joanne Dennis
- **Love Your Library Week** – Jodie Lawton and Asher Jackson
- **Finals: Meditation & Stress Free Zone** – Tyler Sullivan
- **Summer Fun Has Begun** – Alyssa Khan
- **J. Walter Richard Photography Books** – Maureen Moisson
- **Holiday Children's Books** – Maureen Moisson
- **Fitchburg Art Museum Partnership** – student Miguel Aguiar



## Photo Exhibitions:

- **Civil Rights Activism through the Years** (In conjunction with MLK celebration)
- **First Ladies Portraits** (in conjunction with First Ladies Coalition play)

# Library's Professional Development 2019 Summer Program

- Outlook Calendar Functions – Allison Bunnell
- Canva Infographics – Allison Bunnell
- Institutional Repository – Asher Jackson
- Copyright/Media Licensing “Understand your Rights as an Author– Know Your CopyRights” – Connie Strittmatter
- OER Fundamentals – Jacalyn Kremer
- OER Course Integration – Jacalyn Kremer
- Information Literacy – Renée Fratantonio & Linda LeBlanc
- Collection Development - Librarians
- Disability Services & the Library – Katrina Durham
- Excel: Fundamentals – Tyler Sullivan
- Excel: Manipulating Large Data – Tyler Sullivan
- VIPR Training – Campus Police
- Active Shooter Training - Campus Police



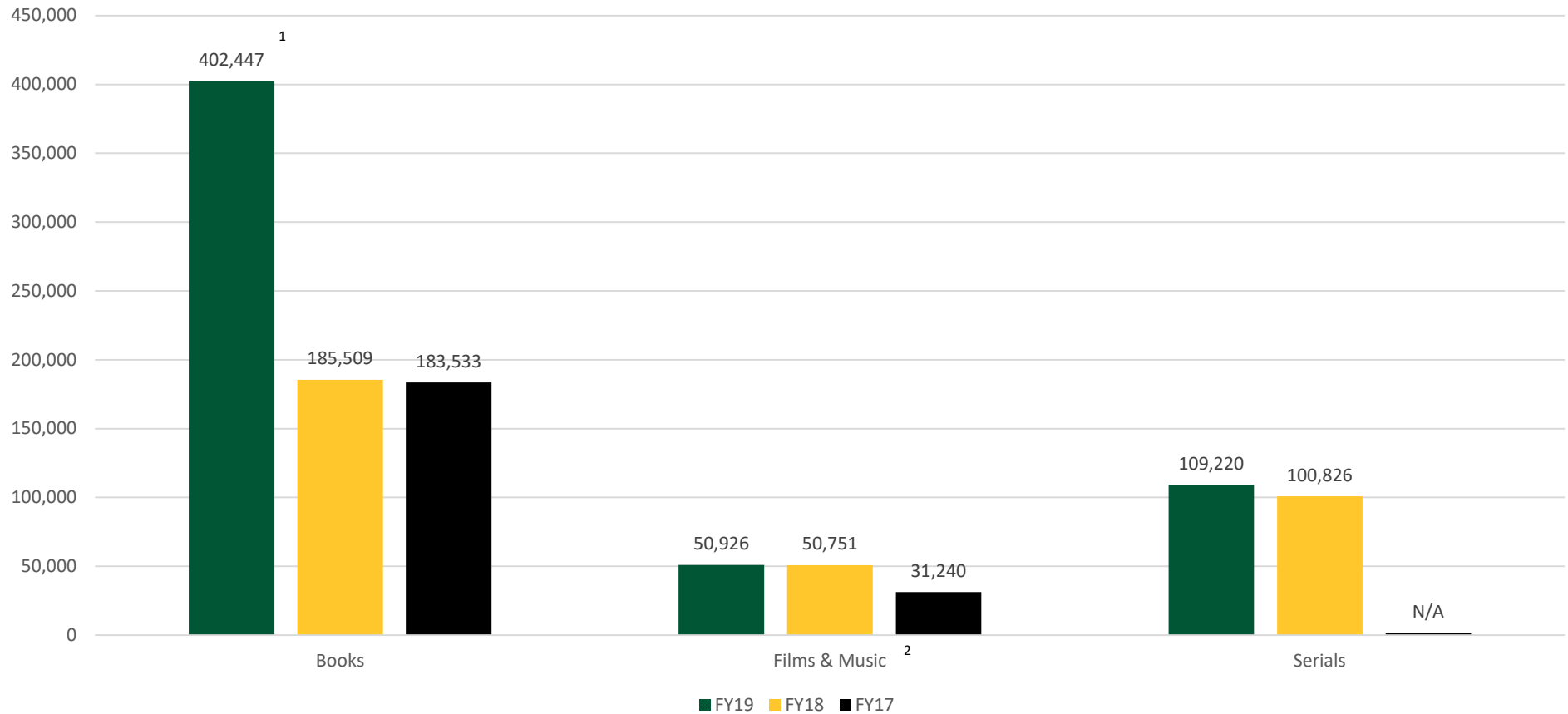
# APPENDIX: Statistics

|                                |             |
|--------------------------------|-------------|
| Collections                    | Page 16     |
| Circulation                    | Page 17     |
| Study Rooms                    | Page 18     |
| Instruction                    | Pages 19-20 |
| Online Research Guides         | Page 21     |
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## Collections: Totals Online and Physical

### Collections by Year



<sup>1</sup>Access to over 200,000 eBooks was initiated in FY19. (402,447 = 219,732 eBooks + 182,715 Physical Books)

<sup>2</sup>Includes over 21,000 streaming films and 28,000 streaming music files in FY19.

