

# AMELIA V. GALLUCCI-CIRIO LIBRARY FITCHBURG STATE UNIVERSITY



**ANNUAL REPORT FY20**

# TABLE OF CONTENTS

Dean's Message	Page 3
Librarians and Staff	Page 4
Response to the 2020 Pandemic	Page 5
Information Literacy Program	Page 6
125 <sup>th</sup> Anniversary of Fitchburg State University	Page 7
Student Success Support	Page 8
Mentoring Student Workers	Page 9
Electronic Resources	Page 10
Improving Access Through OER	Page 11
New Library Liaison Program	Page 12
Faculty Collaborations	Page 13
Anti-Racism Efforts	Page 14
Exhibits and Displays	Page 15
Professional Development 2020 Summer Program	Page 15
Community Engagement	Page 16
University Service	Page 17
Appendix: Statistics	Pages 18-28



# AMELIA V. GALLUCCI-CIRIO LIBRARY IMPACT DASHBOARD FISCAL YEAR 2020

## Collections





			
669,000+	25,000+	117,000+	179
Books & eBooks	Streaming Videos	Online Journals	Databases

## Student Research Support

60	hrs/week librarians available for research help
1,108	student research consultations
4,730	students in 245 research classes



## 21st Century Library

			
121%	82,000+	116,000+	132,000+
Increase in # of eBooks	Website Visitors	Research Guide Views	Database Articles Read

## COVID-19 Impact

+6,000 ↑	-1,000 ↓	-3,000 ↓	+82% ↑	+1,800 ↑
eBook Checkouts	Print Book Checkouts	Study Room Bookings	Chat Reference Questions	Streaming Films Used

# Dean's Message

It is my honor to present the Amelia V. Gallucci-Cirio Library's 2019-2020 Annual Report. This past year was a year like no other. It started with the joyful celebration of the University's 125<sup>th</sup> year anniversary. It was all hands on deck as the library staff created numerous exhibits and programs celebrating the rich history of Fitchburg State. Special highlights were the Homecoming events including the 50th Reunion Reception and Tour in the Archives for the Alumni of the Class of 1969, as well as a Walking Tour of Campus with our Archivist. <https://library.fitchburgstate.edu/about-the-library/library-news/library-exhibits/>

In early 2020 that joy faded with the outbreak of COVID-19 and the reality that our Fitchburg community would need to leave campus and move to remote learning and telework. As library dean, I could not be prouder of how the library staff worked through an incredibly challenging time to move to remote operations. Each member of the library staff did what they needed to do and supported each other through the changes.

Our nation was rocked further with the images of police brutality against black Americans. The Library staff's response to our nation's crisis was thoughtful and heart-felt. Library staff collaboratively generated A Statement of Support and Solidarity and a public commitment to anti-racism work was made, including the formation of an anti-racism team. (See page 14 of this report.)

The AVGC Library staff is remarkable! They share a common drive to support our students through these challenging times. Upmost in all our minds is the need to embrace flexibility, coupled with care for each other and for the FSU community. These dispositions are essential as we look forward to continued challenges.

*Jacalyn A. Kremer*

Dean of Amelia V. Gallucci-Cirio Library



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

## ***Librarians:***

**Renée Fratantonio**, Instruction and Research

**Asher Jackson**, Reference, Archives & Special Collections

**Linda LeBlanc**, **Library Program Area Chair**, E-Learning &  
Instruction Coordinator

**Sherry Packard**, Reference & Research Services

**Lori Steckervetz**, Outreach for Student Success, Joined Feb. 2020

**Connie Strittmatter**, Strategic Projects

**Nancy Turnbull**, Technical Services

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

**Matthew Raymond**, Reference

**Kim Cochran**, Reference

*\*Due to COVID-19 all part-time employee contracts were terminated for part of the period during FY20.*

## ***Administration:***

**Jacalyn Kremer**, Dean of the Library

**Tyler Sullivan**, Administrative Assistant

## ***Staff:***

**Kelly Boudreau**, Librarian I, Public Services Operations Manager

**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 Staff:***

**Robin Bourgault**, Library Assistant, Public Services

**Bernadette Daigle**, Library Assistant, Technical Services

**Kristin Lortie**, Library Assistant, Technical Services

**Lauren Sanchez**, Library Assistant, Public Services

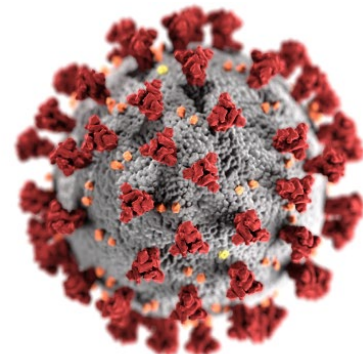
**“We are all navigating this new normal together. As we lock arms virtually and try to help one another in the ways we can, our vast world suddenly feels a little smaller and a lot more connected. And for that, we are grateful.” Michael Dell – CEO of Dell**



# Response to the 2020 Pandemic

**The library staff nimbly moved to remote working due to the pandemic. Almost all services and collections were transitioned to online, including:**

- In person research class instruction was shifted to online instruction, synchronously through Google Hangouts and asynchronously through creation of tutorials, research guides and the embedded librarian program in Blackboard.
- In person research help was accomplished through personal appointments online, and instant messaging chat box help available from the library homepage. Research statistics increased during this past year as more questions were asked using online chat.
- Print reserves were digitized and made available online through a herculean effort by public services staff.
- Collection purchase decisions were made with online access as a priority. Acquisitions and cataloging assistants changed workflows to continue access to new online materials.
- An online guide to research in the age of COVID-19 was created. Free materials made available by publishers were identified and included.
- Multiple online training sessions were done by librarians to support the faculty's move to online teaching.
- Library staff, led by archivist Asher Jackson and Tyler Sullivan, created a disaster planning/response manual for the library so as to document the procedures and processes created for the move to teleworking.



Source: Centers for Disease Control and Prevention, Alissa Eckert, Dan Higgins. | GAO-20-472SP



# 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 **245 class sessions across a range of disciplines** in FY20 reaching 4,730 students, similar to last year. Librarians taught 177 in-person classes and 68 embedded librarian/remote 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.

**1108** Research sessions held

**42%** Increase in faculty requests for research help

**163%** Increase in help by video call

## New Goals and Learning Objectives

The Librarians finalized goals and learning objectives for the Information Literacy program, aligned with the AAC&U Value Rubric and the ACRL Framework for Information Literacy. The new program learning outcomes can be found on the library's website at

<https://library.fitchburgstate.edu/facilities-services/instruction-services/>



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

**115,945** Times

a **118%** increase from FY19!

Our most popular guides are our citation guides (thanks GOOGLE) and our subject guides that are embedded in Blackboard.



# 125<sup>th</sup> Anniversary of Fitchburg State University

During the 2019-2020 academic year, the University celebrated its 125th anniversary. The library's University Archives & Special Collections worked closely with faculty, staff and the 125th Anniversary Committee to conduct research and locate historic materials that allowed the university to tell the story of its founding. Digital collections views rose 37% to 47,821. In addition, the library and archive hosted a series of events and exhibits for the University community, alumni and the general public celebrating the legacy of education and innovation that has occurred at Fitchburg State throughout its history.

## Events included:

- a display of class banners dating back to 1909
- a historic walking tour of campus
- a reception in the archive with the Class of 1969
- a featured exhibit displaying documents related to the Antonelli v. Hammond case
- the creation of window panels for the library that discussed the history of University seals and the symbols included in them
- historic exhibits throughout the library and in the archive gallery



# Student Success Support

## ***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 met 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, as well as a workshop on Academic Integrity.

## ***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, a pop up pizza party and goody bags containing office supplies and sweets to students to help sustain them during late night study. Fall end of semester activities included puzzle making, a kinetic sand table, coloring, paint by stickers and send a postcard home station. Spring end of semester supports went all online due to the Covid-19 pandemic. A libguide filled with ways to virtually help students de-stress and promote self care was posted on the library website as well as promoted to our students via social media.

## ***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 3 recommendation documents related to signage, environment, and communication strategies. They developed training modules in Blackboard for library student workers and staff. Implementation of the recommendations and training will occur in FY 21. The 3 members of the project team will present their work at the ACRL/NEC-NELIG Conference in 2021: "Meeting the Needs of Students with Autism Spectrum Disorder".



## ***Personal Librarian Program***

The Library's Personal Librarian Program pairs all incoming first year, transfer, and international students with a person from the library staff to acquaint them with the resources available to them and provide an initial point of contact for library services.



