JKM Library Annual Report
2021-2022

Library Mission Statement:

The Jennie King Mellon Library's mission is to advance the academic endeavors of Chatham University students, faculty, and staff by:

- Acquiring, organizing, preserving, promoting, and providing access to resources that meet our community's diverse and changing research needs
- Offering timely reference assistance and expert instruction that fosters information competency
- Collaborating with Chatham faculty and staff to help students develop progressively complex critical thinking and research skills in the pursuit of scholarly achievement and life-long learning
- Maintaining a virtual and physical environment conducive to teaching and learning
- Encouraging and sustaining a high level of service by our staff.

Annual Highlights

This report covers the array of the library's activities; class instruction, reference services, digital resources, student engagement activities, preserving Chatham's history, and of course acquiring needed material whether by purchasing, renting, or borrowing. Our usage numbers show a return to pre-pandemic levels as the campus reopened. The library, too, was open and staffed our regular hours. With our mission always in mind, the library staff endeavor to ensure that our users have the resources they need and are instructed in various methods of research and evaluation of resources. We also want the library to feel welcoming and encouraging. To that end we are responsive to user requests, have created a variety of study space options, and offer fun and engaging events.

The highlighted stats below reflect the reopening and concomitant use of our services and resources.

- In-person and Zoom reference questions increased by **31.2%** from 20-21 (757 questions) to 21-22 (993 questions)
- Consequently, the instant message (IM), text, and email reference services decreased by **12%** from 20-21 (483 questions) to 21-22 (425 questions)
- Research consultations up **4.4%**
- Active videos hosted on the library's YouTube channel jumped from 29 in 20-21 to **55** in 21-22
- YouTube subscribers more than doubled in 21-22
- Overall, the Chatham community requested **9.7%** more items from other libraries than in the previous year
- ILLiad requests decreased by **1.6%** from last year
- EZBorrow requests increased by 160% from last year, although filled requests increased by only 74%
    - Our fill rate for ILLiad items has reached an all-time high of **83.5%**
    - The **average turnaround time for an ILLiad request is 1.79 days** (which includes both electronic and physical requests), **an improvement of 2.5 days** over our previous fastest turnaround time of 4.3 days (AY17-18)
    - Total items checked out increased four-fold, largely due to the return of room key and Mac charger checkouts. Total checkouts for items in our regular collection increased 30%
- The number of hours that group study rooms were reserved increased by **133%**
- During non-COVID times, our lowest use group study room is used more in one year than the Room That Houses the Brown Collection has been used in *12 years* (554 hours).
- OER Faculty cohorts reconvened this year with five new faculty participating
- Chatham received a PAGoal grant to support OER (textbooks) for the Physician Assistant Program
- Chatham Archives launched a new collaboration with the Immersive Media department resulting in an exhibit of history-related technology demonstrations and a feature in the Chatham Pulse.
- A new campus history tour was created and presented both to the public, through collaboration with Doors Open Pittsburgh, and for community-building among Chatham staff and faculty.

User Services

This year, Chatham's Institutional Research department conducted two Student Satisfaction Surveys, one for undergraduate students and one for graduate students. I am very pleased to report that the library consistently scored above the Chatham average for user satisfaction. The categories included Overall Satisfaction, Received Needed Help, Treated Well, and Received a Run-Around. This is our best performance yet. We also had the opportunity to ask specific questions about our department. We asked students their level of satisfaction with the library space, ease of

finding research materials needed, support received from the library staff, and access to Chatham's historical content. As we expected, there were several comments wanting more seating and an updated building. Responders did, however, appreciate the various types of spaces, individual rooms, quiet study, and group study rooms. We will also use the solicited information to make improvements such as obtaining more comfortable seating and, as always, increase the resources available to our users. It is extremely gratifying to see that our efforts to improve our students' experience using the library have been noted and appreciated.

Reference

-Prepared by Jocelyn Codner, Reference & Outreach Librarian
"Thank you so so much for that link! You are awesome!" ~ 10/08/21 Undergraduate via Email

Reference services are the principal methods used to reach and serve our users. We assist users in-person at the reference desk, by phone, text message, email, and through an instant message service available on the library's website. Librarians answer research questions across the broad spectrum of Chatham's curriculum—from a First-Year level question to a PhD. In addition to traditional reference services, the library's liaison program links a librarian with each department and program which allows the librarian to master the resources needed for in-depth research needs.

"This is really helpful, and I appreciate your taking the time to provide this information." ~ 10/26/21 Graduate Student via Email

Statistics are collected on reference interactions through virtual services and at the reference desk, as well as on interactions happening elsewhere in the library, including the Circulation Desk, interlibrary loan department, librarian and library workers' offices, and other locations inside and outside of the building. Reference questions and research consultations pertaining to Archives & Special Collections are reported in a separate section of this report and are not included in the numbers below.

The library operated on an in-person basis throughout 21-22, taking COVID-19 precautions and protocols seriously. However, virtual tools remained a common method of communication and point of contact for reference librarians. This offered increased flexibility for both librarians and the Chatham community.

The number of in-person and Zoom reference questions increased by 31.2% from 20-21 (757 questions) to 21-22 (993 questions). Potential reasons for this could be the increase in communication options for the Chatham community, as the library building remained reliably open throughout the academic year. Reference librarians were available at the desk during all open hours. Librarians also continued to promote Zoom as an option for reference and research consultations. Another reason could be the larger incoming class of students, all of whom naturally had questions about the library and research.

"This helps clean up my thoughts. This is super helpful, seriously." ~ 10/08/21 Graduate Student via Zoom

The following graph shows the number of in-person and Zoom reference questions asked each year for the past three academic years.
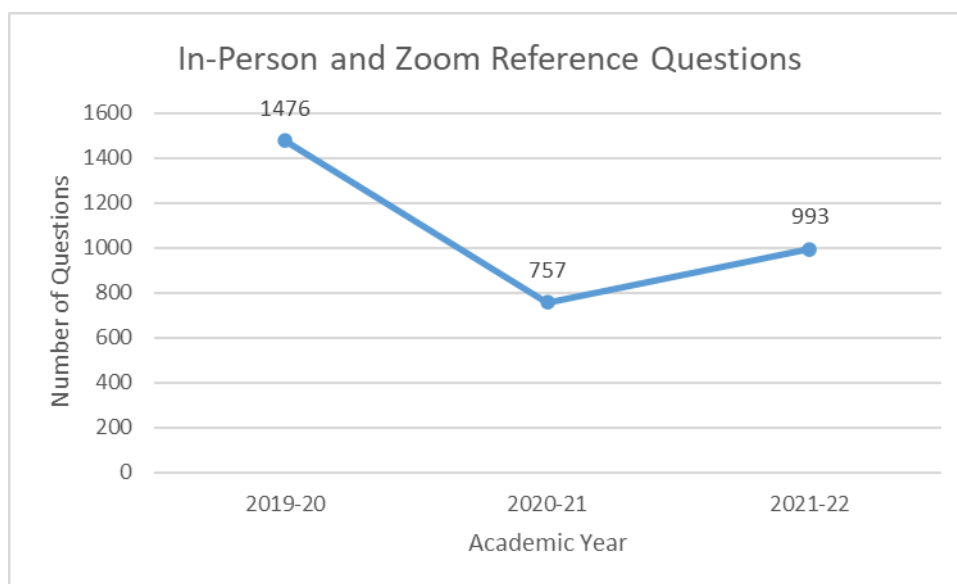
Instant Message, Email, and SMS Reference Service
Use of the instant message (IM), text, and email reference services decreased by 12% from 20-21 (483 questions) to 21-22 (425 questions). This decrease in virtual reference could be due to in-person services being reliably restored.

Research Consultations

"Thank you again for meeting with me last Thursday to go over my paper! I certainly took a lot from you explaining exactly how the library databases and resources work." ~ 3/22/22 Student via Email

Research consultations are defined as appointments or meetings with students, faculty, or staff that last fifteen minutes or more. The number of consultations helps provide a sense of how often librarians are assisting patrons with more in-depth questions. The number of research consultations in 21-22 were up by 4.4% from 20-21. This could again be due to the increased options of communication methods, with librarians able to meet with Chatham community members in person as well as virtually.

Year	Number of Consultations	Total Hours Spent in Consultation	Average Length of Consultation
2021-22	166	90.96	33 minutes
2020-21	159	82.46	31 minutes
2019-20	211	108.74	31 minutes

While consultation numbers grew only slightly, the average length of consultations continued impressively on its upward trend, reflecting the sustained complexity of these reference questions. Librarians are making sure to spend appropriate amounts of time addressing them. Anecdotally, librarians heard that students needed more one-on-one help in general, as well as more help with time management, during the 21-22 academic year. This could also be contributing to the longer research consultation sessions.

Tools such as social media, email, and instruction videos provide users with point of need help. These resources can answer basic questions, leaving librarians more available to help students with their complex and specific research questions.

Personal Librarian Program

"Thank you so much for your email and all this wonderful information. I went ahead and submitted EZBorrow and Iliad requests for my course materials. I will be sure to contact you if I have any research questions, too! Thank you again for all of your help." ~ 08/19/21 Graduate Student via Email

"All I can say is wow! Thank you! I had no idea that the MAP program had a resource such as yourself! I will be sure to look into all these resources and reach out to you if I need anything. It's very nice to meet you!" ~ 08/19/21 Graduate Student via Email

Our Personal Librarian Program continued during 21-22 and remained a wonderful service, allowing for increased direct outreach to new students during the academic year. Incoming undergraduate and transfer students are paired with one of the JKM Library's two Reference Librarians and receive letters in early August, announcing the program and introducing each student to their personal librarian. The personal librarians send periodic emails about library resources and services throughout the students' first two semesters at Chatham. The goal of this program is to increase student familiarity with and use of the library and its many resources.

In 21-22, the library began using the iContact newsletter platform (a tool subscribed to by Chatham University) to facilitate the Personal Librarian program, as well as the library's new eNewsletter. iContact has proven to be an extremely useful and robust tool, allowing for a more attractive and cohesive aesthetic. It also allows the library to formally collect data on its Personal Librarian Program for the first time in its ten-year history.