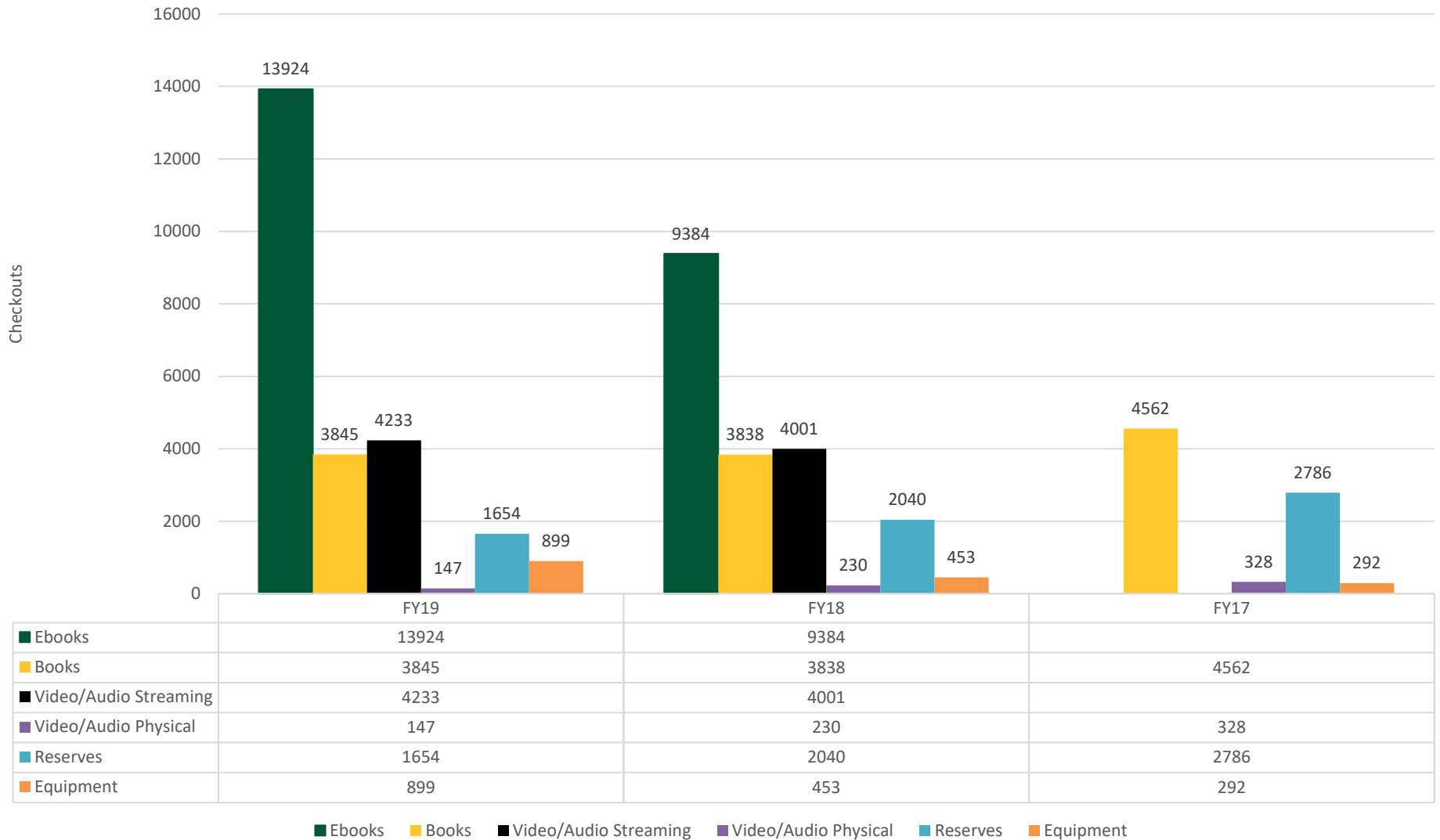
**NOTE: Databases remained fairly consistent: 168 in FY19; 165 in FY18; 162 in FY17**





