



MILNER LIBRARY FY22 Annual Report
Dallas Long, Dean

Part I: Accomplishments and Productivity for FY22

List the Unit's Goals and how the goals support Educate Connect Elevate

- *Investigate after hours chatbot to increase patron access to information. [ECE II.C.3 – Utilize technological solutions that enhance productivity and creativity]*

The proactive chat widget was launched in late Summer 2021, appearing to patrons after 20 seconds on the library's landing page. It is also embedded into the library's EBSCO database platforms. The chatbot is not artificial intelligence but connects patrons to Milner librarians and staff who are on duty for virtual reference; thus, we have not offered the chat widget after hours. Librarians interacted with 3,820 chats initiated by patrons.

- *Facilitate implementation of the Guide Review Project Team's FY21 recommendations to enhance the navigability of the library's subject-based guides. [ECE II.C.3 – Utilize technological solutions that enhance productivity and creativity]*

After refinement this year, this project continues. Librarians with subject-based guides are currently receiving training and support to make the library's guides more navigable for students.

- *Facilitate professional development of librarians by integrating a library community of practice and creating best practices for designing and delivering library instruction. [ECE I.B.2. – Maximize employee growth through learning and professional development activities]*

The Instruction and Student Engagement (ISE) department launched a Team site for sharing documents to aid with establishing a community of practice for library instruction. The library faculty in ISE facilitated several workshop and check-in sessions during the Fall and Spring semesters for library faculty and staff with teaching responsibilities to share their experiences, offer advice to each other, and learn about new tools relevant to library instruction in virtual spaces.

- *Design an equity, diversity, and inclusion plan in the context of the library's services. [ECE III.A.2 – Increase and promote practices that aid in the retention of diverse faculty, staff, and students that include individuals from all backgrounds]*

Discussion has begun for crafting a library-wide inclusion, diversity, equity and access (IDEA) plan but the center of work in this area is our IDEA committee. This work needs to be elevated, but each library department head has developed annual goals for FY23 that address IDEA components in their specific functional areas.

- *Partner with the Center for Teaching, Learning, and Technology on the design and construction of space to integrate the center at Milner Library to support faculty success. [ECE II.C.1 – Create more spaces that encourage collaborative research, teaching and other learning activities]*

This initiative is paused.

- *Continue to plan for the design and construction of the Milner Student Success Center. [ECE II.C.1 – Create more spaces that encourage collaborative research, teaching and other learning activities]*

This initiative is paused due to the planned space for the Student Success Center being temporarily repurposed for the Wonsook Kim College of Fine Arts.

- *Assess usage patterns of the library's collections to plan for areas of collection growth. [ECE I.D.3 – Leverage data analytics to inform decision-making]*

Over the past year, Milner has focused its investigation of usage patterns on course-assigned materials in both physical and digital formats. Materials assigned within the semester far outpace those not currently assigned and, perhaps surprisingly, e-books assigned in the previous semester continue to receive increased usage in the subsequent semester. This has provided evidence to invest more explicitly and robustly in materials that University instructors assign in their courses.

- *Explore in depth our analytics capabilities with our newly adopted library systems to incorporate better data into collection development decision making processes. [ECE I.D.3 – Leverage data analytics to inform decision-making]*

Milner library personnel continue to explore the analytics capabilities afforded by the new library system and are now working towards the integration and harvesting of usage data into the system for ease and consistency of reporting. Caitlin Stewart, subject librarian for Teaching & Learning, revised the collection development guidelines significantly for the Teaching Materials Center. An update had not occurred for this area of the library's collections in many years.

- *Prepare for the migration of Archon to ArchivesSpace, replacing an outdated and information-insecure content management system for hosting archival finding aids for the Dr. Jo Ann Rayfield Archives as well as the library's special collections and rare books. [ECE II.C.3 – Utilize technological solutions that enhance productivity and creativity]*

The migration completed in December 2021. While our staff continue data cleanup through Spring 2022, we have merged our finding aids for Milner Library's special collections and rare books department and the Dr. Jo Ann Rayfield Archives into a single repository with improved user interface for patrons searching our inventories of archival collections.

