# THE ANNUAL REPORT

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**YOUR LIBRARY, WHEREVER YOU ARE | 2019-2020**

# DeWitt Wallace Library Annual Report 2019-2020

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# Words from the Director

    This will be the last annual report that I will personally contribute to with opening comments. This isn't how I anticipated my last year at Macalester would end. Previously, I would have probably shared a litany of changes that have transpired in my thirty-five years at Macalester. (So consider yourselves spared that possibly boring litany!)  Instead, I want to focus on how we ended the year and how it was a moment that academic libraries were better prepared for because of our activities over the past thirty years. Partially as a response to the escalating costs of journals, but also in response to changing needs, academic libraries have been invest-ing in a future based on digital content. These efforts served us well this spring when we had to pivot in one week from a residence-based institution to a remote teaching institution, with very little time to prepare.  As it turned out, in the library we didn't need much time. Several indi-viduals have written about this moment, but I'd like to share words that were written by Roger Schonfeld, Ithaka I+R, in his April 21 blog:

> "…even before the pandemic, the primacy of print had passed. Academic libraries are no longer principally defined by their tangible collections nor even their physical spaces. They are easily the most digital part of the academic enterprise at traditional institutions of higher education. Libraries have fostered the creation of extraordinary digital collections, through a combination of content licensing, open access initiatives, and collection digitization. They have provided infrastructure and services that are accessible remotely. While libraries remain more than just their digital collections and services, the digital transformation has allowed libraries to provide tremendous value to the faculty members and students who have been displaced."  [https://sr.ithaka.org/blog/research-library-digitization-has-found-its-moment/]

We were fortunate that many vendors opened access to their resources, allowing us to expand our electronic content. However, our investments in open access resources and digital services, including HathiTrust, really served us well. HathiTrust allowed emergency access to digital copies of print materials we have in our collection. Close to 50% of our print items were made accessible to students who were now far-flung across the world.

There is another aspect of this transition that is important to include. Libraries are more than their collections. It is the expert individuals who work in libraries that make our exceptional services possible. Our library staff worked tirelessly to help make the pivot from a residential campus library to a library serving faculty and students remotely. I want to highlight some of their work. One of our most recent hires, April Anderson, worked with ITS to make sure we could upload a file that would help our community members locate needed materials in the HathiTrust collections through our online discovery catalog, WMS. April also created a guide to help students and faculty navigate our electronic resources, including the newly-opened platforms for course materials. Denise Tyburski, in charge of acquisitions, worked on locating electronic versions of needed course texts or video materials for faculty. Connie Karlen, in charge of reserves and interlibrary loan borrowing, worked to keep ILL services strong for the last few weeks of classes as well as to locate electronic options for print reserve items. LaReina Adams, literally hired in January and having worked only a few weeks in the building, quickly pivoted to working remotely from home and has been not only a quick study in terms of learning new systems and how to quickly run reports, but has worked with Connie on interlibrary lending. LaReina has managed to stay connected, has learned with all of us as we entered unchartered territory, and has maintained an enthusiasm that contributed to our overall well-being.

There was also work to be done in keeping the community informed and up-to-date on new resources and providing key information about where to seek help and how to ask questions. Louann Terveer, Jacki Betsworth, and Chris Schommer were our communications team who worked together to get the word out on our services, new resources, and other issues via the MacDaily as well as on our website. Sometimes they had to quickly change information that had been superseded within hours of being shared.

We've also stayed connected to members of Macalester by offering chat and electronic Ask Us services that allow community and non-community members to reach us. These services are supported by everyone who works in the library, but our two evening/weekend supervisors, Alee Schmierer and Madisen Egan, took on a super load of covering our chat service for the majority of hours we offered them (8:00-4:30, Monday-Friday.) They also worked on expanding our social media to provide updates on what we were doing and to promote the library through themed initiatives such as poetry readings to celebrate May as Poetry Month. Their creativity infused our social media program with new life and had great results.

After we closed the library on March 20th, a small crew came in to process hold requests and hand out interlibrary loans for those who wanted to take advantage of our curbside service on Monday, March 23rd. Among other services, we delivered three boxes of books for one faculty member and were able to return the entire reserve reading personal copies for another. We connected with at least fifteen patrons who were able to get their needed materials to complete their projects. Dave Collins, Erin Porter, Beth Hillemann, and Alee Schmierer worked together to provide this essential service.

Ellen Holt-Werle, our archivist, sprang into action to start collecting stories from students, staff, and faculty about their experiences. Working with Louann Terveer and Chris Schommer, Ellen created an [online resource for archiving stories](#).

Virtual research consultations, instruction sessions, and other reference services continued after we closed the building. Aaron Albertson, Dave Collins, Beth Hillemann, Marina Ito, and Ginny Moran provided needed support to students, from access to materials, to copyright and citation assistance, to research needs. Research drop-in sessions via Zoom were available for students on specific days and evenings.

Working remotely, other staff members including Laura Secord, Mary Lou Steiner, and Kova Walker-Lečić continued projects such as our annual serials review, and contributed to new, special projects.

Angi Faiks and Katy Gabrio, in addition to managing the various aspects of services they supervise, have continued to work on our search for the Associate Library Director who will replace Angi when she becomes Library Director on August 1. This search was permitted to go forward by the college and has been continued via Zoom. We've all become Zoom masters, but Angi and Katy have been essential in providing care and support for staff members working remotely by connecting to them using Zoom.

In closing, I won't summarize everything that transpired during this year as I have done in the past issues. I'll let you as readers review what we accomplished for the first part of the year and what we accomplished in the last five weeks of the academic year. If not for the last five weeks, I would have talked about our Master Space Plan, or some of our initiatives related to diversity, equity, and inclusion, or even about the many changes that have transpired over my thirty-five years. Or I would have spent a few words introducing my successor, Angi Faiks--but Angi really doesn't need an introduction. She's well known on campus and will be a tremendous asset for the library going forward. So, I'll let the articles within this report speak for themselves. What I do want to say is that working at Macalester for the past thirty-five years has been rewarding, often challenging, never boring, but always a privilege. Faculty, students, and staff, collectively, are who make Macalester exceptional and a most special place to work. It is the people I have been able to work with, both in and outside the library, that I will miss the most.

I wish you all the best as we embark on a completely changed landscape due to life during and after the COVID-19 pandemic. I will continue to follow events at Macalester and look forward to more stories of success from the amazing people I have had the good fortune to work with--the entire group of staff members in the library. I give them all a virtual hug and many thanks for everything they do to help provide a most exceptional experience for anyone who uses the library services. And for Angi, they are her most important asset as she starts her new role as Library Director. I leave knowing that despite all the uncertainties facing us, all in the library are in good hands.

Sincerely,

# DeWitt Wallace Library's Commitment

We, the staff of the DeWitt Wallace Library, pledge to continue our daily work to combat racism and to create just and peaceful environments that enable deep collaboration, learning, and creation of new knowledge.

**Read the full statement and take action ›› ›**

As we prepared to publish this annual report our community, our nation, and our world were rocked by the tragedy of George Floyd's murder. We and our consortium join with people of conscience everywhere in making a commitment to the values and intentional practices of enhancing diversity, equity, and inclusion and actively challenging systems of oppression.

## Integrated Promotion and Social Media plan

In summer and fall 2019, inspired in part by recommendations from Macalester's Social Media Users Group, we embarked on a refresh of our 2014 social media and promotion plan and workflow. Our goal is to increase the impact of our social media and promotional presence by identifying our primary users for each platform or outlet, coordinating our content, and creating campaigns and series in order to share our story and our events more effectively with our community.

We are pleased with our progress in creating a workflow that allows us to efficiently collect promotional requests from colleagues and send out consistent, branded messaging that meets users where they are, via Mac Daily, our homepage news feed, digital display, Facebook, Instagram, or print signs and media. Our one-stop submission form, plus follow-up contacts with colleagues as needed, is working!

Fall successes included our Master Plan promotional blitz, and our Humans of DeWitt Wallace Library (DWL) series on Instagram@macalesterlib. The Humans of DWL series was envisioned and managed by student employees, and featured photos and quotes from library staff "in their natural habitat." It had two goals: to re-energize our Instagram presence, and to give students a glimpse of the real people behind the books, ready to support them. We had plans for a spring "day in the life" series—and then everything changed.

## Social Media: Humans of DWL

In fall 2019, we made a decision to share social media management with our student employees and to focus, in particular, on our rarely used Instagram account. Our goals were to introduce incoming students to the library, bring visibility to DeWitt Wallace Library staff whose work is hidden, and to give a friendly face (many friendly faces!) to a large, brick building. Thus, the Humans of DWL project was launched.

Student staff interviewed all willing library staff members, asking them to talk about their role, their hobbies and interests, fun or funny library happenings, basically anything they wanted to share. Snippets of each interview and an accompanying photo went live in the fall.

In spring 2020, our "hidden" library staff suddenly found themselves behind the scenes in a very big way. As COVID changed our world to a virtual one, library staff picked up where the student project left off.  [Learn more in our Pandemic section.]

macalesterlib

macalesterlib Once I did a project that involved pretty much coming up with the total number of shelves in the building...it's like around 12,000 or something like that. But if you do the math, and you estimate one inch per volume as a sample size, you fit 36 volumes per shelf, and doing the math comes out to be nearly 500,000 volumes... and the capacity of this building was always thought about as about a half a million volumes. And so by doing this project... I ended up verifying that that actually was the case. -Dave Collins (Research & Instruction Librarian, Sciences) #heymac

40w

Liked by macalesterarchives and 43 others

OCTOBER 15, 2019

Add a comment...                    Post

# CONTENTdm Image Collection

We are used to organizing and cataloging all sorts of things, but even we sometimes have a "shoebox" of treasures we need to sort through. In this case, it is digital folders filled with years of images taken in the library since 2006. We decided to use CONTENTdm to organize these images, and to host the many new images that are taken each semester. To find and organize these images we need to add metadata. Initially, Chris and his student employees were spending time on this process; however, when COVID-19 interrupted the semester, this became a staff-wide project with individuals and teams spreading out to look back at our history. Not all the nearly 10,000 images will be cataloged, but the curated collection will represent the ongoing history of the library, library spaces, staff, and events. And, no more digging through the shoe box!

# User Experience Group

The User Experience (UX) Group was formed in Summer 2019, shortly after the R&I Librarian for Outreach and User Experience position was created and filled. The group is composed of members from different library subgroups and is strategic about implementing and coordinating efforts towards providing a positive library experience to the community. So far, we have upgraded signage and wayfinding, promoted programs and services, refined the library website's usability and content, and looked at trends among other libraries to improve user experience. Ever since the college moved to remote teaching and learning in the spring, everyone in the library has prioritized keeping the community informed of the library's remote support and the latest developments in e-access.