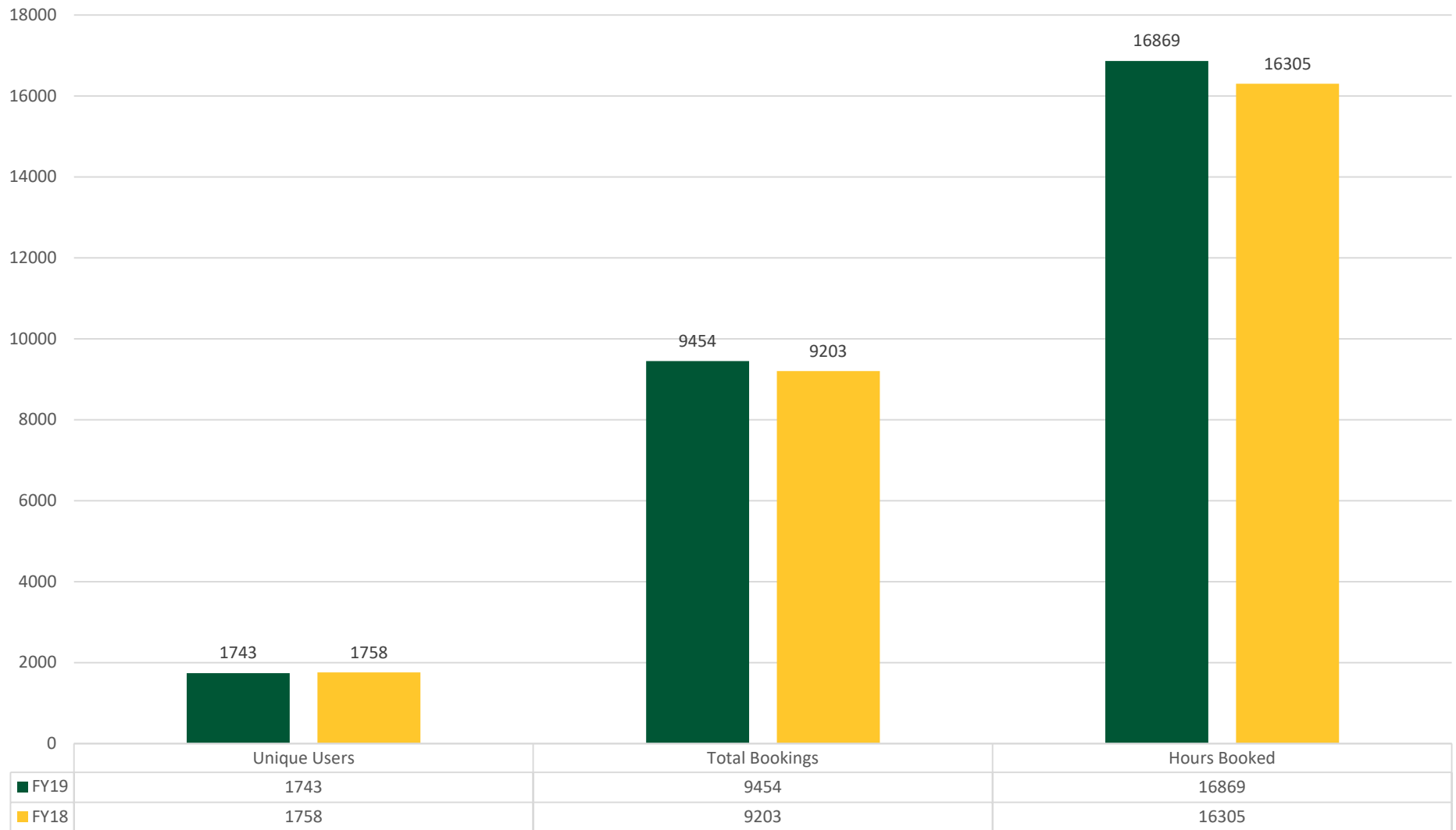
# Circulation

## Digital & Physical Checkouts



# Study Rooms

## Study Room Statistics

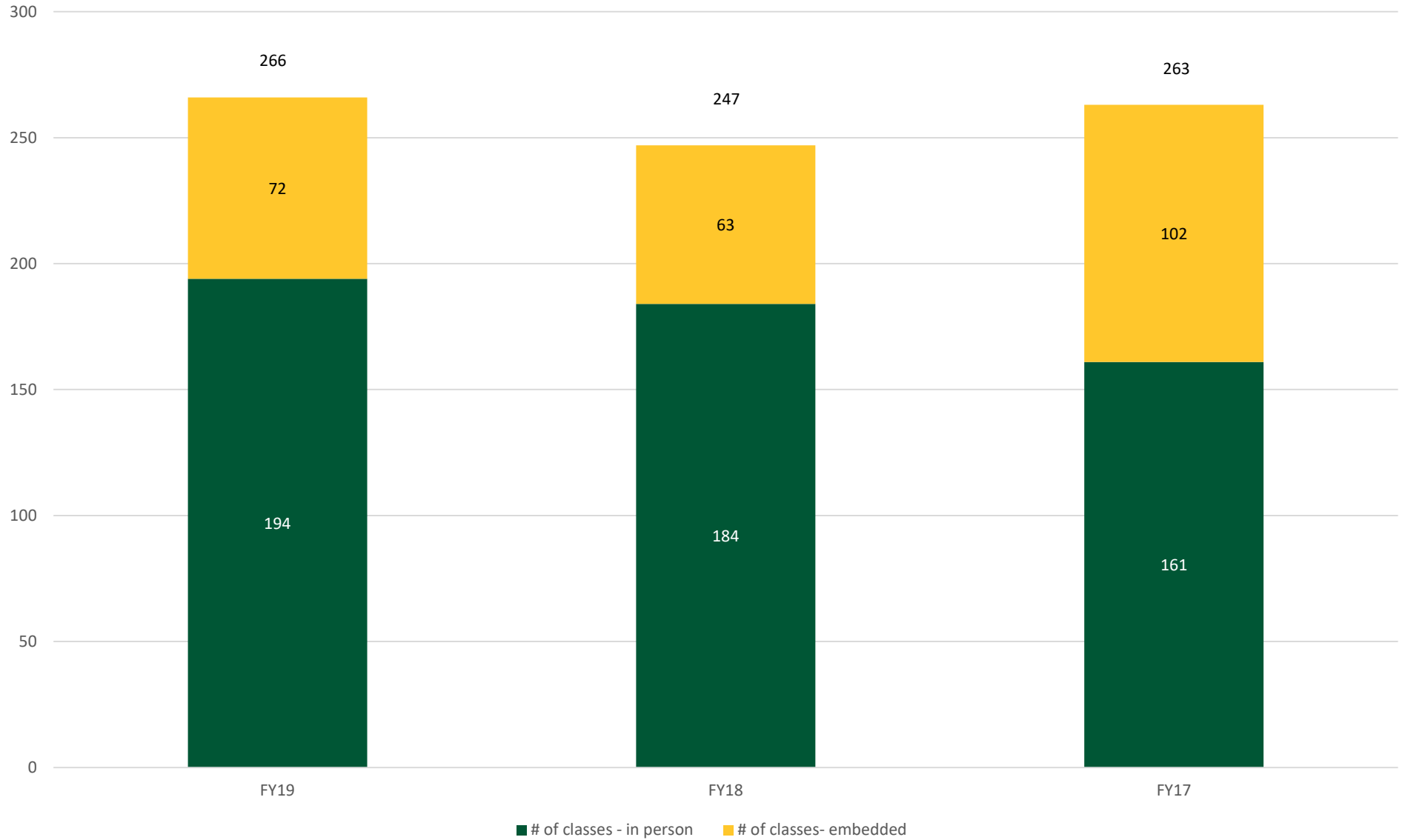


■ FY19 ■ FY18

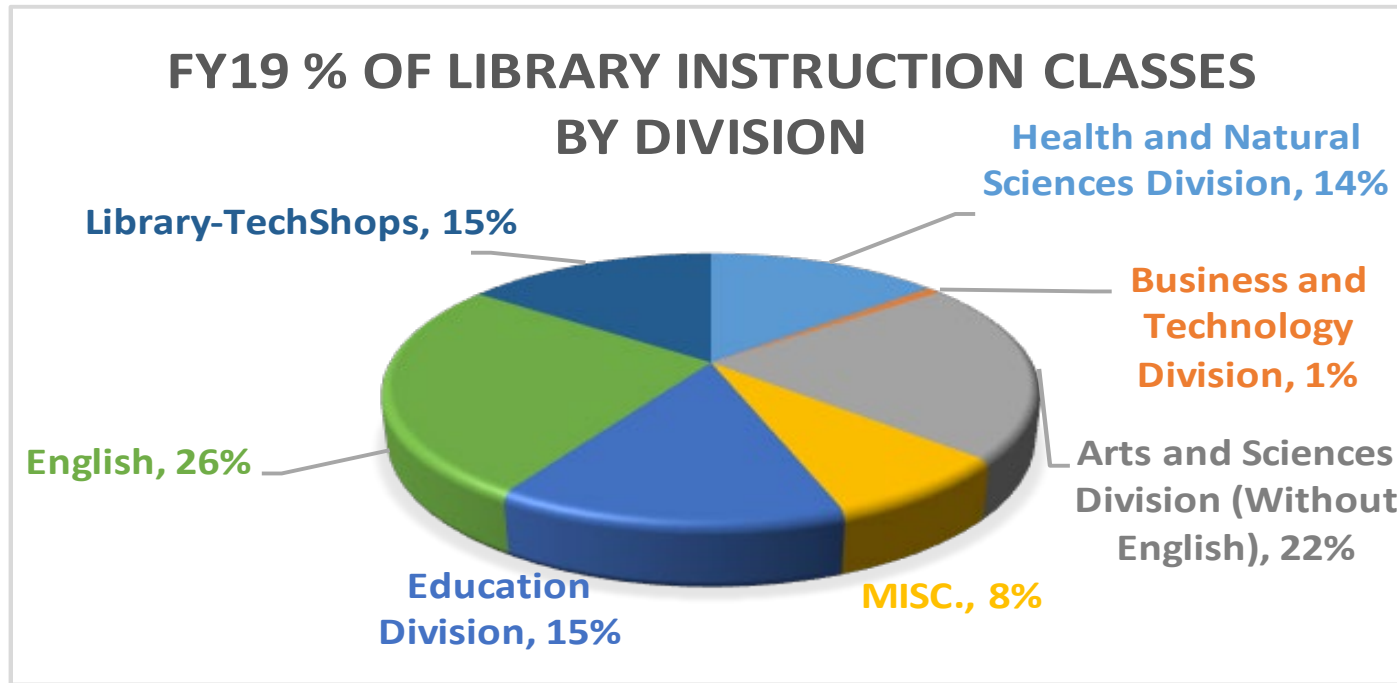


# Instruction Classes

## Total Classes by Year



## Instruction by Division



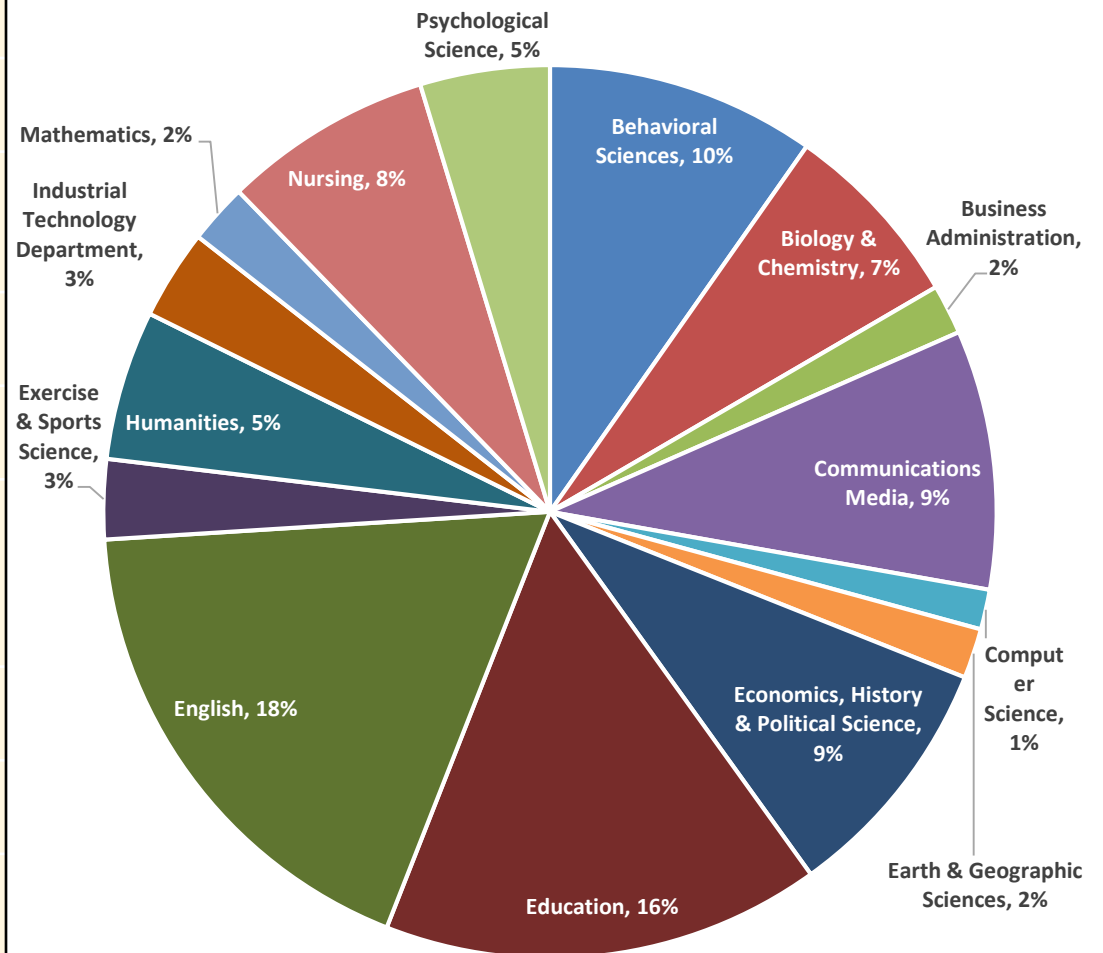
| Division                    | # of Students |
|-----------------------------|---------------|
| Arts and Sciences           | 1,315         |
| Business and Technology     | 39            |
| Education                   | 601           |
| English                     | 1,464         |
| Health and Natural Sciences | 682           |
| MISC.                       | 545           |
| <b>Grand Total</b>          | <b>4,646</b>  |



## Online Research Guides

| Type of Guide                | FY19        |                   | FY18        |                   |
|------------------------------|-------------|-------------------|-------------|-------------------|