"I am a first-year graduate student in the Food Studies program here at Chatham. I am reaching out to you today because I got a "Meet Your Personal Librarian" email from you about three weeks ago. I was hoping we could schedule a time to meet either in person or on zoom to talk through resources for graduate students and what you are able to help me with in research?" ~ 09/24/21, Graduate Student, Email Reply to Personal Librarian Email

Personal Librarian emails were sent to 472 incoming students in 21-22. Open rates for these emails were often over 50%, with only a few slipping below 50%. No email received an open rate below 30%. With most professionals agreeing that an open rate of 28% is good, the library is very proud of the engagement it has received with its Personal Librarian Program communications using iContact.

Our click to open rate (measures the rate that users click links within the email) was less consistent, ranging anywhere from 0% to 31% depending on the information included in the email. Most important information was communicated at the top level, however, and did not require an extra click to obtain.

"Oh I can already tell we're going to be friends. I'm definitely coming back and taking advantage of your help!" ~ 08/26/21 Undergraduate Student, In Person

Something else that librarians noticed was an increased number of replies to these Personal Librarian emails. More students replied asking follow-up questions, and some even used the email to schedule a formal research consultation. Overall, iContact was an excellent improvement over the library's old method.

YouTube Videos
Librarians have created a variety of video content shared on our YouTube channel. These videos include instructional videos (using Panopto and ScreenFlow), recorded workshops, and promotional videos highlighting displays and exhibits.

In 2021, the library added a recurring book recommendation show, titled "Books! Books! Books! Books! Books! Books!". This is a fun and energetic book and resource recommendation show hosted by the Reference & Outreach Librarian. The show highlights books and electronic resources from the library and archives, community resources, library events, and fun tips and tricks that the Chatham community may find helpful. The show has published 23 episodes to date, all to positive feedback.

"I have always enjoyed spending time and checking out books in the JKM library,
and I am equally as excited about the new JKM newsletter and BookTube." ~ 08/27/21, Undergraduate Student via Cover Letter for Student Worker Position

The library also added a new how-to video series titled "Library Unlocked", which features shorter videos addressing library and research FAQs and basic how-to instruction. This series will continue to be expanded.

With these new additions, the number of active videos hosted on the library's YouTube channel jumped from 29 in 20-21 to 55 in 21-22. The number of library YouTube subscribers more than doubled in 21-22, going from just 8 at the end of 20-21 to 20. Despite the increase in content, subscribers, and promotion, watch time decreased by 26.7% in 21-22 (1698 minutes watch) from the previous academic year (2316 minutes watched). The decrease in watch time could be due to the increase in in-person instruction, making some of the videos unnecessary as that content was taught in person. It's important to note that the watch time is still well above pre-COVID-19 numbers.

The following chart provides usage and viewing information about our most popular videos in 21-22 (by views):

Video title	Video length (minutes)	Views	Average view duration (minutes)	Average percentage viewed
PICO Question & Database Searching	13:54	65	7:38	55.0%
Summer Reading List Picks pt. 1	7:05	57	2:10	30.7%
Statista: Company & Industry Info	2:21	36	1:08	48.9%
How To Find: Company & Industry Resources	1:26	34	0:50	58.7%
Meet Your Chatham Business Librarian	0:47	29	0:23	48.9%
PICO Questions Continued	9:30	29	5:16	55.5%

While users are clearly not viewing 100% of the instructional videos offered, they are watching close to or over half of the video. In some cases, it is more advantageous for them to skip around these videos to get to information more

relevant for them, so while they might not be viewing the entire video, they are most likely getting the guidance they need from them. Some videos even offer links to different timestamps within the video itself to encourage such jumping around. The library also took advantage of Chatham University's subscription to the Verbit service to have closed captioning professionally created and incorporated on all videos for accessibility.

The library's video content can be viewed at https://www.youtube.com/user/ChathamULibrary.

Instruction
-Prepared by Dana Mastroianni, Head of Public Services

With the return of in-person classes for the 2021-2022 academic year, most course-based instruction was taught in person by librarians. Librarians collaborate with course instructors to deliver engaging instruction sessions that reflect both the goals of the instructor and librarians in achieving various learning outcomes.

"The students were overwhelmingly positive in their discussions about their experiences working with you. They all learned things that they will take with them into future studies. […] I can't thank you enough for helping them (and me). If you have any suggestions for me for the next time this class is offered, please let me know." 3/14/22. Faculty. Email.

There were 40 course-based instruction sessions: 29 undergraduate sessions and 11 graduate sessions. This was a slight increase from 2020-2021, 3.5%. The number of graduate sessions was the same, with one more undergraduate session added. Pandemic related measures have impacted how class instruction across the university has been delivered, with library instruction also being impacted. One-shot instruction sessions are just a single part of how librarians connect and teach students information-based skills, so any increase or decrease from year to year is not the only measurement of the library's impact on student learning. Orientation sessions, which broadly cover library resources and services, were held for the MBA program in the fall and spring, as well as the Graduate Student Welcome. There was also a session for the Summer Community of Writers at Eden Hall in June 2021, which included current students, faculty, alumni, and writers in the Pittsburgh area not affiliated with Chatham.

Course Related Sessions	2019-2020	2020-2021	2021-2022
Undergraduate	39	28	29
Graduate	12	11	11

First Year Instruction
The same assessment method had been used for several years for the common first year ENG105 course with results staying consistent across the years. For 2021-2022, Dana Mastroianni and Jocelyn Codner, the librarians who teach the first-year courses, altered the in-class learning activities. The instructional modules that were the main assessment piece for the past 6 years were still used prior to the librarians in-class sessions as a basic primer on focusing a topic, concept mapping, finding books, database searching, database tools and limiters, and requesting research assistance. An in class learning activity was created to augment and reinforce the modules. By using the pre-session modules as instructive and changing the assessment piece to the in-class activity, librarians were able to provide better feedback to students and instructors, both during and after the session. The activity was created in the LibWizard platform which allows for the creation of surveys, tutorials, and questionnaires. LibWizard also provides automated reports, individual and cross field analysis, making result analysis easy and efficient.

Before the librarian's class visit, ENG105 instructors placed the LibWizard link into their Brightspace courses. During the session librarians reviewed the content of the instructional modules first, then moved into the evaluative LibWizard activity. While almost all the sessions encountered some technical glitches due to campus wide Wi-Fi issues in the fall semester, groups were able to complete most of the activity. Students displayed a high level of engagement with the activity, asking questions while working and reporting their group answers following the conclusion of group work.

The activity consisted of evaluating four resources, a scholarly journal, a newspaper, a library subscription database, and a blog. Students worked in groups to answer the same questions about each resource, focusing on editorial processes, cost, time to publication, audience, author credentials, and presence of references. Question formats included Yes/No, multiple choice, and short answer.
The specific questions for each resource category were:

What is the stated purpose (of the resource)?

Does the resource have an editorial review process?

Is there a subscription fee for the resource?

What type of author can write for the selected resource? Multiple answers are possible.

How long does it take for the resources to be written, reviewed, and published?

Does the resource cite its sources?

Across the various categories, the most challenging question for students was determining the authorship. It is important to note that while most students chose the writer type correctly, the majority also included writers that were not the best choices for each question, which resulted in the zero percent correct for the scholarly journal and newspaper categories.

The question reads:

"What type of authors can write (for the selected resource)? Multiple answers are possible".

Scholarly Journal - 0%

Newspaper – 0%

Reference Database – 16.67%

Blog – 26.67%

Other areas that also need more attention are length of time to publication, and subscription requirements. Students fared better when considering if resources cite their sources, although they answered correctly more often with scholarly journals, 86.7% and databases, 63.33%, than with newspapers 43.33% or a blog, 30%.

While librarians had the opportunity to address how various resources target different audiences and how authorship ties to both the audience and purpose of the resource during the session, the ENG105 classes are content and assignment heavy, leaving little time for return librarian visits. Keeping these areas in mind as students progress through their studies is important, and an opportunity for librarians to further collaborate with faculty from the sophomore through senior year.

Going forward, changes to the length of the activity will be considered. Librarians underestimated the amount of time needed to fully complete and discuss the activity during the 75 minutes classes; while content coverage is an important consideration, so is using class time effectively and efficiently. Librarians will also consider changes to the language used in the questions for clarity and to reduce confusion. The full activity can be viewed at https://chatham.libwizard.com/f/itemeval , and the aggregate results for all questions and correct answer percentages are in **Appendix A**.

Open Education Resources
Recruiting and the acceptance of the second OER faculty cohort occurred in December and January. Three undergraduate faculty and two undergraduate/graduate faculty were accepted into the cohort. While content remained unchanged from the 2020 workshops, one instead of two workshops were held this year. Content was presented and available to the cohort in Brightspace and covered OER definitions, finding and evaluating OERs, creative commons licensing, instructional design with OERs, and open pedagogy. During the workshop, two cohort members identified OER textbook replacements for their courses for Fall 2022. Communication with the cohort members will continue throughout the 2022-2023 Academic Year.

To gain a better understanding of how OERs are viewed and used at Chatham, a faculty survey was administered in November. The survey had a 50% response rate, and indicated wide interest, and in some cases, acceptance of OERs and affordable learning resources. The majority of faculty were aware of OERs, however more faculty indicated the need for more education about OERs (30.43%) than those who are aware and know about the ways they can be used (36.96%), and those who are aware and currently using OERs in their teaching (21.74%). Of those who use OERs, the majority have used them as primary and supplemental course material (50%). The most challenging aspects of using OERs are finding high quality material (20%), finding subject specific resources (18%), and not having enough time to look for resources (18%). Overall, the survey provided useful information with which to frame future OER efforts. The full survey and results can be found in **Appendix B**.

The survey also directly led to increased collaboration with the Physician Assistant program and applying for a PA Goal Grant for library licensed materials. In 2021 the PA program performed a self-evaluation of the resources, books, and other materials that students are required to have over the course of the 2-year program. Considering the significant cost of graduate school, the PA program was looking for ways to help reduce costs for students while also providing increased accessibility and functionality to required course materials.

The results of the PA program's student survey indicated that most preferred material to be accessible electronically, allowing access from anywhere without requiring a physical hard copy of the textbook. Each class in the program was assessed individually with the goal to offer as many books as possible to students as an e-resource or an open access resource over the course of the 2022-2023 academic year.

