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2017 Annual Report

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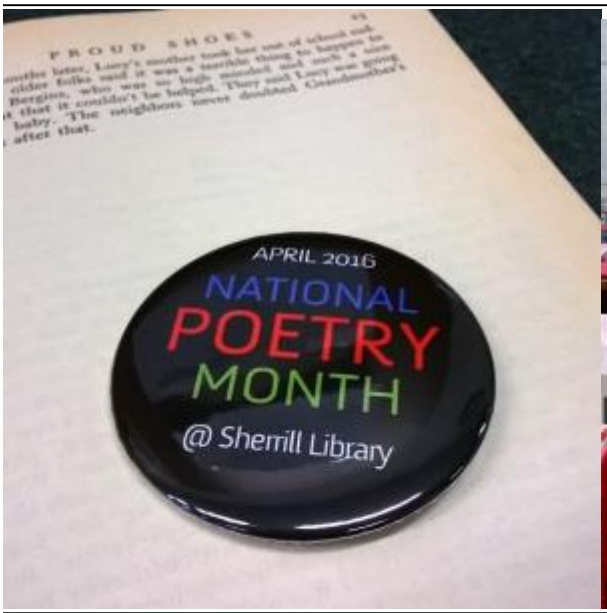
Lesley University Library

Where all your questions are answered

Annual Report – FY2017

Hedi BenAicha
Dean of Lesley University Libraries



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Executive Summary

Since July 2016, Lesley University Library has embarked on reengineering the concept of the library from a mere place of resource-gathering to a dynamic participant in furthering the University's mission and vision of teaching and learning. During the past year, a cooperative and collaborative culture became the norm among librarians and staff. Locations were compressed between Sherrill and Moriarty, and acceptance and inclusion became the *modus operandi*. As a result of the hard work of our team, with intelligence and ingenuity, Lesley University Library has emerged from the fringes of the campus community to become a hub of activity for all members of Lesley University and an epicenter of ideas to enrich our students' college experience.

Knowledgeable staff and librarians embraced this vision and brought their individual skills and talents to the fore in order to transform the Library into a vibrant place of learning: an experience that encourages, supports, and strengthens lifelong learning.

This vision is based on the following four concepts:

1. Community Building
2. Access and Discovery
3. Preservation of Institutional Memory
4. Development of an Innovation Center

We are very proud of what we have accomplished this past year.

Community Building

- The Library has developed a regular newsletter, sent to all students (on- and off-campus), faculty, staff, and administrators. This newsletter not only provides current information on Library resources and programming, but allows another avenue by which our community may get to know the librarians, staff, and student workers who contribute to the Library's success (Five issues were published throughout the academic year)
- Working in collaboration with the Dean of Students, we have established a lounge for students that will provide room for relaxation, study, meals, and other needs. The Dean of Students has donated a refrigerator and microwave, and the Library has provided the space that is available when the Library is open
- We established a Library Lecture Series; among the speakers were President Weiss and Dean Richard Zauft. The Lecture Series offers lectures and discussions, addresses current issues and events, and aims to bring together the many diverse points of our community. We intend to increase the number of lectures in the coming year

  This year, in fulfillment of the donor's wishes, the Finnegan endowment was used to fund an outreach program to the neighboring Graham & Parks School (a Cambridge Public School), where 120 fifth and sixth grade students were given a copy of *The Jumbies* by Tracey Baptiste, a professor in our MFA/Creative Writing program and renowned writer of children's books. The children were then invited to see Tracey Baptiste read from her work in Sherrill 350 in the morning. In the evening, she presented a talk on

the need for diverse voices in children's literature to a group of Lesley students, faculty, and alumni.

- The Lesley Library Student Ambassador program was established in Spring 2017, with an initial group of three undergraduate students who volunteer their time, energy, and ideas to help bring their peers into the Library. Based on their feedback, derived from a survey of their peers, a foosball table was acquired and will be installed in the above- mentioned lounge space
- The Library sponsored a number of events for National Poetry Month in April:
    - A brown-bag lunch talk on Poetry and Social Justice, presented by Enzo Silon Surin, MFA/Creative Writing alum and owner of Central Square Press
    - A drop-in Poetry Clinic conducted by Michael Mercurio, Library employee and MFA/Creative Writing alum, that was open to all members of the Lesley community and beyond
- The Library held exhibits about and engaged students in the following topics at both Sherrill and Moriarty:
    - Social justice
    - Black History
    - Women's History: Intersectional Voices
    - National Poetry Month
    - Banned Books Week
    - Boston Book Festival
    - White Privilege Symposium
    - Picture Book Month
    - Staff Favorites
    - Poems2go book display
    - LGBTQ+ Pride Month
    - Lesley's institutional history

