2019 -2020

Indiana University South Bend Libraries Annual Report



I am very pleased to present the 2019-2020 Annual Report of the IU South Bend Libraries. It has been an astonishing year in so many ways. When COVID-19 blindsided all of us in 2020, we had little time to plan. Thankfully, we were able to teach remotely, offer research assistance online, provide users with digital resources, and deliver library materials by email and mail. During the summer, we developed plans for reopening in fall that included both in-person and remote options, additional cleaning and personal protective equipment (PPE) measures, isolating returned materials, and rearranging spaces to ensure social distancing.



While our new normal is quite different now, our activities during this pandemic reinforced many of the qualities and values we have long held, namely, that we work well as a **team**, are **responsive and solutions-oriented** when confronted with change; **able to leverage technology** to enhance our effectiveness; and remain, first and foremost, **focused on our users**. **Bravo to the Libraries' incredible staff!**

Many thanks to campus administration, and the many faculty, staff, students and friends of the library who advocate on our behalf. With your support, we are able to award scholarships and prizes, enhance collections, provide programming, and improve our facilities. Should you be interested in further supporting the Libraries, information is available at https://library.iusb.edu/about-us/donation.html. You may also contact my office at 574-520-4448 or Dina Harris, Director of Development, at 574-520-4131.

This is my last annual report. I am retiring this December after 10+ years at Indiana University South Bend and almost 40 years as a librarian. During my tenure, the Libraries have made great progress in many different areas, most notably in technology, developing electronic collections, digitization, scholarly communication/open access, community outreach, and assessment. I have successfully overseen two multiyear strategic plans, effectively managed the budget, developed efficiencies in several areas, and fostered professional development and growth.

I know that when I leave, the IU South Bend Libraries will be in good hands.

Vicki Bloom, Dean of Library Services vdbloom@iusb.edu 574-520-4448

Cidi Sloom

By the numbers



The COVID Factor

Services represented by the brick & mortar library (e.g. circulation, building and equipment use, new shipments of books) dropped by approximately **30%** across the board due to campus closure from March 24 – June 30.

133,294 visits to the Schurz
Library and Wiekamp
Educational Resource
Commons (WERC)

95,196 visits to the Library website

3,190 students received

Trending Up

Course-related Instruction

Research Consultations

Requests for articles via Interlibrary Loan

Archives Questions

E-book titles

Digital Collections

Over 1.9M electronic titles!

E-journals 144,348
E-books 1,583,303
Databases 514
Sound recordings 74,823
Streaming Media 113,402
Online maps 18,522

plus 377,202 books and 4,694 films

Hours open: 92 hours

Busiest time at Schurz Library: 2:00pm

Busiest time at WERC: Noon

Top circulated title: America's Best Colleges

Most popular database: SpringerLink

Impact of COVID

When the university abruptly moved classes online and students offsite at the end of March, we quickly pivoted to provide critical library services and support distance learning in new ways. Thankfully, providing multiple opportunities for research interaction, years of teaching online, developing a robust web presence, and offering 24/7 accessible electronic resources served us well during this transition. So did creativity and commitment demonstrated by librarians and staff to meet these new challenges.

Mail delivery

Interlibrary Loan supervisor Maureen Kennedy went into the Schurz Library weekly to ensure our students and faculty received books, book chapters, and articles they needed. Over the course of three months, she pulled and mailed 51 items to faculty and staff and electronically sent numerous articles and book chapters.

Enhanced teaching

Many of the librarians enhanced their teaching by developing videos, online course modules, and course guides. Thanks to the coordination of **Nancy Colborn** and **Julie Feighery**, students off campus continued to receive the highest quality of instruction and reference service.

Expanded access

When dozens of publishers, vendors, and academic presses opened access to hundreds of e-textbooks, monographs, databases, and other content on a temporary basis, librarians **Susan Thomas** and **Julie Feighery** were diligent in keeping the IU South Bend community informed about these resources.

Ensuring Student Success

Student success drives everything we do, from welcoming new students, enhancing classroom learning, and building information literacy and research skills to offering quiet study space, helping with research projects, offering on-campus employment, and promoting student engagement.