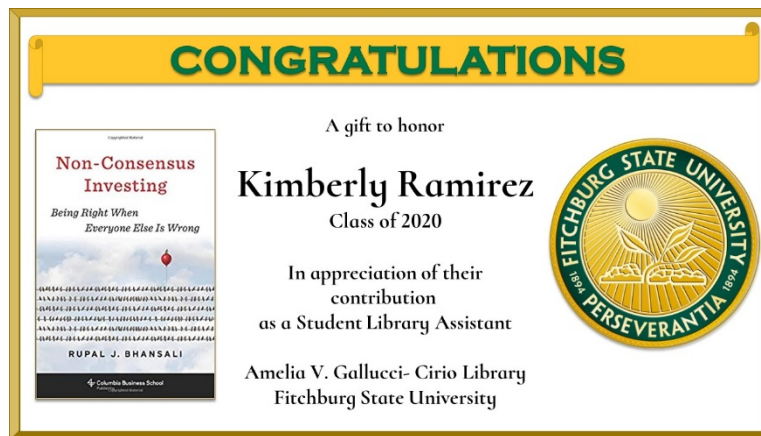
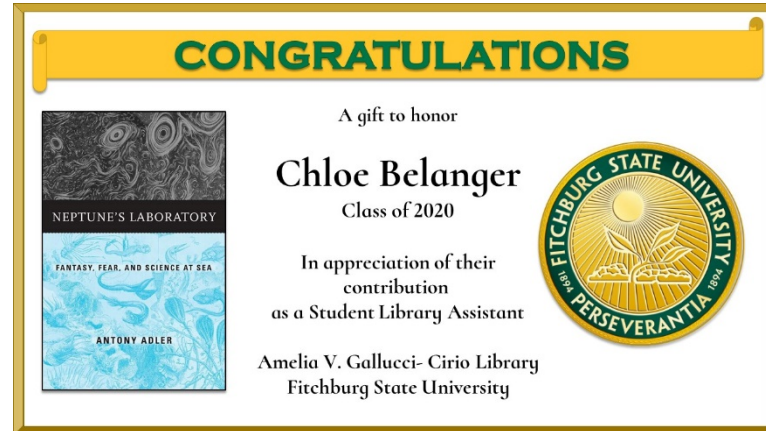


# Mentoring Student Workers

The Library does an excellent job of training and supporting our library student workers. This past year, we continued our work on the Resume Builder Guide that helps library student workers connect their library work to real world skills to list on their resumes. During the fall student development training, new and returning student workers were presented with the guide and a question and answer session provided by the Library Dean.

## 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.
- Dinner with the Dean.
- Team building with peers.
- Autism and Alternative Communication strategies discussion.
- Book displays.
- Promotional Signage.



# Electronic Resources

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

### **Ebooks:**

The Library doubled its eBook collection by adding over 266,404 eBooks, mainly through its purchase of the JSTOR EBA and JSTOR DDA eBook package subscriptions. The Library had access to 219,732 eBooks prior to adding these collections and now can more effectively serve its growing number of online students as well as its residential students.

**19,000 Ebook Checkouts! That is a 50% increase from last year!**

### **Streaming Films:**

Use of Kanopy streaming film services increased dramatically with

**5,500 views of 3,300 films.**

The Library also began subscriptions to Symptom Media: Films for Mental Health Education & Training, Counseling and Therapy in Video: Volume V, The Symptom Media Collection.

## *Journal and Database Review*

The Library subscription to online journals through database packages and individual purchases tops 117,000 journals. Students, faculty and staff read over 132,000 scholarly journal articles in the past year. The number of databases available through the Library website is 179.



# Improving Access Through OER

## Open Educational Resources Accomplishments Include:

- Roadmap for OER adoption was created by Jacalyn Kremer and Connie Strittmatter, presented to Academic Affairs and adopted by the Open and Affordable Education Committee.
- Priority for digital access to library materials continues and usage of materials has increased.
- Phase 1 of grants to faculty for OER adoption was rolled out by the Open and Affordable Education Committee.

## Faculty Development OER Workshops:

- **Open Educational Resources** (Faculty part of CTL monthly series (with Peter Staab and Laura Baker)
- **Know Your Copyrights: Faculty Publishing** (CFS series);
- **Introduction to Open Educational Resources** co-sponsored with North Central Mass Early College Academy and the Fitchburg State University Center for Teaching and Learning;
- **Find High Quality Educational Content on YouTube and Kanopy** (Faculty Online Training Series);
- **Embedding Library & Open Resources** (Faculty Online Training Series)



## Future Progress:

- A \$25,000 Davis Presidential Grant was procured. This allows for the accelerated rollout of Phase 2 grants in calendar year 2020 and the purchase of a book scanner to allow for digital access to library materials.
- Jacalyn Kremer was invited and is now on the Massachusetts statewide OER Advisory Council and its Steering Committee.
- Connie Strittmatter was accepted into SPARC's Open Education Leadership Fellows program for AY '21, funded by the MSCA Professional Development and Retraining committee.



# New Library Liaison Program

Over the past year, the librarians redesigned the existing liaison program after critical examination based on research and a survey of FSU faculty. The new program builds off the original subject liaison model, consolidating departments and incorporating a teams based approach to areas of expertise. The library will pilot the revised program during the 20-21 academic year.

**Mission:** The Liaison program seeks to build collaborative partnerships to provide innovations in teaching, research, and student learning.

**Values:** · Communication · Collaboration · Scholarship · Innovation · Student Success

**Goals:** · Develop relationships · Foster partnerships · Support faculty research

## Fitchburg State University Library Liaison Program

LIAISONS						
Nursing	*Education	Humanities EHPS & English	Natural Sciences	Behavioral Sciences	Business & Technology	Communications, Game Design & Computer Science
1 librarian	2 librarians	1 librarian	1 librarian	1 librarian	1 librarian	1 librarian
Linda LeBlanc	Renée Fratantonio	Lori Steckervetz	Asher Jackson	Connie Strittmatter	Sherry Packard	

LIAISONS REFER TO TEAMS WHEN NECESSARY



**Program Redesign Coordinators:** Renée Fratantonio & Connie Strittmatter



# Faculty Collaborations

## Faculty Workshops

- **Workshop: Open Educational Resources** by Connie Strittmatter (Faculty part of CTL monthly series (with Peter Staab and Laura Baker))
- **Know Your Copyrights: Faculty Publishing** by Connie Strittmatter (part of CFS series)
- **Pedagogy Training** - panel discussion with library (Connie Strittmatter) and faculty to discuss best practices for moving classes online (with GCE, and faculty)
- **Introduction to Open Educational Resources** by Connie Strittmatter, co-sponsored with North Central Mass Early College Academy and the Fitchburg State University Center for Teaching and Learning
- **New Faculty Academy - Academic Integrity: A frank discussion** by Jackie Kremer and Connie Strittmatter
- **FYE Faculty Training** (Faculty Online Training Series)
  - **Incorporating Remote Library Instruction** by Renee Fratantonio and Linda LeBlanc
  - **Find High Quality Educational Content on YouTube and Kanopy** Linda LeBlanc and Connie Strittmatter
  - **Embedding Library & Open Resources** by Linda LeBlanc and Connie Strittmatter
  - **Accessing Library Services Remotely** by Linda LeBlanc and Connie Strittmatter
  - **Academic Integrity in the Online Environment** by Jackie Kremer and Connie Strittmatter

*Archivist Asher Jackson provided research support and participated in a well attended panel presentation at the third Robert Cormier Symposium in the fall of 2019. Cormier enthusiasts were invited to see the Cormier collection and have refreshments after the event.*

## Faculty Publishing Support

**Lecture Series:** The archive, in conjunction with the Center for Faculty Scholarship, hosted a lecture series to promote the release of faculty publications throughout the year.

**Displays:** Starting in the Fall of 2019, the library started highlighting the published works of two faculty authors each month. The library created a physical and online display highlighting the authors and their works. A new bookshelf for faculty authored books was designed and installed in a prominent location on the main level of the library. A retrospective look at Fitchburg faculty book publishing was accomplished, books were purchased and over 200 catalog records were created to highlight and more easily discover Fitchburg Faculty's work.



# Anti-Racism Efforts

The Library's response to our nation's crisis of police brutality against black Americans was timely and heart-felt. Library staff came together to discuss how we, as a library, might best respond.

## Library Statement

In response to the murder of George Floyd and Breonna Taylor by police, the Library issued a statement of solidarity with the Black Lives Matter movement, and committed to playing an active role in addressing the structural and systemic racism that continues to exist across our nation and in our own community. The Library also pledged to provide support to the Fitchburg State community's own efforts to address racism and other forms of oppression with an investment in resources and a critical examination of our own institution. The statement of was posted on the library's website, as well as across the Library's social media channels.

## Anti-Racism Resource Guide

To help support the Fitchburg State community in learning more about systemic racism, as well as anti-racism practices and tools to enable the dismantling of racist systems, the Library has created and continues to update and expand an Anti-Racism Guide. The guide is accessible at [fitchburgstate.libguides.com/anti-racism](https://fitchburgstate.libguides.com/anti-racism)

## Library Anti-Racism Team

In order to follow through on the commitments made in the Library created an Anti-Racism team comprised with a voluntary group of library staff.