## UX: Library Studios, Inc.

Librarians do just about everything. Their job skills can include handstands, cartwheels, and creating and directing videos. In fall 2019, we created three videos. Two introduced people to the library and its services: Faculty Orientation and Library Orientation. The third, a fun homage to pushball, aimed to get everyone in gear for the grueling winter 2020 contest: Pushball Training at the Library .
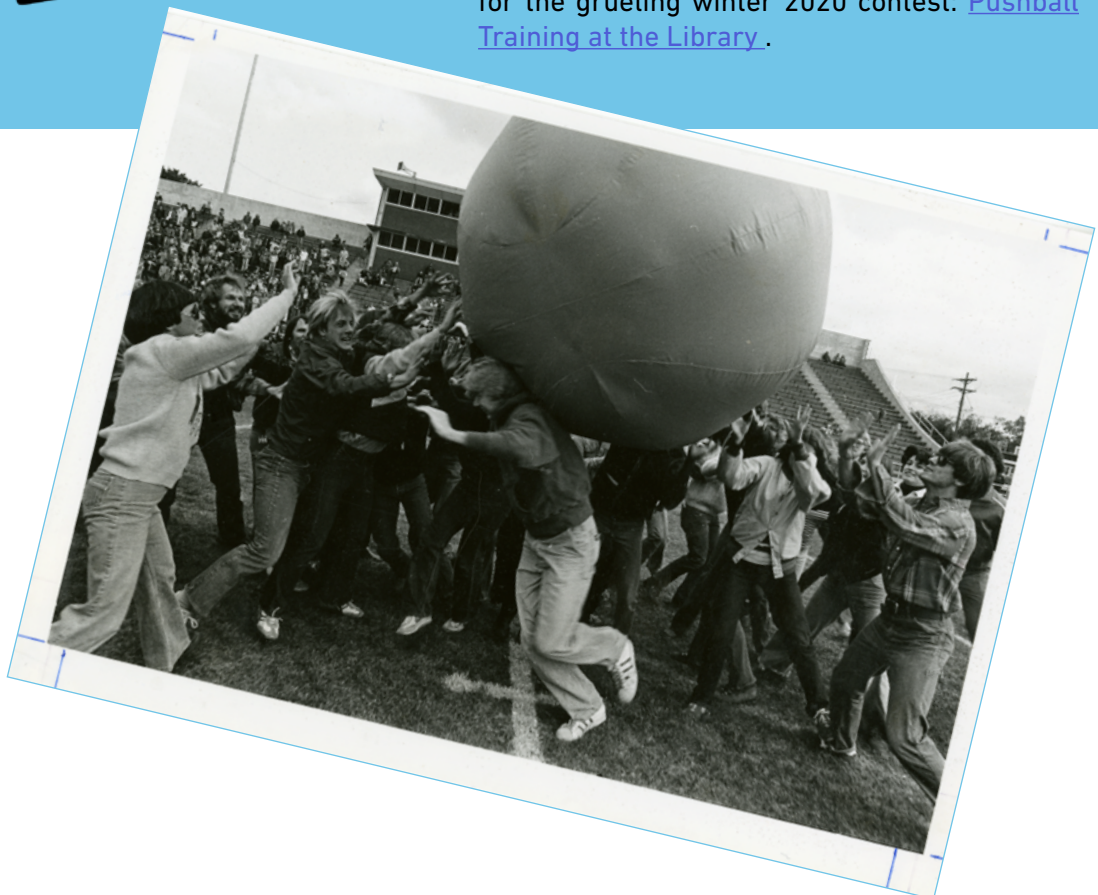
# Transition to OpenAthens

During summer 2019, we transitioned to a new authentication system called OpenAthens. This system handles access to library resources on and off campus, including journals, articles, databases, and streaming services. We originally investigated OpenAthens in order to authenticate to HathiTrust. One of the advantages of OpenAthens is that it allows for authentication at the direct sites of many of our resources. Many times, students will simply type the name of a database into a Google search instead of using the link on the library website, thus bypassing the automatic authentication contained in the links on our website. With OpenAthens there is often an option to select "your institution" or "OpenAthens" for authentication on the database vendor's website, which allows the user to log in and gain access to the database directly from that page.



# Whiteboard Marker Transition

In summer 2019, the library became the second building on campus to adopt sustainable markers for all users. Collaborating with the Sustainability Office, Facilities Services, the Jan Serie Center, and Entrepreneurship & Innovation, we were able to remove and replace all markers and erasers in the building. Our new markers are made of 90 percent sustainable products, are refillable, and use water-based ink. They also contain no hazardous chemicals, and board cleaning can be done with plain water.

# LIBRARY MASTER PLAN
## A Timeline Towards Creating a Library for Everyone

**JUNE 2013**
Creation of Vision 2020

Level 1 Renovation
**SUMMER 2013**

**2014**
Media Services Relocated & Barbara B. Davis SPACE Created

Level 2 Renovation
**MAY 2017**

**SPRING 2017**
Conversations with Faculty & Students

Partnership with Entrepeneurship & ITS
**FEB. 2017**

**DEC. 2018**
Reimagining the Digital Resource Center
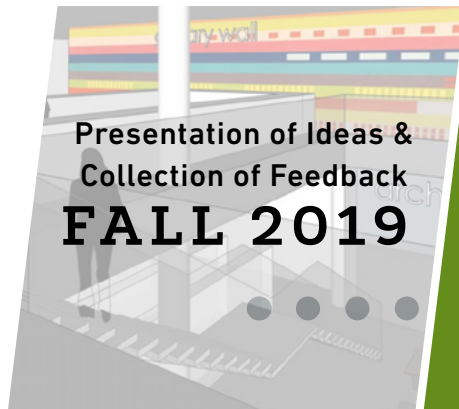
Architectural Firm Hired
**JAN. 2019**

**SPRING 2019**
Restructuring & Replanning

Presentation of Ideas & Collection of Feedback
**FALL 2019**

**SUMMER 2019**
Outlining of Master Plan & Preparation of Campus Messaging

Library Space Planning Retreat with ITS
**MAY 2019**

INITIATIVES & COLLABORATION

## Master Space Plan

In summer 2019, we embarked on a plan to reimagine, redesign, and renovate the DeWitt Wallace Library. Our community was invited to join us in rethinking this essential college asset, as we endeavor to create a warm, welcoming, and inclusive space that:

◊ enhances the academic and scholarly pursuits of our community;

◊ provides increased access to, and inspired discovery of, information and library collections in all forms;

◊ celebrates and elevates the written word, scholarship, and creative expressions;

◊ preserves and promotes the history of the college;

◊ emphasizes the role of libraries and library staff in learning and information literacy;

◊ leverages technology and technology staff to enhance scholarship, teaching, and production;

◊ provides opportunity for creativity, exploration, content creation, and play;

◊ facilitates gatherings, meetings, and community building.

Through this project, we will build on our historical and foundational strengths while evolving to support the new ways our community explores, discovers, shares, creates, convenes, and collaborates. We aim to celebrate, elevate, and capitalize upon our role of advancing inquiry and scholarship, our inherent inclusion of all disciplines and interests of the Macalester community, and our essential contribution as an active community hub. The reimagined library will be a destination of distinction that supports the Macalester community in the shared goal of inspired learning and community building. A complete PDF version of the *2019-2020 Master Space Planning Final Report* will be found at www.macalester.edu/librarymasterplan.

### Master Space Plan: Gathering of Information in the Fall

In fall 2019, we invited students, faculty, and staff to join us in helping shape the Macalester DeWitt Wallace Library of the future. We hosted two listening sessions to gather ideas, hopes, and dreams for a renovated library. Much has changed in the thirty years since the library was built. Our process to envision how the library might be designed to meet the needs of our community well into the future included times for both students and faculty and staff to join us in the Harmon Room to discuss what was essential to keep and what changes were requested. Representatives from the library, ITS, facilities, and our architect, HGA, met on the following dates:

Student session: September 26, 6:30-8pm, Library Harmon Room

Faculty and staff session: October 1, 3:30-5pm, Library Harmon Room

In addition, we completed a campus community survey during September 23-October 4. A PDF summary of the results of the survey will be found on our website. Finally, we held a session with faculty, focusing on the survey results, at the Serie Center on Monday, October 21.

## Master Space Plan: Survey Promo Blitz

Library staff and student employees worked collaboratively to create a campus-wide promotional blitz for the fall. It was built upon all of the great work and energy that the cross-campus planning group for Library Master Space Planning put into creating the space planning survey.

Our survey, *A Library for Everyone: Your Voice Counts. Help Us Shape Your Macalester Library of the Future*, was sent to students, faculty, and staff. The promotional outreach included a variety of print and digital materials, such as a website, table tents, posters and digital signs, social media, and flyers. In addition, library leadership invited survey participation at just about every meeting and event.

Of special note were the ideas and efforts created through synergy. First, Terri came up with the survey theme during a brainstorming session. Pa Houa, a student employee in the library office, then created a graphic for that theme. Further brainstorming got the ball rolling for survey pop-ups, with the goal of meeting students where they were, and helping create curiosity. Several staff staged the pop-ups in various places across campus. They captured student attention through free coffee (made with a cool coffee press) and cookies or through pen and button give-aways. In addition, students could opt to enter a prize drawing for a pizza party or Grandview movie tickets at survey completion. As for faculty, in-person and email communication about the survey were the most effective ways to spread the word. A slight boost in responses was seen after we left invitations attached to a sweet treat in faculty department offices.

 In the end, the student participation goal was achieved with 541 returned surveys. We hit the bullseye with faculty, matching our 100 participants goal. Meanwhile, 162 staff participated, which meant we fell just short of our goal of 200 staff responses.

# Diversity, Equity, Inclusion: Our Everyday Work Continues

The DEI task force in the library continued the work we started in 2018-19 (see 2018-19 annual report, pp.13-15) when we agreed that "DEI is everybody's everyday work." During the summer months we held three sessions with staff viewing selected videos and TED talks. After each video, staff paired up for discussion and reflection, then shared with the entire group. Along with several new staff members, it was a gentle way for us to learn more about our levels of understanding about different issues in diversity, equity, and inclusion.

We also started a new initiative to help diversify our own collections as a result of the Diversity & Inclusivity in Collection Building Workshop that Denise Tyburski attended in July. Working with the "#OwnVoices" books, we targeted materials in the Young Adult, Wood, and Reading Room collections to add more voices from under-represented groups into our collections. Users may now locate titles in our collections using #OwnVoices as a search term in our catalog.

Another opportunity was made available for staff through a series of lightning rounds organized by the Oberlin Group of libraries to share experiences on increasing staff awareness and understanding. We participated in two sessions, August 8 and November 20, and learned quite a bit from initiatives that other libraries have started as a result of their DEI work.

On January 7, 2020, we held a half-day workshop for library staff with Anne Phibbs from Strategic Diversity Initiatives in Minneapolis, in order to continue increasing our awareness, understanding, and learning. The workshop focused on building an inclusive team in the library. We had originally planned to follow up on this workshop with targeted book purchases and a summer reading program, but due to changes in our budget in the spring, we had to cancel that plan. Currently, our task force is working on developing a plan for this summer with more readings and viewing opportunities and planned discussions via Zoom.

Our task force was requested to work with other groups on campus in order to expand our efforts beyond library staff and the campus reading projects. We invited Jason Jackson from the Department of Multicultural Life to meet with us in July to discuss how we could support each other in helping staff learn and increase their knowledge of DEI issues. Marina Ito and Terri Fishel followed up with another meeting in September, and we had hoped to continue to develop shared programs but, unfortunately, Jason left the college. While we were not able to continue to meet with Jason, Marina has since joined a group on campus, EDU, focused on DEI issues.