Following both the PA program's self-assessment and student survey, Nicole Brown, Associate Director of Curriculum and Instruction for the program, contacted Dana Mastroianni for assistance in identifying existing eBook versions of PA textbooks in the library's subscription databases. Around the same time, Cycle 3 of the PA Goal grants were announced, which was a timely fit. The PA Goal Grant program began in March 2021 with the purpose of encouraging and supporting faculty and academic staff in creating, adapting, and adopting Open Educational Resources (OER) and other zero-cost materials for classroom use in Pennsylvania institutions of postsecondary and higher education. Cycle 3 of the grant program, announced in January 2022, was specifically for libraries purchasing eBook versions of course textbooks. Nicole Brown contacted faculty in the PA program who were interested in adopting an eBook version of their current course text, or a comparable eBook.

After reviewing 4 titles, 2 were compatible with sustainable eBook purchasing options for the library. The grant application was submitted and accepted in March 2022. With the library purchasing eBook versions of 2 required textbooks, some of the student burden for textbook cost will be alleviated. In addition, undergraduate students in the Physician Assistant Integrated degree program will also benefit from access to the textbooks that will be required once they enter the Physician Assistant program. Undergraduate students who participate in the pre-PA club can also access the texts.

In addition to the grant, the PA program has also requested librarian instruction for the Critical Reading of the Literature courses in the fall and spring semesters. PA Faculty also reviewed and recommended revisions to the PA subject guide, which was helpful.

Resource Sharing
-Prepared by Kate Wenger, Head of Access Services

Resource sharing, commonly known as interlibrary loan, makes sure that needed material gets to the correct user in a timely fashion. We use two systems, EZBorrow and ILLiad, to both request materials from other libraries as well as ship our materials to our partner libraries.

Thanks to EZBorrow, my daughter only spent $15 on books this semester!
*~Chatham staff member, 2/15/22*

EZBorrow, a service through our PALCI membership, is used for print books. In August 2021, we transitioned to a new system, ReShare, which has resulted in some significant changes in the way the system works that have affected our statistics considerably (see Borrowing: EZBorrow section below). ILLiad automates routine interlibrary loan functions and is predominantly used for journal articles, but also for book chapters, DVDs, theses, books that are not available via EZBorrow, and other miscellaneous materials. Both EZBorrow and ILLiad use UPS to ship materials to other libraries in a timely manner while also providing easy access to tracking information.

Ten Library Access Services Aides, undergraduate student workers, complete the day-to-day EZBorrow processing – both borrowing and lending. Troubleshooting is performed by the Head of Access Services and a part-time Access Services Associate. The Access Services Associate and a Graduate Resource Sharing Assistant handle the day-to-day borrowing requests made by our patrons through the ILLiad system as well as the lending requests made by other libraries for our materials. They also troubleshoot ILLiad, make improvements to ILLiad workflow, and compile statistics.

In July 2019, we added RapidILL to ILLiad, which allows for unmediated article requesting by Chatham patrons if the ISSN is included, and in 20-21 we added the ability to request book chapters this way. This allows for request fulfillment without a staff member at Chatham first having to look at the request. Our hope has been that this will significantly improve turnaround time, while also freeing up our resource sharing staff to spend more time on complicated requests as well as on lending materials to other libraries. The positive effects of adding RapidILL are finally being seen this year.

Borrowing: EZBorrow and ILLiad Combined
The graph below shows three years of resource sharing requests placed by Chatham students, staff, and faculty. Between EZBorrow and ILLiad, borrowing was up 9.7% from the previous year.
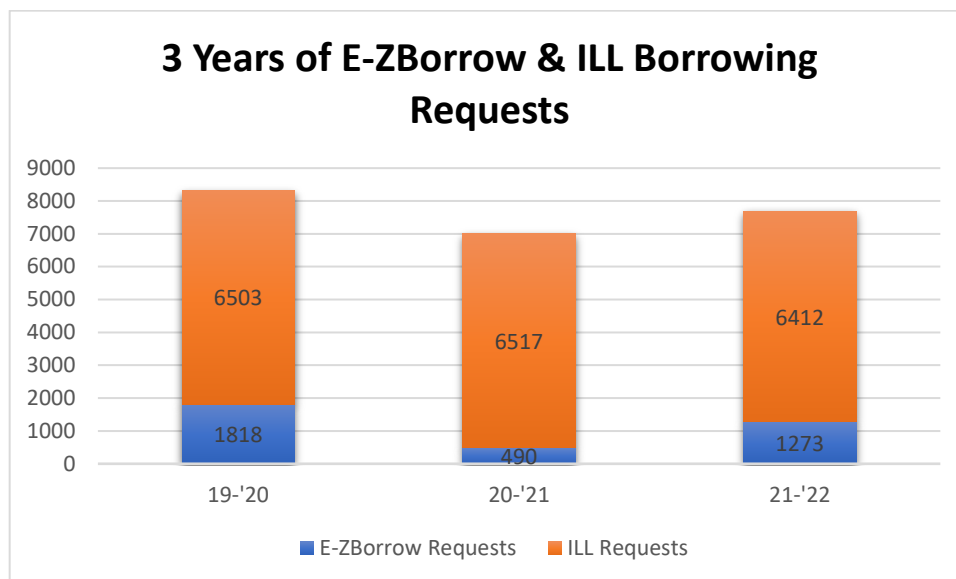

Borrowing: ILLiad
Our patrons requested 6,412 items through ILLiad, a small decrease (1.6%) from last year (6,517 items). We were able to procure the material for 5,351 of the total 6,412 borrowing requests. This fill rate of 83.5% is an increase over last year (78.3%) and our highest fill rate yet, exceeding our previous record of 81.3%. In general, the fill rate is much higher for articles (88%) than for loans (58%). As always, the majority (91%) of filled ILLiad requests were articles. There was a **2.9% increase** in filled article requests and a **47.1% increase** in filled requests for physical materials (books & media) compared to the previous year.

Of the 5,491 article and book chapter borrowing requests, 4,651 (85%) were routed through RapidILL, either directly or after our resource sharing staff had added the ISSN to the request information. Of those sent through RapidILL, 98% (4,576 requests) were filled by Rapid within an average of 10 hours. The unfilled ones (45 requests) were routed back to ILLiad for cancellation/correction of incorrect citation information or to be filled by other non-Rapid library partners.

ILLiad Borrowing: Reasons for Cancellations
The chart below shows the reasons borrowing requests were cancelled this year:
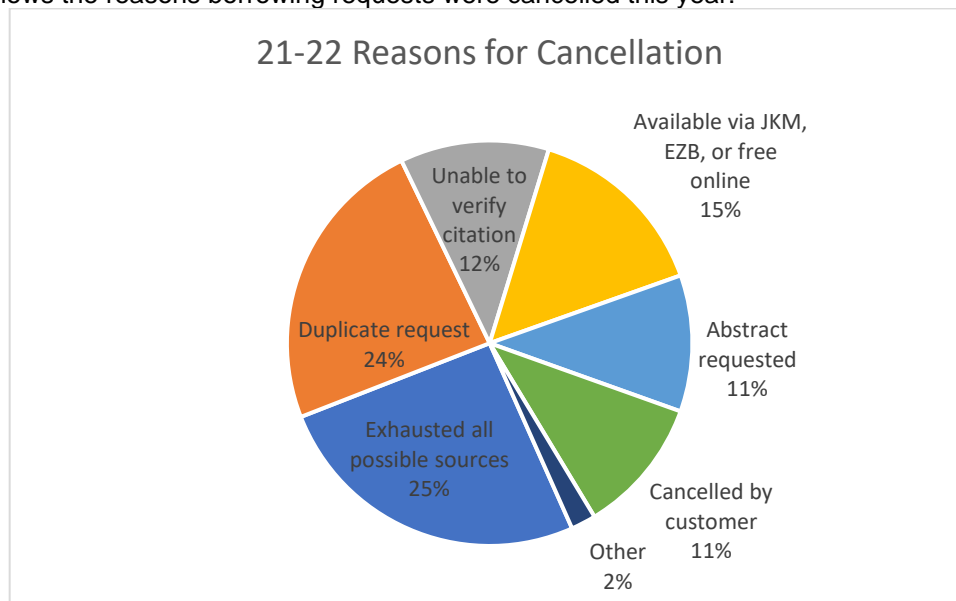
The most common reason this year was that we had exhausted all possible sources, which accounted for 25% of the cancellations. Because we have been promoting EZBorrow and ILLiad as a way to get course materials, this is

unsurprising. While many students do successfully get their course materials through resource sharing, the number of libraries who purchase textbooks is very limited, so many requests also go unfilled. Beyond that, there are requests for books and articles that few to no libraries have, so we are unable to obtain those as well.

ILLiad Borrowing: Turnaround Time for Requests
The average turnaround time for both electronic and physical items has improved dramatically and at 1.79 days, is the fastest it has ever been. This is a huge 2.5-day improvement over our previous best turnaround time of 4.3 days in 17-18, as shown in the chart below. While some of this improvement is due to a decrease in physical requests (794 requests in 17-18, and only 462 requests in 21-22) which take considerably longer to come through postal mail, much of it is also due to RapidILL being added in July 2019. Due to library closures and staff shortages during the pandemic, RapidILL's speed of delivery could not overcome the longer arrival times of physical items and some electronic items for the previous two years. Now that libraries are mostly back to pre-pandemic levels of functioning, the true effect of RapidILL can really be seen. Anecdotally, many patrons report receiving articles within a few hours.

ILLiad Borrowing Request Timetable	21-22	20-21	19-20	18-19	17-18
Total Number of Selected Overall Records	5337	5213	4917	4156	4782
Average Time from Submitted to Processing	1.54 hours	1.03 hours	6.23 hours	1.71 days	20.4 hours
Average Time from Sent to Notified	1.62 days	6.77 days	8.64 days	3.40 days	3.4 days
Average Total Time	1.79 days	6.92 days	8.9 days	5.15 days	4.3 days

Additionally, having a Graduate Resource Sharing Assistant and an Access Services Associate working a combined 38 hours a week continues to help us get needed items to the Chatham community in a timely manner. Moreover, the days in the chart above are calendar days, not business days, so this turnaround time is incredibly quick.