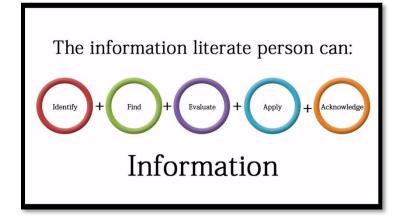
(Students from Denise Henderson's Research in Health Sciences class)



Campus Orientation and Enrollment

In response to a campus call for volunteers to help with orientation and enrollment, **Josephine Johnson**, **Kathy Plodowski**, **Maureen Kennedy**, and **Julie Feighery** assisted Rick Dennie, Director of Student Support, in reaching out to incoming freshmen from late May through early August. They sent initial orientation emails, called students, and followed up with them. They also directed students to advising, plus answered many of their questions.

Information Literacy and Research Skills



Librarians taught **39 sections** of Q110, the one-credit information literacy course and **one section** of the graduate equivalent, Q510.

Beginning in fall 2021, Q110 will no longer be a mandatory general education requirement. While Q110 will still be offered, students will have the option of taking an existing course that is 'tagged' to include an Information Literacy component. Julie Feighery and Vincci Kwong worked with Nancy

Colborn to plan the transition to this new model. In spring, three librarians piloted tagged courses with faculty from the Sociology, English, Theater and Health Sciences departments. These pilots were instrumental in refining the grading rubrics and student learning outcomes.

Next year, librarians will conduct more pilots and work with departments to identify which courses will be tagged. The Q110 program will also be part of the **Guided Pathways Academy**, a program that serves conditionally admitted students. Three librarians, **Judith Falzon**, **Rhonda Culbertson**, and **Nancy** will be participating in this exciting new initiative.

In addition to the library's Information Literacy program, librarians' partner with teaching faculty to provide library instruction sessions for specific courses. In 2019-2020, **81** of these sessions were taught. At the Wiekamp Educational Resources Commons (WERC), there are **19 tours** and **14 instruction sessions**.

Course-related sessions increased **40%** and the number of students taught increased **39%!**

The highest number of these sessions were for Business, English, Health Sciences and Nursing courses.

Subject Guides

Librarians create subject and course guides to help students discover library and web

resources. Here is a sampling of new and/or revised guides:

Library guides used 14,232 times

Most popular subject guides

Nursing (2,472) Social Work (1,381) Health Sciences (953) Children and Young Adult Book Awards
Lesson Plans (K-12)
Newspapers
Teacher Standards & Certification
Speech Language Pathology

Accessible Website

Thanks to the efforts of **Vincci Kwong**, all library webpages were evaluated with WAVE, an evaluation tool that checks our web content to make sure it is accessible to individuals with disabilities. She also was instrumental in coordinating surveys and usability studies so we have more information about our users' research needs and success in finding information.

Makerspace

The WERC's makerspace and production room continues to be popular with both the campus and local community. As an auxiliary unit, it relies on the sales of supplies, most of which is drawn from large format poster and 3D printing sales.





Posters printed 687 3D projects printed 117

New equipment was added to support academic and student activities. Along with a new spiral binding machine, we added a 1" button maker and a Cricut cutting machine for making intricate decals, labels, paper crafts, t-shirt designs, and more. Crafters, creative folks, and those wanting to support a club or cause – come check them out!

Study Spaces

The importance of providing both collaborative and quiet study space for our busy students cannot be overstated. The popular study rooms were booked **2,987 times** and our computer labs were the busiest on campus! At the WERC, the Cintiq drawing tablets in the media room were used heavily by Fine Arts students and the production room was buzzing with projects.

Research Assistance



Researchers and students seek assistance from our knowledgeable and friendly reference personnel in person, by phone, email, and via online chat.

Whether they need help finding historical information on James Baldwin, the latest studies on stress among first responders, pictures of the campus from 1980, or books about volcanoes for third graders, we are ready to help.

(pictured: Maureen Kennedy)

Those needing extensive one-on-one research consultations can book appointments with subject librarians. Despite the COVID shutdown, **research consultations increased by 6%**.

Supporting Faculty Scholarship

Our Scholarly Communications librarian **Craig Finlay** was instrumental in increasing awareness about the shifts in scholarly communication, open access, open educational resources, and freedom of information. His strong collaborations with administrators, faculty, and students resulted in the passing of an open access initiative, robust presence in IU's institutional repository ScholarWorks, and opportunities to learn and create open educational resources.

What is Open Access? Open access (OA) refers to freely available, online information. Open access scholarly literature is free of charge to the reader and carries less restrictive copyright and licensing barriers than traditionally published works, for both readers and authors.

In the summer of 2019, Craig led the Affordable Educational Resources Course Redesign Workshop, which was attended by 24 faculty. He also facilitated the OER grants program that funded the creation of three new textbooks and oversaw the university's membership in the Open Textbook Network.