  Each of the above-listed exhibits were publicized via posters, digital slides, buttons, and other promotional materials
    - In addition, the Library staff used the MakerSpace in Sherrill for several study breaks: Autumn coloring bookmarks for stress relief; winter/holiday coloring postcards
    - Micki Harrington, our Art Librarian, designated the mezzanine display case at Moriarty as a "Time Warp", which encourages students to come back every month to "see where we travel to next". The Time Warp is new, with only two displays so far:
        - Art of the 1960s, with paper and markers available to students to help
          us decorate the Time Warp with 60s icons like peace signs and lava lamps
        - Art of World War I, with images of posters and information about public
          domain images

    - The Moriarty film displays are interactive and have seen a lot of engagement from students. These include the following:
        - Horror movies with a poll asking students what their favorite one is
        - Oscar winners from the past, with explanations of the categories, a poll asking students which films they think will win Best Picture this year, and a ballot for students to guess the 2017 winners
        - Films of Bill Plympton, with a poll asking students what their favorite "Plymptoon" is
        - Documentaries and eBooks about documentary filmmaking (images of the covers were printed and displayed) with small business card takeaways informing students how to find streaming movies and eBooks
        - Pixar timeline, with DVDs and books about the art behind the films, and a game where students have to rearrange the DVDs in the order the movies were released.
- Library staff also engaged in outreach using zine workshops in the following ways:
    - Zine-making with Professor Amy Rutstein-Riley's Girlhood Project class
    - University social justice training, distributing blank zine and zine materials
    - Outreach at Presidents Weiss' social justice discussion with students
    - Participation in the Massachusetts Library Systems' Idea Fair, presenting a zine workshop

Special thanks are due to Bettiann McKay, Coordinator of Budget, Acquisitions & Reserves, and Jaime Glass, Library Assistant for Circulation Services, for their efforts to bring the Library into additional arenas through zine-making. Their efforts successfully engaged new populations.

Access and Discovery

- The Library introduced a new Library research portal. It is a responsive library website comprising of multiple pages and integrated systems to replace the Library's Blackboard and University website presence, increasing usability and access to library resources
    - The portal was designed and implemented in-house by Research & Instruction Librarian, Samantha Quiñon, with review and input from the Library staff
    - The portal makes use of a new discovery service,@LL Search, which gives users a unified search box that provides one-stop search for materials from physical books to e-books, databases, journals, streaming video, and image resources. This is to enhance the user experience and move away from the poor user experience that existed previously

A new institutional repository (IR), DigitalCommons@Lesley, was launched in June. Dean BenAicha formed a digital team comprised of Philip Siblo-Landsman, Dennis Flanders, and Samantha Quiñon at the start of this project to manage it and then follow-

through on other digital projects. The platform was designed and branded by Philip and Dennis. Later, documents were migrated from the archives and the outdated IR in less than two months' time. This allowed us to enter the digital space and ensure that Lesley scholarship, as well as teaching and research, are more visible. DigitalCommons@Lesley contains more than 500 works, including dissertations, capstone projects, and archival materials. The platform is designed to ensure representation of all schools. We will also be adding works from the Threshold program. Today, students can upload their dissertations to DigitalCommons@Lesley in a seamless and methodical way. One of the benefits of this platform is that the content is optimized for discovery via Google Scholar and other search engines, giving it greater presence (see the image labeled "Readership Distribution from DigitalCommons@Lesley" in the appendix)

- Philip Siblo-Landsman created a much-needed access point as a LibGuide amalgamating all necessary resources covering Open Educational Resources (OER). Here is the link: http://research.lesley.edu/OER The Library intends to hold workshops with interested faculty on the use of OERs, rather than traditional textbooks, with the aim of reducing student expenditures.
- Credo Reference was released in the Spring to fill the gap in our reference collection and to ensure wider accessibility. It includes more than 850 titles from authoritative publishing houses, including Oxford University Press. Access to this material is interactive, with multiple mediums: text, video, and images. In addition, the Library acquired Credo's Information Literacy and Critical Thinking platform to enrich information literacy instruction and critical thinking activities for all our students, especially first-year undergraduates. We aim to launch this interactive platform, to be used by all schools, departments, and programs, during the Fall 2017 semester.
- We expanded our usage of SpringShare products, including LibCal, LibChat, texting, and LibAnswer. These are the industry standard products, used in colleges and universities across the country and the world to enhance student engagement. Students are better able to interact with librarians both on- and off-campus using chat, email, and the telephone. In addition to these products, the Research and Instruction Librarians are creating a Do-It-Yourself (DIY) knowledge base that includes nuts-and-bolts information to guide users to discover the answers to their questions.
- Information Literacy – Classroom Instruction:
  The Research and Instruction Librarians conducted **300.35** hours of instruction, there were a total of **2,797** students taught information literacy at both Sherrill and Moriarty. These statistics are phenomenal.