The Anti-Racism Library Team will develop concrete plans on behalf of the library to :

1. Examine and critically assess our own policies, practices, and attitudes to incorporate anti-racism into our professional practice and daily work. Subsequently, develop action plans to address concerns.
2. Assess any role we have played in the silencing of oppressed and underrepresented voices. This includes looking at collections: general, archival, special collections and digital resources, as well as services and policies. I encourage the amplification of FSU's students and alumni voices.
3. Develop programming and exhibits that work towards dismantling the racist systems on which our country has been built, as well as the many other insidious forms of inequality that persist in our society. Encourage partnerships with FSU students groups and faculty.
4. Develop or identify programming for employees to learn about anti-racism while at work.
5. Create and sustain an inclusive, welcoming environment where people of color feel welcome and safe.



# EXHIBITS AND DISPLAYS

## Book Displays

- **Summer/Fun/Beach/Gardening** – Alyssa Khan (student)
- **Freedom of Speech? Antonelli vs. Hammond** - Danielle Waseleski (student), Jodie Lawton, & Asher Jackson
- **Class Banners** – Joanne Dennis & Jodie Lawton
- **Resume/Interview/LSAT/GMAT/Job Search** – Danielle Waseleski (student)
- **Faculty Publishing: Daniel Welsh & Charles Sides** - Jodie Lawton
- **Library Equipment display** – Danielle Waseleski (student)
- **Spanish Heritage/Day of the Dead** - Robin Bourgault
- **Banned Books Week** – Jodie Lawton
- **Faculty Publishing: Audrey Pereira & Michael Hoberman** – Jodie Lawton
- **Native American History Month** – Jodie Lawton
- **Faculty Publishing: Kisha Tracy & Adem Elveren** – Jodie Lawton
- **Black History Month** – Jodie Lawton
- **Faculty Publishing: Ben Railton & Ben Levy** – Jodie Lawton
- **Community Read: Maus** – Louise Timmons (student)
- **Films** – Matt Raymond

- **Faculty Publishing: Paul Weizer** – Jodie Lawton
- **Women's History Month** – Renee Fratantonio
- **Staff Picks (Online)** – Lori Steckervetz & Jodie Lawton
- **Library Staff During Quarantine** – Lori Steckervetz & Jodie Lawton
- **Library Staff Pets (Online)** – Lori Steckervetz & Jodie Lawton
- **Summer Fun Ideas (Online)** – Lori Steckervetz & Jodie Lawton
- **LGBTQ Month (Online)** – Lori Steckervetz



## Library's Professional Development 2020 Summer Program

- **A Primer of Fair Use** – Connie Strittmatter
- **Google Apps (Calendar, Keep, Tasks, & Chat)** – Tyler Sullivan
- **Google Apps (Drive & Sheets)** – Tyler Sullivan
- **Alternative Communication Strategies: Working with Students on the Autism Spectrum** – Connie Strittmatter, Kelly Boudreau, & Sherry Packard

- **Diversity Training: MA Equity Agenda** – Lori Steckervetz
- **Online Displays** – Jodie Lawton
- **Course Reserves & Controlled Digital Lending** – Connie Strittmatter
- **Academic Libraries' Role in Social Media** – Lori Steckervetz

*Program coordinated by Tyler Sullivan*



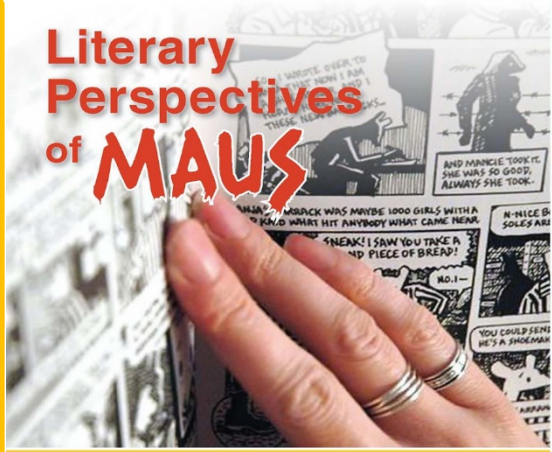
# Community Engagement

## Community Read

The Library continued to lead the development and implementation of the Fitchburg State Community Read program over Fall 2019 with the kick off and follow up events focused on the graphic novel *Maus* by Art Spiegelman, which focuses on the experiences of Polish Jews surviving the Holocaust.

### Fall 2019:

- Panel Discussions- *Literary Perspectives of Maus & Community Read: Nazi Symbolism & Propaganda from Medieval Times to Present Day*
- Workshop - *Misappropriation of the Middle Ages: Confronting Misuses of History in the Age of the Meme*
- Holocaust Related Student Research Poster Presentation
- Student-led Community Read Book Discussion



**Literary Perspectives of MAUS**


COMMUNITY READ 2019-20

**Thursday, September 26, at 3:30 PM**  
ELLIS WHITE LECTURE HALL, HAMMOND HALL

**FITCHBURG STATE UNIVERSITY**  
CELEBRATING 125 YEARS of changing lives

Join us for the a panel discussion where English Studies faculty will discuss *Maus* from the Jewish literary, graphic novel, and pedagogic uses perspectives.

Professor Lisa Gim will moderate the panel that will include Professors Michael Hoberman, Heather Urbanski, and Katharine Covino.



READ. EXPERIENCE. INTERACT.

125th  
This event is part of Fitchburg State's anniversary celebration



**DE-STRESS FOR SUCCESS AT HOME**

For De-stressing ideas and activities such as:

- Coloring apps
- Easy meditation guides
- Animal videos
- Self care tips
- Celebrity storytimes
- FSU campus resources
- and much more!

Go to  
[fitchburgstate.libguides.com/DeStressAtHome](http://fitchburgstate.libguides.com/DeStressAtHome)

## Social Media Outreach

With the move to remote/online services in the Spring, the Library sought to increase our online presence with the Fitchburg State Community via our various social media platforms.

### Spring 2020 Social Media Campaigns:

- *Library@Home Q&A* – Library staff shared photos of their home work spaces and pets. They shared activities they enjoy to help cope with the state-wide quarantine, such as cooking or hiking.
- National Library Week Staff Book Recommendations - staff shared their current book/film recommendations
- DeStress For Success: @Home Edition - the Library moved it's finals destressing programming online with an online guide full of de-stressing ideas and daily posts highlighting an idea.





# UNIVERSITY SERVICE

## *Service Leadership*

- **AUC Student Affairs:** Jacalyn Kremer
- **AUC Curriculum:** Sherry Packard
- **AUC Policies:** Linda LeBlanc
- **Carnegie Classification Working Group:** Linda LeBlanc
- **Chair of the Library Program Area:** Linda LeBlanc
- **FSU Strategic Planning Committee:** Sherry Packard, Kelly Boudreau, Jacalyn Kremer (chair of group 5 and also on Steering Committee), Linda LeBlanc, Connie Strittmatter
- **MSCA Assembly Delegate, Executive Committee, Librarians Committee:** Linda LeBlanc
- **MCCLPHEI Library Directors- Data and Assessment Chair:** Jacalyn Kremer
- **Massachusetts Open Educational Advisory Board- Steering Committee and OER Repository Member:** Jacalyn Kremer
- **Outreach Librarian Search Committee:** Renee Fratantonio, Asher Jackson, Sherry Packard (chair)
- **Peer Evaluation Committees for Tenure and Promotion:** Asher Jackson (served on 3 committees; chair for 2 of them)
- **Technology Advisory Board:** Sherry Packard
- **University Assessment & Research Committee:** Connie Strittmatter
- **Women, Gender, and Sexuality Studies Group:** Renée Fratantonio

## *Student Success*

- **First Year Experience Committee:** Renée Fratantonio and Lori Steckervetz
- **Open and Affordable Education Committee:** Jacalyn Kremer (Chair), & Connie Strittmatter, Lori Steckervetz (ex-officio)
- **Student Success Task Force:** Connie Strittmatter
- **Undergraduate Conference for Research and Creative Practice:** Renée Fratantonio (Co-Chair)

## *Community Building*

- **125<sup>th</sup> Anniversary Planning Committee:** Asher Jackson
- **Center for Italian Culture Advisory Board and Executive Committee:** Jacalyn Kremer
- **Community Read Committee:** Connie Strittmatter (Chair)
- **Diversifying the Faculty: Pathways Toward Equity, Crocker Center for Public Engagement:** Asher Jackson (Faculty/librarian leader)
- **Fitchburg Historical Society Board:** Asher Jackson
- **Fitchburg Public Library Board of Trustees:** Jacalyn Kremer
- **United Way Day of Caring Volunteer:** Linda LeBlanc & Joanne Dennis