While the efforts during the year were focused on library staff, we also coordinated the *Spirit Car* reading program for the summer of 2019, with an added event in the fall. Our spring semester was focused on a grant-funded reading activity involving staff, students, and faculty in an effort to discover a more inclusive history of Macalester College. We expect that as we get back on track this summer we will continue to increase our efforts on DEI work in the library.

# DEI: Spirit Car Summer Reading and Fall Reflection

   For our summer 2019 diversity, equity, and inclusion reading, we chose the novel *Spirit Car* by Diane Wilson. Macalester staff convened in the fall to discuss the book in small groups. Diane visited campus in November and gave a memorable talk, discussing her work since *Spirit Car* and asking attendees what we treasured enough to protect. Zoe Allen and Jennings Mergenthal, student members of Proud Indigenous People for Education (PIPE), kicked off the event by offering a land acknowledgment and introducing Diane. The event concluded with a book signing and cookies and coffee.

# DEI: Towards Revealing and Creating a New, More Inclusive History of Macalester College

We built upon the work that had been done in previous years to create staff reading groups focused on materials that helped us learn more about diversity, equity, and inclusion issues by initiating a grant request in fall 2019. The purpose of the grant was to continue learning about issues related to diversity, equity, and inclusion, and form reading groups that would include faculty, staff, students, and alumni. Staff from the DeWitt Wallace Library, in partnership with with staff from the Kofi Annan Institute for Global Citizenship (IGC), the Jan Serie Center for Scholarship and Teaching (CST), and the Department of Multicultural Life (DML), sought funding to seed a pilot project to begin the process of uncovering the untold history of the college with the aim of ultimately creating a new, updated, and more inclusive history of Macalester. The timing of our grant was such that work on it started before the October 31 publication of a Mac Weekly issue on colonialism, but we were able to incorporate themes from that issue into the final grant request. We were successful in obtaining funding from the Mansergh-Stuessy Fund for College Innovation. The funds allowed us to purchase copies of *Nature and Revelation*, the most recent published history of the college, for every participant in our project. We were aiming for fifty participants and we were able to start with a group that numbered forty-six.
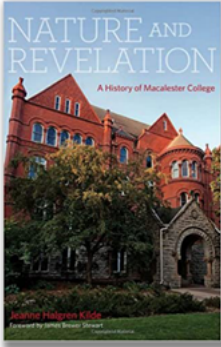
Our first meeting was a lunch on February 4, where we discussed the project and our hopes for outcomes. The plan was to divide into smaller, mixed constituent reading groups that would meet for a ten-week period, concluding in April. Steering committee members Jennings Mergenthal ('21), Bea Chihak ('20), Ellen, Angi, and Terri led the groups. We were able to hold several of the reading group sessions and to hire a student to conduct research in the Archives, but the pandemic ended our project for the academic year. We still have remaining funds from the grant, and Ellen hopes to pay the student to continue their research this summer. It is hoped that working with the Mansergh-Stuessy Fund we will be able to have an extension and find a way to complete the project sometime in the 2020-2021 academic year.

The project was also featured in a Mac Weekly February 13 article: https://themacweekly.com/77463/news/community-members-prepare-more-inclusive-college-history/

# Self Study

The ten year annual review of the library was scheduled to be completed in the 2019-2020 academic year. In preparation for that external review, library staff completed the required self study and submitted it to EPAG on February 17. Writing a summary of activities and accomplishments covering the past ten years was a collective exercise. All staff contributed data and stories for the report. So much has changed: our collections have become more digital, our spaces have been transformed, and our services have evolved. In addition, we have had many staff changes over the past ten years. Although the external review team was formed and arrangements were made to visit campus in April, the visit was cancelled due to the pandemic, and the review put on hold. While we cannot share our self study at this time, eventually, as we did with the study that was completed in 2010, we will post a copy of the report in our Digital Commons.

# CALD: Cooperative Preservation

Cooperation has a long history within libraries. By working together, staff from many different libraries are able to provide interlibrary loan services, negotiate optimal licensing agreements, and share knowledge and expertise with each other. One recent area of increased collaboration is in the preservation of scholarly print materials. No library has the financial or space capacity to acquire a comprehensive collection across all disciplines. Because of this, collection review and de-selection workflows are an integral part of collection management. Even as library staff de-select materials from their collections, however, they are at the same time working with staff from other libraries to ensure that no one is removing the last copy of an item.

Cooperative efforts around print preservation are happening on a local, regional, national, and global level. This past year we participated in the CALD (Council of Academic Library Directors) Cooperative Collection Management Pilot Project, a local print preservation effort. This grant-funded pilot included six local academic libraries: Macalester, St. John's/St Ben's, Concordia College (Moorhead), St. Cloud State University, St. Catherine University, and the Minneapolis College of Art and Design. Pilot participants worked with OCLC to analyze their collections and identify scholarly print books that are scarcely held in Minnesota or scarcely held in the United States. These titles comprise a retention commitment list that has been divided up and distributed to the pilot members. Each member committed to retain the listed titles for a specified period of time. The work of the pilot project members was endorsed by CALD at the annual meeting in November.

# Research Parties (Fall Edition)

    Inspired by the concept of research parties at the ACRL 2019 Conference, Beth, Marina, and Becky Graham from the MAX Center piloted a party of our own in spring 2019, and then hosted two more in the fall. A research party is a co-working space for students of all class levels to drop in, focus on their project(s), and ask research and writing questions. Library and MAX Center staff participated, along with over a dozen students.



**Library/MAX Center Research Party**
Submitted by: Rebecca Graham, MAX (Macalester Academic Excellence) Center

Please join the library and the MAX Center for our Library Research Party on Thur.
Dec. 12 from 3-5 p.m. in Kagin Commons, main floor. We will have librarians and
writing tutors available to help you with your research and writing as you complete
those end-of-semester projects. We will also have snacks for you, so come on in!



**RESEARCH PARTY!**

Wed., October 16, 2019
3-5:30pm
Library, Room 254

Hey students! Come co-work on your projects with research and writing experts on things like:
- Structuring your research paper
- Searching appropriate scholarly articles
- Finding research data
- Narrowing your research topic

MACALESTER

# A New Look for the Link

Our campus's only 24/7 study space, the library's Link, got a much needed makeover in summer 2019, thanks to Macalester College Student Government and a campus collaborative team. The Link's thirty assignable lockers were in such high demand among off-campus students, especially seniors, that registration filled within twenty-four hours of advertising each semester. In spring 2018, MCSG worked to secure funding for fifty-two new, larger lockers, and a plan for complete renovation of the space soon followed. During the summer, walls were reconfigured, vintage 1988 furnishings were replaced with flexible new tables and chairs, carpet and paint were refreshed, and rolling whiteboards were added. In other happy news, we learned that the doors between Old Main and the Link could legally be unlocked during the day on weekdays. Easy access to our sister building, at last!

A few things never change: the library still checks out and manages the lockers, and the beloved snack machines remain.

# Ten Years of Onesies in the Library

Happy anniversary, onesies in the library! The story of onesies—one-sided notebooks made from our campus's used paper—actually began in 2008, with the vision of two Macalester students, financial support from MacCARES, and a sales outlet provided by the library. The goal was to reclaim campus paper that was used but still usable, in support of our "zero waste by 2020" goal. In 2010, when the founding students graduated, we offered to fund and manage onesies production and sales within the library.

When we assumed stewardship of the project, we increased production so that each incoming student could receive a free onesie during their first year course library session. We also added information about our R&I librarians and services to the onesies covers. Through word of mouth, signage at our service desk, and occasional campus promotion, we were so successful in increasing interest in our product that in 2014 we had a one-sided paper shortage! So in 2015, with a grant from Sustainability, library office student employees implemented a proactive campus-wide collection system and created bright, branded signage for bins placed throughout campus. Document Services has become a valued partner in paper collection. Finally, the "halfsie" was born in 2015, by request of our student population. It has become a favorite purchase of students, and some departments pick them up for special events, too. Still a bargain, our onesies can be purchased at our service desk for only $1.00 full-size or two for $1.00 halfsie-size, while they last.
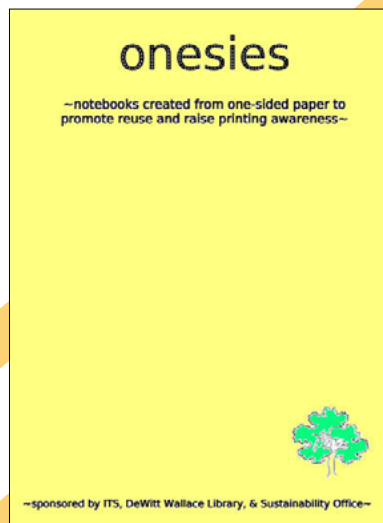
# EVENTS & CELEBRATIONS



## Making Connections with our Student Staff

Library student employees shared during their 2018-2019 Tea with Terri meetups that they want to know more about the people who work with them in the library. In summer 2019, the student employment working group developed a plan to help facilitate that camaraderie. Our vision included a mix of gatherings, pop-up events, and social media fun, building on events that we knew were successful.

In early September, we repeated 2018's new student pizza party, where Terri gave a warm welcome and new employees got to chat with one another and library staff over dinner. We repeated the event for returning student employees later in the month, adding in a short program to let them know what had changed in the library while they were away in the summer. We followed up in December with our traditional study day treat extravaganza in the staff room.

And then, everything changed.

Additional plans, including pop-up events in each area where students work and a spring series of "day in the life" Instagram posts hosted by student employees in various workspaces, were put on hold because of the pandemic. Instead, we focused on reaching out to our employees, individually and as a group, to inform, support, and reassure them. We posted messages of encouragement on the student Moodle forum. Supervisors held zoom drop-ins for their student workers. Folks reached out, making one-on-one contacts. And we hosted a remote graduation celebration for our seniors, including awards, toasts, and a short slideshow featuring their Senior Book Project selections.

# Dress Like Michael Day

Jennings Mergenthal (third-year student manager) planned and organized the second annual "Dress Like Michael" Day. A few weeks before, Jennings emailed all service desk student workers to show up on Tuesday, November 5th at noon dressed as Michael Vieaux, one of their supervisors. Students wore flannel, cuffed jeans, slouchy winter hats, and boots to mimic his "signature style." As Jennings wrote in their follow-up email, "It was a successful continuation of our proud and storied library tradition of mitigated chaos."

"Thanks to everyone who showed up dressed like Michael!

It was a successful continuation of our proud and storied library tradition of mitigated chaos.

-Jennings

(I added the people who dressed as Michael but couldn't make it at noon)"

# Archives Games Event

The College Archives held a casual event in early December. Students dropped by to make buttons from surplus copies of yearbooks and The *Mac Weekly*. There were snacks, puzzles, and games, including a board game that had been distributed with the yearbook in 1970. Archives student employees gave several impromptu tours of the archives to curious students. It was a nice opportunity to highlight Archives and to provide a much-needed break for students before heading into the end of classes and finals.



SNACKS + CANDY
GAMES
ZINE + BUTTON MAKING
COOL STUFF TO TAKE WITH YOU

I hear they will be giving away yearbooks. how exciting.

Stop by for the first (and maybe only ever) annual

ARCHIVES GAMES

Friday
December 6, 2019
11:30 am - 3:30 pm
Lib 254

# DLA Showcase (photo essay)

In fall 2019, the first annual Digital Liberal Arts Showcase was held in the library. Students, faculty, and staff presented lightning round-style overviews of DLA projects and were then available for discussion.

