

Santa Clara University

Scholar Commons

State of the Library

University Library

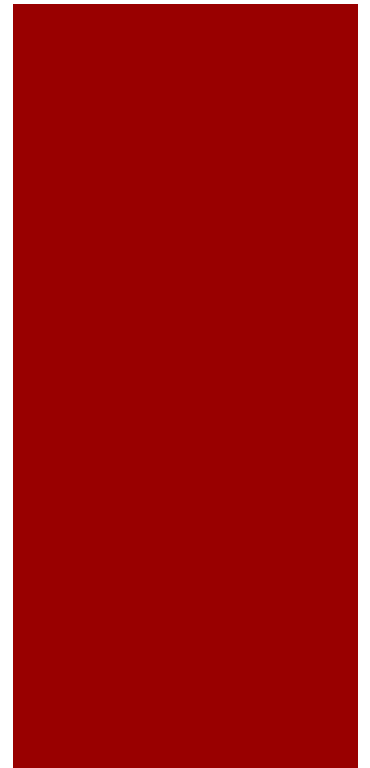
5-11-2021

2021 State of the Library

Nicole Branch

Lev Rickards

Follow this and additional works at: https://scholarcommons.scu.edu/library_state



State of the Library

May 11, 2021

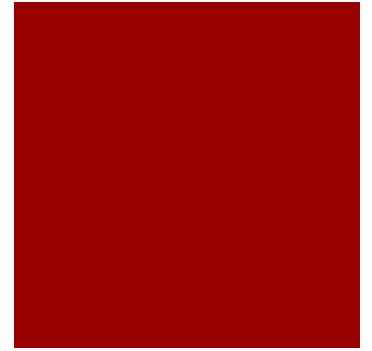
Introductions



- **Nicole Branch, Co-Interim University Librarian and Associate University Librarian for Learning & Engagement**
- **Lev Rickards, Co-Interim University Librarian and Associate University Librarian for Collections & Scholarly Communication**

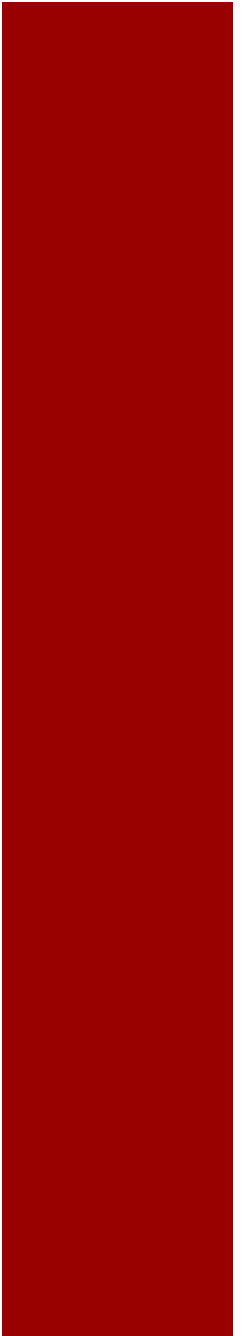
Agenda

- Strategic Plan 2021-2024
- Budget
- Staffing
- Library Response to 2020-2021
Conditions
- Collections
- Librarians and Library Staff Scholars



Strategic Plan

2021-2024



Mission

Guided by our commitment to intellectual growth, lifelong learning, and social responsibility, the Santa Clara University Library provides resources and services to support student learning and faculty teaching. We are educational partners who engage in knowledge generation and access, design transformational learning experiences, and provide environments for inquiry and exploration.



Vision

SCU Library is an exemplary social justice library, serving as a leader in applying principles of diversity, equity, and inclusion. Through reciprocal partnerships, we transform our collections, services, programs, and spaces to create a more just and equitable world.



Values

The University Library is committed to these core values, which guide us in carrying out our mission and realizing our vision:

- Compassion and social justice
- Engaged learning
- Transparent and collaborative processes
- Excellence in service
- Staff development and professional growth
- Adaptability and responsiveness to change
- Academic and intellectual freedom
- Civil discourse
- Stewardship of library resources



Priority 1: Develop and apply a social justice model



Library staff engage in self study and reflection to articulate and apply practices to transform the library in alignment with our core professional values and the Jesuit commitment to broader social equity.

Goal 1: Initiate a process to reflect on what it means to be a social justice library.

- Objective 1: Define what it means to be a social justice library
- Objective 2: Operationalize a model for a social justice library.