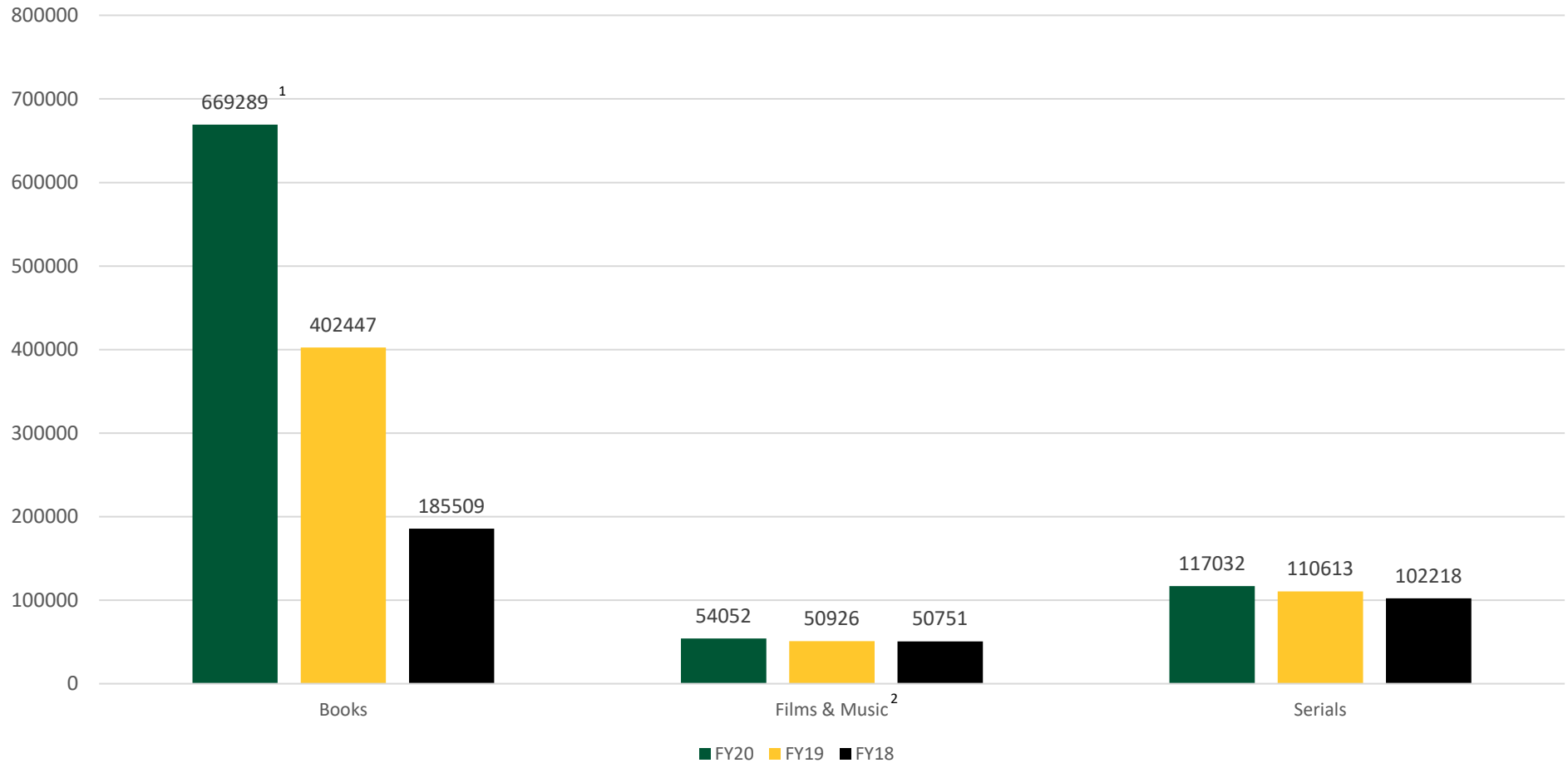
# APPENDIX: Statistics

Collections	Page 19
Circulation	Page 20
Study Rooms	Page 21
Instruction	Pages 22-23
Online Research Guides	Page 24
Interlibrary Loan	Pages 25-26
Research Help	Page 27
Archives & Special Collections	Page 28



# Collections: Totals Online and Physical

## Collections by Year



<sup>1</sup>Access to over 200,000 eBooks was initiated in FY20. (669,289 = 486,136 eBooks + 183,153 Physical Books)

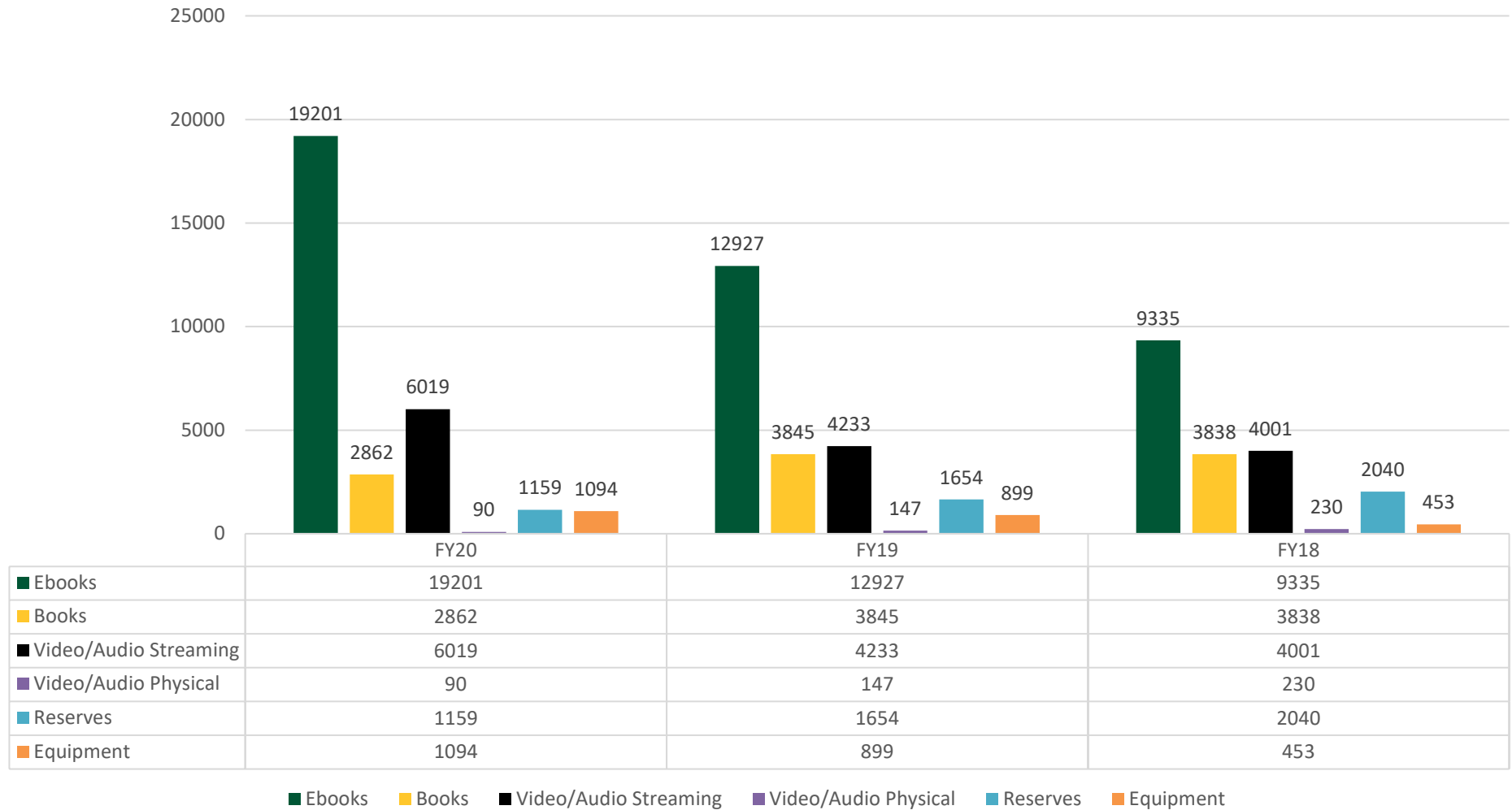
<sup>2</sup>Includes 25,000 streaming films and over 28,000 streaming music files in FY20.