71 items were added to IUScholarWorks.

There are now **385** IU South Bend items in IUScholarWorks, the most of any regional campus.

Unfortunately, Craig left the university mid-year for another opportunity. Since his departure, several librarians volunteered to keep this great program on track!

Susan Thomas and Julie Feighery publicized e-book availability to faculty through the University Center for Excellence's (UCET) Course Design Institute and UCET Radio. Julie also

took over Craig's role in the annual Scholars Fair, adapted a CC-4.0 licensed OER and <u>OER and Textbook Alternatives guide</u> and worked with the Dean of Libraries and the Head of Collection Services on updates to the <u>OER web page</u>. Dean **Vicki Bloom** updated the Scholarly Publications web page, plus guides on Copyright, Fair Use & Author Rights and Open Access and Scholarly Communications.



Kirby Cheng (pictured left) and Scott Shoger took over the open access repository and journal publishing. Full runs of student journals like the Analecta are available at the IUScholarWorks Open Journals.



Recognizing Superb Students



The IU South Bend Libraries could not operate effectively without our remarkable student employees. They are instrumental in staffing key service points, shelving and processing materials, updating the website, and so much more! Many thanks to **Angie Huff** who handles all the personnel transactions required to get our many students hired. We are so grateful that we can recognize one or two outstanding student employees every year with a \$500 scholarship. This year's recipient of the **2020 Michele C. Russo Library**

Services Student Worker Scholarship is Clint Cutler (pictured left), a nursing student and long-time employee.



The **2020 Library Prize for Undergraduate Research** was awarded to **Vivian Nguyen** (pictured left) for her paper titled "*Are Bilingual Children more Susceptible to Language Difficulties, Delays, or Disorders?*" This project was a research proposal and poster presentation for the H492 Research in Health Sciences course, which was taught by Dr. Denise Henderson in fall 2019. Ms. Nguyen has since graduated and is now pursuing her master's in speech language pathology!

And...an Outstanding Blue Ribbon Library Team



Kirby Cheng - Head of Information Technology **Nancy Colborn -** Director of Research, Instruction, & Outreach

Julie Feighery - Head of Research and Outreach Services **Vincci Kwong -** Head of Web Services, Assessment and UX Researcher

Scott Opasik - Director of Access Support
Feng Shan - Head of Electronic Resources
Scott Shoger - Archives & Special Collections Librarian
Susan Thomas - Director of Collection Services
Rhonda Culbertson - Part-time Associate Librarian
Barbara Allen - Assistant Supervisor, Circulation/Reserves
Coordinator

Tyler Davis - Archives and Special Collections Assistant

Adrian Esselstrom - Interlibrary Loan Technician
Shabaun Flanagan - Library Technical Services Associate
Angela Huff - Library Business Operations Manager
Josephine Johnson - Library Technical Services Associate
Maureen Kennedy - Supervisor, Interlibrary Loan
Katherin Plodowski - Supervisor, Circulation
Steve Sigety - Library Cataloging Technician
Ryan Weber - Interim Supervisor, Wiekamp Educational
Resource Commons

And tearful goodbyes to:

Craig Finlay - former Scholarly Communications Librarian **Elizabeth (Betsey) Miller** - former Supervisor, Wiekamp Educational Resource Commons

Providing High-Quality Collections

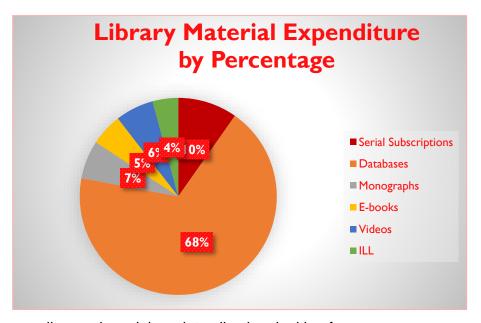
The Franklin D. Schurz Library and the Dorothy J. Wiekamp Educational Resource Commons support teaching, learning, and university and program-specific accreditation by building collections that reflect the changing curriculum, new teaching approaches, and program growth while responsibly stewarding the budget.

At times, this can be quite challenging since the cost of serials and databases increases 5-8% annually while our collection budget remains flat. The chart on the next page shows expenditures by format.