- *Rehouse and inventory the Herbert Ueckert Costume Collection of circus wardrobe pieces donated to the library as part of its Circus and Allied Arts Collection with the goal of stabilizing the costumes for ultimate use as a teaching collection. [ECE II.B.2 – Enhance cross-disciplinary research and creative activities]*

The Ueckert Costume Collection of circus wardrobe pieces is rehoused and fully inventoried in a secure and more environmentally friendly space at Milner Library. The collection is not yet fully usable as a teaching collection. The collection requires textiles conservation, which is expertise Milner does not have in the library. Conservation staff have recently applied for external funding that would assist with locating this expertise and providing conservation treatments. Despite this need, we have loaned certain wardrobe pieces for a temporary exhibition at Cornell University's Fashion + Textile program. PhD student Jenny DuPuis has used pieces for her dissertation research. Milner Library's first Redbird Hatch enabled us to purchase museum-quality mannequins to assist with the display and exhibition of select pieces.

Provide specific accomplishments related to Academic program development

Milner Library has no academic programs per se. However, we have proposed a new 3-credit hour IDS course *Information, the Internet, and You: Becoming a Critical Consumer and Creator*, which will be offered in Fall 2022 and taught by Milner faculty member Lindsay Skaggs. *Students enrolled in the course will examine their roles as digital information consumers and creators through an analysis of the information ecosystem surrounding current issues and events. They will explore topics including authority, bias, information privilege, and misinformation. This is the first Milner-proposed and taught IDS course in recent memory.*

Additionally, Milner Library faculty/staff are developing a program review rubric and timeline to submit to the Academic Planning Committee for review and approval. Milner Library has never undergone program review as a unit. This is an important first step in establishing a regular library-wide cycle of evaluation. The working group intends to complete its work during Summer 2022.

Provide specific accomplishments related to Equity, Diversity and Inclusion

- A team of Milner faculty and staff reviewed the library's hiring practices and documents for non-classified personnel and created inclusive hiring guidelines that we later implemented in several searches later in the year.
- Milner librarians published a special topics guide on LGBTQIA+ resources. The purpose of this guide is to facilitate access to library resources about LGBTQIA+ topics and issues and connect the ISU community with outside resources and organizations that provide support and foster awareness, engagement and advocacy.
- Milner faculty made progress in diversifying the print and e-book collections via the Dean's collections enhancement funding, with special emphasis on updating Queer Studies collections, Latino/a/x and Latin American reference works, Black historic newspapers, women artists, and culturally responsive leadership. Additionally, subject librarians are exploring training on how to review collections for gaps in works by minoritized scholars/authors.
- Milner's Inclusion, Diversity, Equity, and Antiracism (IDEA) committee surveyed the physical layout of the building, including signage and furniture using a Multicultural Environmental Scan method. Based on their findings, we are working with OEOA to add or change building signage that includes Braille, replaced or added furniture that is more inclusive, such as chairs without arms and tables of adjustable height. A baby changing station was added to the all-gender restroom, and the lactation room was improved a bit to be more welcoming to student parents.

- We hosted Marcie Rendon for an author reading and book signing as part of a guest artist residency in partnership with Native American Studies, School of Theatre and Dance, and other campus units. Held in April 2022, the event was the library's return to in-person guest speakers.
- The tenured and tenure-track faculty are currently revising DFSC criteria to integrate inclusion, diversity, equity, and access activities into librarianship, scholarly and creative productivity, and service activities.

Provide specific accomplishments related to Faculty Success

- Librarian Grace Allbaugh and others organized a "Getting to Know Milner" series for the benefit of new Milner employees. The series featured different Milner Library units or individuals each monthly discussing their specific work and how that work impacts Milner Library's successful operations.
- We offered four sessions this year as part of the College GROWTH programming:
 - "Bloomington-Normal: The Other Side" with Bill Kemp from the McLean County Museum of History. This event will cover the history of Bloomington-Normal and local struggles against oppression including how BloNo grappled with slavery, racism, women's equality, workers' struggles, and LGBTQ rights. Bill's presentation will be followed by some time for Q+A and discussion.
 - "*Accessibility and Universal Design with Student Access and Accommodation Services*," a workshop on accessibility and universal design. Jen Bethmann and Sarah Metivier from Student Accommodation Services presented on best practices on accessibility, integrating universal design for learning into your teaching, and giving practical strategies for making your teaching materials more accessible and inclusive for all students.