Preservation of Institutional Memory

The University hired a part-time archivist five years ago to work ten hours per week, the equivalent of roughly one and one quarter days per week. The new Dean's evaluation of this arrangement is twofold:

1. The archivist, Marie Wasnock, is phenomenal; she is hardworking and does exceptional work in the 10 hours she is allotted per week.
2. The schedule is insufficient to address the preservation needs of the institution

It is the Library's hope that the University will invest in a full-time archivist to handle the variety of materials that are dear to the institution and important for its identity as we move into the second century of Lesley's existence.

In the meantime, Marie Wasnock's accomplishments speak to her talent. She Initiated the digitization of archival collections by photographing objects and creating metadata for scanned images, created a library exhibit about Lesley's history for President Weiss' inauguration events, and researched and wrote content for the library newsletter highlighting items from the collection that address Lesley University's rich history. In addition, she worked with the aforementioned Digital Team to migrate works to DigitalCommons@Lesley from the Archives.

With University encouragement and support, the Library would be able to organize, index, and make available in digital format the Archives and special collections. These collections are not only important as part of the institutional memory, but also for researchers to put the past into context and user for instructional purposes.

Development of an Innovation Center

In order to address the needs of our community, and especially those of our students, the library should provide a space for experimentation. The Library began with small steps towards implementing this vision by meeting with stakeholders across campus to identify areas for collaboration to harness support and resources. So far, we have acquired a state-of-the-art 3D printer, on which staff will be trained in preparation for a September launch. We are fortunate enough that we found a kindred spirit in our colleague Jennifer Barrows at LUCAD, who will conduct further workshops with us to ensure that select staff are well-versed in the use of this truly innovative and easy-to-use tool. We plan to open classroom sessions for LUCAD students here at Sherrill once a month in an open space so that we raise awareness of many of our students to the existence of this printer and its capabilities. After conducting these sessions, we will also schedule a few hours per week, by appointment, for students, faculty, and staff across the community to use the printer for individually guided projects.

In addition, by developing an innovation center the Library will achieve the following:

- Strengthen the relationship between librarians, students, and faculty in finding innovative ways to incorporate the Library into academic activities
- Implement a technology lab, guided by the librarians, where interactive state-of-the-art programs are available for students and faculty to harness technological innovation into the program with the aim to enhance the student digital experience
- Create an appropriate forum for students to develop, discuss, and debate ideas and concep

Goals for FY2018

In order to maintain the same level of excellence, and to further enhance the role of the Library, I have identified the following goals:

Continue to strengthen the library's central role in teaching and learning

Goal One: Create accessible, seamless online presence of the library to support students' growth, development and retention

Strategy: Introduce newly-redesigned Library Research Portal to the wider community

Goal Two: expand our outreach to school, department and faculty

Strategy: Use of the new Research Portal and the creation new online learning resources that will enhance both information literacy and cultural and global citizenship competencies in the classroom and will encourage faculty to collaborate with librarians to enrich the curriculum

Collaborate with campus entities to further enhance the visibility of Lesley scholarship in the digital space in order to positively impact recruitment and retention of students and faculty

Goal One: Continue to enrich the new institutional digital repository with content

Strategy: Reach out to schools, departments and programs to collect faculty and students work and scholarship (including: Theses and Dissertations)

Goal Two: Create an Innovation Center, a hub for collaboration that pairs the services and resources of the Library with faculty and staff leadership in transformative pedagogy that improves student learning and supports the teaching and scholarship goals of the faculty. This will promote a culture that supports synergistic opportunities for exploration and innovation in the areas of teaching, learning, and scholarship.

Strategy: Having held an initial meeting with campus stakeholders from all schools and administrative departments, with the arrival of the new Provost it would be very encouraging to continue the conversation.

Goal Three: Realize the potential of the institutional digital repository as a platform for university-wide publication.

Strategy: provide a platform for Lesley publications to be discoverable (including: Commonthought undergraduate creative program Journal, Journal of Pedagogy Pluralism and Practice)

Stabilize expenditure

Goal One: To remain within the allotted budget

Strategy: move toward a model of demand driven acquisition

Goal Two: Work with Advancement to increase financial donations and/or grant preparation

As educators, we aim to seize teachable moments to promote learning, critical thinking, and global awareness among our students. As librarians, we strive to do all this with creativity, thoughtfulness, civility, and collaboration to ensure that the Library is playing its role in this ever-changing digital landscape. I am grateful for what we have accomplished over this first year of my leadership as Dean of the Library.