**NOTE: Databases: 179 in FY20; 168 in FY19; 165 in FY18**



# Circulation

## Digital & Physical Checkouts

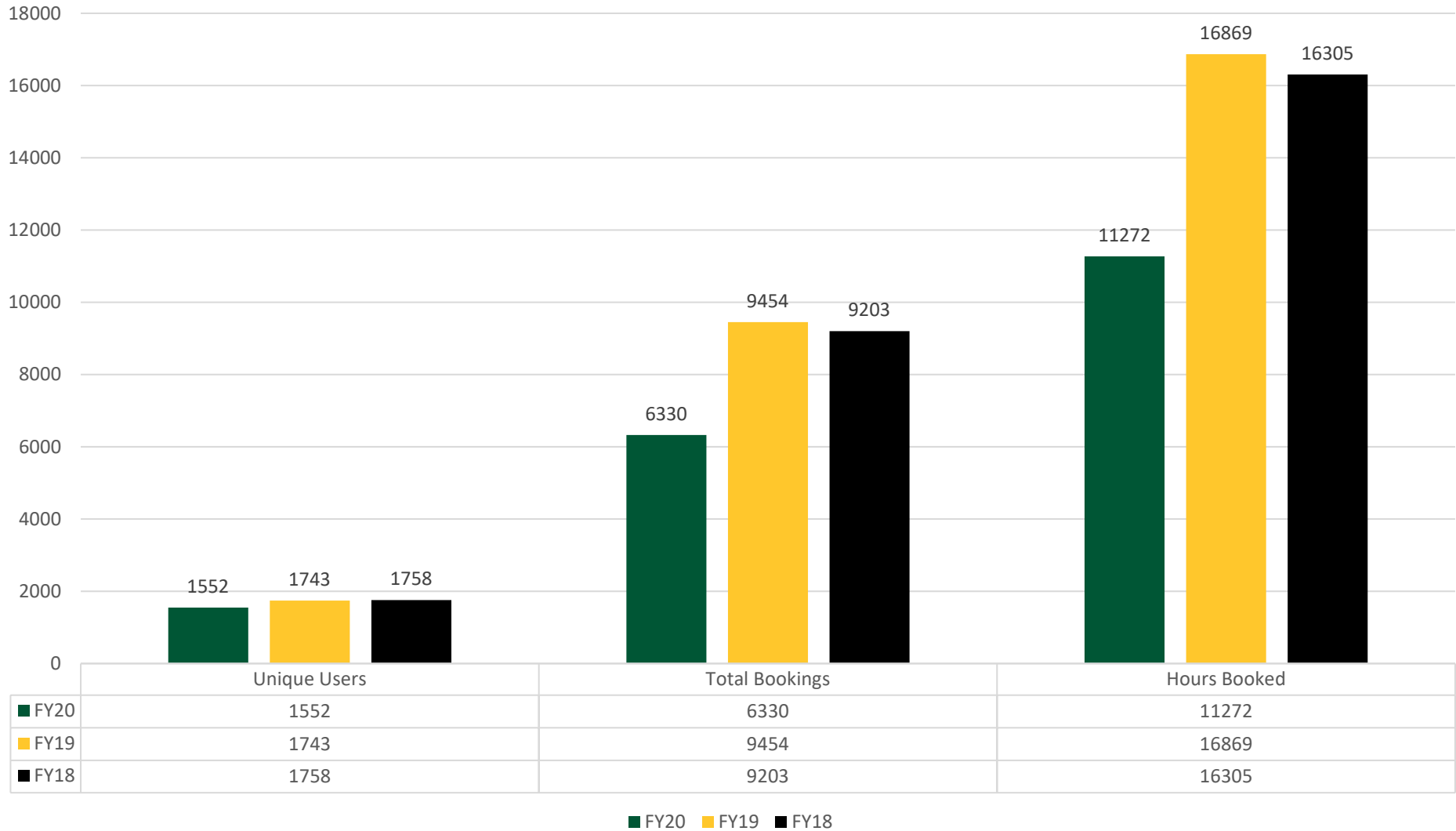


**NOTE:** While checkout of print books decreased due to COVID-19 closure of library facility, we saw significant increase in Ebook usage in FY20. Check-out of physical reserve items also decreased in FY 20. Statistics do not include the use of digitized print reserves that occurred due to COVID-19. Significant increases in streaming film use occurred in FY 20.