Borrowing: E-ZBorrow
As shown in the graph below, total EZBorrow borrowing requests increased by 160% from the previous year, although filled requests only increased by 74%. There was a huge increase in unfilled requests (451 or 35% of total requests) because our new system, ReShare, is still being developed and functions very differently from our old Relais system. Most importantly, the old system checked whether the item was available at our partner libraries before the patron was even able to make the request while ReShare does this check after the request has been placed, resulting in many cancellations. Additionally, because ReShare is a newly built system, there are a number of issues that will hopefully be addressed soon, including:

- Many records for the same item which may result in an unfilled request when there is another record for that item that the patron could still try. When possible, we tried to re-request the item for the patron so that they could still get it
- The inability for patrons to see the requests they have placed, which resulted in a higher number of duplicate requests than usual.

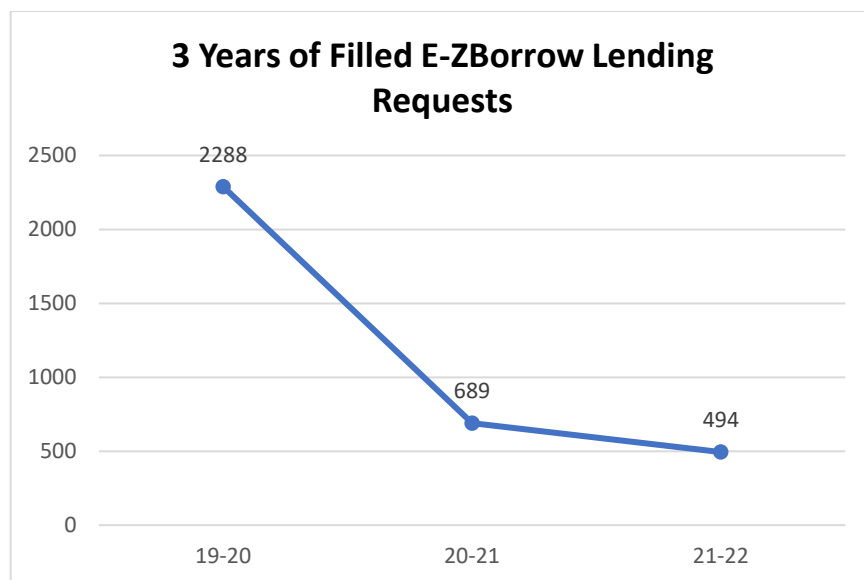**3 Years of E-ZBorrow Borrowing Requests**
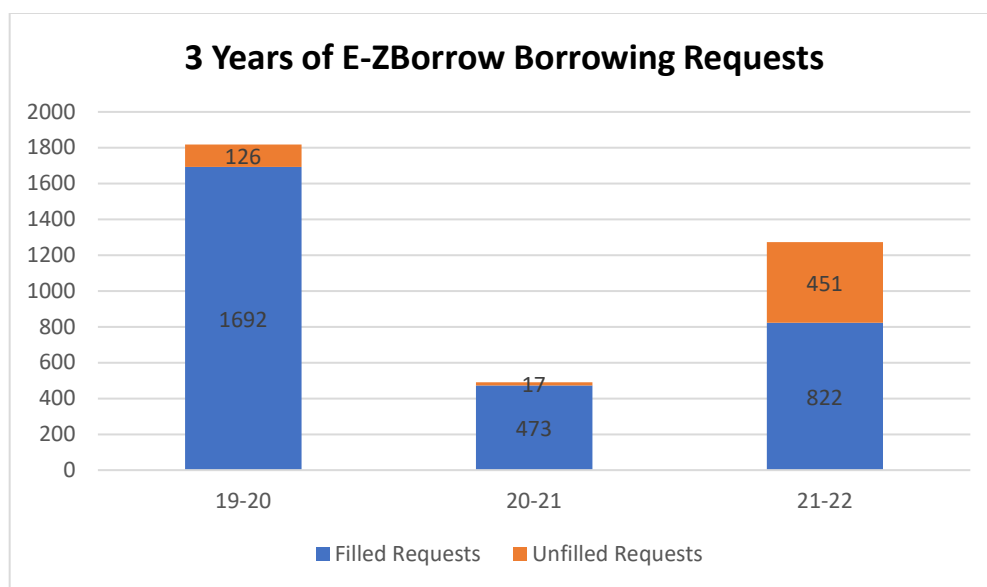
Lending: ILLiad

For the first time, our lending requests (6,162) are nearly as high as our borrowing requests (6,412). However, when we look at requests that have actually been filled, the numbers continue to be rather unequal: 2,761 filled lending requests compared to 5,351 filled borrowing requests. However, this is still a great improvement, as can be seen in the chart below. Ideally, libraries' lending and borrowing numbers should be close to equal, and we have made several changes over the past few years in order to work toward achieving this:

- In 18-19 we investigated which of our subscription digital content can be shared through interlibrary loan and added that information to the data other libraries can see about our holdings.
- In 18-19, we also started lending materials to AccessPA libraries. This year, we filled 66 of the 81 requests we received through AccessPA.
- In 19-20, we joined RapidILL, which routes many more lending requests our way
- In spring 2021, we added our eBook holdings into Rapid to start lending eBook chapters.

5 Years of ILLiad Lending
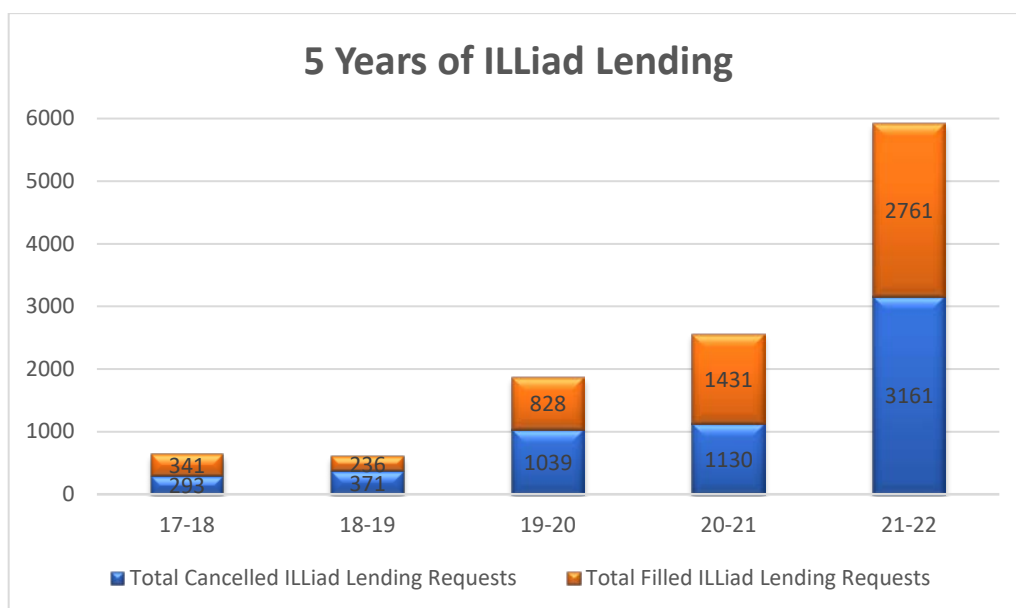
Lending: E-ZBorrow

As shown in the graph below, EZBorrow book lending requests decreased by 28%. This is due in large part to the new system, where load leveling among institutions is very different from the previous system and is still being adjusted.
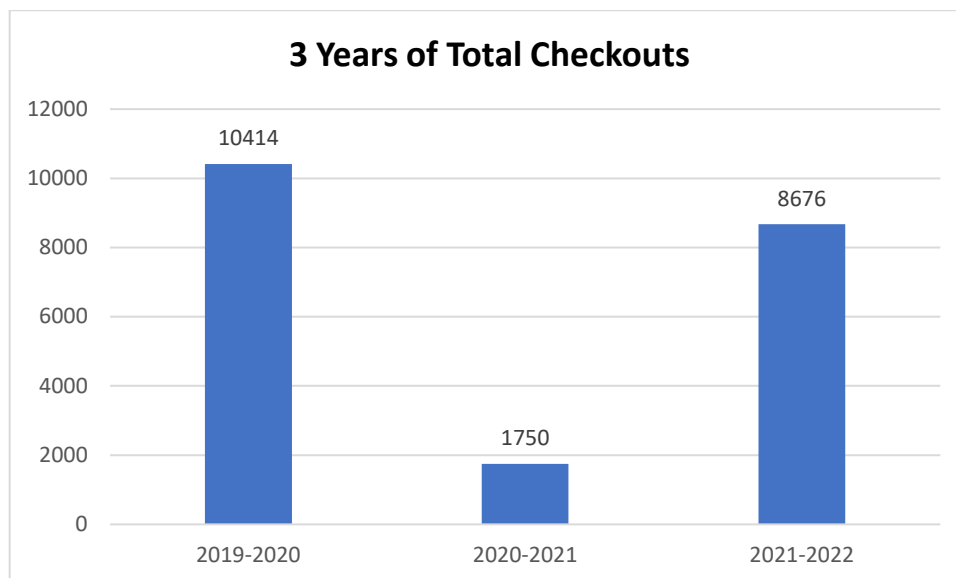
3 Years of Filled E-ZBorrow Lending Requests

A line chart showing filled E-ZBorrow lending requests over three years:
- 19-20: 2288
- 20-21: 689
- 21-22: 494