Respectfully submitted,

Hedi BenAicha
Dean of University Libraries

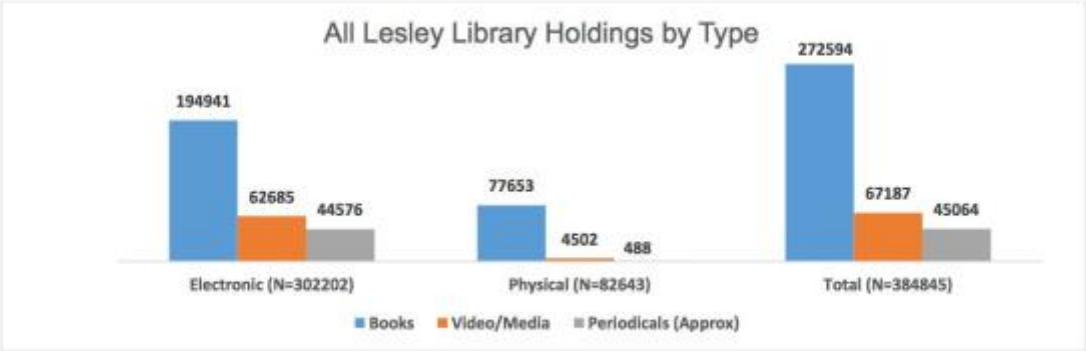
Appendix

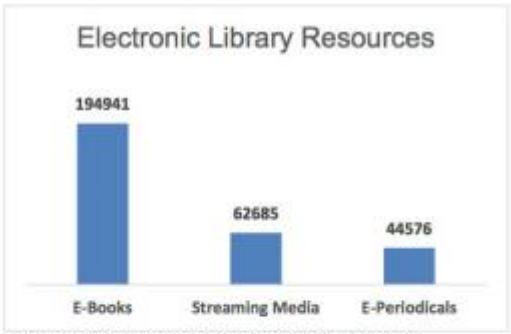
Global Readership Distribution from DigitalCommons@Lesley

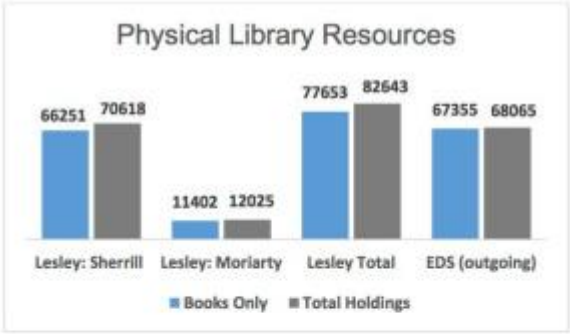
COUNTRIES:

United States	South Africa
Japan	Ethiopia
Canada	Ghana
United Kingdom	Greece
Germany	Israel
Korea, Republic Of	Iran, Islamic Republic Of
Netherlands	Iceland
France	Italy
India	Kenya
Malaysia	Kuwait
Russian Federation	Nepal
Zambia	Philippines
Australia	Pakistan
Belgium	Rwanda
Chile	Venezuela, Bolivarian Republic Of

Lesley University Library – Statistical Snapshot, July 2017

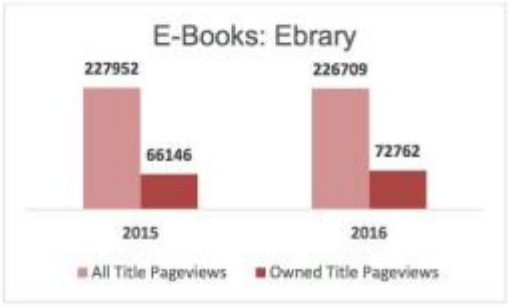


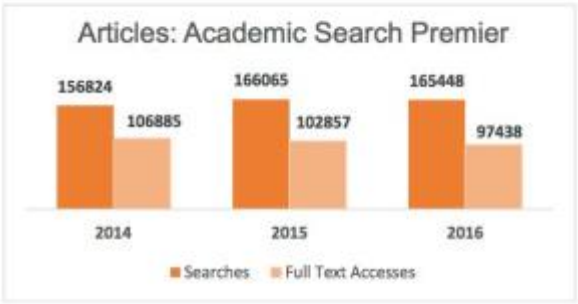


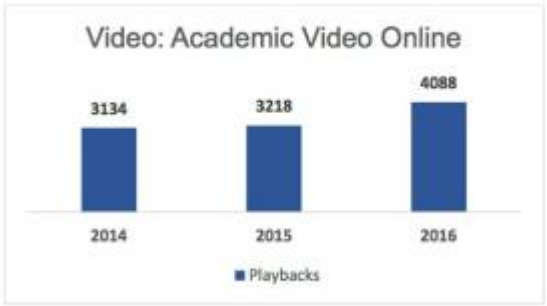


*We also provide access to over 2,000,000 digital images.