"Representation matters! Holding space for the whole story," Kathryn La Barre engaged us in a bit of counter-storytelling as we examine the history of libraries through the lens of diversity, equity, and inclusion. So often those who make history have little time to write about their lived experiences, just as those who record history may overlook the stories of individuals who paved the way for progress in our profession. The result is that our understanding of library activity in the DEI realm has substantial gaps. Knowing more about our shared history can help us spot trends, discover important lessons, and help us move forward, especially during times when progress seems elusive.
 - *Authentic Learning*, Librarian Lindsey Skaggs presented an adaptation of her Center for Teaching, Learning, and Technology workshop from summer 2021. This workshop explored how librarian instructors can use autonomy-supportive teaching strategies and authentic learning to approach the research process, helping students understand that research is personal and can be engaging and exciting, whatever the assignment.

Provide specific accomplishments related to Student Success

- A library-wide working group is currently developing a library-specific definition of student success on which to base our future initiatives.

- “My Subject Librarian” was implemented in MyIllinoisState, enabling students to quickly identify their assigned subject librarian by major.
- Milner and University College began discussions of how proactive advising models could be replicated for subject librarians to reach out to students at critical periods of the semester. Select course data was examined to determine high DFW rates and progress reports of student academic performance. For data to be more meaningful for subject librarians to identify strategies for reaching out to individual students for invitations for research consultations, more analysis needs to occur in the next year.
- Our textbook affordability pilot entered its second year. In Fall 2021, the library invested \$11,935 in new e-books for 2,540 students enrolled in 142 sections. In addition to the 105 newly and perpetually licensed, collection assessment librarian Julie Murphy identified 109 assigned titles that the library had previously licensed. The potential savings of the previously licensed e-books is \$134,797, and the combined total potential student savings was \$263,000. In Spring 2022, the library invested \$13,826 in 118 new e-books and identified 126 titles that had been previously purchased with a license that supported Spring course usage. The potential savings to students via library-licensed e-books was \$233,000.
- The Thomas D. Wilson Student Assistant Scholarship was funded by a donor at a higher level than previously, enabling the award of two scholarships to Milner Library student employees annually.
- The Jeffrey Johnson Archives Internship Fund was founded, enabling scholarships to support students interning at the Dr. Jo Ann Rayfield Archives.
- Panels of library faculty and staff spoke about their professional paths in librarianship to ISU students interested in careers in library and information science in Spring 2022.
- Librarian Mallory Jallas partnered with the Leadership Education and Development unit of the Dean of Students office to host a series of pop-up library events in Fall 2021. The events used the Leadership of Liberation framework to explore connections between cultural preservation, community-based leadership, and academic libraries. The series invited the Illinois State community to explore creative resilience through the works of writers and artists from marginalized backgrounds.

Additionally, Milner Library won the Unit award for civic engagement in April 2022, based on the contributions of many librarians and staff, including Grace Allbaugh and Chad Kahl’s facilitation of the Deliberative Dialogue series, Mallory Jallas’ Leadership of Liberation events, Chad Kahl and Angela Bonnell’s support of voter registration activities, Maureen Brunsdale’s promotion of local circus history with the Town of Normal, and the library’s exhibits committee’s work to host temporary exhibits with local connections. Moreover, Grace Allbaugh won the Friend of Civic Engagement award for her specific contributions to Deliberative Dialogues and for her exceptional work with the civic engagement and responsibility minor.