Circulation and Reserves

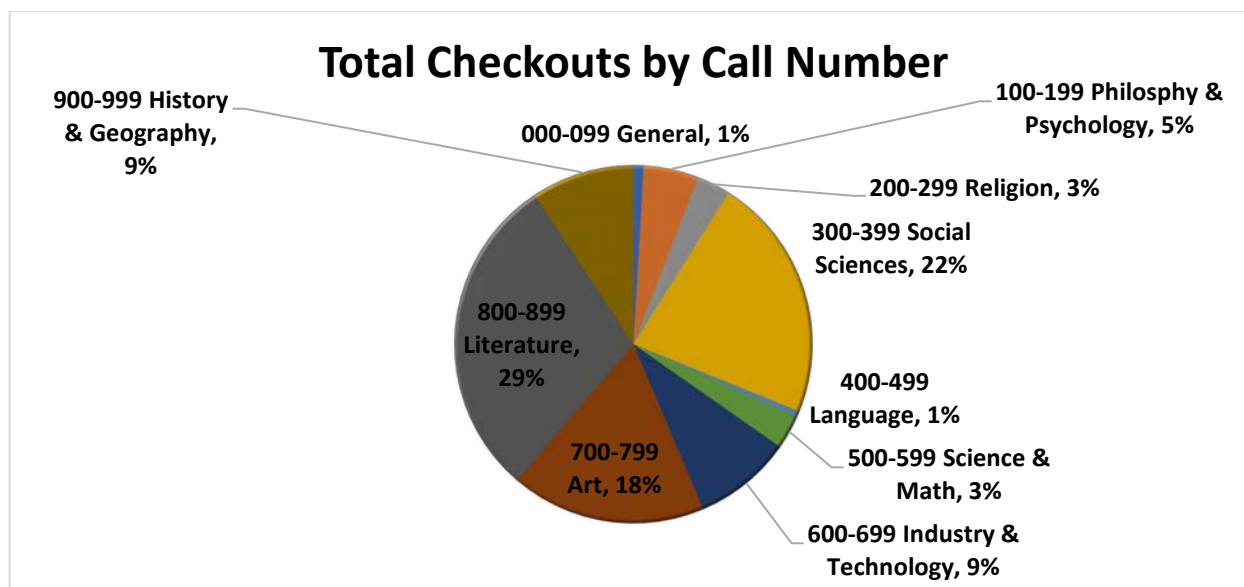-Prepared by Kate Wenger, Head of Access Services

"Thank you! No worries. That works!! I really appreciate your assistance with this. I will be sure to have it back by then - the end of the semester was very crazy and then I have been out of town with family, so the extension is very helpful!"~ email from a graduate student, 4/28/22

Total Item Circulation

Total items checked out increased nearly 4-fold from the previous academic year, as shown in the graph below. This is due in large part to reinstating checkouts for room keys and Mac chargers. When we look only at checkouts of items in our collection, we see a 30% increase (1751 checkouts this year compared to 1347 last year) as well.

3 Years of Total Checkouts

A bar chart showing total checkouts over three years:
- 2019-2020: 10414
- 2020-2021: 1750
- 2021-2022: 8676

When checkouts are broken down by call number, literature and the social sciences make up 51% of our total circulation (see graph below), a continuing trend.

Total Checkouts by Call Number

900-999 History & Geography, 9%

000-099 General, 1%

100-199 Philosphy & Psychology, 5%

200-299 Religion, 3%

300-399 Social Sciences, 22%

800-899 Literature, 29%

400-499 Language, 1%

700-799 Art, 18%

500-599 Science & Math, 3%

600-699 Industry & Technology, 9%

As seen is in the chart below, sophomore checkouts made up 18% of the total checkouts. Previously, our statistics have shown the usual "sophomore slump" with very few checkouts. However, this year saw the highest rate of checkouts by sophomores in at least six years. This was a 33% increase over the previous highest year for sophomore checkouts (1156 items in AY18-19, 1542 items in AY21-22). Undergraduates make up 62% of the checkouts. Resource sharing has dropped significantly, primarily due to the changes with the new ReShare system. Graduate student and faculty/staff checkouts have also dropped, which perhaps indicates a need to increase outreach to those groups.

Total Number of Items and Percentage by Patron Type

Graduate Student, 20%

Senior, 25%

Faculty and Staff, 9%

Alumni, 0%

Junior, 16%

Resource Sharing, 9%

Sophomore, 18%

First Year, 3%
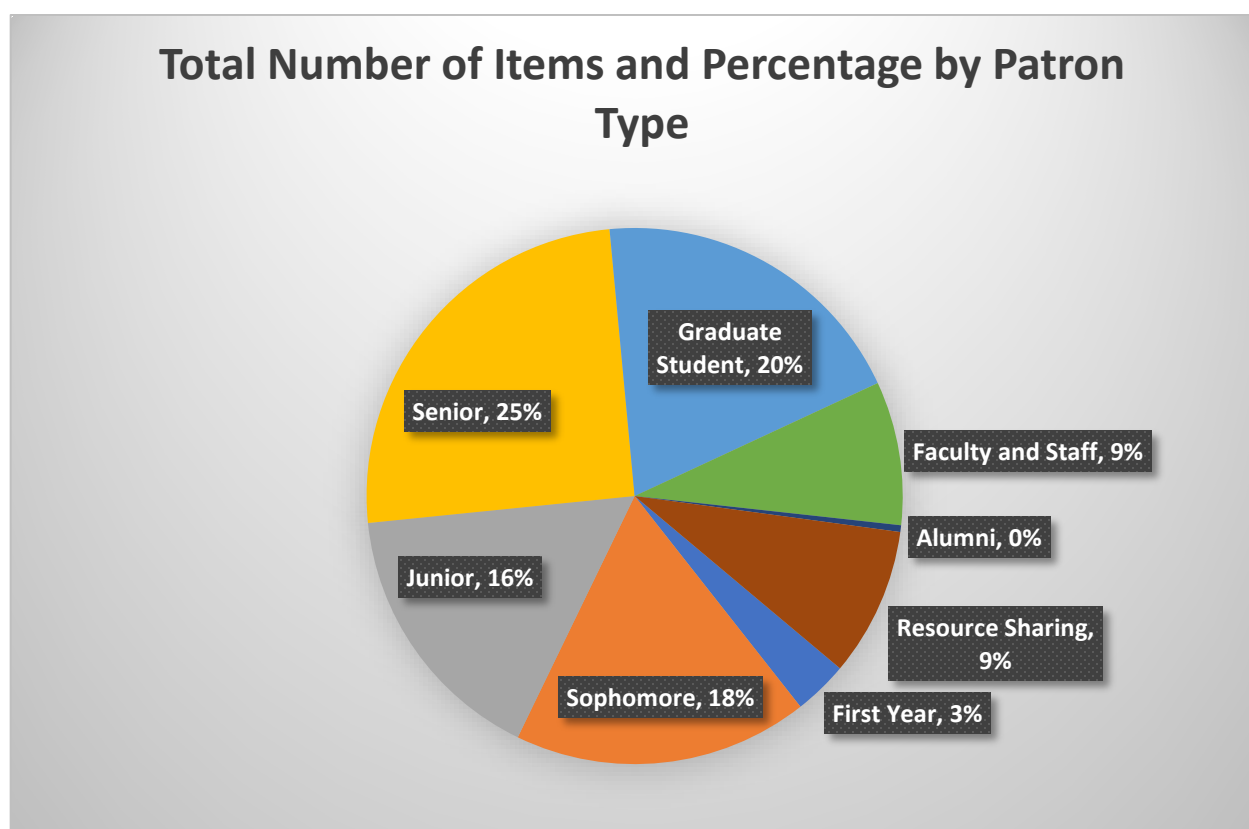
Course Reserves

Items on course reserve circulated a total of 14 times, which continues a downward trend in course reserves, and is particularly telling given that a total of 43 items were placed on reserve. Very few items had more than one checkout. As the ease of adding materials to BrightSpace has increased, along with the increase in the use of more affordable textbooks and the promotion of EZBorrow and ILLiad as a way to obtain textbooks, it is unsurprising that this number is decreasing.

	Total **2021-2022**	Total 2020-2021	Total 2019-2020	Total 2018-2019
Course Reserve Items Checked out	**14**	Not offered	169	304

Textbooks

In May 2018, we started a textbook collection in collaboration with student government, who coordinates a program where students can donate their used textbooks to the library. These books are only available for borrowing by the Chatham community; they cannot go out through interlibrary loan to other libraries. There are currently 97 books in the collection. Usage is as follows:

Year	Checkouts
May - June 2018	1
18-19	14
19-20	23
20-21	9
21-22	17
Total	64

New Program: Mail to Home

"Thank you so very much. I appreciate that you were able to mail me the books. I promise to care for them as if they were my own books."
~email from a graduate student, 4/22/22

In January 2021, we began piloting a program where we mail items to patron's homes if they live more than 10 miles from campus and don't come to campus frequently. This was a response to COVID but also a way to meet requests from patrons at Eden Hall Campus to have items shipped to them. Additionally, in March of 2019, the Interlibrary Delivery Service of Pennsylvania (IDS), which provides UPS shipping for our PALCI EZBorrow service, began trialing residential shipping at no additional fee to libraries and has since made this a permanent option, which made this service more financially palatable.

Information about the Mail to Home service was added to automated library hold notice emails, but otherwise, the service has not been actively advertised. Usage is as follows:

Year	Number of shipments sent to patron homes
January – June 2021	4
21-22	20

Library Website
-Prepared by Dana Mastroianni, Head Public Services

Library Website and LibGuides

LibGuides, the library's platform to create subject specific electronic guides for course and programs, continued to be integrated the Brightspace LMS. While students and faculty can access LibGuides via the library website, the Learning Tools Interoperability feature in the LibGuides platform allows for easy integration of the guides into Brightspace courses.

Librarians contact their liaison faculty at the beginning of each semester to remind them of the simple instructions to enable their subject and/or course guide into their Brightspace courses. Course Integration is defined by faculty enabling the general subject guide or a course specific guide into their Brightspace course. A Guide Launch is defined as a single instance when a user accesses a guide from the Brightspace course.

Nursing, Exercise Science, Biology, and the Physician Assistant programs saw the highest totals of guide access from within the LMS, which also corresponds with the most viewed program guides.

LibGuide Brightspace Integration	Fall 2021	Spring 2022
Course Integration	103	59
Guide Launches	1716	1490

The decrease for course integrations and guide launches during the spring semester could be attributed to faculty not enabling guides in their courses as directed. The Brightspace LMS does not include the ability for LibGuides to be automatically enabled by librarians, faculty must follow a few steps for the appropriate guide to appear in their Brightspace course. Another factor could have been the delayed return to in person classes in January.

The top ten most viewed program/course guides are below. There are 59 total program and course guides.