Goal 2: Apply the principles of diversity, equity, inclusion, and social justice.

- Objective 1: Create specific initiatives that advance anti-racism, diversity, equity and inclusion (DEI) at SCU and the broader profession
- Objective 1: Develop and engage in collaborative projects and initiatives related to Ohlone and other Native American communities
- Objective 3: Review internal policies and practices to better align with values of DEI and social justice
- Objective 4: Build staff knowledge and capacity of diversity, equity, inclusion, and social justice.

Goal 3: Create opportunities for sharing of and engagement with social justice initiatives.

- Objective 1: Develop a tailored communication plan to promote social justice activities
- Objective 2: Collaborate on-campus to share and learn from other areas in building and deploying a social justice model
- Objective 3: Share our experience applying a social justice model with the library profession at large.

Priority 2: Advance student learning and research in the service to humanity



The Library values teaching and research as a service to humanity. We prepare students to become engaged citizens and scholars through teaching information literacy. We collaborate with faculty through the entire research life cycle, with the aim of extending the impact/reach of their work to the broader community.

- Goal 1: Develop inclusive teaching practices infused with social justice principles.
 - Objective 1: Deepen library instructor competency in DEI/social justice pedagogies
 - Objective 2: Improve accessibility of online teaching materials
 - Objective 3: Support textbook affordability and open educational resources
 - Objective 4: Collaborate with faculty in a wider variety of departments to integrate Archives & Special Collections materials highlighting the lived experiences of marginalized groups.
- Goal 2: Building readiness and ongoing capacity for online instruction.
 - Objective 1: Experiment with new tools and deepen the use of existing tools for online instruction delivery
 - Objective 2: Strengthen librarian competency in online teaching modalities
 - Objective 3: Explore ways to integrate Archives & Special Collections in an online environment.
- Goal 3: Articulate the Library's approach to supporting student and faculty research throughout the research life cycle.
 - Objective 1: Articulate the areas of support provided by the Library
 - Objective 2: Identify, develop, and communicate new research services
 - Objective 3: Increase Open Access publishing and engagement.

Priority 3: Strengthen the library's long-term organizational health and success



In light of evolving institutional realities we are evaluating ways to demonstrate our commitment to our mission. Staff are empowered to be creative, take risks, and continuously innovate to meet the needs of our communities.

- Goal 1: Develop responsive systems and capacity to address emergencies and critical events.
 - Objective 1: Identify operational efficiencies to meet the new budget climate
 - Objective 2: Develop library-specific plans to ensure continuity of operations and the health and safety of staff for a variety of emergency or critical event scenarios
 - Objective 3: Document and communicate the value of library staff, services, and collections during emergencies or other critical events
 - Objective 4: Identify affordable professional development opportunities to continue to support staff growth .
- Goal 2: Nurture the Library's organizational culture.
 - Objective 1: Conduct a landscape analysis of the library and develop specific recommendations for action
 - Objective 2: Create, implement, and review results of a library climate survey
 - Objective 3: Support staff to propose and incubate new ideas.
- Goal 3: Enhance library team building.
 - Objective 1: Identify opportunities to support a sense of community within the library, especially when working remotely
 - Objective 2: Affirm best practices for communication and feedback among staff
 - Objective 3: Assess and review the representation of library staff on committees and in partnerships
 - Objective 4: Deepen our culture of recognition and appreciation

Priority 4: Optimize the community experience

Library staff continually improve the usability and accessibility of the library's online and physical environments, seeking to provide a welcome and positive experience for all library patrons.

- Goal 1: Establish a library-wide standard of service excellence in both online and physical environments.
 - Objective 1: Develop a shared consensus among all library staff of the definition of a standard of service excellence
 - Objective 2: Develop a suite of staff resources and training to support service excellence
 - Objective 3: Implement a scheduled assessment plan to measure patron perceptions of service quality.
- Goal 2: Further develop a responsive, user-friendly and accessible online library experience.
 - Objective 1: Ensure that online library resources meet current accessibility standards and best practices
 - Objective 2: Implement the necessary tools to ensure optimal management and discoverability of library resources
 - Objective 3: Develop a scheduled assessment plan to measure usability and discoverability of library's online resources.
- Goal 3: Create a welcoming and inclusive environment that reflects the diverse needs and experiences of all members of the university community.
 - Objective 1: Evaluate the effectiveness of current library service points and recommend possible changes to improve the patron experience
 - Objective 2: Evaluate the accessibility of Learning Commons physical spaces and advocate for necessary improvements
 - Objective 3 : Evaluate programming to encourage wide use of the Learning Commons space
 - Objective 4: Implement diversity assessments for physical and electronic collections.