Sample Usage Statistics







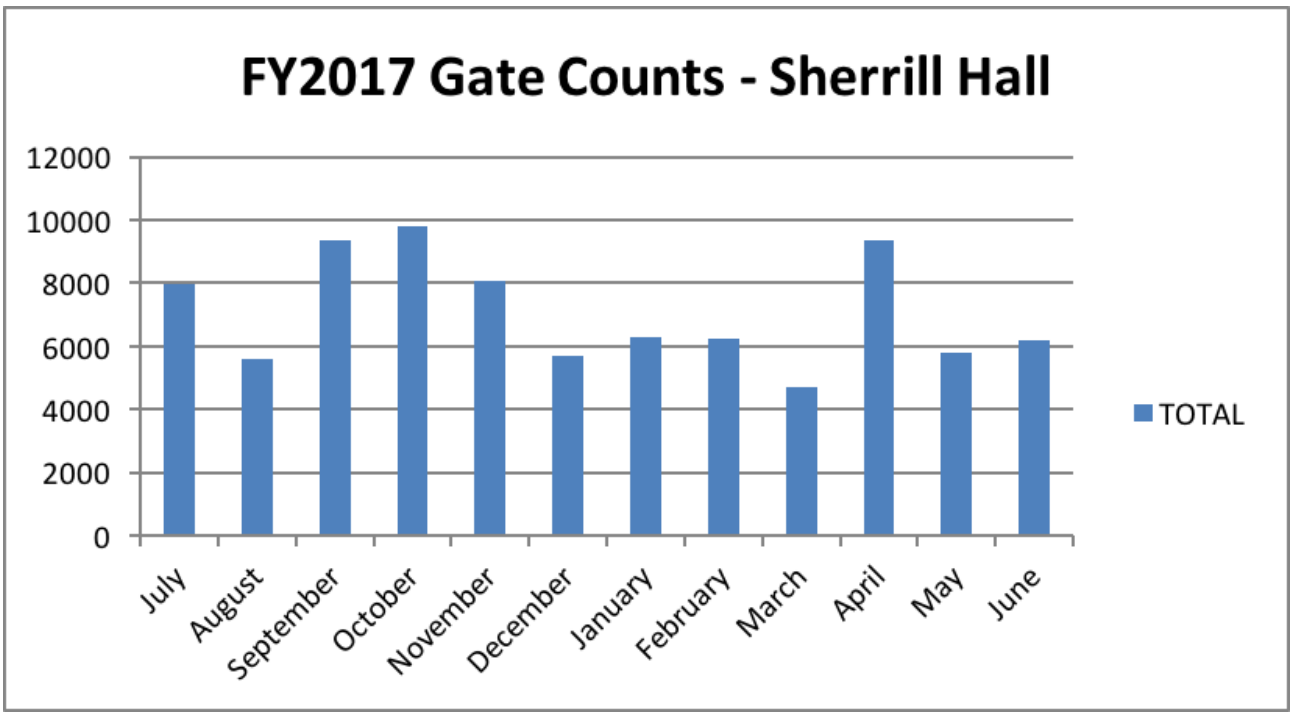
Information Desk Questions:

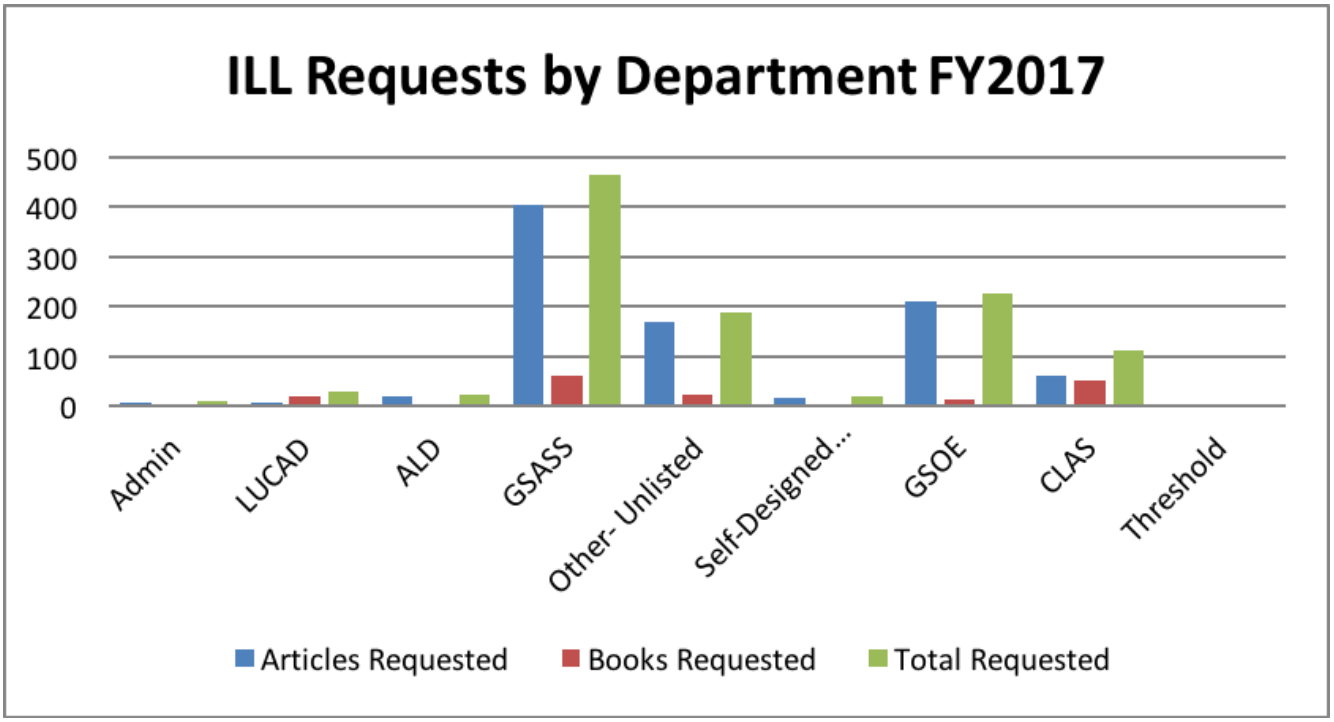
Daily by Location

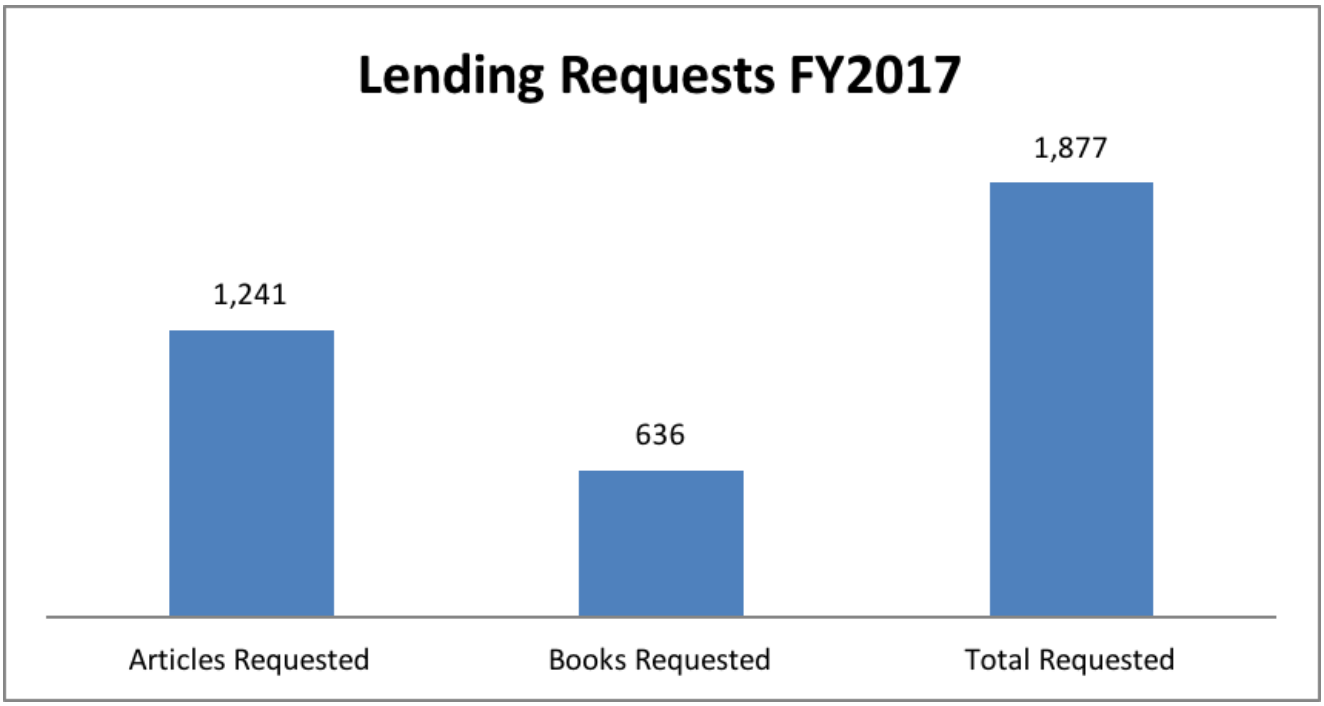
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Circ	260	568	631	681	600	498	222	**3460**
Reference	123	294	238	261	206	136	103	**1361**
Virtual Reference	59	123	165	118	122	79	11	**677**
AAL from home	0	0	0	0	1	0	0	**1**
Total	**442**	**985**	**1034**	**1060**	**929**	**713**	**336**	**5499**