|                              | # of Guides | Total Guide Views | # of Guides | Total Guide Views |
| Course Guides                | 135         | 13129             | 109         | 9399              |
| Subject (Discipline) Guides  | 35          | 6872              | 32          | 3154              |
| Topic Guides                 | 15          | 2300              | 10          | 1147              |
| Citation Guides              | 5           | 33924             | 5           | 1863              |
| General Research Help Guides | 7           | 1732              | 6           | 945               |
| Tools Guides                 | 7           | 1069              | 5           | 912               |
| Resources Guides             | 7           | 3036              | 4           | 629               |
| Library Services Guides      | 6           | 5136              | 3           | 2173              |
| <b>Grand Totals:</b>         | <b>223</b>  | <b>67198</b>      | <b>203</b>  | <b>20222</b>      |

### FY19 Guides by Academic Department



## Interlibrary Loan

### Borrowing

|                              | <u>FY19</u> |                    |                   | <u>FY18</u> |                    |                   |
|------------------------------|-------------|--------------------|-------------------|-------------|--------------------|-------------------|
|                              | Physical    | Digital/Electronic | Total             | Physical    | Digital/Electronic | Total             |
| <b>IL Borrowing Requests</b> | 776         | 2826               | 3602              | 761         | 3481               | 4242              |
| <b>IL Borrowing Filled</b>   | 635         | 2630               | 3265              | 560         | 3212               | 3772              |
| <b><u>Percent filled</u></b> |             |                    | <b><u>90%</u></b> |             |                    | <b><u>89%</u></b> |