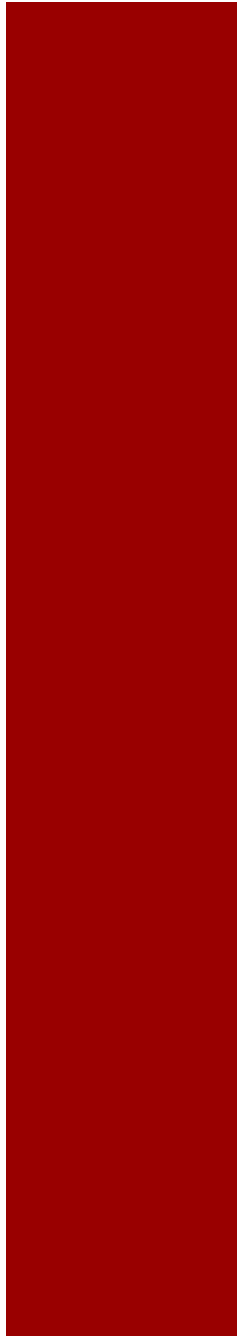
Priority 5: Build and sustain distinctive collaborations and partnerships



In order to leverage the library's role as a social justice partner, we will build inclusive models of collaboration that include partnerships across campus departments, the outside community, and the broader profession.

- Goal 1: Identify and explore strategic opportunities for collaboration with other campus units.
 - Objective 1: Determine the kinds of projects/issues the library will prioritize for the next three years
 - Objective 2: Seek out collaborations with campus partners on projects reflecting our commitment to social justice
 - Objective 3: Build upon the library's relationship with Faculty Development to explore and develop information literacy learning goals across campus
 - Objective 4: Increase library staff participation on campus wide committees and task forces.
- Goal 2: Increase our active engagement with the community around SCU and to the library profession.
 - Objective 1: Formalize our approach to engaging with the broader community
 - Objective 2: Engage with the community to investigate opportunities for participation in community activities, programs or initiatives
 - Objective 3: Increase our impact on the library profession by designing and hosting events and implementing collaborative projects with other libraries.