# And then everything changed...

**Week 1**

**Week 2**

**Week 3**

**Week 4**

*February 27*

- Brian Rosenberg announces the formation of the Macalester College Infectious Disease (ID) Task Force

*March*

3 - ID Task Force sends out its first update

4 - LibTech Steering Committee sends Covid-19 update #1: the conference is still on.

5 - Mac ID Task Force gives the okay for LibTech to continue.

6 - LibTech Covid-19 update #2: the conference is still on but we expect cancelations.

9 - Mac ID Task Force shares resources for remote/virtual learning and instruction

10 - Lists begin circulating of library closings due to Covid-19.

- Terri shares update to staff about Covid-19 and the St. Paul teacher's strike (remember that?)

11 - LibTech is canceled.

- Brian Rosenberg updates the community that classes are canceled for the week after spring break in order for faculty to prepare for remote learning for some or all students.

- Students have the option to stay home. Campus will not close.

12 - Karine Moe informs faculty about workshops to help them prepare for remote (or hybrid) teaching.

13 - Library staff volunteer for planning teams: patron service, staffing, hygiene.

14 - Spreadsheet started with list of Ideas for Working From Home

- Phone conversation with Employment Services, Zoom meeting of Leadership

15 - Staggered Staffing Plan is drafted

16 - Spring break: Some staff begin working at home, others are in the library. Card-access only for patrons to the library. We have a few student workers!

- Covid-19 Library Services Update page created for website and continually updated.

- Announcement that classes will be online only starting March 30. Students should go home and stay home. All employees recommended to work from home where possible. Commencement canceled.

- Library staff begin 8-4:30 chat coverage.

17 - Notice of buildings being locked. Library scheduled to close March 30th.

- Vendors begin opening up temporary access to resources. Library staff begin identifying e-versions of Reserve and class materials.

18 - Message from Terri to faculty about e-access to Reserve and other materials needed for classes this spring.

- Ask Us page and Ask Us form updated to become the main way to contact us.

- First daily all-staff check-in via Zoom.

20 - Library closes to the public at 4:30.

23 - Staff provide one hour of curbside delivery of materials for faculty and students to pick up last-minute books.

24 - Library is closed until further notice. All library staff work completely from home.

27 - Laura takes library staff plants home to be well cared for.

- First Zoom Happy Hour for library staff.

## LibTech 2020: The Conference that Wasn't

As we do each year, we spent a great deal of time planning our annual Library Technology Conference scheduled for spring break week in March 2020. We had always intended to take a break after this year in order to reflect on, and then determine, the conference's future. However, our plans were interrupted by the COVID-19 pandemic that has put a halt to so many things this year. A lot of work was done by the planning committee and Macalester staff to put together what would have been a fantastic conference. We were excited about our scheduled keynotes, April Hathcock and Charlotte Roh, as well as the many enthusiastic and interesting presenters from across the country.

About a week and a half prior to the conference, news started to spread of other conferences cancelling and colleges sending students home while preparing to transition to online teaching and learning. One week before the conference was to take place, we decided to cancel it, after consulting with Macalester's Infectious Disease Task Force and library leadership. Our decision was a difficult one, but we knew it was the right one to make in order to protect the safety of our attendees and Macalester staff. We also made the decision to fully refund all registration fees.

The future of the Library Technology Conference is still to be determined, along with a plan for reflection and decision-making. Currently, that is on hold while we continue to deal with the pandemic.

# More Words from the Director: Pandemic - and Then Many Things Changed, but We Were Ready

It was literally one week from the start of initial conversations about how to reduce the number of staff in the library to the official announcement of our closure on March 20. Our campus-wide message stated:

> "Library staff will work remotely at home, and will continue offering support online via email, chat, virtual consultations and instruction, e-collections access, and electronic delivery of interlibrary loan. In addition, library staff will continue identifying available e-versions of resources for spring courses. Their focus is on supporting faculty in their teaching needs, helping students with their research and information needs for coursework, identifying replacement texts for all possible print materials, and finding viable options for course-related streaming video."

Prior to closing the building on the 20th, library staff came together to focus on surveying faculty needs for their course reserves, identifying the priority items needed within the first two weeks of remote teaching, and then locating e-versions of course materials that were on reserve and required to be used in the remaining weeks of the semester. You will read in this section about the work we accomplished to preserve access to materials and services for our community, as well as how we took care of ourselves. And how we became Zoom masters, too.

Working remotely, library staff have continued to provide interlibrary loan services, answer questions via chat, Zoom, and email, offer instruction, purchase materials, organize and make accessible a wide range of newly available resources, and keep our community informed. We've provided access to both scholarly and popular reading and streaming video. We were even able to connect an alum in another state to electronic books that were accessible for them at no cost. Most importantly, we have supported each other as well as our community. I'm not surprised at the way we rose to the occasion, but I couldn't be prouder.

# Collections: Online in a Hurry (and a Pinch)

We have been providing our community members with access to online collections for many years, especially journal and database content. With the arrival of the COVID-19 pandemic, however, we needed to move quickly to identify and provide access to a much larger amount of online content, especially books and media, in order to support students and faculty as they moved to an online instruction and learning environment. We needed to provide access to course materials on reserve as well as to resources needed to complete assignments. Many publishers and library vendors generously opened up free access to their collections in an effort to support this shift to online education. As this content became available, April coordinated efforts to provide access to these materials. April also created a very useful guide, Electronic Resources & Remote Learning. [https://libguides.macalester.edu/e-resources] Many staff members jumped in to help our community connect to the resources they needed. Finally, because we are HathiTrust members we also qualified for the HathiTrust Emergency Temporary Access Service. This enabled us to provide online access to approximately 117,000 digitized titles that are part of our print collection. April partnered with colleagues in ITS to make these titles discoverable in Worldcat. This is one of many ways that library staff have collaborated within the library and on campus to support our community during this challenging time.

# RapidILL in the Time of Pandemic

Library buildings worldwide closed because of the pandemic, but interlibrary loan fulfillment continued, although only for items available electronically or via open access. Physical item lending and scanning procedures were discontinued. Our students and faculty continued benefitting from the speed of RapidILL fulfillment of their article requests. On March 25, RapidILL staff also introduced a new idea to all of its members. They asked for volunteers to help support a new initiative offering RapidILL borrowing to non-Rapid academic libraries for no charge for a period of three months. The non-Rapid libraries would be able to participate only in the new COVID-19 pod. The expectation was that participating Rapid libraries might see a request volume increase of 20-30% depending on the number of libraries that signed on to help. The member response was quick and enthusiastic; we joined the initiative on March 26. In short order, 177 Rapid member libraries had signed up to help out and over 200 non-Rapid libraries had registered, with twenty-nine countries participating in the initiative. Over 5,000 article and chapter requests have been delivered to the non-Rapid libraries as of early May. MAC has filled twelve of those requests.
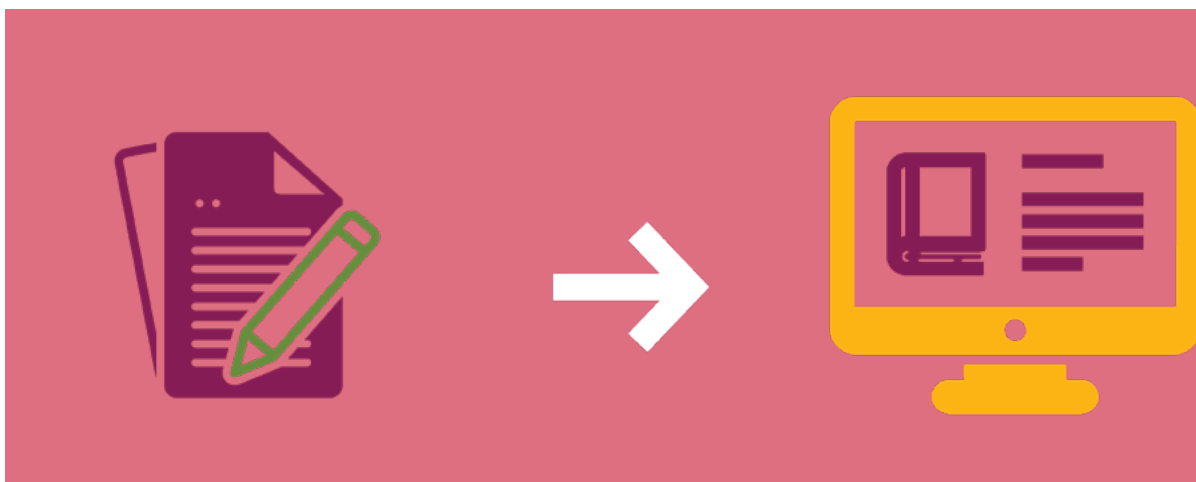
# Physical Reserves in an Online World

With the abrupt switch to online learning, we worked hard to ensure that faculty and students would have online access to all of the resources they were planning to use for the rest of the semester. We began by looking for electronic versions of physical items that were on reserve, including textbooks and DVDs.  This involved searching multiple vendor platforms, since the vendors graciously made some online content available for free or at a reduced cost during this pandemic situation. If items were not available for free, we purchased access to the online content when available. There was much communication with faculty about which reserve titles they would need for the remainder of the semester.

We also received many requests for access to course materials that were not on reserve. While a great number of titles were found, not all titles were available in an electronic format. In some cases, faculty had to scan required readings, work with ITS to digitize media, or modify assignments. It was a very busy period trying to get access to as much as possible in the short amount of time before classes resumed online after spring break.  We are proud of the service we were able to provide and the teamwork that allowed it to happen.

# What Happened to the Physical Collection

*The Last Holds Pickup*

After the announcement that the building would close, library staff needed to make a few important decisions about our physical collection. The first decision was that all late fines would be waived and that checked out materials could be returned whenever patrons were most able to do so. The second decision focused on faculty and students who were looking to get access to physical items, and who had directly contacted Terri or the R&I librarians; we wanted to provide one final chance for them to pick up those items.

**MACALESTERLIB**
**Posts**

**macalesterlib reflections**

Erin Porter "I really miss working with our physical collection and seeing all the new materials come in. Although we have massively increased our access to online materials, the physical nature of our library space cannot be replicated online. Our fantastic student employees and library patrons are a big part of what makes the library the library, and I am really looking forward to getting back to our space, collection, and community!"

On Monday, March 23rd, Alee, Beth, Dave, and Terri went to the building to pull books. When they arrived they found that there were over 100 holds requests for physical items that needed to be pulled! When patrons with books to pick up arrived at the library, they phoned the service desk and a staff member met them in the vestibule with one of the library's compostable to-go bags filled with their items. We even delivered car-side service for one patron, wheeling out boxes of books to them on a dolly. The whole operation lasted from 8 a.m. to 11:30 a.m.

A few days later, to help faculty members who were unable to attend the pick-up session and still needed specific resources that had previously been on reserve for their course, Alee and Madisen went into the building. The goal of this trip was to scan the necessary chapters to send electronically to the faculty that needed them. Ultimately, this scanning session turned out to be one of the last times during spring semester that we were able to see and handle our physical collection of materials.