The following data are traditional academic library metrics, which we report to the Association of the College and Research Libraries annually:

Library Circulation/Usage (July 1, 2021 – March 31, 2022)

Physical loans: 28,516

Digital/Electronic Searches or Downloads: 530,734*
Interlibrary Loan Provided to Other Libraries:
Interlibrary Loan Received from Other Libraries:
Gate Count (Number of Visitors): 306,929

Teaching Impact:

Total Attendance at Teaching Sessions: 7,050**
Number of Teaching Sessions: 356**
Research Consultations: 178**
Reference Questions: 13,945**

*This number is data covering July 2020-June 2021; FY22 electronic usage data is not yet available, due to differences in vendor reporting.

**These numbers are underreported for FY22, as many librarians do not report their numbers until after the end of the spring semester.

Part II: Internal Reallocations and Reorganizations in FY22

The following positions were upgraded to a higher classification:

- Facility Manager (CS-Senior Library Specialist to CS-Facility Operations Specialist): Ryan Peters
- Metadata and Serials Cataloging Specialist (CS-Senior Library Specialist to CS-Library Operations Associate): Pete Steadman
- Archives Assistant (CS-Library Specialist to CS-Senior Library Specialist): Julie Neville

The following positions were reclassified from administrative/professional to civil service in the Program Assistant/Manager/Director series due to HR auditing of A/P positions in the library:

- Associate Director, Library of Congress Teaching with Primary Resources Program: Judy Bee
- Conservator and Preservation Specialist: Becky Koch
- Copyright and Graduate School Librarian: Sarah Dick
- Digitization Coordinator: Karmine Beecroft
- Director, Library of Congress Teaching with Primary Sources Program: Rick Satchwell
- Head of Access Services: Jeff Ridinger

The following position was reclassified from administrative/professional to civil service in the Marketing Associate series due to HR auditing of A/P positions in the library:

- Director of Communications and Outreach: Erin Link

The following new position was created:

- Program Assistant: Bernadette Cash. This is a 100% grant-funded position responsible for technical writing, marketing, and administrative activities, which replaced two extra-help appointments that were not eligible for re-posting.

The following vacancies were filled with new hires:

- Acquisitions Librarian (CS-Program Coordinator): Casandra Thayer-Styes
- Electronic Resources Specialist (CS-Library Specialist): Laura Spradlin

- Nursing Librarian (NTT Faculty): Laura Killingsworth
- Interlibrary Loan Specialist (CS-Library Specialist): Madalyn Loiselle
- Fine Arts Librarian (TT Faculty): Heather Koopmans (effective 7/1/22)
- Head of Technical Services (TT Faculty): Eric Willey (effective 7/1/22)
- Teaching and Learning Librarian (TT Faculty): Caitlin Stewart (effective 7/1/22)
- Associate Dean for Public Services and Organizational Development (A/P): search in progress
- Electronic Resources and E-Media Specialist (CS-Senior Library Specialist): search in progress

The following positions were or will be vacated by retirements or resignations:

- Copyright and Graduate School Librarian (CS-Program Coordinator): Sarah Dick
- Director of Communications and Outreach (CS-Marketing Associate): Erin Link
- Metadata and Serials Cataloging Specialist (CS-Library Operations Associate): Pete Steadman
- Instructional Design Librarian (NTT Faculty): Allison Rand
- Head of Research Services Librarian (NTT Faculty): Sharon Van der Laan
- Government Documents Assistant (CS-Library Specialist): Marisa Tolbert
- Approval Plan Specialist (CS-Library Specialist): John Alft
- Special Collections & Formats Cataloger (TT Faculty): Eric Willey (effective 6/30/22)

The following personnel funds were reallocated:

- \$171,000 in permanent variance personnel funds were transferred to the operating budget to purchase the digital backfiles of historical newspapers including: *New York Times*, *Wall Street Journal*, *Women's Magazine*, *Vogue*, *Women's Wear Daily*, *Rolling Stone*, *Chicago Tribune*, *Chicago Defender*, *Washington Post*. This reallocation enables us to remove bound print copies of these historical newspapers.
- \$10,520 for Facilities project 210061 Milner Library concrete repair for the ceiling in Room 165.