Fortunately, we were able to contain costs in 2019-2020 by cancelling 52 low-use subscriptions. We also ordered fewer books, supplemented the collection with donated materials, and carefully moderated streaming media orders. **Susan Thomas, Feng Shan,** and **Shabaun Flanagan**

worked together to find inexpensive alternatives, negotiate lower rates with many digital content providers, and lobby for better pricing for streaming media and e-books, which are more plentiful and less expensive to individuals than they are to libraries.

Susan went further by conducting a thorough analysis of spending, physical collection use, interlibrary loan requests, and majors, which will help us to determine priorities for collection development efforts. She, along with the other subject librarians,



recommended needed purchases as well as reviewed the print collection, looking for gaps, damaged materials, and outdated items.

Key resources added:

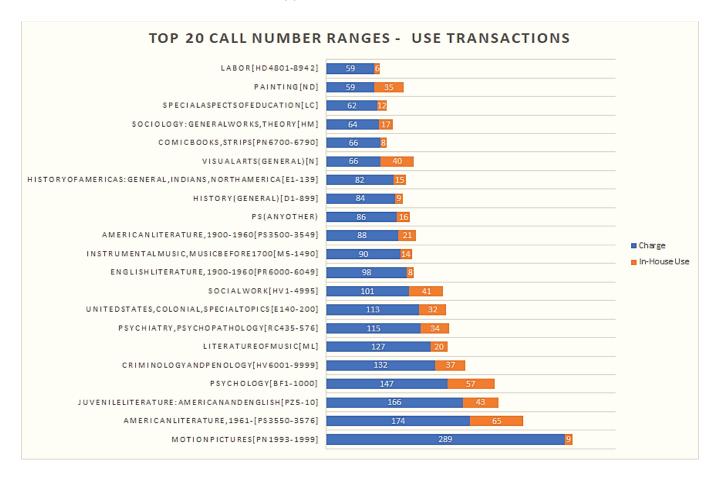
- South Bend Historical Archives, with coverage from 1873-1993
- Westlaw (replaced LexisNexis for half the cost)
- Market Share Reporter & American Literature (journals)

Plus these Adam Matthew primary resource collections courtesy of IU Libraries:

- Food & Drink in History (my favorite!)
- Colonial America, Module V: Growth, Trade and Development
- Ethnomusicology: Global Field Recordings
- Service Newspapers of World War II: Module II
- Sex and Sexuality: Module I

Collection Use

The circulation of physical items dropped significantly this year with only 5,170 titles circulating from the Schurz Library and 512 at the WERC. Some of this was to be expected given that the libraries were open fewer months and publishers expanded their online offerings. It is interesting to note that the most heavily used parts of the collection have been constant for some time. Our DVD collection and books about film topped the list.



On the other hand, our rich collection of e-books, e-journals, streaming films, and databases were heavily used.













Making Materials Discoverable

Whether the library adds a new database, a book, a package of e-journals, or government documents, it is critical that these resources are well-described and discoverable in the IU catalog, IUCAT, the journal and database lists, and the different repositories. We have a team of experts involved with this process headed by Director of Access Support Scott Opasik. A shout out to Steve Sigety, Shabaun Flanagan, Josephine Johnson, Feng Shan, Kirby Cheng, Scott Shoger, and Tyler Davis for making library resources quickly available and findable to our users.

Obtaining Needed Resources

Scholars and students on campus count on our interlibrary loan staff, Supervisor Maureen Kennedy and assistant Adrian Esselstrom, to obtain materials not available or accessible on campus. Their efficiency and expertise is laudable and highly appreciated across the university. While there was a decrease in borrowing and lending, requests for photocopies from materials in our collections increased.

"Whoever is on interlibrary loan today is amazing. I already have 2 of the 3 articles I requested. Please give them my deepest thanks." Dean Brenda Phillips

History professor Lisa Zwicker recognized Interlibrary Loan Supervisor Maureen Kennedy in the footnote of a recent article published in the Catholic Historical Review. Dr. Zwicker appreciated Maureen's assistance in locating needed resources and was thankful for her "creative problem-solving,...quick responses and ...always friendly assistance."

They also expedite retrieval of materials for our users held by our libraries, by sending articles to the desktop, delivering books on campus, and mailing to home during the campus closure.

Borrowed items via ILL - 1,727 articles and 1,306 loans Document Delivery - 1,564 articles and 48 loans Fastbook Delivery - 285 books

Mailed items during shutdown – 51

Huge Gains in Archives & Special Collections

One of the greatest assets of any academic library's collections is its special collections and archives. That's why it is imperative that we showcase them to a broader audience.

The Archives & Special Collections and Access Support departments have worked together to realize this ambitious goal.