# Getting the Word Out: Making Library Services Clear in an Uncertain Time

In mid-March, as the reality of a pandemic started to sink in, library staff quickly began to plan what would need to be done to keep ourselves and library users safe. To get the message out about service and staffing changes that were happening -- sometimes on an hourly basis -- we leveraged our regular communication tools and revised them to fit the need for rapid updates. Early on, physical signs were created for library access and hours. Sometimes, these were updated remotely then printed and posted by one of the few people on site. As our focus moved to online messaging, we saw the need to create a "COVID-19 Update" page for the library. It became the place for our community to find information about our changing building hours, book return and pick-up policies (including interlibrary loans), remote services, and the status of reserve materials transitioning to electronic access. In addition to this page, we continued to post Mac Daily updates, short updates as an alert on the homepage, and information through campus listservs when possible. We also created an electronic resources guide and contributed to the campus remote teaching & learning webpages.

For remote research and instruction services, we decided to revise the library homepage and contact pages in order to connect individuals to a source of help as easily and quickly as possible. The User Experience Group, with R&I librarian input, tackled this. Chris developed a page of three colorful boxes to quickly get people to: "Ask Us" (our email and chat services), "Book a Research Consultation," and "Connect to Support and Library Resources" (the electronic resources guide).

During the initial days, it felt as though the hours were consumed by keeping up with the latest information and decisions, making sure that external communications were up-to-date, and brainstorming on ways to get the information to individuals at the point of need. Overall, while this crisis showed how we work together effectively, it was also a way for us to work together to help bring clarity to a small piece of the world in a time of so much uncertainty.



Sending you good wishes on your first day of remote classes! We're here for you.

macalester.edu/library/askus

# Telling our Pandemic Story: Social Media Steps into the Spotlight

We had upgraded our social media game in the fall, but the pandemic brought new challenge and opportunity. In the end, our goal was simple: to tell *our* story, the ways in which our staff members were adjusting to their new workplace surroundings and coping with the changes. Ultimately, we wanted to show the "human" behind all this virtual library work. After a brainstorming session to solidify these ideas, we decided to focus on posting through Instagram, a platform that we thought would reach the widest audience and give us the freedom and creativity we needed for the content we wanted to share.

Along with telling our story, we aimed to replicate many of the elements our community could no longer experience due to the building closure. Posts included read-aloud videos, to create at least a semblance of face-to-face contact between our staff and our community; curated playlists, to act as a sort of continuation of the radio show; pictures of our at home workspaces, to show that we were trying to keep to business as usual, in whatever ways we could. We tried to infuse each post with a sense of humor, be that through showing our pets taking over our workspace or through library-themed memes, to not only bring some lightness to this confusing and stressful time but also to recognize the craziness and silliness that now goes on, to some extent, in everyone's day-to-day life.

This concerted social media push seemed to be effective. Our first post in our "Work from Home" series is currently our Instagram's second-most liked of all-time! We are slowly but steadily gaining new followers, one story at a time.



**MACALESTERLIB**
**Posts**

**macalesterlib** reflections

**Alee Schmierer** "As an Evening and Weekend Supervisor, I mostly work with students, so I went from working with the same students every week to not seeing or hearing from them at all. I miss the goofiness that they would bring into my day and the energy that I get from working with others and helping students find the resources they need for their education. I especially feel terrible that seniors are missing out on saying goodbyes and on their commencement!! I really hope that everyone is healthy and adjusting, and doing the best they can. I'm sad that I can't be there for encouragement. "



**MACALESTERLIB**
**Work At Home Posts - Katy Gabrio**

PANDEMIC

Q: Where is your remote office?

**Chris Schommer**

"I like to move my remote office around, and have plenty of animals at home to keep me company and interrupt my Zoom meetings. I maintain the website, and today I am working with Alder and Crystal Chicken to try and think of some new ways to help people connect remotely with our Library staff."

MACALESTERLIB
**Posts**
**macalesterlib reflections**

**Aaron Albertson** "Fears of sickness or death for loved ones. Fears of sickness and death for those I don't know. I hate those fears. I also hate the sadness that comes with those fears. I hate that many people are put into danger because of this, not just from the disease itself, but also from the many fall-outs: depression, loneliness, delayed medical treatments, violence they can't escape, poverty, hunger, etc.  I think my biggest fear is we will try to piece things back together while ignoring what we've learned. Will we remember the values gained from appreciating the beauty we've seen through slowing down and looking? Will we again switch back to making unwinnable trade-offs between work, friends, family, and self? What have we learned from idleness and boredom that we can carry with us? How will we remember the caring that was shared within and between communities? How we will know how to have the conversations that happened after facades broke down? How will we continue our new creative endeavors and curiosity? Will we remember seeing the inequalities and giant holes in our safety nets that are now so visible? I hate how things are now and I'm scared that few lessons will be learned because we value how things used to be too much.



**Research Help Drop-In**

Need resources and/or motivation for end of semester projects? Our librarians are here for you.

LACE



MACALESTERLIB
**Work At Home Posts - April Anderson**

# In a time of Pandemic: Zooming with Each Other



The pandemic affected everyone differently, depending on whether they were single or had children, were at risk or lived with those at risk, or had other concerns. Beginning March 16, we used a Google spreadsheet to indicate if we would be in or out, working from home or coming into the building. On March 17 we decided to hold a daily Zoom meeting so that everyone, working remotely or not, could check in, ask questions, and provide updates as the situation at the college changed. And then the library was finally closed on March 20. Now, with most folks working from home, staying connected and informed became even more critical. And so we Zoomed.

Many of us were already familiar and comfortable using Zoom. Several staff members contributed to the workshops helping faculty to become more comfortable with teaching using Zoom. Everyone in the library helped each other. Soon, we were sharing tips and tricks, and setting our virtual background became a daily creative exercise. The once-a-day check-ins at 10:00 were a wonderful way to stay connected. Given that we were also at home with children and pets, we've had interesting and often entertaining sessions. We also tried out a couple of games. Ginny introduced us to a Word Find puzzle at Discovery Education, where you can create your own puzzle, display it on your screen, then share the screen via Zoom. Using the annotation tool, we were all able to draw circles around the words we found and cross them off the list. In addition to the daily check-in meetings, we moved our weekly staff meetings and other work-related meetings into Zoom as well.

We missed several of our year end gathering events and wanted to find ways to just enjoy each other's company without discussing work. We held a few virtual Happy Hours at the end of the day, and a couple of Zoom Friday Treats substitute gatherings (without treats, alas). For these Friday meetings, Beth set it up on Zoom, then moved us into breakout rooms of three or four people each, making it easier to socialize. The break-out rooms were dissolved and reformed with a different mix of people at least once and sometimes twice during the meeting.

One of the events we were very sad about canceling was our annual end of year celebration with our graduating seniors. Usually, this involves a catered dinner in the Harmon Room with celebratory wine and the announcement of the winner of the Jean K. Archibald Award, recognizing an exemplary employee of the library. We were in the process of planning a remote celebration when our budgets were frozen so we had to scale back. We held a Zoom meeting to celebrate and recognize our seniors. It was not the sendoff we had hoped for, but we were grateful to have the opportunity to see our seniors and talk with them before they graduated.

Zoom will never take the place of in-person conversations, but with it we have been able to maintain personal connections throughout this very challenging time. We have had the opportunity to watch as spring unfolded and the weather allowed us to be outside while we conducted virtual happy hours. We have been able to make sure folks are safe, their families are safe, and that everyone is taking good care of themselves. We were able to say goodbye, virtually, to all our amazing senior student employees. And we have had an opportunity to laugh together. Laughter is definitely the best medicine for all of us in these unprecedented times. Knowing that we will not be coming together again anytime soon, planning for an uncertain summer and fall, Zoom is our way to stay connected, informed, and engaged. Laughter and Zoom will get us through these tough times together.

# Instruction During a Pandemic

As the impact of the coronavirus became apparent in mid-March and the campus began to look at offering courses that would support student learning away from the physical classroom, members of the campus came together to create appropriate faculty development for building online teaching skills in a short period of time. The first focus was on rethinking assignments and the most important learning outcomes in an online teaching environment. Ginny, who has extensive online teaching experience from a prior workplace, in addition to serving on the DLA working group, joined the planning group that consisted of faculty, academic information associates, and the DLA post-doctoral fellow, Aisling Quigley. This group met multiple times with faculty on Zoom for discussions on remote teaching pedagogy as well as training on using tools the campus had invested in to address this switch to online learning. Five sessions were held during the two-week spring break, with follow-up drop-in sessions. Ginny, Louann, and Aaron coordinated two research project discussion sessions for faculty soon after the resumption of classes.

Meanwhile, library instruction had to be reimagined for the rest of the semester as well. A little over half of the previously scheduled instruction sessions had happened before spring break—thirty-three of fifty-two scheduled sessions. After the campus went online, there were a number of different consequences for information literacy sessions. Some simply were canceled, especially lab sections and in classes where faculty changed their research assignments. Others went forward with asynchronous and/or synchronous sessions taught by the R&I librarians or the Archivist. We used Zoom to meet with classes or to record sessions for later viewing. Video tutorials were created to supplement instruction, such as Marina's video on how to enable MacLinks in Google Scholar. We learned how to use VoiceThread



MACALESTERLIB
**Posts**

macalesterlib reflections

**Ginny Moran** "With as many as four people trying to find places to work, you don't always get your first pick. And also sometimes there are other objects that represent other work that find their way into that space. So this spot, which is in my bedroom, can sometimes be a bit of a distraction. But I like this spot because the chair where I sit is right by a window that looks out into an area of open space behind my house. There are often birds flying nearby or singing at feeders located below. When the weather has been warm, I can open the window and feel close to the outdoors."

in order to caption and post videos that would be accessible around the world. In an effort to reach more students, we enhanced research guides to highlight online sources or with added video content. One idea that unfortunately didn't attract a lot of attendance was drop-in sessions for students with questions about research. However, we continued helping and teaching individual students through a variety of contact means: chat, private email, the Ask Us form, and scheduled virtual research consultations. Students continued to reach out to us with their questions and concerns and it was wonderful to be able to engage with them in this way.
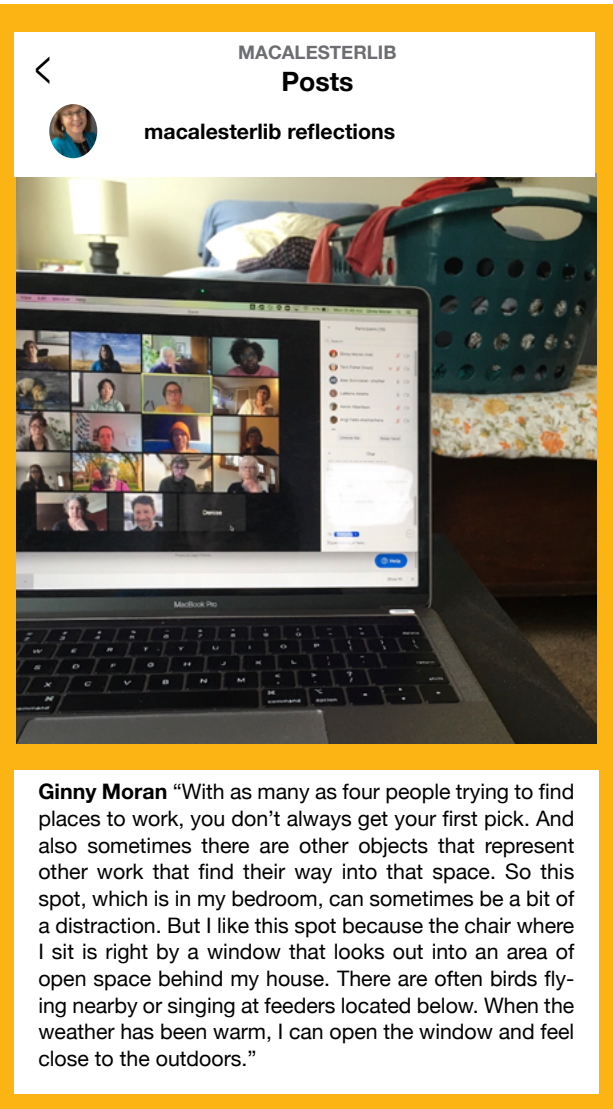
# LIFE IN THE LIBRARY





"For me, library work was learning how to be in relationship with people, to use my body language and voice to express an idea of inclusion, to be intentional in cultivating routine and expectations, to communicate with people alternatively as a student, friend, or manager."