# Study Rooms

## Study Room Statistics

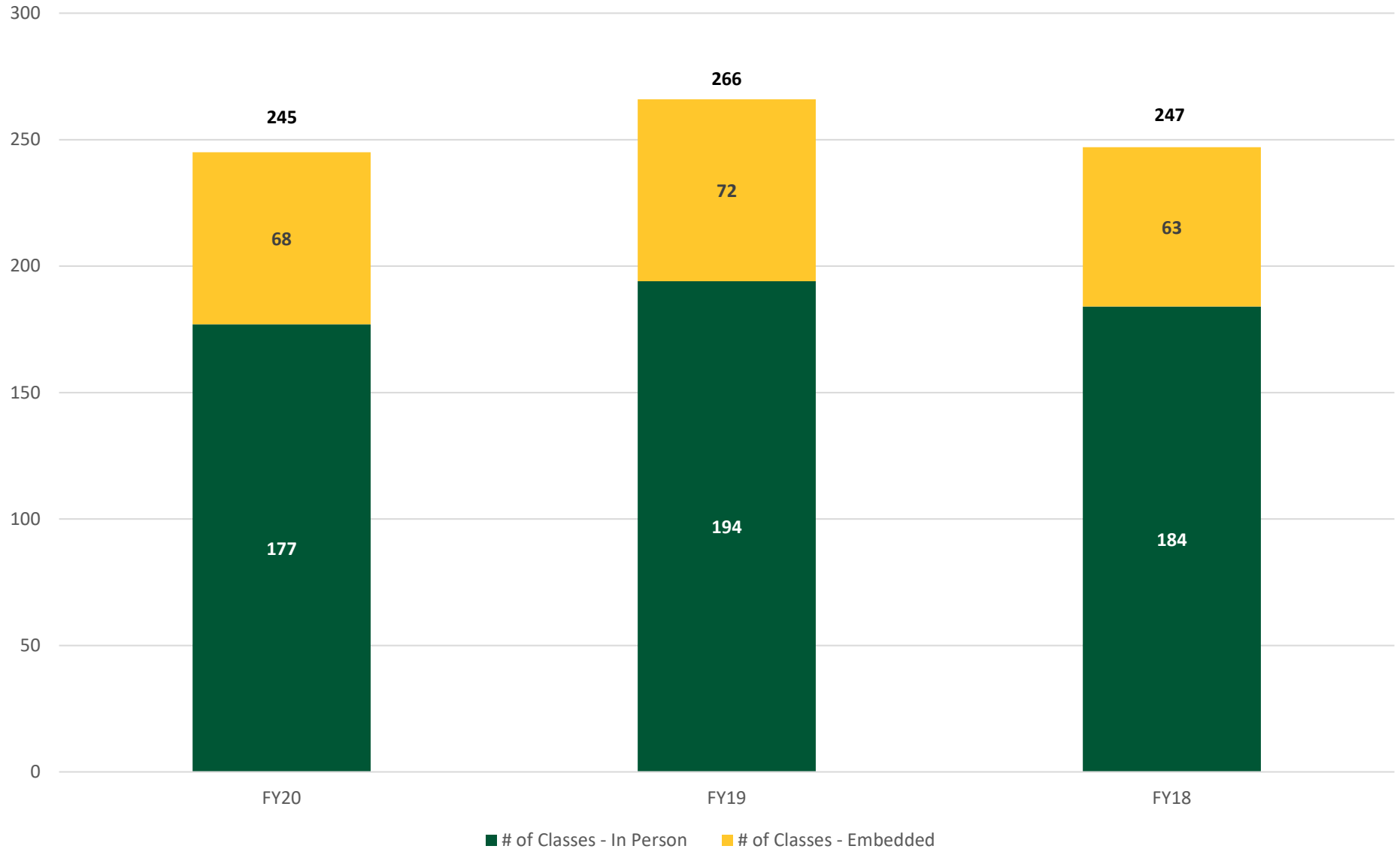


**NOTE:** The library facility was closed in mid-march 2020, resulting in a decrease in study room usage.



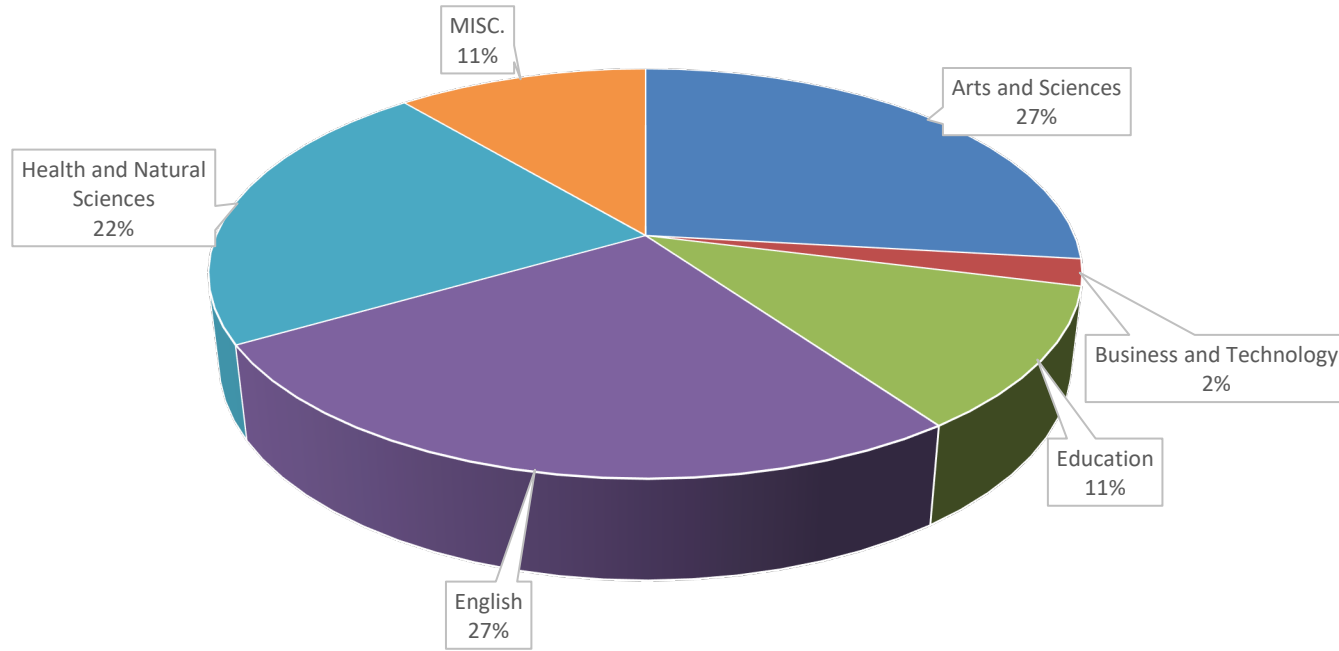
# Instruction Classes

## Total Classes by Year



# Instruction by School

FY20 - % of Library Instruction Classes by School



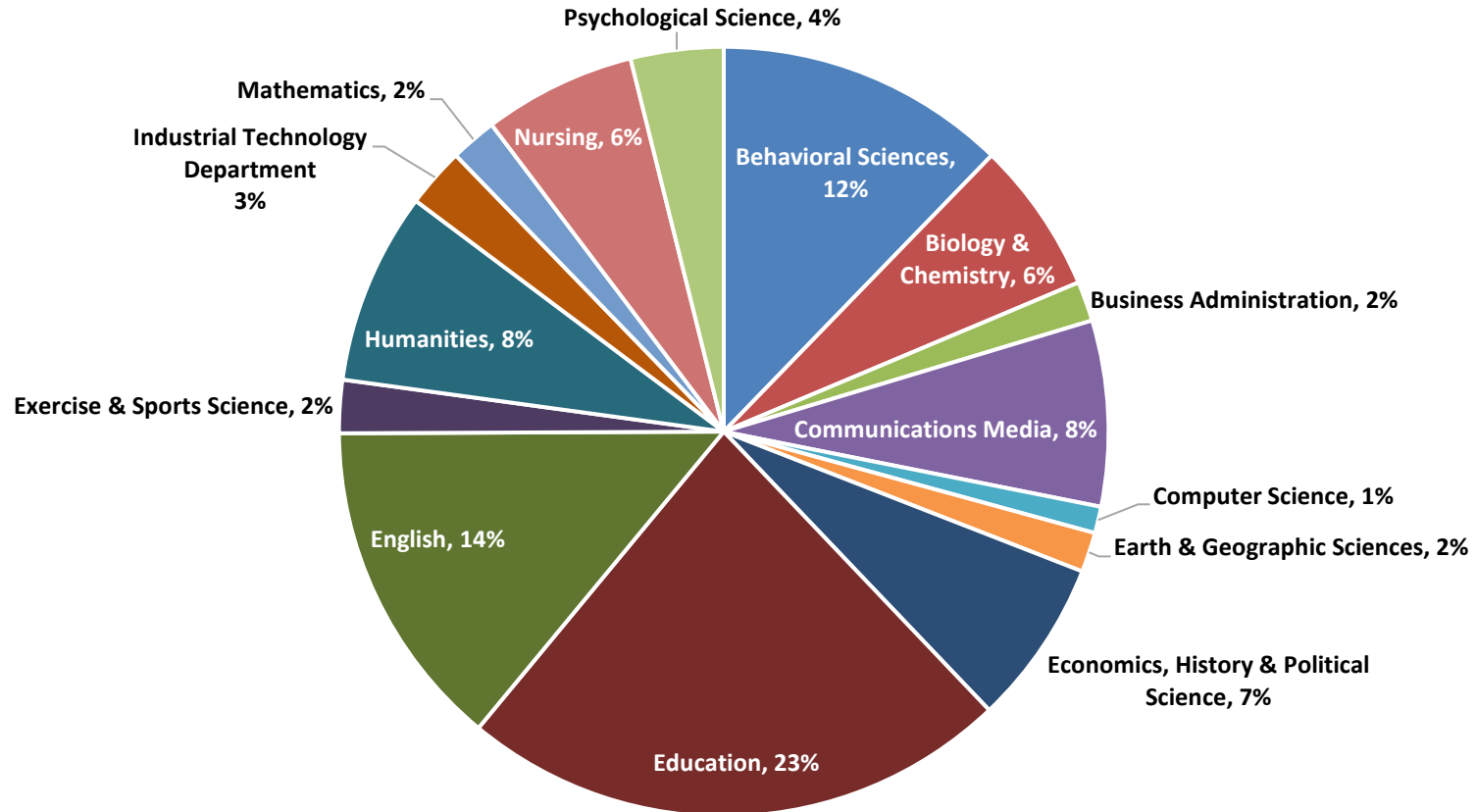
School	# of Students
Arts and Sciences	1,259
Business and Technology	99
Education	527
English	1,241
Health and Natural Sciences	1,046
MISC.	520
<b>Grand Total</b>	<b>4,730</b>



---

## Online Research Guides

### FY20 Guides by Academic Department



- The Library offers 268 online research guides, including 165 created specifically for courses, 35 for subject areas and 6 citation guides.
- These guides are heavily used. The FY20 Guide Usage was 115,945, up 118% over FY19.





## Interlibrary Loan

### Borrowing

	<u>FY20</u>			<u>FY19</u>		
	Physical	Digital/Electronic	Total	Physical	Digital/Electronic	Total
<b>IL Borrowing Requests</b>	460	2179	2639	776	2826	3602
<b>IL Borrowing Filled</b>	371	2011	2382	635	2630	3265
<b><u>Percent filled</u></b>			<b><u>90%</u></b>			<b><u>91%</u></b>

### Lending

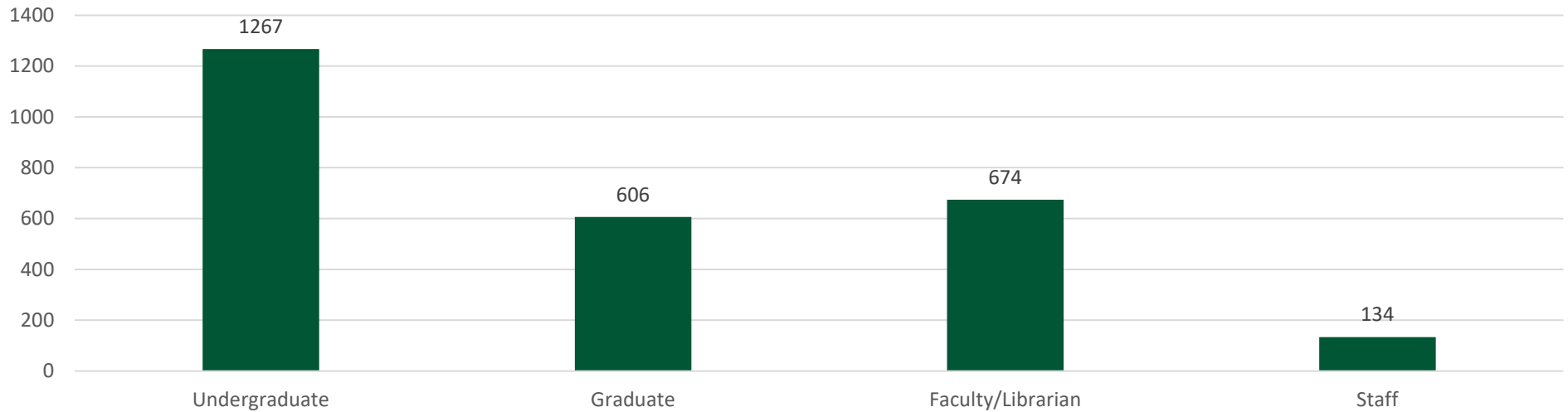
	<u>FY20</u>			<u>FY19</u>		
	Physical	Digital/Electronic	Total	Physical	Digital/Electronic	Total
<b>IL Lending Requests</b>	1139	9154	10293	1584	9647	11231
<b>IL Lending Filled</b>	710	1492	2202	946	2235	3181
<b><u>Percent filled</u></b>			<b><u>21%</u></b>			<b><u>28%</u></b>

**NOTE:** There was a substantial decrease in both borrowing and lending due to the interlibrary services network shutting down due to COVID-19