Growth of Digital Collections

For the first time, we presented <u>four digital exhibits</u>, which highlighted important milestones on campus and in the community.

- IU South Bend: 200 Years in the Making, a virtual version of a South Bend History Museum exhibit curated by Anthropology professor Dr. Jay VanderVeen.
- Gloria Kaufman Papers, co-curated by archivist Scott Shoger and a student majoring in Women's and Gender Studies, launched in tandem with Gloria Kaufman's marker dedication ceremony.
- Civil Rights Heritage Center: 20 | 10 Anniversary, illustrating the evolution of the CRHC since its founding and 10 years since the transformation of the Engman Public Natatorium.
- **South Bend: Alive with Hope and Pride**, launched in June during the worldwide virtual Pride celebration.

Significant progress was made in growing IU South Bend's presence in the **Archives of Institutional Memory (AIM).** The addition of **404 items** this year – all class schedules, athletic programs, and Academic Senate Meeting minutes – can be found through the web!

229 items added to Media Collections Online

Media Collections Online grew as well, with many of the recordings from the Raclin School and Gloria Kaufman's collections. Given the

multistep and time-consuming process of adding any one recording, it is quite impressive that so



much was done so quickly. It is fun to watch Prof. Kaufman's 1983 lecture on the semiotics of clothes, the 2013 Teddy Bear Concert, and 1997 advertisements for the campus, to name a few examples.

(one of the IUSB advertisements)

Archival Management

Archivist **Scott Shoger** and Archives Assistant **Tyler Davis** introduced the archival management program ArchivesSpace to their workflow processing, creating collection records for 13 Civil Rights Heritage Center collections in spring 2020. These collection records are now accessible on Archives Online (archives.iu.edu), alongside records for other repositories in the IU system.

This marks the first time that IU South Bend Archives finding aids have been included in a system-wide, searchable portal. It is also the first time that IU South Bend Archives finding aids have been rendered in the industry-standard Encoded Archival Description metadata scheme.

In addition, they made significant progress in re-inventorying and rehousing the extremely fragile Casaday sheet music collection.

Preserving Our History

Several large and notable collections were accepted this year, including:

Questions answered by Archives and Special Collections jumped from 189 to 219, a rise of almost 16%!

- Records of the LGBTQ Center and La casa de Amistad records, significantly growing our LGBTQ-related and our Latinx collections
- Tuck Langland papers
- **Glenn Chesnut** papers, which includes documentation of Alcoholics Anonymous in the Michiana area

Marking Milestones

Library faculty and staff took significant leadership roles in celebrating Indiana University's historical Bicentennial.

Archivist **Scott Shoger** was instrumental in helping Professor Jay VanderVeen prepare an exhibit held at the South Bend History Museum on campus history.



We are very pleased that this wonderful exhibit will be repurposed and displayed permanently next year on the Schurz Library's 5th floor. Along with the digital displays mentioned earlier, **Scott** and **Tyler Davis** also filled the display cabinets on the 5th floor with IU South Bend artifacts in time for a special alumni event on campus.

Scott also participated in the planning of Bicentennial culminating events, such as the burial of a time capsule that was supposed to occur in spring 2020.

While COVID compromised this activity, Scott did solicit and collect a significant and diverse range of materials prior to the pandemic and chaired a committee to make final selections.

<u>Oral histories</u> were completed through the Bicentennial Oral History Initiative. You can hear interviews with Lester Wolfson, Dave Vollrath, Posi Tucker, Angela Johnson, Sienna McCray, and many others.

Soon you will be able to read the student newspaper online! We sent out 1,184 issues of our student newspaper to be digitized. It will be exciting to look back at how the students viewed the campus over the years with a click of a mouse.



Campus and Community Engagement

We continually promote our collections, programs, and services through strategic partnerships

with faculty, other university departments, community groups, and local educators. **Julie Feighery** coordinates our marketing efforts and uses multiple approaches, from face-to-face meetings to posts on the *Daily Titan* and social media to raise awareness about services, resources, and expertise.

Admittedly, our most popular social media campaign was the **#petsofSchurzLibrary** series, where we posted photos of employees' pets. We wanted to share some warm fuzzies with our social media followers during the campus shutdown! To give equal time to both cats and dogs, on the left are **Ryan Weber**'s dog Hero and cat Nova.

But it takes a village to get the word out.