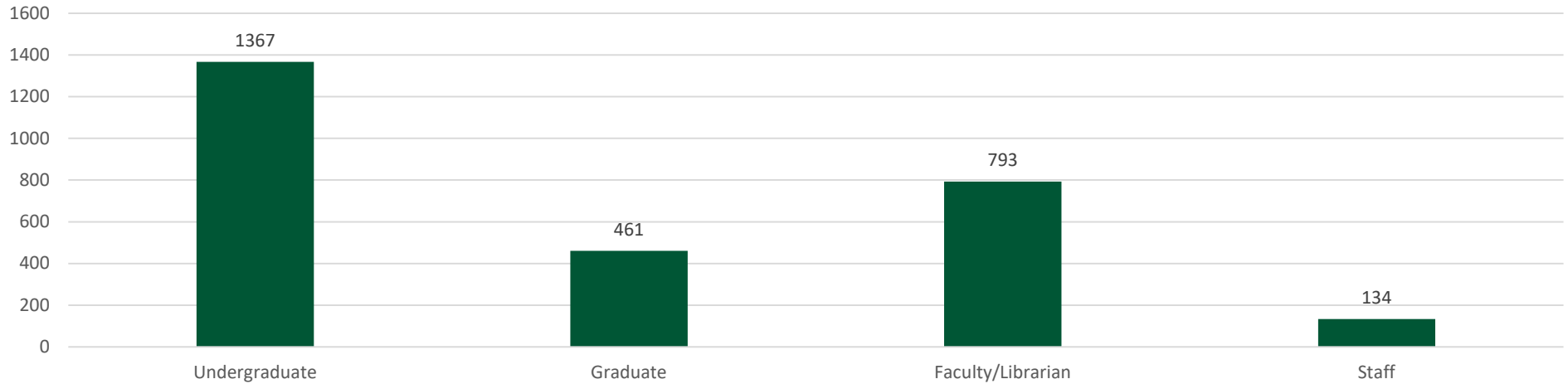
### Lending

|                              | <u>FY19</u> |                    |                   | <u>FY18</u> |                    |                   |
|------------------------------|-------------|--------------------|-------------------|-------------|--------------------|-------------------|
|                              | Physical    | Digital/Electronic | Total             | Physical    | Digital/Electronic | Total             |
| <b>IL Lending Requests</b>   | 1584        | 9647               | 11231             | 1778        | 9396               | 11174             |
| <b>IL Lending Filled</b>     | 946         | 2235               | 3181              | 1004        | 2258               | 3262              |
| <b><u>Percent filled</u></b> |             |                    | <b><u>28%</u></b> |             |                    | <b><u>29%</u></b> |