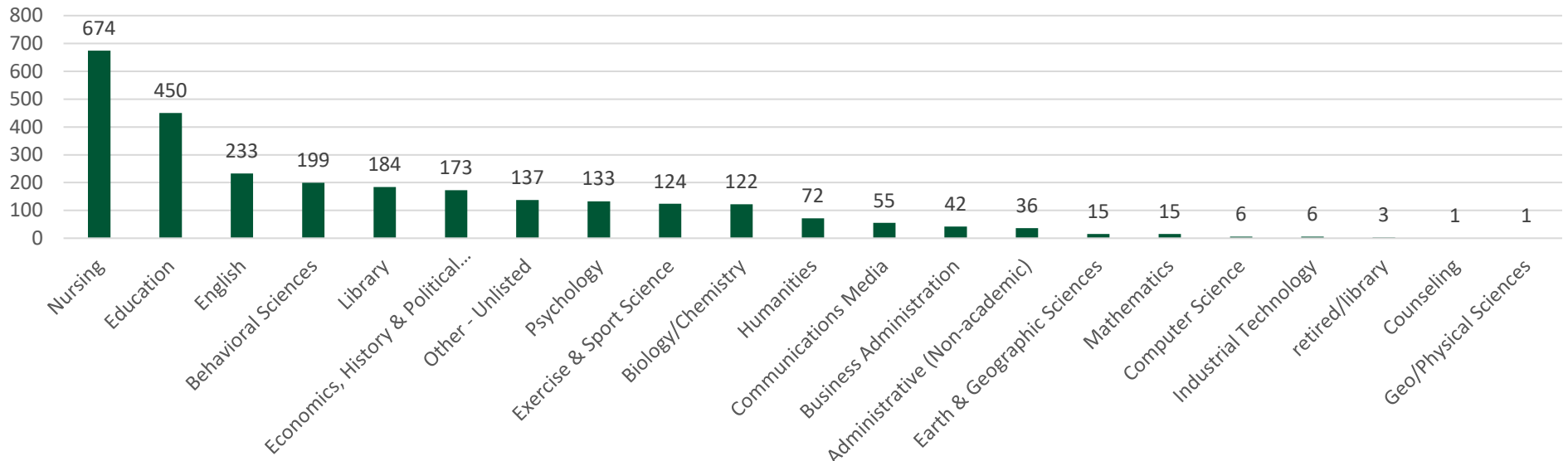


# Interlibrary Loan

## Borrowing & Document Delivery Requests by User Group FY20

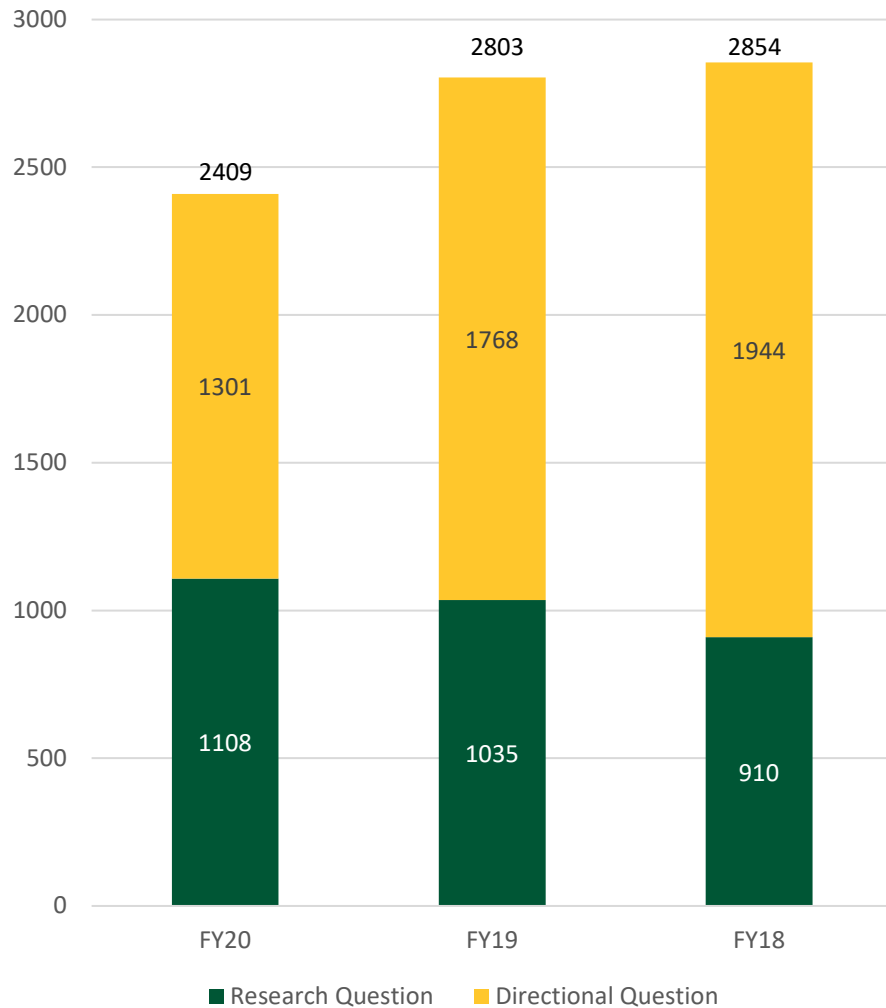


## Borrowing & Document Delivery Requests by Department FY20

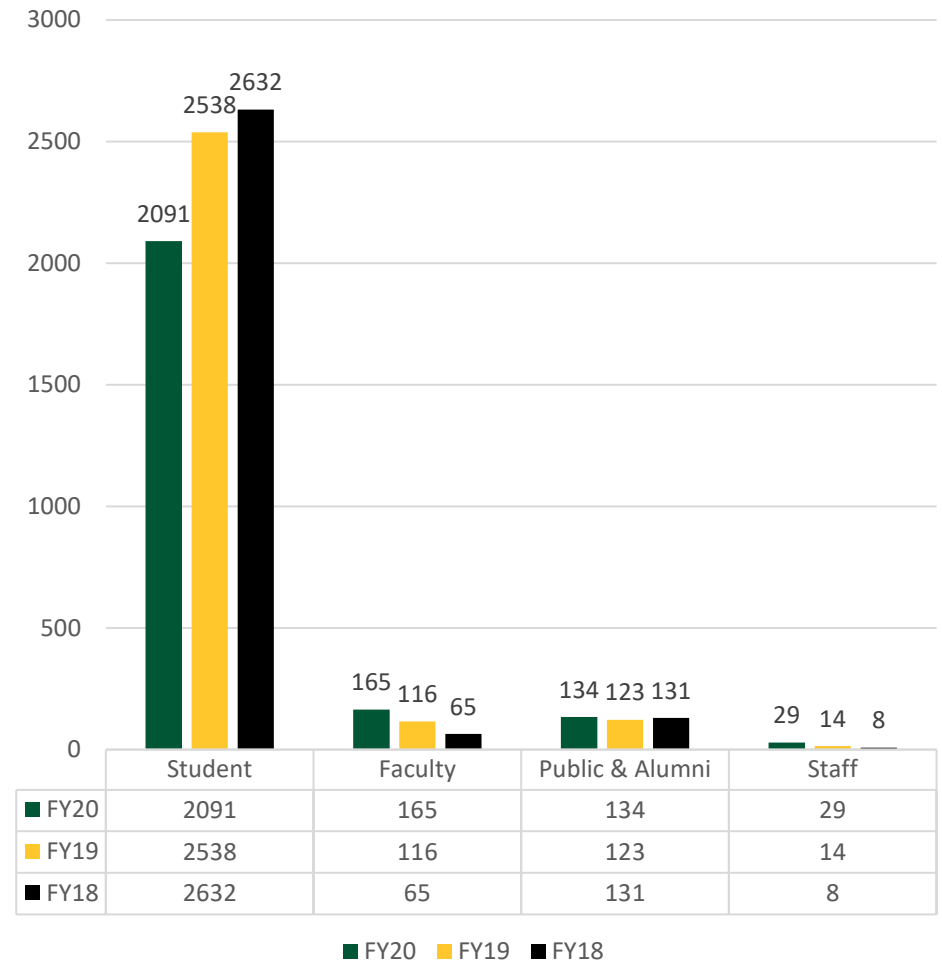


# Research Help

### Questions by Type



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



**NOTE:** While the total number of questions decreased due to the library building closing in mid-March due to COVID-19, research questions increased by 7%.