Program Guide Views	2021-2022	2020-2021	2019-2020
Nursing	2741	2380	1175
Occupational Therapy	1738	1981	1634
Creative Writing	1074	702	280
ENG 105 – Library Tutorial	845	1329	2442
Counseling Psychology	804	535	697
Business & Economics	671	263	340
Management Information Systems	661	556	211
Psychology	592	666	680
Physician Assistant	539	168	162
Physical Therapy	414	271	383

Topic LibGuides includes areas that can be broadly applicable across programs, majors, and courses, or are of general interest. There are 18 topic guides, the top 10 most viewed guides were:

Topic Guides	2021-2022	2020-2021	2019-2020
Primary Sources	8250	6210	2329
Copyright & Fair Use	513	465	327
Citation	507	560	684
Open Educational Resources	405	294	417
Library DIY	164	266	227
How To Videos	133	100	60
Company & Industry Information	119	71	84
General Reference	75	84	79
Pittsburgh	56	49	31
LGBT Studies	52	53	130

As the library's website is built on Springshare's LibGuides CMS platform, the library homepage content are also LibGuides. There are 10 navigation guides with the most used listed below.

Library Website Navigation Guides	2021-2022	2020-2021	2019-2020
Borrow from Other Libraries	7942	3187	4816
Student Publications in the JKM Library	6910	6341	7683
JKM Library Guides (see subject guides above)	3460	4276	4002
Use Your Library	2077	2000	2642
About the JKM Library	1798	1270	2643
Intro to Library Research	1414	1470	1828

Teaching Support	490	403	932
What's New at the JKM Library	232	411	143

Library Outreach
-Prepared by Jocelyn Codner, Reference & Outreach Librarian

The JKM Library engages in a variety of outreach and marketing activities to increase awareness of library resources and services, as well as to engage and encourage more students, faculty, and staff to use the library. Our philosophy is that every encounter (whether in person or virtual, inside the library building or outside of it) is an opportunity for service and library advocacy. We are always looking for new opportunities to do this kind of work at all Chatham locations.

After conducting most outreach through virtual venues, the previous academic year, the library decided to try many new approaches to programming in 21-22, including in-person events, a new eNewsletter, virtual author visits, new YouTube shows, and collaborating with other Chatham departments. We will continue to stay flexible and inventive with our outreach efforts as we navigate COVID-19 and the changes it brings. A description of some of our new and continued outreach activities follows.

Library Newsletters
The library crafts and distributes two different newsletters using different platforms and tailored to different audiences. In addition to the below newsletters written and distributed by the library, the Reference & Outreach Librarian also distributes relevant information for inclusion in other departmental e-Newsletters for increased exposure to important initiatives. This includes the student-focused e-Newsletter *The Screaming Squirrel*, the ODEI e-Newsletter, the Graduate Student e-Newsletter, and the Eden Hall e-Newsletter.

The Page Turner
An exciting change was made to the library's approach to newsletters in 21-22. With the implementation of iContact, the library began sending out a monthly e-Newsletter titled *The Page Turner*, which contains helpful information for students, staff, and faculty. Examples of what subscribers can find in each issue of *The Page Turner* are program descriptions, event announcements, information about the Chatham Archives & Special Collections, links to how-to videos, library tool and resource recommendations, app recommendations, and bits of life advice. This format is more welcoming and accessible. It allows the library to quickly share information and resources, and also gives subscribers an easy way to reach librarians. The content is for all Chatham community members but prioritizes students.

> *"Just wanted to say I really am digging The Page Turner library newsletter. (Strong opener w/ a broad City gif on this last one.) I found the March Staff Picks blog post that was linked to be super interesting (I'm nebby and like knowing those kinda things). I look forward to seeing more in my inbox!" ~ 03/16/22 Undergraduate Student via email*

Library News
The library also continued publishing its traditional newsletter, *Library News*, but instead shifted its focus to staff, faculty, and administration exclusively. This official, professional document is sent once a semester both in physical paper form and as an email and highlights critical information of interest to those audiences. Typical articles include information about new databases, events, tips for using library resources, information about the Archives & Special Collections, and achievements of the library staff. The latest edition of *Library News* is available at: http://libguides.chatham.edu/librarynews.

Displays and Exhibits
Library staff prepared and promoted many displays during 21-22. Displays were both virtual and physical, since the library was once again able to feature in-library book displays after putting them on hold due to COVID-19. Both styles of display were created by the Reference & Outreach Librarian with help from other library staff and student workers. Displays drew on the JKM Library's physical and digital collections and included everything from physical books and movies to digital databases and archival materials. The full list is available on **Appendix C**.

Virtual Library Displays
Virtual Displays are created to highlight library events and to celebrate heritage and history months recognized by Chatham University. They are built using LibGuides CMS and are comprised entirely of digital resources accessible to the Chatham community. While these displays were created in response to the library building closing in spring 2020, they continue to be created and promoted as a regular offering. These displays include fiction, nonfiction, and biography eBooks; relevant digital collections; databases; videos and films available for streaming; archival and museum resources; relevant organization information; podcasts, music, and more. Their virtual nature allows the library to

broaden its reach to students who are unable to view the traditional in-library displays. By highlighting library materials, both digital and physical, we hope to improve awareness and encourage greater use of library resources.

Virtual Display	21-22 Views	20-21 Views
Jewish American	214	127
AAPI Heritage	196	207
LGBTQ+ Pride/Hist.	175	139
BLM	124	348
Summer Reading	108	317
Latinx Heritage	135	140
Whose Land	23904	19491
Dia de los Muertos	161	519
Native American	1840	123
Community Activism	137	140
Black History	167	526
Women's History	82	71
Int'l Edible Books	40	17
National Poetry Month	37	23
Scare the Stress Away	81	n/a
Total	27401	22188

We continued to add to our digital crowd sourced project, titled "Whose Land Are You On?". This project, introduced in November 2018, asks participants from both inside and outside of the Chatham Community to use the digital tools provided to look up which specific Native American nation originally lived on the land that the individual participant grew up on. We then ask participants to drop a pin on a collaborative digital map in that location and enter in the specific tribal information. The intention is to educate people as to whose land we are all walking and living on, and to help build a map from where we all have come to Chatham. We hope this project will encourage land acknowledgements as regular practice. This interactive virtual display has been incredibly successful and popular. It received the most views of any other virtual display, by far, with 23,904 page views in 21-22. We will continue to promote this digital project in years to come. You can find the project at https://library.chatham.edu/whoseland .

During 21-22, one new Virtual Display was created. We ended the academic year with 15 virtual displays that generated 27,401 page views, a 23.5% increase in traffic from 20-21.

Physical Displays (In-Library)
The library maintains several permanent displays, the descriptions of which are below. All in-library displays saw their checkout and engagement statistics affected throughout 21-22 due to COVID-19 changes.

Popular Reading
To support students interested in reading for fun and relaxation, the library provides a permanent popular reading display. The contents of this display cycle both as books are checked out and as materials that have been on display for more than two months are returned to the stacks. During 21-22, 77 items were checked out from this display, a 28.3% increase over 20-21 (60 items). The increase is most likely due to more students on campus, and the library building being reliably open and available for in-person visits.

Suggestion/Comment Wall Display
In 2018, the Library Director and the Reference & Outreach Librarian decided it would increase engagement and excitement to convert a bare white wall into a chalkboard wall for library users to write their comments and suggestions on. This wall sees a lot of positive attention with many different comments left by our users. Most comments are positive, many ask very real questions about the library that the library staff review and answer right on the wall, and some comments are fun remarks, jokes, and silly doodles. No formal statistics are collected.

Faculty Publication Display
This permanent display highlights recent faculty publications. The contents are updated by Reference Associates and the Reference & Outreach Librarian.

Global Focus
Each year, the contents of this display are rotated to correspond to Chatham's current Global Focus. Books, DVDs, and other materials are included. The library did not feature a Global Focus display in 21-22 due to Chatham's reevaluation of the program.

New Books Display
The library maintains a display of newly acquired books that is rotated as more recent acquisitions come in. This display allows the library to show off what is being added to the collection and offer Chatham community members an opportunity to locate and check out these items easily. In 21-22 there were 70 items checkout from the New Books display, a 483% increase over 20-21 (12 items). The increase is likely due to more students on campus, and the library building being reliably open and available for in-person visits.

Monthly Feature Display
This display, while a permanent fixture on the first floor of the JKM Library, is the most flexible of our displays. It includes both the larger Main Book Display table in the lobby area and the Vitrines that welcome users as they enter the library. These two spaces change monthly to host library and educational materials relevant to university-wide, national, or international celebrations and activities, as well as fun themes created by library staff. The number of monthly displays and the schedule with which they turn over changes yearly.

Monthly Feature Displays usually incorporate library materials, fun visuals, and additional educational elements to make viewing the display a well-rounded experience. Many of the displays corresponded with campus diversity events, such as LGBTQ+ History Month, Black History Month, Latinx Heritage Month, and more. Other displays highlighted books to read for pleasure or were related to programs on campus.

One of the Monthly Feature Displays offered was in collaboration with the Pennsylvania Center for Women and Politics in observance of Constitution Day (September 17th). This display featured library materials on the U.S. Constitution, citizenship, and civic duty.

In addition, the JKM Library, University Archives & Special Collections, and Immersive Media department collaborated to accommodate the display of several interactive student projects from IMM throughout the library. The project featured materials from the Archives & Special Collections and were made accessible to the Chatham community on the first floor of the JKM Library from November 2021 through February 2022. More details can be found in the Archives & Special Collection section of this report.

The library offered 11 Monthly Feature Displays in 21-22. This number of in-library Monthly Feature Displays is still lower than it was prior to COVID-19 because they were slowly reintegrated into our practice as the library shifted to accommodate COVID-19 policies and procedures.

The average number of items checked out per Feature Displays increased drastically to 11.8 in 21-22 from 4 in 20-21. This was clearly due to increased traffic in the library and increased display offerings. See chart below for details.

Display Item Checkout Numbers

Year	# of monthly feature displays	# of items checked out	Average # of items checked out per display
2021-22	11	130	11.8
2020-21	1	4	4
2019-20	13	79	6.1

Display Engagement
Display engagement is tracked by the on-duty librarian at the reference desk who, when observing patrons viewing or interacting with a display on the first floor, marks the engagement down on a chart. Due to COVID-19 restrictions and adjustments, 21-22 continued to be an odd year for display engagement. There were 85 recorded instances of display engagement in 21-22, up from just 4 in 20-21. This increase is entirely due to the increase in library traffic and number of displays.

By using our engagement numbers and our display checkout numbers, we can calculate display conversion. Conversion lets us know how many of the people who engaged with our displays also checked out an item. Conversion is used often in retail to calculate how many browsers are converted to buyers. Because the library was still dealing with COVID-19, both engagement and checkout stats for 21-22 were abnormal, and this is also reflected in the conversion rates.