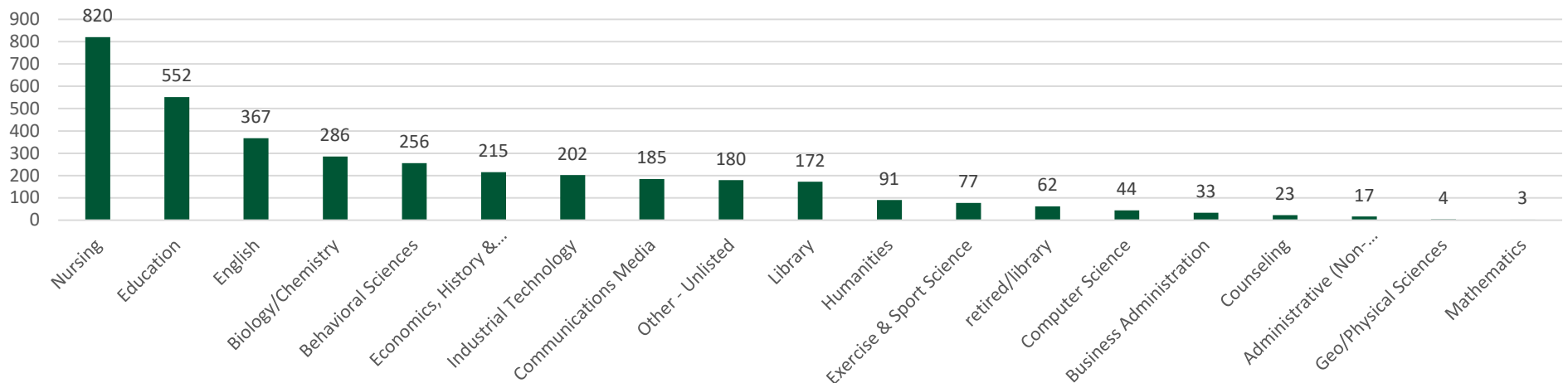


# Interlibrary Loan

## Borrowing & Document Delivery Requests by User Group FY19



## Borrowing & Document Delivery Requests by Department FY19

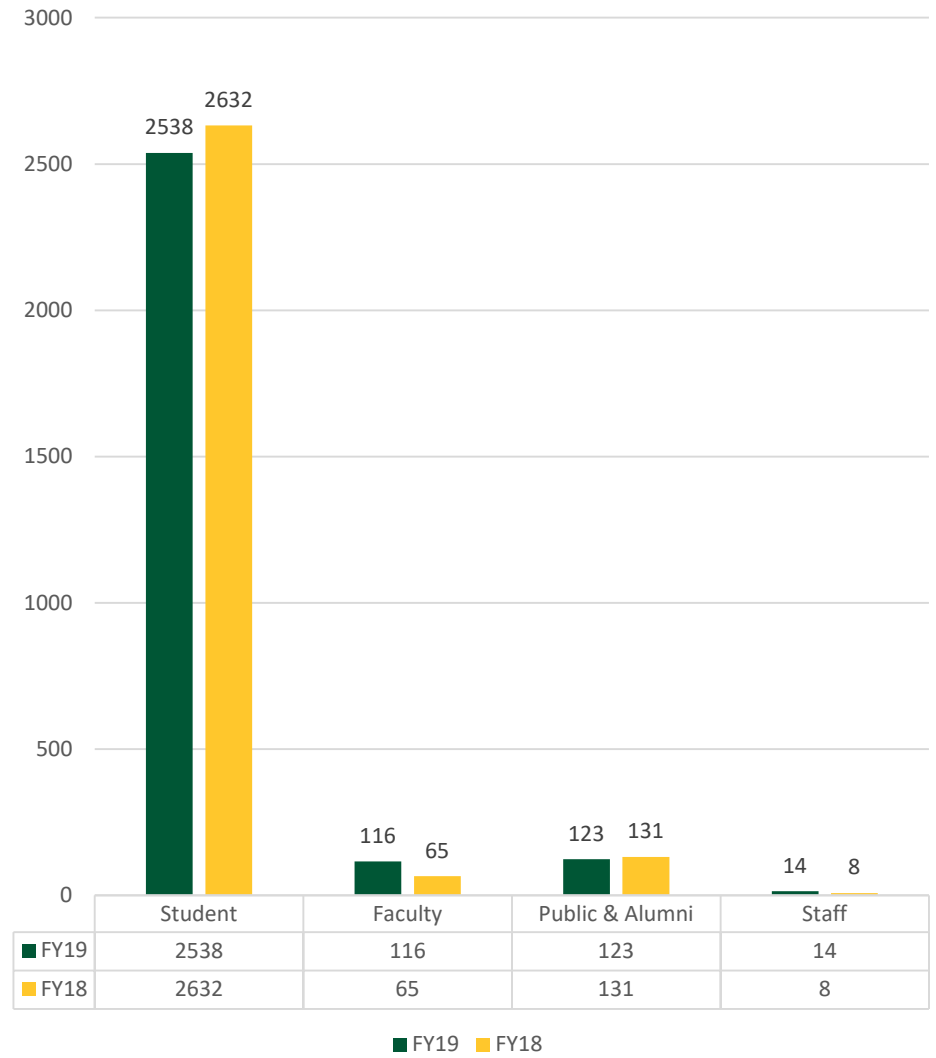


# Research Help

## Questions by Type



## All Questions (Research & Directional) by Patron Type



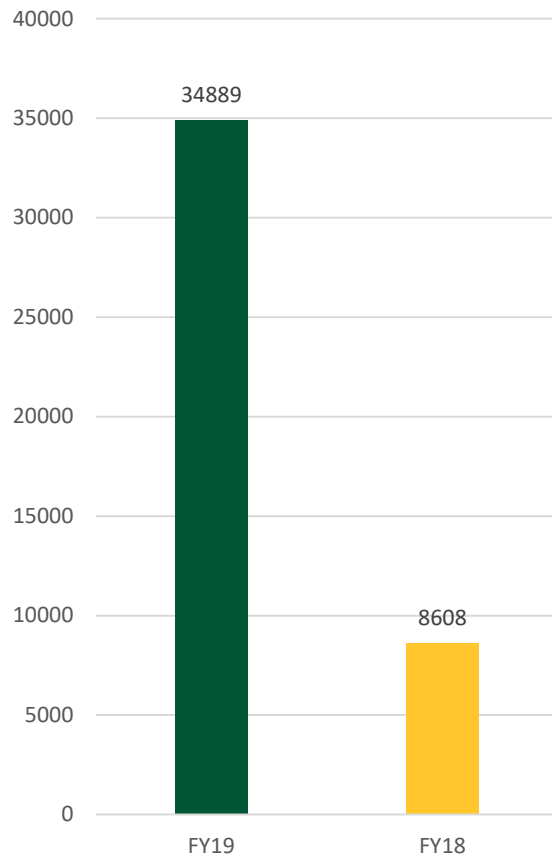


# Archives & Special Collections

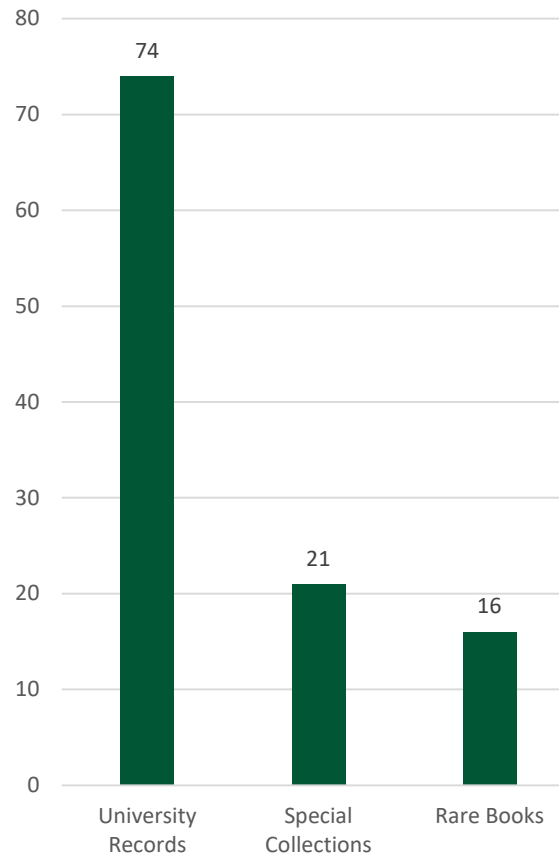
## Highlights

- **14,486** total Digital Collections items available
- FY19: **15** boxes of new boxes of materials received
- FY19: **39** boxes of materials processed into collections