Budget



University Library Budget



- **Staff salaries/benefits = \$3,915,600**

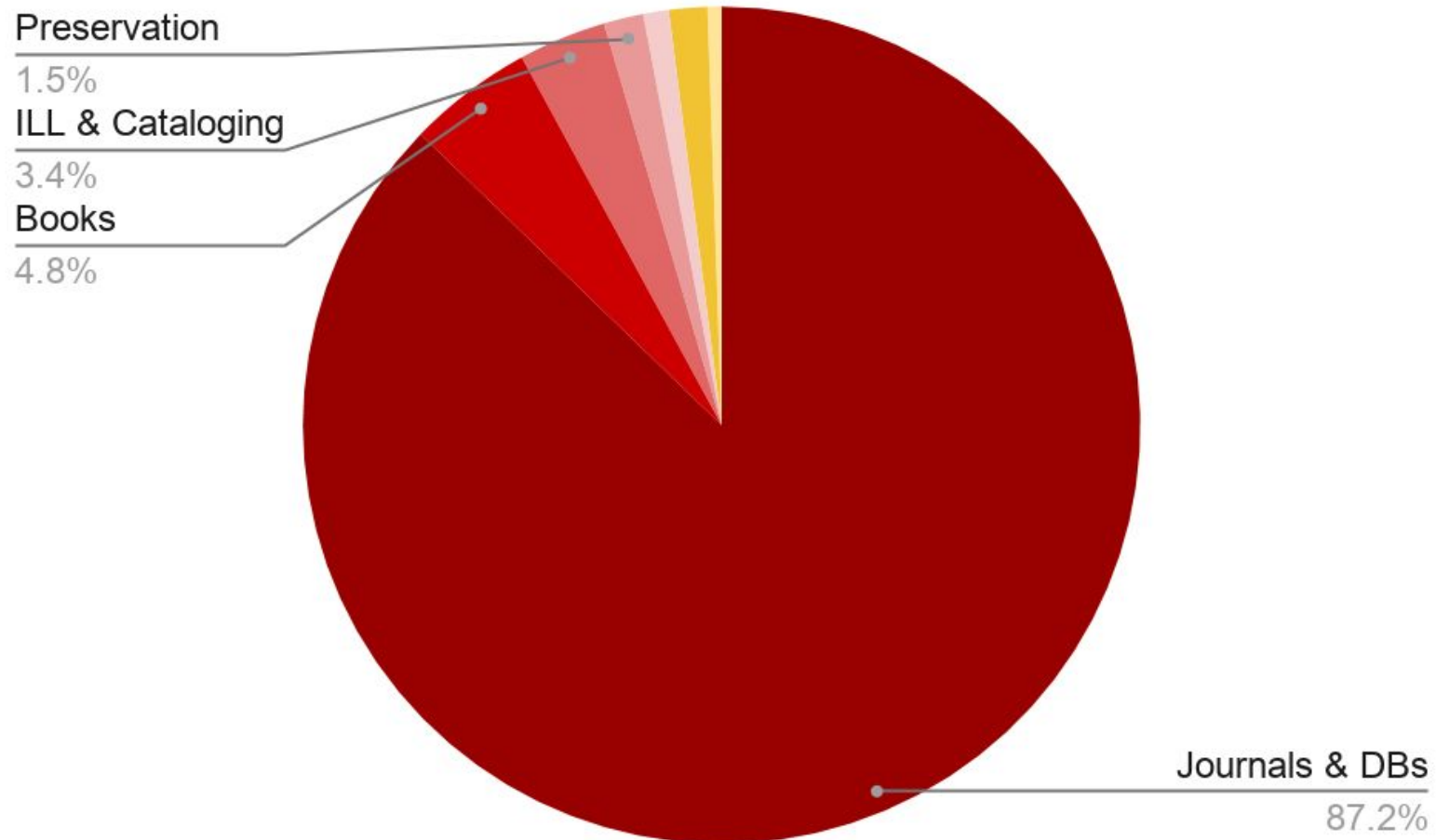
- 17 Librarians
- 16 Staff

- **Collections & Access = \$4,058,300**

- **Operating = \$510,100**

- Student wages (~\$140,000)
- Supplies
- Professional development
- Awards
- Repairs/maintenance
- Instruction, lab, research support
- Postage/mailing

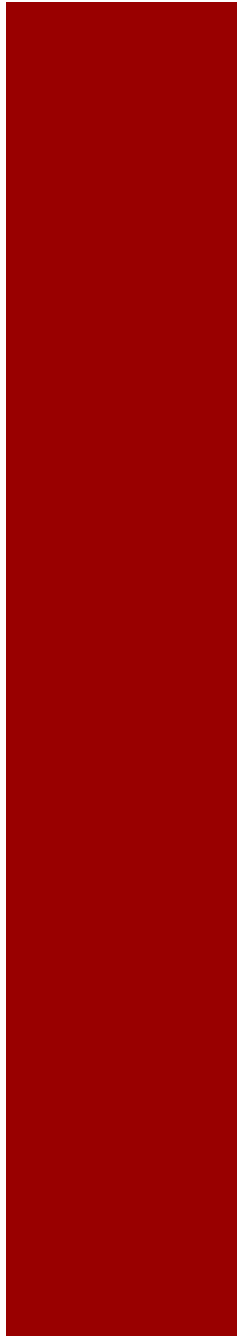
Collections and Access Budget



Budget reduction

- Offsets from gifts and reserves
- Reduced spending on print materials
- Switched to mediated licensing in Kanopy
- Cancelled small number of databases with low usage statistics

Staffing



Staffing Transitions



- Open searches
 - Head of Electronic Resources and Serials
 - Head of Research, Outreach, and Inclusion
- Vacant positions
 - Head of Library
 - Archives Specialist
 - Communication and Events Coordinator
 - Electronic Resources Assistant
 - Interlibrary Loan Manager

Responding to 2020-2021



Reservable Study Space

- Highly socially distanced study space throughout the library
- By reservation
- Includes computer workstations and printing



Collections Assistance

- Electronic resources
 - Streaming video
 - Ebooks
 - Scholarly databases
- ILL/Link+, Book pick-up & Book Delivery
- Scanning service



