

Annual Report, 2020-2021

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Not surprisingly, COVID-19 dominated the library's concerns and efforts in 2020-21. Touching every aspect of our operations, the library made adjustments to acquisitions (collections), services (assistance and instruction), and our facility in order to meet health and safety concerns while at the same time serving a much smaller in-person population and a much larger remote population. In-person library use dropped significantly starting in March 2020, and has not yet recovered. While our primary goal in 2020-21 was to engage students in new ways – mostly online – our primary goal in 2021-22 must be to rebuild the in-person library community that we have nurtured for many years.

I. KEY ACCOMPLISHMENTS 2020-2021

We had an ambitious list of goals for 2020-2021, and despite the pandemic, we accomplished and/or made progress on many of them.

ENGAGEMENT Accomplishments:

- Practiced compassion and consideration with both library users and fellow library staff members who were all experiencing levels of COVID-19 stress and anxiety.
- Increased collaboration/communication between library departments with frequent all-staff-faculty meetings.
- Created more online tutorials, and improved virtual information literacy sessions.
- Enhanced and promoted virtual cultural experiences to engage more students. More than 1,200 cultural credits were awarded.
- Worked with the Hand Art Center and the Creative Arts Department to create a main floor gallery wall to display a revolving display of Stetson art work with opportunities attached to the space for Cultural Credit. The first exhibits resulted in 33 cultural credits earned.
- Moderated a successful Stetson History club that attracted both alumni and student participation.

INFORMATION LITERACY Accomplishments:

- Participated in the University's QEP efforts, which includes a significant information literacy component.
- Adapted information literacy instruction to meet the needs of hybrid and online courses.

DIVERSITY, EQUITY, INCLUSION Accomplishments:

- Regularly updated progress on library DEI commitments made as part of the President's Cabinet DEI initiatives. <https://www2.stetson.edu/library/dupont-ball-library-diversity-equity-and-inclusion/>
- Conducted all searches in a manner that maximizes opportunities for a diverse candidate pool. While we did not have a diverse pool for our Systems/Website Librarian

search (despite targeted advertising), our finalists were all men – a demographic group that is underrepresented in the library. In a separate search, we hired a bilingual Latina candidate for a full-time staff position.

- Encouraged more library faculty and staff to participate in the Project PALS WebJunction course designed to help librarians and library staff better serve neurodiverse patrons.
- About one-third of the library faculty/staff participated in a voluntary DEI group in which members watched the NETFLIX 14th amendment documentary *Amend* and met to discuss episodes.

FACILITIES Accomplishments:

- Made significant progress on weeding the reference and periodicals stacks on the main floor in anticipation of removing stacks and creating more study space. (More than 1,600 volumes withdrawn.)
- With funding from Academic Affairs, created an office for the Writing Center Director. The resulting office allowed us to move one of our research librarians to a more accessible office and to move our Archivist to a main floor office.
- Also with funding from Academic Affairs, we completed our main floor furniture plan, and updated 55-year old study carrels on the mezzanine.

ARCHIVES AND SPECIAL COLLECTIONS Accomplishments:

- Subscribed to *Omeka* - a well-established platform for online archives/museum exhibits and began creation of our first online exhibit to highlight a targeted Special Collection.
- Finalized the donor agreement with the Bert Fish Foundation and began creation of a Bert Fish Collection exhibit/research space on the main floor, southeast corner.

COLLECTIONS MANAGEMENT Accomplishments:

- Increased our electronic resources by adding new platforms for e-books and streaming video. For streaming video, we subscribed to Swank Digital Campus, a streaming service offering feature films and popular documentaries for use in courses as requested by faculty. We subscribed to three archival resources, two of which concentrated on African American history (African-American History Online and seven Gale archive collections on race relations and school integration).
- Replaced our print holdings for six Russian journals with e-journal access.
- Added three new databases: *Art Song Transpositions* (vocal music transposition service); *Claritas* (market segmentation database for business students); and *Polling the Nations* (national and international polling data from 1986 to present).
- Increased the number of e-books purchased to support online courses during the fall and spring semesters. When e-book titles were not available in a demand driven collection but were available for purchase, we purchased the e-book format rather than the print format.