Maria Peterson

"My work taught me concrete skills and how to be a responsible employee, allowed me to pursue passions outside of the classroom, engage with ideas about what the role of a library is and should be, and prepared me to work after graduation."

Emma Wellman

## Archibald Award Recipients

We were excited to present the 2020 Jean K. Archibald Award for Library Service to two of our many dedicated student employees this spring. Seniors Maria Peterson and Emma Wellman were both selected by our independent review team to receive recognition for their exemplary service to our community and their thoughtful essays about the impact of their student employment on their overall Macalester experience. Emma will begin a year of service with the Loretto Volunteer Program in the fall, and Maria will spend her summer working for Sunny Hollow Montessori and deciding whether to pursue her Urban Teachers Master's degree or a Montessori teaching license in the fall. We wish them, and all our employees of the Class of '20, success as they pursue exciting new opportunities.

# Hello, Good-bye

## Welcome

April Anderson joined our staff in early August as a temporary R&I Librarian. In December, they transitioned into a permanent position as our Electronic Resources Librarian. April worked for an array of technology companies such as Sony, Qualcomm, Amazon, and Facebook Reality Labs before coming to Mac. In addition, April has been working with Project Censored – a nonprofit media watchdog organization – on a detailed content analysis of the establishment media's coverage of critical issues related to the LGBTQI+ community under the Trump administration. The results of this research will be published in the forthcoming book Censored 2020.

In February, we welcomed LaReina Adams as our new Library Specialist, Circulation, ILL & User Experience. Prior to coming to Mac, LaReina was employed by Minitex, an Information and Resource Sharing Program of the Minnesota Office of Higher Education and the University of Minnesota Libraries.

## Congratulations

In early February, in recognition of her hard work and excellent service as Assistant Library Director, Katy Gabrio was promoted to Associate Library Director for Collection Development & Discovery.

## Farewell

In December, Electronic Resources Librarian Trisha Burr accepted a position as the Collection Development Librarian at St. Catherine University. Trisha was a valued member of our staff since August 2018 and made many contributions to our work and to the Macalester community. We wish her the best in this wonderful new opportunity.

Michael Vieaux left Macalester in early January 2020, after five years of working in the library, for the exciting opportunity to open and run a food truck. Michael joined us in August 2015 as Evening and Weekend Supervisor and accepted the position of Senior Library Associate for Circulation and Interlibrary Loan in August 2017. During his time here he helped create and implement welcome changes to the ways we provide service to our patrons, including working to get rid of fines for resources. He was exceptionally well-liked as a student supervisor, even inspiring a day designated specifically to dressing like him. While we'll still, hopefully, have "Dress Like Michael Day", the staff will miss seeing him and his signature orange bike in the library.

Christina Buckles left Macalester in early February 2020 to take a project management position in the public sector. Christina joined us in January 2019 as a temporary Reference Assistant, was promoted to the position of R&I Librarian for Humanities in May 2019, and took on the role of Electronic Resources Librarian in early December. Though her time with us was short, we are grateful to have been recipients of her collegiality, energy, and expertise.

## The Mixed Emotions of Retirement: Sad to Say Good-bye but Happy for Terri and her New Adventures

Celebrating Terri Fishel's contributions to Macalester and tenure as Library Director as she retires brings forth gratitude and respect for her many accomplishments. Terri served the college for thirty-five years, and through her passion, dedication, and hard work she continually transformed the DeWitt Wallace Library. Her leadership cultivated a community of colleagues that continues to welcome change and is known for being innovative and forward thinking in its approach to offering stellar resources and services to our community. Terri strongly supported the growth of library staff through professional development opportunities. Everyone was encouraged to be a lifelong learner and to contribute to the continued development and improvement of the library. Terri was (and remains) a tireless advocate for libraries and for fair and equitable access to information. She was a champion for evolving the profession by way of infusing conversations and actions around diversity, equity, and inclusion into our library and into the profession as a whole. While it is impossible to fully capture all that Terri has accomplished in her time at Mac, the following attempts to highlight some of her most notable achievements:

◊   Information fluency: Terri was an early and strong advocate for information fluency at Macalester. She was instrumental in the development of information literacy programs at ACM libraries through a 2001-2003 Mellon grant that supported regional workshops and training opportunities. Through her efforts, we experimented with a lab component for first year courses, ran annual information fluency workshops for first year course faculty, and achieved EPAG support for a required information fluency component in all first year courses. The strength of our information fluency program owes a great deal to Terri's tireless advocacy.

◊ Open access: Terri was a champion for open access publishing. She made it a priority for Macalester to support open access initiatives in an effort to change the future of scholarly publication. This included providing opportunities for the Macalester community to learn more about open access, financial support for Macalester faculty, staff, and students publishing in open access publications, and working as a member of the Oberlin Group Directors to establish Lever Press (a publisher of open access scholarly monographs).

◊ Digital Commons @ Macalester: Terri has long been a proponent of libraries as publishers. Macalester became an early adopter of the Digital Commons institutional repository in 2005. Today we have over 6,000 openly accessible student, faculty, and staff publications, including Honors projects, journals, articles, books, data sets, and conference proceedings. With over 2,800,00 full text downloads, Macalester scholarship has been read by 1189 institutions across 171 countries.

◊ First Macalester website: Terri managed the initial Macalester website and hired the first webmaster staff for what became campus web services, reporting to Terri until May, 2009. During this time, Terri shepherded the development of LESTER, a customizable internal campus portal that was a precursor to the current 1600grand service.

◊ Award-winning library: Library staff were pleased to be recognized for our work when we received the 2016 Association of College and Research Libraries (ACRL) Excellence in Academic Libraries Award for the "college" category. Our library was chosen for our partnerships, collaboration, assessment efforts, and diversity initiatives.

◊ CALD shared print program: Terri was one of a small group of Minnesota academic library directors exploring the possibility of a shared print program. As part of that group Terri helped provide the vision and obtain grant funding to launch the CALD Cooperative Collection Management Project, the first shared print program in Minnesota.

◊ Diversity, Equity, and Inclusion: To further and deepen diversity, equity, and inclusion efforts, Terri led a successful grant application to develop a campus-wide learning opportunity. "Towards Revealing and Creating a More Inclusive History of Macalester College" started in January 2020. Faculty, students, staff, and alumni were invited to read materials, discuss, and collectively imagine a more inclusive and critical history of the college. This is one of many collaborations in the area of furthering diversity, equity, and inclusion led by library staff.

◊ Library reorganization: Terri had the vision to see that "constant change" would become the byword for academic libraries in the 21st century. She saw that library structure and organization would need to evolve in order to lead through change rather than just respond to change. She was the main driver for our first and subsequent reorganizations that emphasized cooperation and flexibility, "teams" rather than "departments," and staff skills and desires matched to tasks that needed doing rather than traditional, often siloed job descriptions. Our organization has continued to evolve and strengthen because of Terri's vision.

This is only a sampling of Terri's accomplishments in her years of service. We thank you, Terri, for all you have done for us, the library, Macalester, and the library profession. We wish you well and we will miss your presence, your laughter, and your unfailing advocacy.

## MAC DEWITT WALLACE LIBRARY

## COVID-19 Building updates

Due to the rapidly changing situation, please visit our webpage for the latest information on Library access

# www.macalester.edu/library/covid-19-updates

## We Are Here For You Virtually

We will continue offering support online via email, chat, virtual consultations and instruction, e-collections access, and electronic delivery of interlibrary loan.

Question Form: **bit.ly/MacLibAskUs**
Phone: 651-696-6346
Lots more: www.macalester.edu/library/askus

## Returns

If you are returning book and media materials, you may use the outside book drop.
Laptops / electronics, please contact us on the AskUs page: www.macalester.edu/library/askus

**Do not place laptops in the outside book drop, please!**

## LIBRARY VISITORS

Weekly Gate Count Comparison

The Unending Spring Break
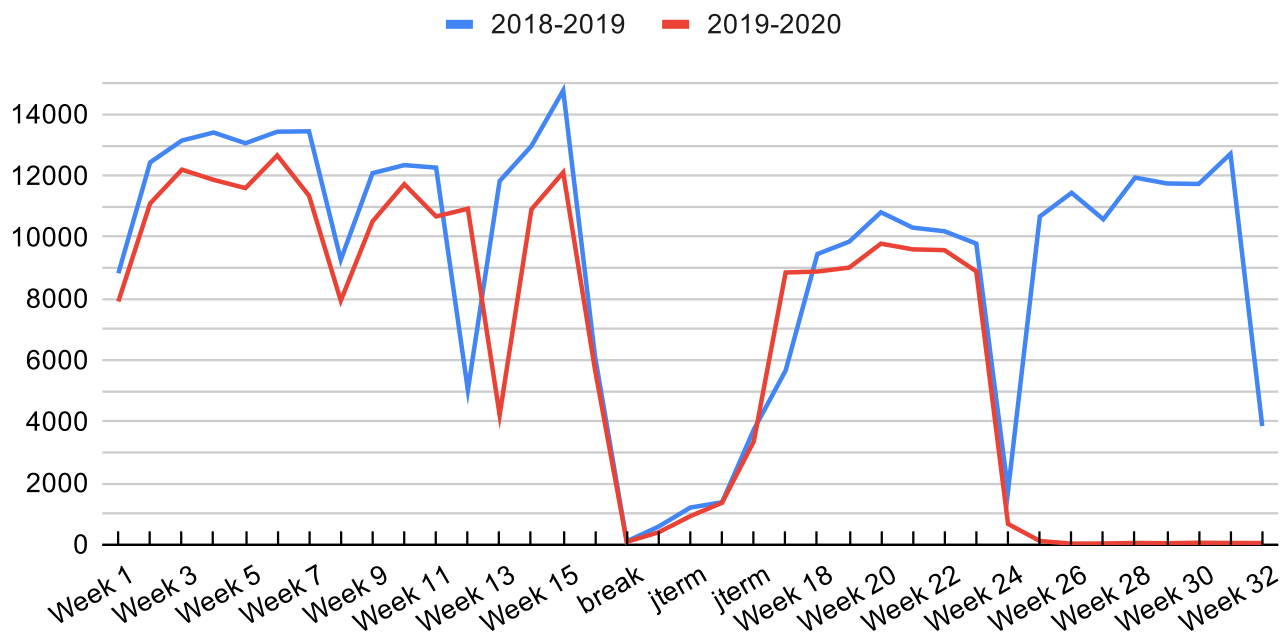
**2018-2019** ■  **2019-2020** ■