Virtual Course-Integrated Instruction & Reference

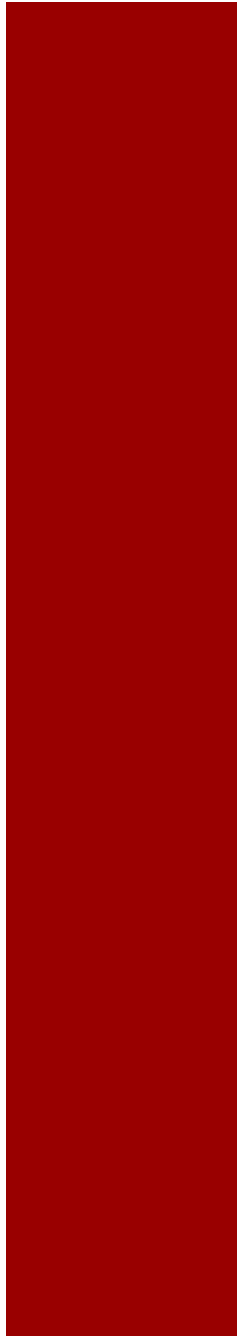
- 273 workshops between March 2020 and March 2021
 - Finding sources for research assignments
 - Algorithmic bias
 - Topic development
 - Analyzing and evaluating sources
- 1,248 research and reference consultations
 - 24/7 Chat
 - Zoom research appointments
 - Course-integrated research support

Virtual Events

- Literary Cuisine
- Environmental Cafe
- Open Access Week
- Screening of *Coded Bias*
- New Faculty Publications
- Undergraduate Research Awards



Collections



Cambridge University Press

- Pleased to announce a three year deal with Cambridge University Press
- Any SCU scholarship published in CUP's journals can be made open access at no cost
- Faculty authors will use the RightsLink website to “seek funding” from our institution — this will access the pre-paid, pre-approved funding to cover open access publishing



CAMBRIDGE
UNIVERSITY PRESS

Deselection

- Improving search results in Oscar while controlling long-term costs.
- Faculty play an important role, and title lists will be made available.
- Deselection has been **entirely on hold** throughout the pandemic.
- SCU in negotiation to join the SCLC Shared Monograph Collection, ensuring the long-term retention of scholarly works.

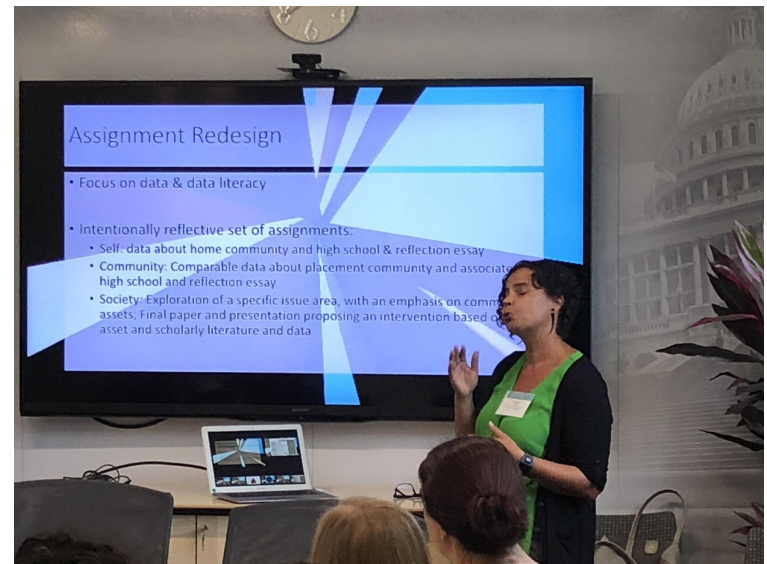


Archives & Special Collections

- SCU in Quarantine: Our Pandemic Stories
- Social Justice themed scholarship area in ScholarCommons
- “The Multicultural Center and Cultural Student Organizations” digital collection
- BIPOC SCU Student Archival Sources research guide

Librarians and Library Staff Scholarship

- Criteria for reappointment, promotion, continuing status
- Recent presentation/publications
 - Bringing the Italian American Experience to Life: Italian Studies-Library Partnership for Online Archival and Research Instruction
 - Challenges and Solutions to Indigenous Representation and Silences in the Memory Institutions of Santa Clara University
 - Requests to Collections: Digitization Workflows that Expand Access to SCU's Multicultural and Student Activism History
 - Exploring professional development models for DEI pedagogies
 - Reorganizing a LibGuide for a Technical Writing Course to Parallel the Engineering Design Process



Thank you to the Library staff



Questions & Discussion

nbranch@scu.edu
lrickards@scu.edu