Duration by Location

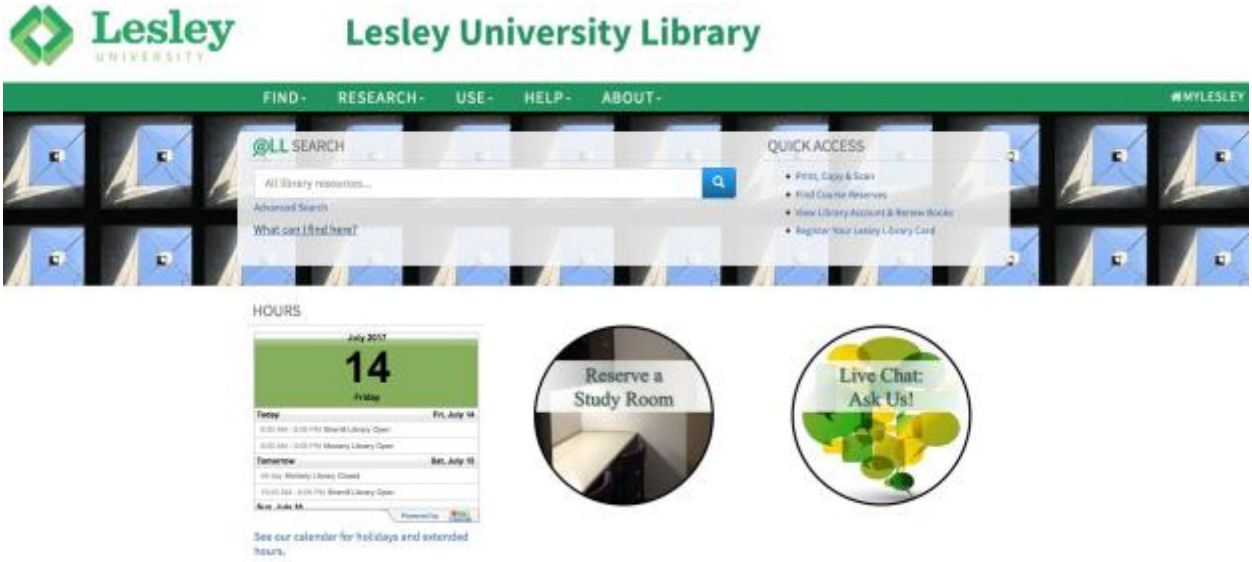
	Circ	Reference	Virtual Reference	AAL from home	Total
0-2 min	2359	191	144	0	**2694**
3-10 min	955	743	349	0	**2047**
11-20 min	104	290	130	1	**525**
20+ min	42	137	54	0	**233**
Total	**3460**	**1361**	**677**	**1**	**5499**




ILL Requests by Department FY2017
500
400
300
200
100
0
Admin
LUCAD
ALD
GSASS
Other- Unlisted
Self-Designed...
GSOE
CLAS
Threshold
Articles Requested
Books Requested
Total Requested