Use of Additional Funds from the Provost's Office to Enhance Accomplishments and Productivity

- **Instructional Capacity** – N/A
- **Summer Session Funding** – N/A
- **EDEP Funds** – Upon the FY20 transition to a Tenure-track Faculty line Angela Yon received a total commitment of \$12,000 in EDEP funding to be spread out over FY 21 through FY23; \$6,000 funded by Milner and \$6,000 in funds from the Provost Office each year through FY23. Angela's plan is to use EDEP funds to attend an international library conference (IFLA), however, due to COVID travel will be postponed for the time being. Milner will submit an SBC request of \$8,600 for EDEP funds available to Angela to use for international conference registration and travel in FY23. (\$600 FY20 EDEP funds, \$8,000 FY21 & FY22 EDEP/Milner funds)
- **Academic Enhancement Funds – Technology:** Milner Library received \$102,887 in AEF Tech funds to be used during FY2022. Funds have been used on the projects listed:
 - 3D printing equipment, supplies, and accessories

- Public scanning equipment
 - Makerspace supplies
 - DVD player for student media center
 - Technology equipment and facilities upgrades in classrooms
 - Computers and monitors for public areas
 - Collaboration stations for study rooms
 - Power extender outlets for public areas
- **Variance Dollars**
- Milner Library carried over \$4,231,777 in SBC funds from fiscal year 2021 to be used for the following:
- \$4,600 of EDEP funds for TT Faculty member Angela Yon to use towards an international library conference. Travel continues to be postponed due to COVID.
 - \$3,090 to supplement FY22 URG awards
 - \$150,000 is being reserved for carpet install on floor 2
 - \$398,093 has been encumbered for a contract with Demonica Kemper Architects to plan and design the Student Success Center.
 - \$3,152,071 is set aside for the floor 1 Student Success Center
 - \$25,000 is being used to fund digitizing the 1981 – 1991 Vidette issues
 - \$10,000 is being used to fund re-skilling coursework for the Data Services Librarian
 - \$200,000 for a Digital Humanities Initiative
 - \$10,000 for circus costume conservation project
 - \$70,000 for collections enhancement proposals from subject librarians
 - \$120,000 for furniture to be used in public areas and eventually the Student Success Center
 - \$35,000 for digitization equipment for the Digitization Center

Milner Library used permanent FY22 personnel variance and excess agency funds to fund the following:

- \$171,000 Proquest Historical Newspapers backfiles
- \$38,665 for purchase of 3 rare books for Special Collections: “Tabula Super Liberos de civitate Dei”, “De Civitate Dei”, and “Middle Eastern Travel Journal” for use in English and History courses
- \$54,503 for St Louis Post Dispatch backfiles and Sage Knowledge Books & Reference Collection

Use of Additional Funds from College to Enhance Accomplishments and Productivity

- **External Funding**

Milner Library received grant funding during fiscal year 2022 as follows:

- \$934,216 in funding received from the Library of Congress for the continuation of the Teaching with Primary Sources Midwest Region program.

- \$18,000 in funding received from the Illinois State Library to extend the library's Wi-Fi on Milner Plaza and other areas surrounding the building.
- **Foundation Funds**
Foundation funds were used by Milner for library materials, 3D printing equipment, other technology equipment purchases, Open Access Week speaker honorarium, student employee scholarships, and exhibit supplies/equipment.

Part III: Major Objectives for FY23

Describe the unit's most important forward-looking objectives related to academic program development, Equity, Diversity and Inclusion, Faculty Success, and Student Success. Outline how the objectives support the mission/goals of the Unit/Department/School, College and *Educate•Connect•Elevate*.

Academic Program Development

Assess current periodicals (print) and newspapers (print, microform, and electronic) collections and identify titles for enhancing collections, cancellation, and withdrawal. *[Library Strategic Plan II.E.1 – Maintain and enhance physical spaces for the wellbeing of collections and staff] [ECE II.C.1 – Create more spaces that encourage collaborative research, teaching, and other learning activities]*

Develop a Milner Library assessment plan using data sources from all library units and identify and develop appropriate assessment and outcome metrics. *[Library Strategic Plan I.A – Facilitate academic excellence by enriching campus learning and teaching] [ECE 1.D.3 – Leverage data analytics to inform decision-making]*