INNOVATION LAB Accomplishments:

- Increased virtual/remote availability of Innovation lab services and outreach with a number of virtual tours and remote class sessions.
- Updated Innovation Lab equipment tutorials to better serve our users.
- Offered regular face-mask and other fabric workshops throughout the year.

SOCIAL MEDIA AND MARKETING Accomplishments:

- Continued to develop the library's presence on social channels by publishing visually-engaging media and creative posts which feature our services, collections, spaces, users, and events; continued to interact with and build our audience across all library channels.
- Distributed and displayed more library promotional materials on campus emphasizing our services and value. Distributed library promotional material to the CUB and in the residence halls. Reached out to the 2024 and 2025 incoming classes, Asian Pacific American Coalition (APAC), Black Student Association (BSA), Caribbean Student Association (CSA), Kaleidoscope Gay/Straight Alliance (GSA), Hillel Jewish Student Organization (JSO), and Stetson Organization for Native American Revitalization (SONAR).

II. COVID-19 WINS AND LOSSES

WINS:

- Librarians and staff pulled together as a team in ways not seen before.
- Librarians and staff found innovative ways to keep high-quality reference and research services going.
- The Archivist and Innovation Lab Manager both worked one-on-one with students on projects despite the limitations posed by a closed library building.
- We developed five video cultural credit opportunities that resulted in more than 1,200 cultural credits awarded.
- The Nemece Courtyard and Sensory Garden garnered more attention as the campus community looked for usable alternative spaces on campus.

LOSSES:

- We definitely lost some ground on implementing parts of our Strategic Plan due to the overwhelming time demands required to deal with COVID-19 and constant staffing shortages.
- COVID-19 derailed our Systems/Website librarian search in March 2020, and, we believe, contributed to the failure of the search when it resumed in 2021. We are unsure what the ongoing effect of a complicated job market will have on our ability to hire skilled professionals in the near future.
- Perhaps the greatest loss is the almost complete reversal of what we have been trying to achieve concerning "library as sense of place." While the library dean, the librarians, and the library staff have spent the last decade creating a welcoming sense of ownership and community in our facility, we had a *necessarily* restricted facility that was not particularly welcoming and that encouraged physical disengagement with others. We hope to begin to reverse this loss in the fall.

III. KEY LIBRARY GOALS 2021-2022

- *Overall Library:* In the aftermath of COVID-19, reengage our in-person users by rebuilding the library community that we have nurtured over many years.
- *Overall Library:* Continue to make progress on the library's strategic plan. https://www2.stetson.edu/library/green/wp-content/uploads/2019/11/1-2019_09_23-Strategic-Plan-Map-FINAL.pdf
- *Overall Library:* Continue our efforts to promote and practice diversity, equity, and inclusion in the library. <https://www2.stetson.edu/library/dupont-ball-library-diversity-equity-and-inclusion/>
- *Teaching and Learning:* Play an active role in the information literacy components of the QEP.
- *Teaching and Lifelong Learning/Innovation:* Continue to offer cultural credit and course-related Innovation Lab workshops, as well as develop new workshops for new equipment.
- *Teaching and Lifelong Learning/Archives:* Open the Bert Fish Collection for tours, marketing, and student/faculty teaching and research.
- *Collaboration:* Continue to nurture existing collaborative relationships with classroom faculty and expand the program beyond those departments and groups already targeted in previous years.
- *Development:* Continue to pursue funding for the library in general, and for the Innovation Center. The Innovation Center initiative will depend largely on the development priorities of President Roellke, and the next School of Business Administration dean's vision for the Entrepreneurship program.
- *Marketing and Social Media:* Increase engagement by creating dynamic content and monitoring social networking sites regularly, engaging with users through status updates, comments, and posts.
- *Facilities:* Complete the first stage of the plan to create additional student study space on the main floor.
- *Facilities:* Begin to brainstorm a phased approach to "glassing in" (creating a wall of some sort) the perimeter of the main floor of the library with the idea to block off a 24/7 accessible space in the main floor center. Begin to investigate glassing in the area in front of the Innovation Lab to expand the area's footprint.

SUPPLEMENTAL INFORMATION: For complete library annual statistical data, see:
<https://www2.stetson.edu/library/about-us/library-publications/annual-reports/>