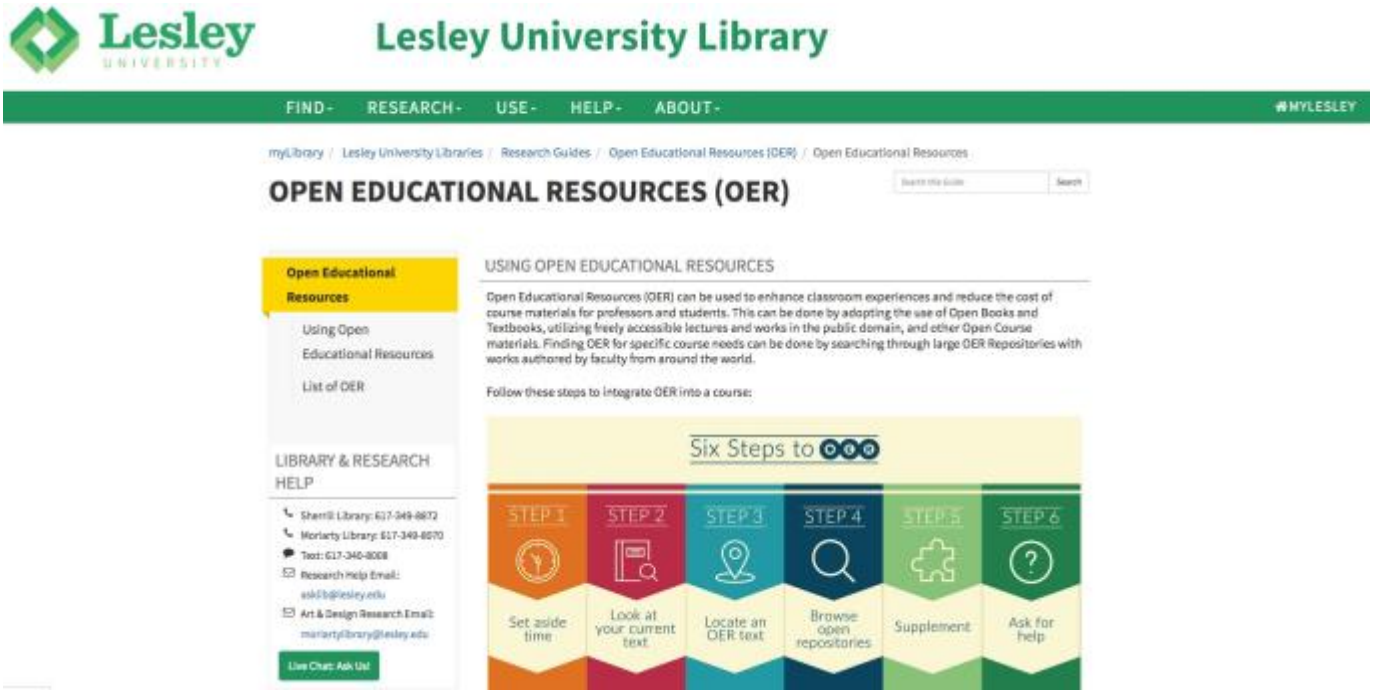
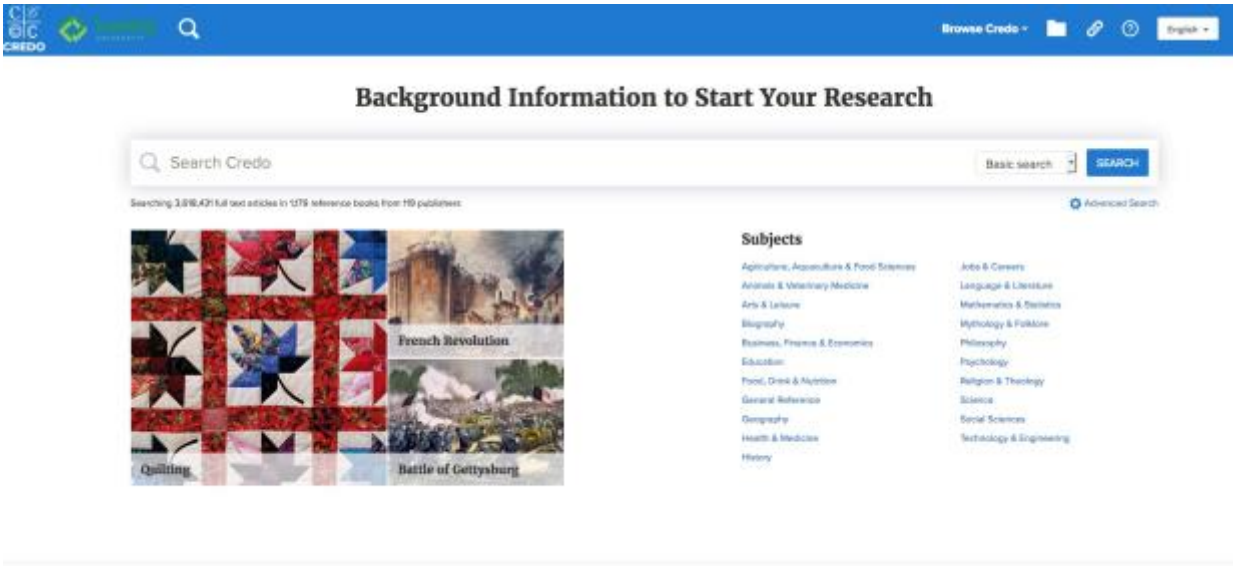

Lending Requests FY2017
1,241
636
1,877
Articles Requested
Books Requested
Total Requested

New Library Research Portal



DigitalCommons@Lesley

Open Educational Resources (OER) LibGuide



The **Credo Reference** collection includes over 1,000 titles, with particular emphasis on subject encyclopedias, dictionaries, atlases, and reference handbooks. Also included are over 1,000 short reference videos, nearly 300,000 high-resolution art images, and thousands of additional images across all subject areas.