- Barbara Simpson Allen coordinated library Welcome Week activities and the display cases;
- Ryan Weber and Josephine Johnson (pictured below) promoted WERC poster and 3D printing services;
- Susan Thomas set up annual meetings with faculty library liaisons:
- Nancy Colborn coordinated information for new faculty orientation; and
- Maureen Kennedy promoted Interlibrary Loan in instruction sessions.

There are many, many more examples.







Having a Spot of Fun!

Within the libraries, we showcased new books and celebrated holidays. Some of the staff, both living and dead, even dressed up!





(pictured Craig Finlay and Steve Sigety)

Community Outreach

The IU South Bend Libraries have played a vital role in campus-wide community engagement efforts. This year was no exception.

Rhonda Culbertson taught 8 library instruction classes in local middle and high schools. Ryan Weber, Josephine Johnson and Betsey Miller from the WERC also reached out to the K-12 community.

An annual library **Book Sale** was held in October, which raised a total of \$832.05. Half of the earnings went to the student Japanese Club, who helped during the sale. We also have a partnership with Better World Books, which net an additional \$611.00 and provided books to the local community.



Kathy Plodowski coordinated our Food for Fines efforts, which resulted in food donations to both the campus Food Pantry and the Northern Indiana Food Bank.

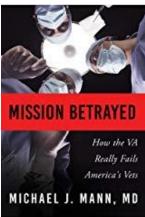
Veterans Book Club

With a generous donation from Jerry and Dorene Hammes, Dean **Vicki Bloom** with the assistance of librarian **Rhonda Culbertson** have been coordinating a Veterans book club since 2015 that is open to the campus and the community. This past year, the book club met three times and read these engaging titles:

- The Double V: How Wars, Protest, and Harry Truman Desegregated America's Military by Rawn James, Jr.
- o Mission Betrayed: How the VA Really Fails America's Vets by Michael J. Mann, M.D.
- o Tribe: on Homecoming and Belonging by Sebastian Junger

We were fortunate this year to videoconference with the author of *Mission Betrayed*, **Dr. Mann** (pictured on screen below) and hear from **Dr. Alfred Guillaume**, **Jr.**, former Executive Vice Chancellor for Academic Affairs and emeritus professor of French, and **Dr. Gary Donaldson**, emeritus professor of history from Xavier University, about race and the military.





Two book club meetings are scheduled for fall 2020. We will be reading the classic, Slaughterhouse-Five by Kurt Vonnegut, and a 2012 National Book Award finalist, The Yellow Birds by Iraq veteran Kevin Powers. More information can be found at: https://vetsbookclub.wordpress.com

Race, Inclusion and Belonging

In 2010, NPR journalist Michele Norris began inviting people during a book tour to distill their thoughts on the word "race" to **only six words**. Printing 200 postcards and issuing a call to action, Norris and her team were unsure of what – if anything – would result. To her surprise, she received hundreds of these six-word stories from people in all 50 states and many countries worldwide.

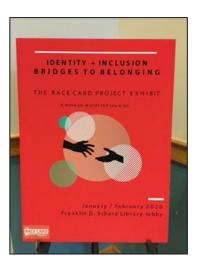
This led to the creation of a web space at https://theracecardproject.com/ where people could submit their thoughts on what many consider a difficult and thorny topic, as well as photos and

backstories. Because universities, colleges and schools were interested in participating, "On Location" portals were created within the larger website.

Inspired by seeing Michele Norris at a library conference, Dean **Vicki Bloom** brought interested faculty, staff, and students together to work on bringing the Race Card Project to IU South Bend. Her goal was to encourage reflection, spark further dialogue and foster a stronger sense of belonging.

Boxes and cards were placed on campus and an online portal was opened for those who preferred to fill out their race cards online at https://theracecardproject.com/indiana-university-south-bend/. Race cards were filled out in classes, online, and at events such as the Multicultural Student Showcase/Campus Visit day.





An exhibit, entitled *Identity* + *Inclusion: Bridges to Belonging* was held at the Schurz Library in January and February. Over 100 Race Cards were featured. The six-word messages ranged from fervent calls for broader acceptance to stories about the impact of seemingly innocuous encounters. Here are a few examples:

I am not followed around stores. American is not a race.

Skin Color doesn't define my intelligence.

Many people who saw the exhibit were quite moved.

"Thanks for spearheading the Race Card project! The exhibit in the library is just fascinating. Your energy in putting it together makes a nice contribution to IUSB – thanks for that!"

Elaine Roth, General Education Co-Director
UCET Career Mentor / Professor of Film Studies, English Department