In 21-22, overall conversion for Monthly Feature Displays (Vitrines and Main Book Display) increased to 206.3% from 133% in 20-21, and overall conversion for the Popular Reading display increased to 1,100% from 0% in 20-21. These extreme numbers suggest that most patrons who viewed our displays checked out multiple books at a time from them. It could also suggest that not all engagement interactions were recorded.

Display Engagement Numbers for 2021-22

| Month	Vitrines*	Main Display	Popular	Interactive (IMM Class Projects)*	New Books	Media Player	Art Wall*	Totals
Jul-21	0	0	0	0	0	0	0	0
Aug-21	0	0	0	0	0	0	0	0
Sep-21	0	9	1	0	1	0	0	11
Oct-21	0	1	1	0	1	0	0	3
Nov-21	1	8	1	0	0	1	0	11
Dec-21	0	14	0	5	0	0	0	19
Jan-22	0	0	0	1	0	0	0	1
Feb-22	0	13	1	0	2	0	0	16
Mar-22	0	15	2	1	2	0	0	20
Apr-22	0	0	0	0	0	0	0	0
May-22	1	0	1	0	1	0	0	3
Jun-22	1	0	0	0	0	0	0	1
Totals	3	60	7	7	7	1	0	85

* The JKM Library elected not to create displays in these categories for part or all of 21-22.

Social Media

"Thank you for this tip!!! Life saver!" ~ 8/27/21 Undergraduate Student via Instagram

Blog
The blog has been maintained for over eleven years and remains a great place to expand on information concerning library resources and events. While less formal than the newsletter but more in-depth than social media, the blog lets library staff interact on a deeper level and in a timely fashion with patrons. Topics include book and database recommendations, highlights of library and archives services, archives features, announcements concerning changes to the library or our resources, profiles of new staff members, and overviews of displays and library events. Blog posts can be written by any library staff member and are reviewed and posted by the Reference & Outreach Librarian.

Blog Views

Academic Year	Views
19-20	5361
20-21	4689
21-22	5625
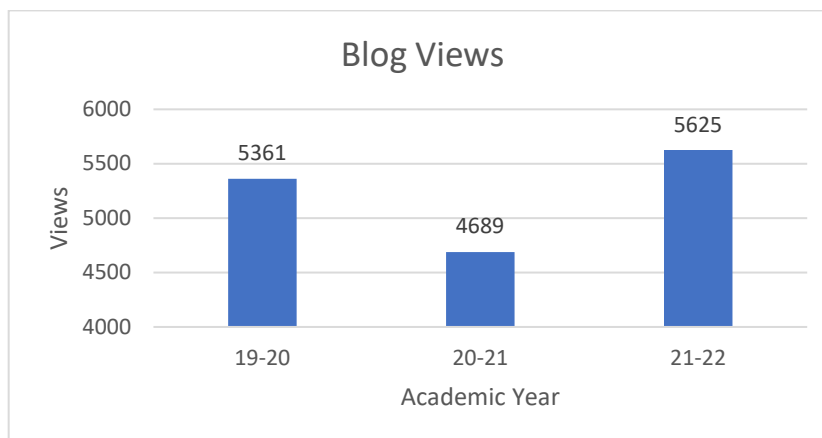
Facebook Page
The library maintains a Facebook page where we post announcements and information about resources, services, events and more. We started keeping track of the number of people who 'like' the page in October 2010. In 21-22 we increased our Facebook "likes" by a net 31, bringing the total to 502 from 471 in 20-21.

Instagram

The library established an Instagram account (@jkmlibrary) in 2017. We share images and videos concerning events, announcements, library displays, resources and services, instruction, and more using this platform. Instagram is the preferred platform of Chatham students and where they receive much of their Chatham news. We have also found that it is a particularly good way to connect with colleagues and other Chatham departments. In 21-22 we increased Instagram "follows" by a net 97, bringing the total to 529 from 432 in 20-21.

Spotify

The library started a Spotify account in 2017 as another way to reach out to our users. Library staff and student workers contribute to Spotify playlists that correspond with library displays, offer an introduction to library staff, or serve special purposes such as study playlists. In the past we have collaborated with student groups and outside organizations to create fun playlists that promote local musicians or are built around a specific theme. This has proven to be a fun cross-promotional activity for the library and our partners. Our account followers have slowly grown over the years, and we continue to get engagement with our playlists.

We created four new custom playlists in 21-22 and updated already existing playlists to keep them exciting and fresh. Our account followers increased by a net six, for a total of 39 from 33 in 20-21. Our Native American Heritage Month playlist saw a huge increase in attention this academic year and skyrocketed to our most popular playlist. We believe this is connected to the popularity of our "Whose Land Are You On?" digital mapping project. The current top three most popular playlists are:

- "Native American Heritage Month" playlist (79 followers)
- "Chatham Black Joy" (32 followers)
- "Presenting, the Ladies of Pittsburgh!" (25 followers)

The account can be found here:
https://open.spotify.com/user/fuwu26wdwqq6ums8xs4utraq5?si=QRl51pbASUiKjGlj6eJ_qQ

ChathamU App

The library continued to take advantage of the ChathamU app to advertise displays (in-library and virtual) and events, as well as other services and resources. The library is also able to schedule push notifications on the app to increase visibility on important initiatives. The library is unable to evaluate this form of outreach other than anecdotally. According to student self-reporting, the ChathamU app is a top way they receive information about what is happening around campus. Students use it often and rely on it for up-to-date information.

In 21-22, the library partnered with Student Engagement on a scavenger hunt hosted on the app as a way for students to become familiarized with library information. This was a fun collaboration, and the library would be happy to continue it in the future.

Resource Fairs and Orientations

In order to increase library awareness, librarians attend a variety of resource fairs and orientations where they interact with students, staff, and faculty. Informational handouts about the library are distributed, questions are answered on site, students are informed of employment opportunities at the library, and attendees are asked to subscribe to the library's e-Newsletter, *The Page Turner*, among other activities.

In 21-22, the library partnered with Student Engagement on a scavenger hunt hosted on the app as a way for students to become familiarized with library information. This was a fun collaboration, and the library would be happy to continue it in the future.

Events

Scare the Stress Away Event Series – Wednesdays, Sept. 15th & 29th, Oct. 13th & 27th, Nov. 10th, 202
1Scare the Stress Away is a new in-person event series created and run by the Reference & Outreach Librarian and held in the library's group study rooms. These events offered free and open crafting time with themes loosely based on a popular horror novel. Students could come and go as they pleased, work on the themed craft or something of their own creation, chat with each other, enjoy snacks, browse fun books, and relax. There were 28 attendees across four sessions, averaging seven attendees per session. One of the five sessions was canceled due to lack of registrations. This new event series was considered a big success for the library, and it will be held again with some changes in 2022.

"I really appreciate this. It's nice to have dedicated time where I can sit down and write. I'm a creative writing major, but I'm so busy all the time I don't get to actually write very often." ~ 10/27/21 Undergraduate Student, In-Person at Scare the Stress Away Event

'A Divine Discussion with Libba Bray' Visiting Author Event – September 30th, 2021
This was the first visiting author event that the library has hosted. It was made possible through the international Summer Scares Program, which focuses on promoting horror and horror adjacent fiction in libraries. The library hosted award-winning NYT Bestselling author Libba Bray virtually for a discussion of her YA book series *The Diviners*. The talk was led by the Reference & Outreach Librarian, and while it was considered a good event and garnered positive feedback, it was poorly attended. The library will likely not continue with visiting author events in the future.

National Dessert Day & Ghost Stories with the Archives – Thursday, October 14th, 2021
The library collaborated with Student Engagement, Chatham Activities Board, and the University Archives on a new event that featured Chatham specific ghost stories and readings by four award-winning local horror authors. This event, which was MC'd by the Reference & Outreach Librarian and contained a presentation by the Archivist & Public Services Librarian, was very fun. It engaged students excited to share their own stories of encounters on campus. This in-person event had 17 people attend, and the library looks forward to continuing this collaboration in 2022.

"It was really nice chatting with you at the Ghost Stories event last week. I really enjoyed that event and hope to see more of them." ~ 10/18/21, Undergraduate Student via Email

The Day of the Dead Celebration Series – Tuesday, November 2nd, 2021
The library is very excited and proud to continue to partner with the Office of Diversity, Equity, and Inclusion; Modern Languages Department; and Counseling Services for the fourth year in a row to offer a día de los muertos (Day of the Dead) event. This event's goal is to educate the Chatham community about the international holiday and offer multiple ways to examine grief, death, and honoring loved ones who have passed. While in the past this event was offered as a two-part, in-person series, it was converted to a virtual series in 2020 and continued as a single virtual event in 2021. This caused the series to take different form than the previous three years in order to better fit the circumstances.

Event organizers again decided to forego a communal *ofrenda* in favor of encouraging private practice during a time of above average national grief. The first half of the virtual event featured a presentation by Professor Mildred López's Spanish LNG261 class on the history and practices of the holiday. The second half of the event was a grief workshop, led by Dr. Elsa Arce and Counseling Services staff, where participants discussed the importance of public communal grieving as an avenue to joy and remembrance. The virtual event had a total of 19 attendees. Information about this event series and the international holiday can be found here: https://library.chatham.edu/dayofthedead

Get Sh*t Done: Work Sprints at the Library – 11/30/21, 12/01/21, 04/12/22, 04/14/22, 04/18/22
Get Sh*t Done was a new program launched in the 21-22 academic year in response to feedback and anecdotal evidence that students were struggling more with their time management than in years past. These sessions, each hosted by a librarian, were to be used as open study hall time for students who needed a little help with focus and accountability. During the time range, students could come to the event and work quietly among their peers with a librarian on hand in case of questions. These events were not heavily attended, but they did draw students in need of the service. These events do not take much librarian time or effort, so they will be continued in future semesters.

Graduate Student Library Open House – Wednesday, February 2nd, 2022
The library teamed up with Student Engagement and the GSA to offer an open house event targeted specifically at the graduate student population to introduce them to the library's new Curriculum Collection room. This room was created in the summer of 2021 as a new home for the library's children's and YA titles when books had to be shifted to make space for the Holocaust Center's exhibition space. This room is kid-friendly, with toys, crafts, furniture, and books for children. Students who care for children are always welcome to bring their kids to the library, and they now have a dedicated room just for them. This event was not well attended, but the library continues to be open to open house events and collaboration with other departments to meet the needs of all students.