Re-envision layout of reference desk area, including reference bookshelves. Create a plan to move, reduce, and/or shorten reference desk cabinets, book ranges, and microform cabinets. *[ECE I.D.4 – Optimize space utilization and development to advance the University's mission]*

Work with stakeholders inside and outside Milner Library to identify space, technology, and related services to enhance support for defined digital scholarship needs on campus. *[Library Strategic Plan VI.C. – Formalize the library's support for digital scholarship, including digital humanities.] [ECE II.C.1 – Create more spaces that encourage collaborative research, teaching, and other learning activities]*

Collaborate with external partners to plan programming and outreach related to the Circus Historical Society's annual conference, which will be held in Bloomington-Normal in 2023 and will promote the special collections and rare book department's nationally prominent circus and allied arts collection. *[Library Strategic Plan IV.A.3 – Collaborate with campus and community partners on exhibits and other programming] [ECE IV.A.2. – Facilitate new partnerships with individuals, businesses, governmental entities, and organizations.]*

Equity, Diversity and Inclusion

Integrate Inclusion, Diversity, Equity and Access principles into regular collection development policies, training, and activities *[Library Strategic Plan I.A.1 – Implement collection development strategies that value DEI.] [ECE III.B.1. – Provide additional professional development toward cultural competency and inclusion]*

Digitize, process, upload and promote the papers of 19th and 20th century women's rights activists held by the Dr. Jo Ann Rayfield Archives [*Library Strategic Plan II.D.3 – Highlight and seek out underrepresented voices in cultural heritage and primary sources*] [ECE III.C.3 – *Infuse diverse perspectives into the curriculum, co-curriculum, and other programs and initiatives*]

Highlight, create metadata and improve discoverability for items in the collections by creators belonging to marginalized communities, which will facilitate the research and artistic works of the university community and our partners worldwide. [*Library Strategic Plan II.D.3 – Highlight and seek out underrepresented voices in cultural heritage and primary sources*] [ECE III.C.3 – *Infuse diverse perspectives into the curriculum, co-curriculum, and other programs and initiatives*]

Apply for funding to preserve at-risk collections in the Dr. Jo Ann Rayfield Archives and in special collections and rare books, especially those that highlight marginalized peoples. [*Library Strategic Plan II.D.3 – Highlight and seek out underrepresented voices in cultural heritage and primary sources*] [ECE III.C.3 – *Infuse diverse perspectives into the curriculum, co-curriculum, and other programs and initiatives*]

Faculty Success

Develop a monthly professional development opportunity with both general reference content created by the Research Services team and subject-specific content (i.e., database demonstrations) contributed by subject librarians in order to enhance reference skills and knowledge. [*Library Strategic Plan I.C – Expand our investment in professional development for all employees specifically in support of this strategic plan*] [ECE I.B.2 – *Maximize employee growth through learning and professional development opportunities*]

Create a professional development plan focused on instructional skills to establish direction, structure, and consistency of offerings for library personnel. [*Library Strategic Plan I.C – Expand our professional development for all employees specifically in support of this strategic plan*] [ECE I.B.2 – *Maximize employee growth through learning and professional development opportunities*]

Promote the journal-hosting capability of the institutional repository to establish and develop new peer-reviewed open access journals edited by ISU faculty/staff. [*Library Strategic Plan VI.A.2 – Explore expansion of open access publishing, and VI.B.3 – Grow and promote the institutional repository*] [ECE II.B.2 – *Enhance cross-disciplinary research and creative activities*]

Student Success

Implement the tiered information fluency learning outcomes project developed by the Instruction and Student Engagement team. [*Library Strategic Plan I.B.3 – Reinforce curricular high-impact practices (e.g., first-year seminars, common intellectual experiences, experiential learning)*] [ECE I.D – *Use best practices to continuously improve sustainability and institutional effectiveness*]

Create new help videos covering census and legislation from federal, state, and local governments, specifically to highlight the 1950 Census records release. [*Library Strategic Plan I.D Invest capacity to support online and distance education programs*] [ECE IV.B.1. – *Create awareness of opportunities for students to engage in research*]