**256,542** TOTAL VISITORS TO THE LIBRARY **2019-2020**

## Who's Minding the Store?

You would think we would have no visitors to the library March-May, but we did have a few—mostly staff coming in to their offices, or facilities folks. You can see the cliff in our average weekly gate counts!

| SPRING WEEKLY AVERAGE | |
|---|---|
| FEBRUARY | 8742 |
| MARCH | 4451 |
| APRIL | 49 |
| MAY | 123 |

| VISITORS BY YEAR | |
|---|---|
| 2016-2017 | 341,033 |
| 2017-2018 | 368,490 |
| 2018-2019 | 362,185 |
| 2019-2020 | 256,542 |

# REFERENCE & INSTRUCTION

*HOW PEOPLE ASK FOR HELP*

## Desk Chat, Email Questions, and Consultations



— Desk Chat    — Email Questions    — Consultations
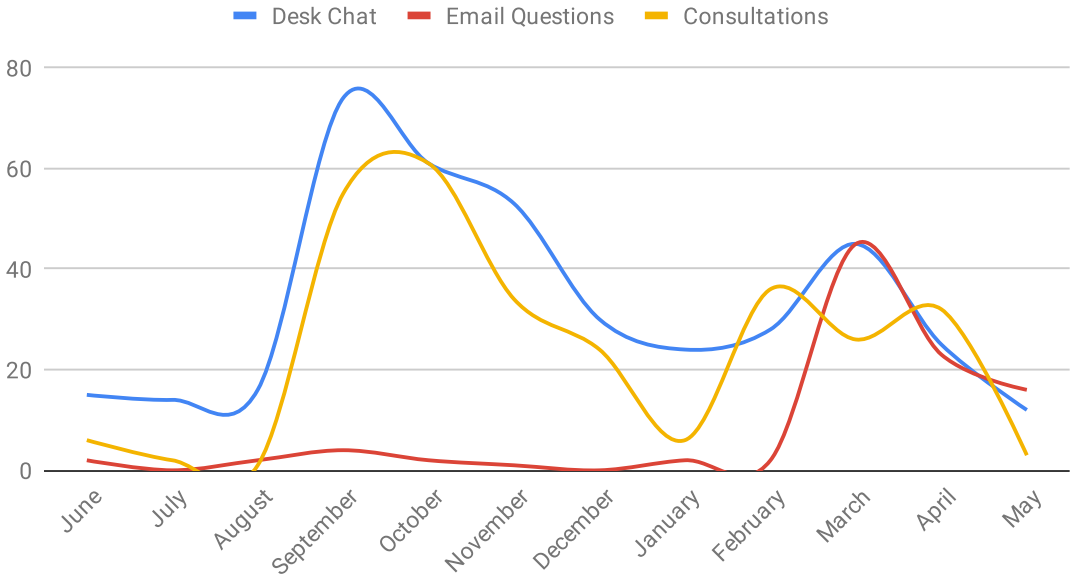
*NUMBER OF CONSULTATIONS*
COMPARISON BY DIVISION

& RESEARCH CONSULTATIONS



Sciences
8.4%

Arts & Humanities
35.6%

Social Sciences
56.0%

19

80

126

STATISTICS

# INSTRUCTION

Reference and instruction statistics were down a bit this year, even if the pandemic hadn't happened. The effect of the pandemic, however, is clear on th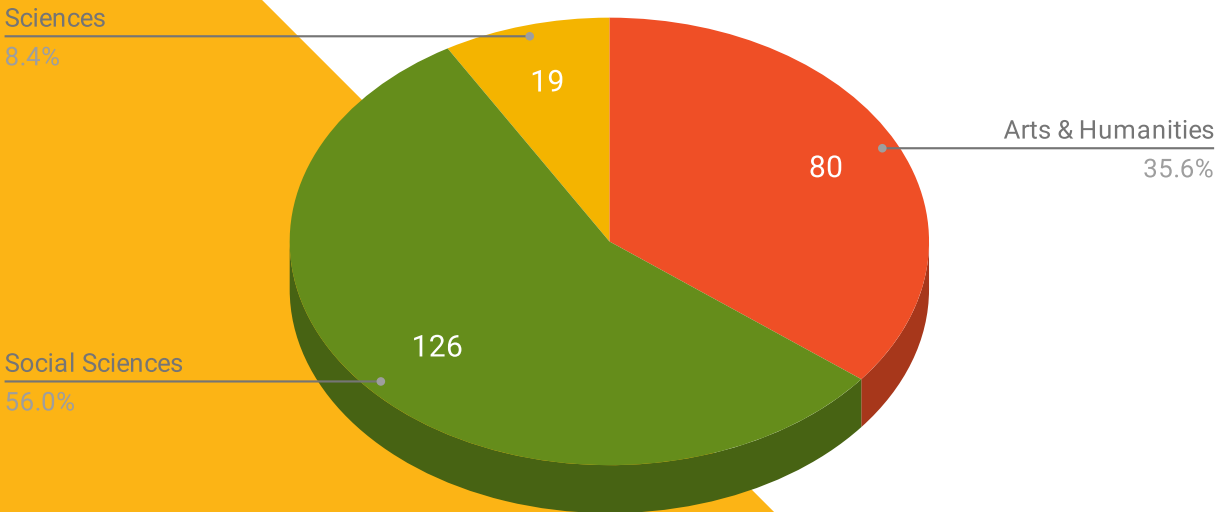e stats. While we completed most of the spring 2020 class sessions, we canceled fifteen sessions because of the pandemic, twelve became Zoom sessions (asynchronous or synchronous), and we provided an enhanced guide or slides for two sessions. We were down overall in the number of desk chats. During the pandemic, staff took over chat. Our highest total of monthly chats in the spring was in March as we were dealing with the shift to remote teaching and learning. The use of the Ask Us form for email questions rocketed up during the pandemic. Before the pandemic, including summer and fall 2019 and continuing  through February, we had received fifteen questions through the Ask Us form. In March through May, we had eighty-four questions. Research consultations continued the downward trend of previous years, but we did hold forty-eight consultations via zoom or email after the library closed.

## ARTS & HUMANITIES

| DEPARTMENT | 2018-2019 | | 2019-2020 | |
|---|---|---|---|---|
| | SESSIONS | STUDENTS | SESSIONS | STUDENTS |
| AMST | 10 | 70 | 11 | 95 |
| ART | 15 | 168 | 17 | 110 |
| ASIA | 6 | 55 | 5 | 35 |
| CHIN | 0 | 0 | 0 | 0 |
| CLAS | 13 | 118 | 11 | 89 |
| ENGL | 6 | 63 | 10 | 112 |
| FREN | 2 | 22 | 10 | 59 |
| GERM | 4 | 19 | 3 | 18 |
| HIST | 33 | 264 | 18 | 147 |
| JAPA | 5 | 48 | 2 | 12 |
| MCST | 6 | 85 | 0 | 0 |
| MUSI | 3 | 34 | 1 | 16 |
| PHIL | 3 | 40 | 3 | 30 |
| RELI | 11 | 102 | 7 | 31 |
| RUSS | 1 | 16 | 3 | 53 |
| SPAN | 3 | 28 | 2 | 21 |
| THDA | 6 | 61 | 1 | 17 |
| WGSS | 6 | 74 | 7 | 64 |
| TOTAL | 133 | 1267 | 111 | 909 |

## SOCIAL SCIENCES

| DEPARTMENT | 2018-2019 | | 2019-2020 | |
|---|---|---|---|---|
| | SESSIONS | STUDENTS | SESSIONS | STUDENTS |
| ANTH | 4 | 56 | 3 | 29 |
| ECON | 10 | 123 | 7 | 108 |
| EDUC | 4 | 12 | 6 | 24 |
| GEOG | 10 | 117 | 13 | 137 |
| LING | 8 | 95 | 5 | 57 |
| INTL | 3 | 55 | 1 | 24 |
| POLI | 10 | 165 | 9 | 120 |
| PSYC | 16 | 223 | 14 | 246 |
| SOCI | 2 | 33 | 5 | 62 |
| TOTAL | 67 | 879 | 63 | 807 |

## SCIENCES

| DEPARTMENT | 2018-2019 | | 2019-2020 | |
|---|---|---|---|---|
| | SESSIONS | STUDENTS | SESSIONS | STUDENTS |
| BIOL | 5 | 92 | 4 | 42 |
| CHEM | 0 | 0 | 1 | 16 |
| COMP | 1 | 17 | 2 | 16 |
| ENVI | 5 | 64 | 7 | 80 |
| GEOL | 2 | 34 | 3 | 31 |
| MSCS | 0 | 0 | 0 | 0 |
| PHYS | 2 | 34 | 1 | 16 |
| TOTAL | 15 | 241 | 18 | 201 |

## Book & Media Checkout

| | |
|---|---:|
| September | 3420 |
| October | 2852 |
| November | 2490 |
| December | 1503 |
| January | 1893 |
| February | 2500 |