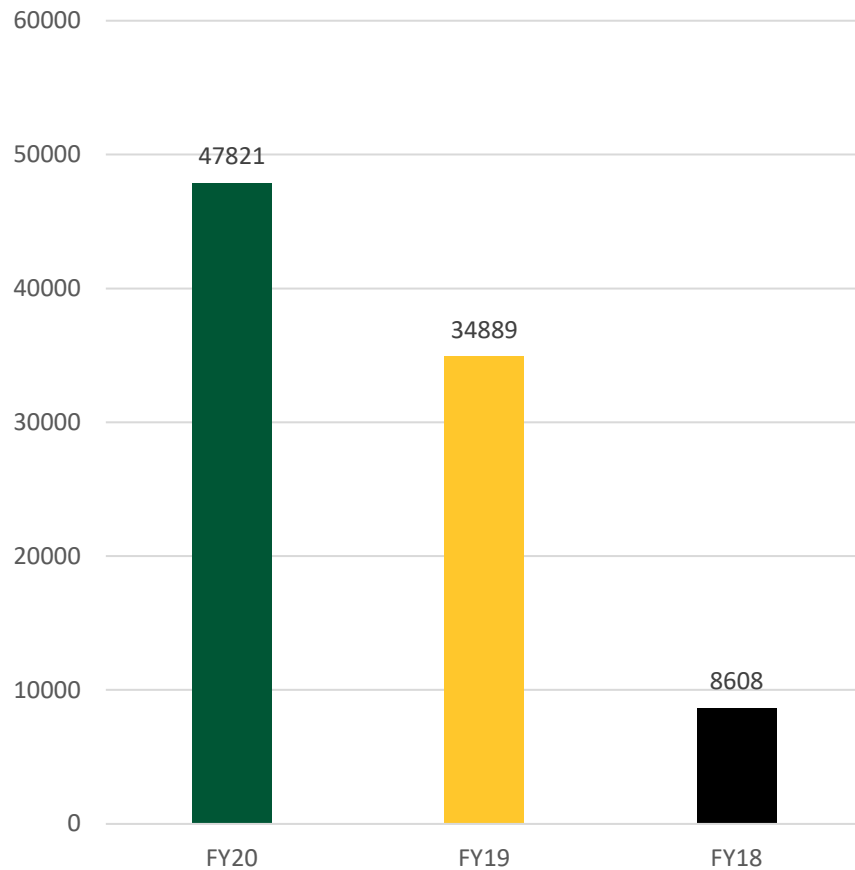


# Archives & Special Collections

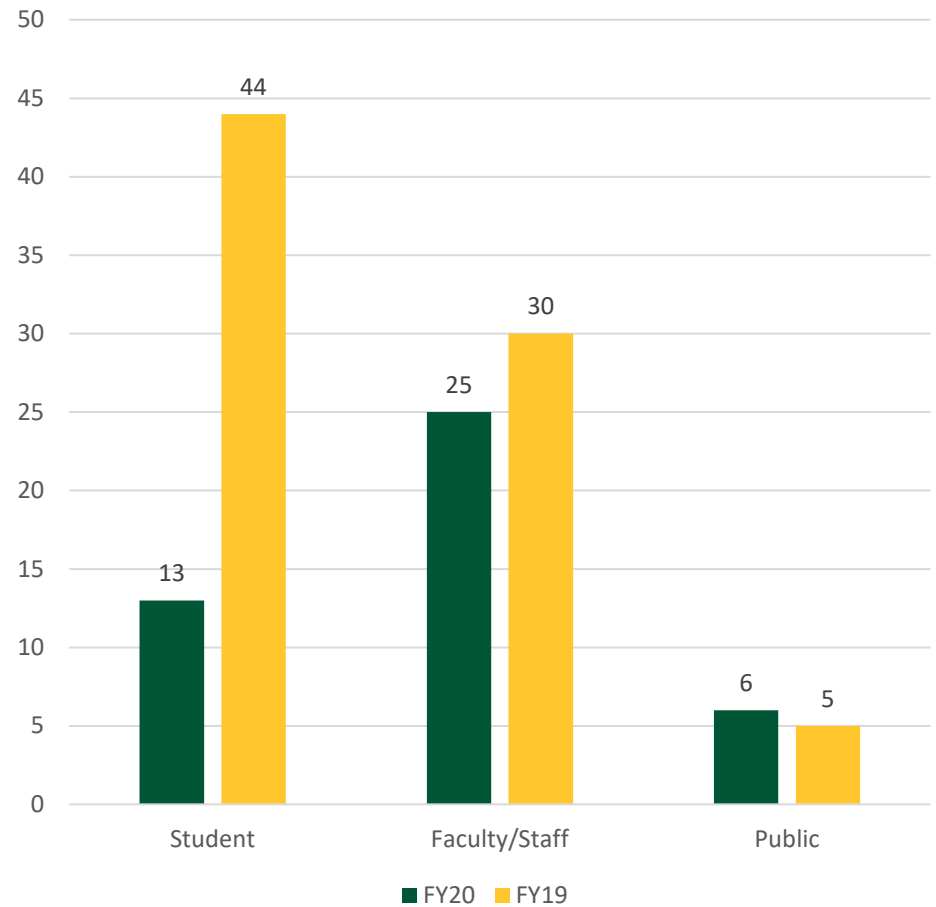
## Highlights

- **14,611** total Digital Collections items available
- FY20: **34** boxes of new boxes of materials received
- *Due to the work on the 125<sup>th</sup> Anniversary in the fall and the shutdown in the spring, processing projects were put on hold this year.*

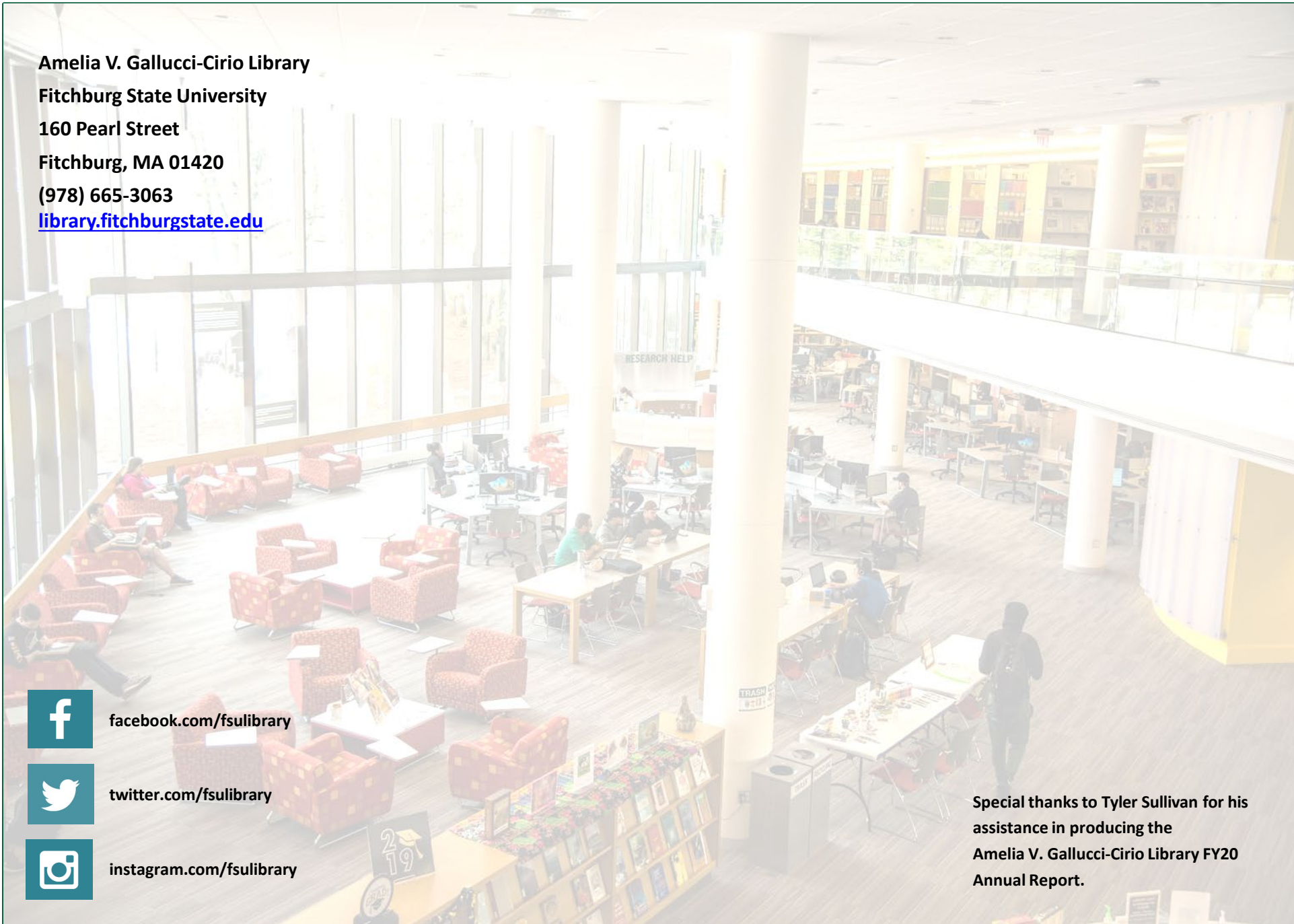
### Digital Collection Views



### 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 FY20 Annual Report.**