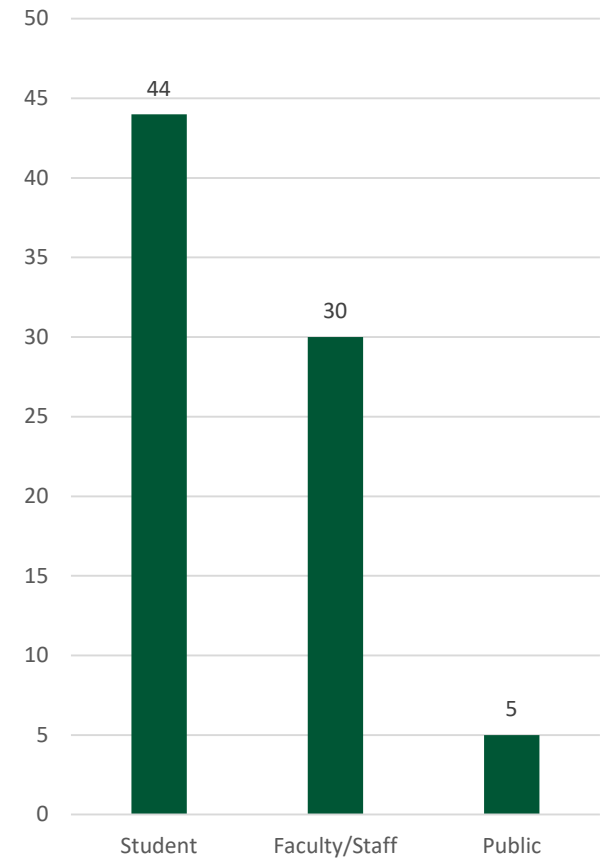
### Digital Collection Views



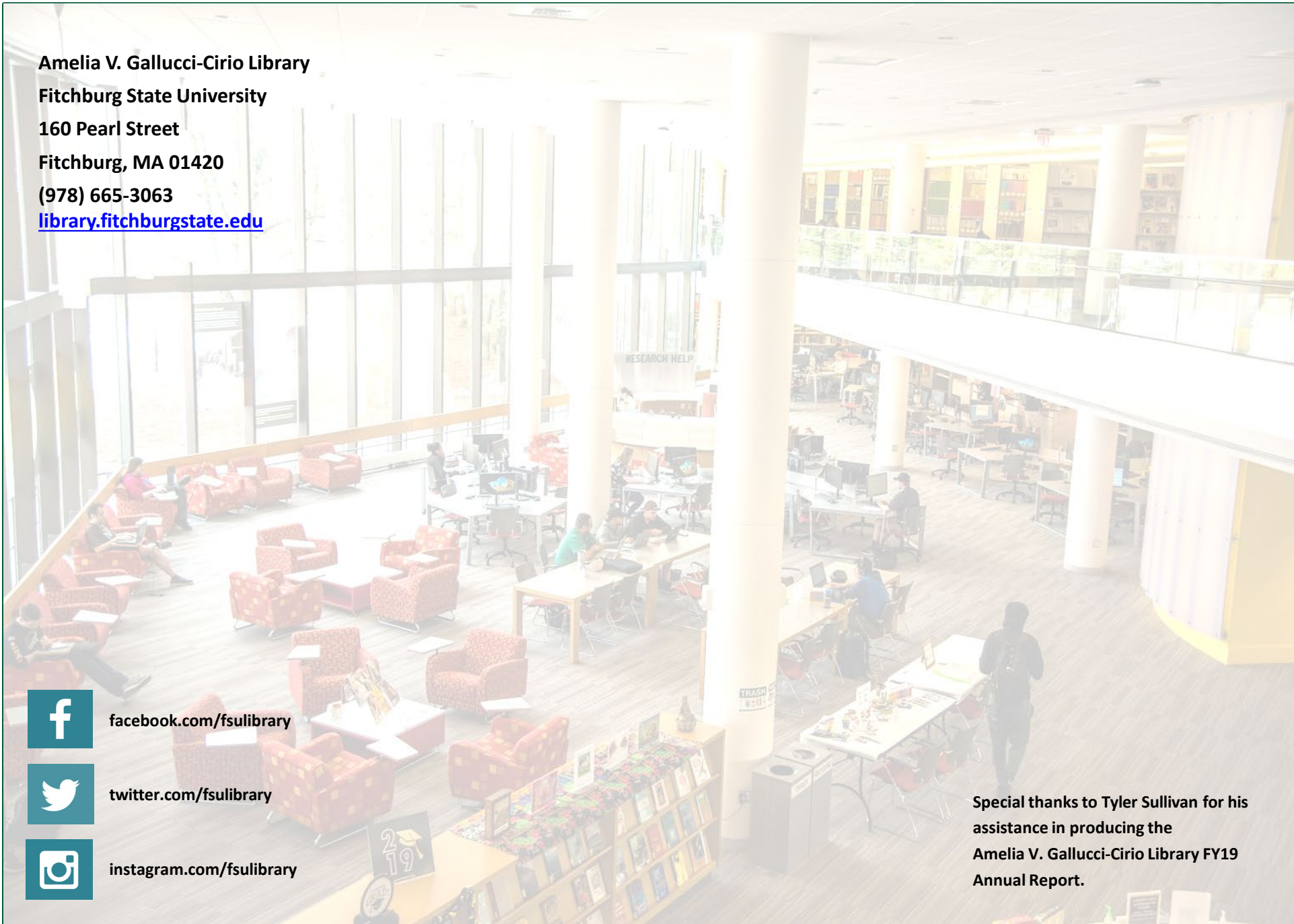
### Records Usage by Type



### Research Questions by User



**Amelia V. Gallucci-Cirio Library**  
**Fitchburg State University**  
**160 Pearl Street**  
**Fitchburg, MA 01420**  
**(978) 665-3063**  
[library.fitchburgstate.edu](http://library.fitchburgstate.edu)



[facebook.com/fsulibrary](https://facebook.com/fsulibrary)



[twitter.com/fsulibrary](https://twitter.com/fsulibrary)



[instagram.com/fsulibrary](https://instagram.com/fsulibrary)

Special thanks to Tyler Sullivan for his assistance in producing the Amelia V. Gallucci-Cirio Library FY19 Annual Report.