| | |
|---|---:|
| March | 1656 |
| April | 15 |
| May | 8 |

# CIRCULATION

Circulation of books, media, and equipment stopped nearly completely as the pandemic struck. We told students, staff, and faculty not to return items during lock down, but rather to wait until they were back on campus, even if that was for the fall term. And we repurposed some of our beanbags to catch the returns of those who could not wait.
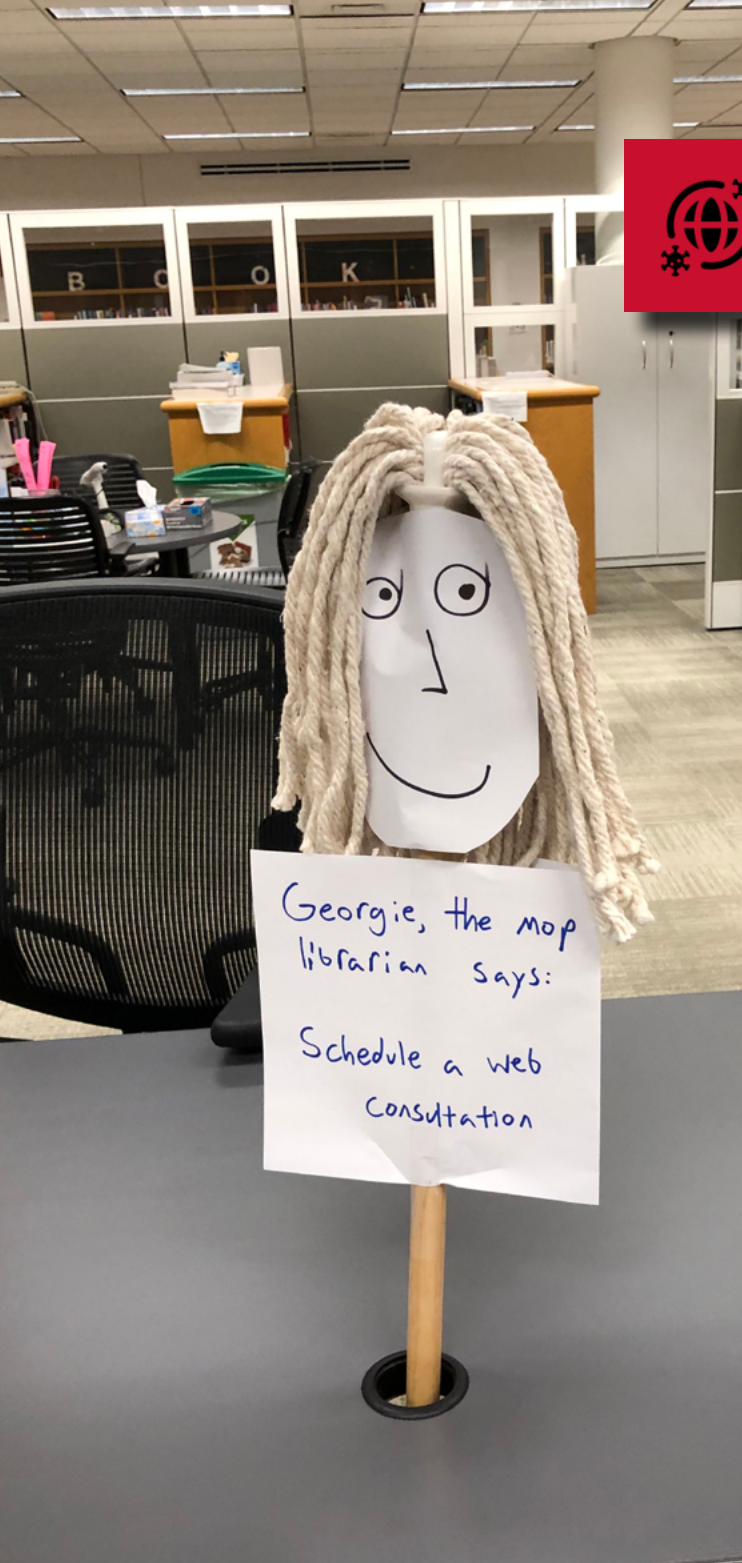
# INTER LIBRARY LOAN

Requesting articles through ILL was one of the services that we were able to continue through the pandemic, thanks to the work of library staff throughout the world. We sent out to our patrons 570 articles in March, 603 in April, and 460 in May. Unfortunately, ILL for physical items stopped completely mid-March. We had received 170 books and 22 media items in March, some of which were picked up before the library closed. After that, we received 0 physical items through ILL. We were also able to fill article requests from other libraries because of full text databases and access from home. Therefore, we filled 181 article requests in March, 214 in April, and 182 in May.

## Borrowing

| **Articles** | | **Physical Items** | |
|---|---|---|---|
| Requested: | 8838 | Requested: | 4957 |
| Filled: * | 8159 | Filled: * | 4491 |
| Fill Rate: | 92 % | Fill Rate: | 91 % |

*\* filled by lenders plus what we found freely available online or purchased*

## Lending

| **Articles** | | **Physical Items** | |
|---|---|---|---|
| Requested: | 3934 | Requested: | 3802 |
| Finished: | 1964 | Finished | 2331 |
| Fill Rate: | 50 % | Fill Rate: | 61 % |

Data: ILLiad Reports, RapidILL's website

# PROFESSIONAL CONTRIBUTIONS

## In-Depth Learning

**Marina Ito**
      attended the ACRL Immersion
**Louann Terveer**
      joined the OTN Open Publishing Cooperative and completed the online training

## Publishing

**April Anderson**
◊   "Queer Erasure" – in *Index on Censorship*
◊   Stonewalled: Establishment Media's Silence on the Trump Administration's Crusade against LGBTQ People" – in *Censored 2020: Through the Looking Glass*
◊   "The Corporate Media Failed to Warn Us About the Trump Admin's Attack on LGBTQ Workers" – in *These Times*

## Professional Service

**April Anderson**
      judge, Project Censored
**Terri Fishel**
      President 2019-2020, Oberlin Group of Libraries
**Katy Gabrio**
      pilot group facilitator, CALD Cooperative Collection Management
**Ellen Holt-Werle**
      MN representative,  Midwest Archives Conference (MAC) membership  committee
**Marina Ito**
      planning team representative, MNObe Reference & Instruction Group
**Louann Terveer**
      copy editor, Rebus Community open book: *Open Pedagogy Approaches: Faculty, Library, and Student Collaborations*

# Presentations

**April Anderson**
*From "Bathroom Bills" to the Equality Act:*
*Assessing News Coverage of LGBTQ Issues in the Trump Era*

**Dave Collins**
*Tapestries: oh the places your scholarship will go* (poster presentation)

**Louann Terveer**
*Data visualizations - Using data to help tell the story* (Small Bytes)
Scholarly Communication / Open Access library reading group presentations

**Marina Ito**
*Diversity, Equity, & Inclusion Initiatives: DeWitt Wallace Library,*
*Macalester College* - ACRL Immersion

## Honorable mention almost-presentations

**Aaron Albertson, Beth Hillemann, Jacki Betsworth**
*LibTech Conference: The Meta Session*

**Marina Ito**
*Exploring with Library Outreach* (10 minute lightning session)

**Ginny Moran, Louann Terveer**
*Moving Towards More Sustainable Workflows for Digital Projects*

# Scholarship@Mac



Readership Distribution of Macalester's Digital Commons, June 1, 2019 - May 31, 2020

*Map Data ©2020 Google, INEGI*

## ASK US

Ask Us page traffic increased dramatically in March, as students, faculty, and staff sought much-needed resources online. We streamlined the Q&A process for our users by promoting our Ask Us form as the primary way to contact us, and directed users straight to forms and resources via the simplified, eye-catching home page design featured on this report's cover page. One result? Ask Us use skyrocketed.



Ask Us Page Views

- Ask Us Contact Page
- Ask Us Email Form

## STATISTICS

### LIBGUIDES

**196,291** TOTAL VIEWS

LIBGUIDE HOME PAGE
**9,772** VIEWS

MOST POPULAR LIBGUIDES:
DATA MODULE 1:
WHAT IS RESEARCH DATA?
**215,218** VIEWS

DATA MODULE 3:
FINDING & COLLECTING DATA
FOR YOUR RESEARCH
**2,240** VIEWS

### WEBSITE

**113,767** TOTAL VIEWS

MOST POPULAR WEB PAGES:
HOME PAGE
**93,425** VIEWS

LIBRARY RESERVES
**6,324** VIEWS

LIBRARY STAFF
**2,431** VIEWS

RENEW AN ITEM
**2,323** VIEWS

### DIGITAL COMMONS

**290,711** TOTAL DOWNLOADS

VISITOR INSTITUTIONS
**8,629**

NUMBER OF COUNTRIES
**211**

METADATA PAGE HITS
**50,679**

WORKS POSTED
**350**

# Fifteen Years of Digital Commons - a showcase for Macalester's scholarship

Macalester began publishing and archiving student Honors projects in the Digital Commons @ Macalester in 2005. In the years that have followed, we've expanded to publishing peer-reviewed student journals, departmental scholarship, open access books by faculty, proceedings from our own LibTech Conference, oral histories and other videos, data sets, and digital versions of selected special collections. We also serve as the hosting site for one scholarly society journal, *Himalaya*.

Between June 7, 2005 and May 31, 2020, an amazing 6,080 works have been posted to the repository, and 2,873,190 items have been downloaded.

## 6,080 Most popular downloads, 2005-2020

Show 10 entries                                                   Search:            Export

| Title | Downloads |
| --- | --- |
| The Rise of English: The Language of Globalization in China and the European Union | 78556 |
| Fat Teen Trouble: A Sociological Perspective of Obesity in Adolescents | 29097 |
| Four Nepali Short Stories | 24713 |
| The Mirror's Reflection: Virgil's Aeneid in English Translation | 23788 |
| Engaging Adults Learners with Technology | 23690 |
| Homosexuality in Islam: A Difficult Paradox | 21666 |
| Health Care Services in Transitional Somalia: Challenges and Recommendations | 20148 |
| Somalia: Education in Transition | 19737 |
| The Nuptial Ceremony of Ancient Greece and the Articulation of Male Control Through Ritual | 19244 |
| The Effects of Objectifying Hip-Hop Lyrics on Female Listeners | 18948 |

## 2,873,190 Total downloads, 2005-2020



Download Data ©2020 Google, INEGI
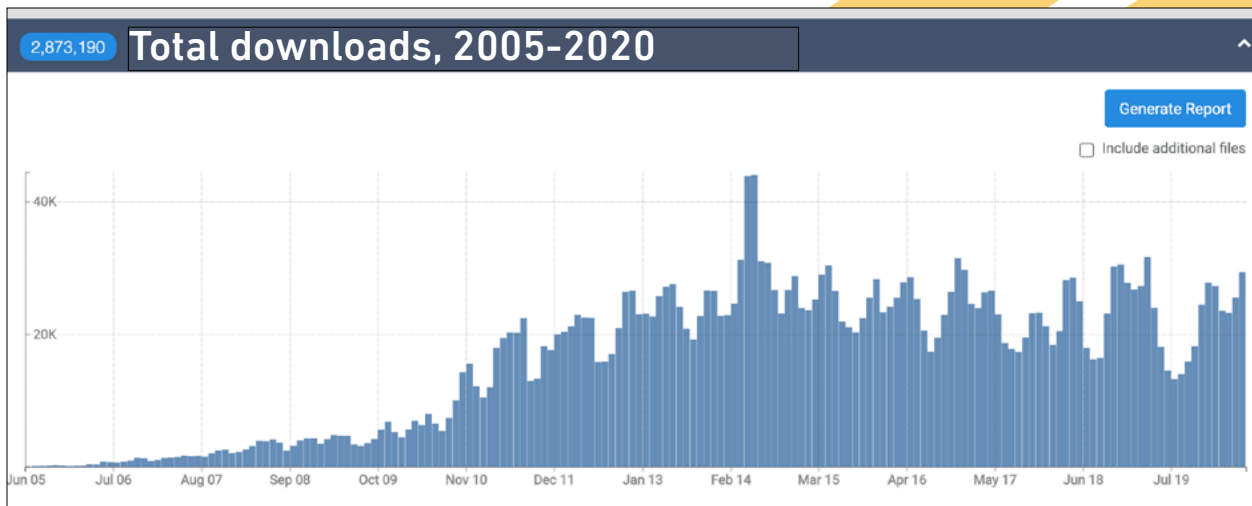
# ANNUAL REPORT 2019-2020

*DeWitt Wallace Library | Macalester College*

## Library Staff

*As of May 31st, 2020*

| | | |
|---|---|---|
| LaReina Adams | Katy Gabrio | Chris Schommer |
| Aaron Albertson | Beth Hillemann | Laura Secord |
| April Anderson | Ellen Holt-Werle | Mary Lou Steiner |
| Jacki Betsworth | Marina Ito | Louann Terveer |
| Dave Collins | Connie Karlen | Denise Tyburski |
| Madisen Egan | Ginny Moran | Kova Walker Lečić |
| Angi Faiks | Erin Porter | |
| Terri Fishel | Alee Schmierer | |

## Content Contributors & Editors

| | | |
|---|---|---|
| LaReina Adams | Terri Fishel | Ginny Moran |
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**MAC** DEWITT WALLACE LIBRARY