Collection development
-Prepared by Dan Nolting, Head of Technical Services and Dana Mastroianni, Head of Public Services

New Books and Media
574 new titles were added from July 1, 2021 – June 30, 2022 (139 new purchases + 243 accepted gifts + 196 student publications), and 504 titles were removed. Although almost 1/10 of our total volumes (10,153) were removed, we still netted an additional 70 titles.

New Purchases
During the school year for 2021-2022, $5,271 was spent on 139 new titles (135 books, 2 eBooks, 2 DVD titles) (last year $1,602 was spent on 80 titles)

Vendors	Total cost	Amt. of titles	Avg. per title
Amazon	222.03	11	20.18
Direct orders	432.61	3	144.20
YBP/EBSCO (Gobi)	4616.70	125	36.93
	5271.34	139	37.92

Format	Total cost	Amt. of titles	Avg. per title
Physical Books	4422.98	135	32.76
eBooks	801.39	2	400.70
DVD	46.97	2	23.49
	5271.34	139	37.92

Breakdown by Subject
The single department, program, or topical subject that a single item was ordered for.

Dept ordered for	amt of titles	total cost	avg per title
Physician Assistants	2	801.39	400.70
Business	7	737.45	105.35
Politics, Law, Policy	17	446.62	26.27
History	17	393.62	23.15
Fiction	20	388.83	19.44
Psychology & Counseling	7	378.16	54.02
Math	4	227.00	56.75
Science	6	205.66	34.28
Philosophy / Religion	6	184.99	30.83
Food Studies	6	175.11	29.18
Health & Medicine	6	151.64	25.27
LGBTQIA2S+	4	118.96	29.75
Social Work	2	117.48	58.74
Writing & Literature	4	105.09	26.27
Biography	4	94.27	23.57
Interior Arch	1	88.00	88.00
Poetry	5	82.54	18.42
Graphic novels	3	69.90	23.30
Women Studies	2	61.95	30.98
Music	2	57.95	28.98
African Americans	3	56.84	18.95
Library	1	55.00	55.00
Education	2	54.56	27.28
Leadership	2	51.6	25.8
Jewish Studies	1	49.95	49.95
Pittsburgh (regional)	2	44.95	22.47
Ethnic	1	28.00	28.00
Immigration	1	24.95	24.95

Even in the case where an item wasn't ordered for a specific dept./program and has numerous subjects attached to it, the item's Core subject (or topic) was determined by the amount of a given reference to, or - in the case where it's too hard to tell - the author's will, the topic mentioned first in the title statement, and/or the publisher's intended market were consulted.

Sociology	1	18.88	18.88

Transfers
14 (258 last year)

Repairs
86 (87 last year)

Student Publications
Quality Control
With increasing bandwidth and storage capabilities increasing exponentially on the internet, we can store more web-accessible items (PDFs) that need to reside behind authentication/password in-house, utilizing Microsoft SharePoint, with the assistance of IT confirming the unlimitedness of space.

As all OTD digital capstones being moved to SharePoint (as per request by the Program) being a successful venture, the process has been carried over to undergraduate works, where over 1,000 digital Tutorials and Capstone from 2005 – present, are in the process of being moved from our in-house WAM password process (based on student Last name and ID# for password), which has been considered too cumbersome for those who don't have immediate access to their student ID.

Full-Text Searching in the Student Publication Database
The SQL PHP Server that began development a little over 2 years ago utilizes a Google analytics trace-code embedded into every author file that allows use monitoring:

Student Pub Database	Full Text Search	Last year
Searches	526	298
Unique Documents Accessed	280	(not counted)

The above charts show that approximately 20% of unique digital student publications were accessed via full text search, while 4% of full text searches were non-unique student publications. This points to a success in the full-text keyword database providing a more focused search with less turnaways that the basic bibliographic citation search. Comparing the two above charts, it is safe to say that keyword searching for full-text documents is monumentally more efficient in focusing on specific works.

2021-22 Receipts
196 new student publications – all online, were received and processed *(275 last year)*

Student Publication Receipts 2021-2022	
Dissertations	12
Theses	70
Graduate Capstones	101
Undergraduate Capstones	13

Gifts
With 243 high quality gifts processed into the collection (14 last year), the biggest donation was from the Falk Library of Temple Sinai, with 83 books being accepted into the circulating collection. Other large gifts were from Jocelyn Codner, who donated 50 quality titles (including many classic movies!), and Sandra Taylor (38). Other donors of note include the Office of Diversity, Equity, & Inclusion, Sue Finegold, and Will Aiken.

- 231 Physical Books
- 12 Movies on DVD or Blu-ray

Serials
Print Serials
80 titles were used for a total of 182 times (up from 63 /144 last year.):
Titles in **Bold** are current subscriptions

Print Serial Usage	Use

JAMA	22
The New York Times	16
Journal of Developmental and Behavioral Pediatrics	12
The Wall Street Journal	11
Zero to Three	7
Critical Care Medicine	6
The Journal of Head Trauma Rehabilitation	5
Critical Reviews in Physical and Rehabilitation Medicine	4
Free Radical Biology & Medicine	4
Journal of Experimental Child Psychology	4
Spine	4
American Journal of Health Promotion	3
Central European History	3
Consumer Reports	2
JAAPA	2
Journal of The American Society for Information Science	2
The Journal of Applied Management and Entrepreneurship	2
The Journal of Experimental Zoology	2
The Journal of Neuropsychiatry and Clinical Neurosciences	2
Laboratory Animal Science	2
Neurologic Clinics	2
Omega Journal of Death and Dying	2
Pediatrics	2
Pittsburgh City Paper	2
Society	2
Teachers College Record	2
Urban Land	2
Advertising Age	1
Architectural Record	1
The American Journal of Psychiatry	1
Film Quarterly	1
Fortune.	1
Landscape Architecture	1
Metropolis	1
Science	1
Time	1
Western Pennsylvania History	1
43 other non-current titles were used once	43/1

Online Journals
(EBSCO's 'Package Core Components' - <u>not</u> part of a database package; cataloged as individual bibliographic entries)

Single Electronic Journal Title Costs	2021 Invoice	*2020 Invoice*
American Journal of Occupational Therapy	449.00	449.00
Archives of Physical Medicine and Rehabilitation	1662.80	1614
Choice - Current Reviews for Academic Libraries	695	695
Chronicle of Higher Education	2,722.00	2,569
Ecopsychology	1137	1,082
Food & Foodways	1559.00	1,492

JAMA	1564	1,490
Journal of Agriculture Food Systems and Community	360.00	350
Journal of Communication	15	15
Journal of Environmental Psychology	1044.40	1,014
Journal of Green Building	789.00	759
Journal of Nursing Education	690.00	690.00
Journal of Occupational Science	625	598
Journal of Occupational Therapy Schools & Early Intervention	451	432
Journal of Orthopedic and Sports Physical Therapy	750	725
New England Journal of Medicine	4191	4,069
Occupational Therapy in Health Care	1119	1,071
Occupational Therapy in Mental Health	999.	956
Physical & Occupational Therapy in Geriatrics	1725	1,651
Physical & Occupational Therapy in Pediatrics	2373	2,271
Sex Roles	2838	2,842
Topics in Stroke Rehabilitation	614	588
total:	$28,372.20	27,422

3.5 % net increase in cost

Collection Deletions: Monographs and Serials
Bound Serials Titles: 315 (9,817 vols)
-Over ½ print bound serials

Reference: 93 (117 vols)

Leaking roof/Damaged beyond repair: 96 titles (219 vols)

Total : 504 titles (343 last year) /
       Volumes: deleted = 10,153
-Approximately 1/10th of total collection

Grand Totals	*Items/volumes added:*	*Titles added:*
	New:	**135**
	Gifts:	**243**
	Student publications:	**196**

Items/Vols. held June 30, 2021*	Titles held June 30, 2021*	Vols. Added FY21-22	Titles added FY21-22	Volumes withdrawn FY21-22	Titles withdrawn FY21-22	Net Total items/vols. as of 7/1/22	Net Total Titles as of 7/1/22
147,369	98,610	*714*	*574*	β10,153	**504**	**137,930**	**98,680**

Titles net increase: + 70

Volumes (items) net *decrease*: - 9,439 (β = bound serials shelving reduction; this number doesn't include the individual microform and other serials that are currently in storage)

		2021-2022		2020-2021	
All accessible physical and purchased digital materials:		Titles	Vols	Titles	Vols
		98,680	**137,930**	98,610	147,369
Total Books		86,859	117,078	87,915	124,453
Circulating Stacks		85,608	115,910	85,708	122,067
Secured eBooks		88	88	86	86
Children's		1069	1080	1,066	1,077
Reference		*94*	271	1,055	1,223
Print Serials	Current	57	60	57	60
	Bound	221	4899	536	14,716
	Microform	11	3776	29	22,408
Total Media		2239	2862	2,227	2,841
DVDs		1127	1282	1,119	1,270
Blu-ray		21	26	17	22
CDs		1,091	1,549	1,091	1,549
Student Publications		8042	8087	7,846	7,891

Databases

Two databases were added to the library's holdings this year, *The Jewish Advocate* and the *Bloomsbury Food Library* totaling 79 subscription databases.

The main entry point for searching the library's electronic and print holdings is the Discovery layer, whereby most of the library's subscription databases and print holdings can be searched simultaneously. Viewing sessions, full text, Linkout, and abstract requests provides a more accurate picture of how Discovery is being used.

Sessions and searches are created when the Search button is clicked in the Discovery layer. Full text requests are generated when users choose an html, pdf, Full Text Finder, or custom link to access a resource's full text content. Linkout requests allow users to follow the citation information in Discovery where the full text is not available, to the full text version of the article in another database. Abstract requests are triggered when clicking on title information in the Discovery result list.

Discovery search sessions, full text requests, and abstract requests increased from last year. Linkout requests, slightly decreased, however, full text requests increased. Due to its prominent position on the library homepage, Discovery remains the most used resource to access the library's databases.

Discovery Usage


Legend: ■ 2021-2022 ■ 2020-2021 ■ 2019-2020
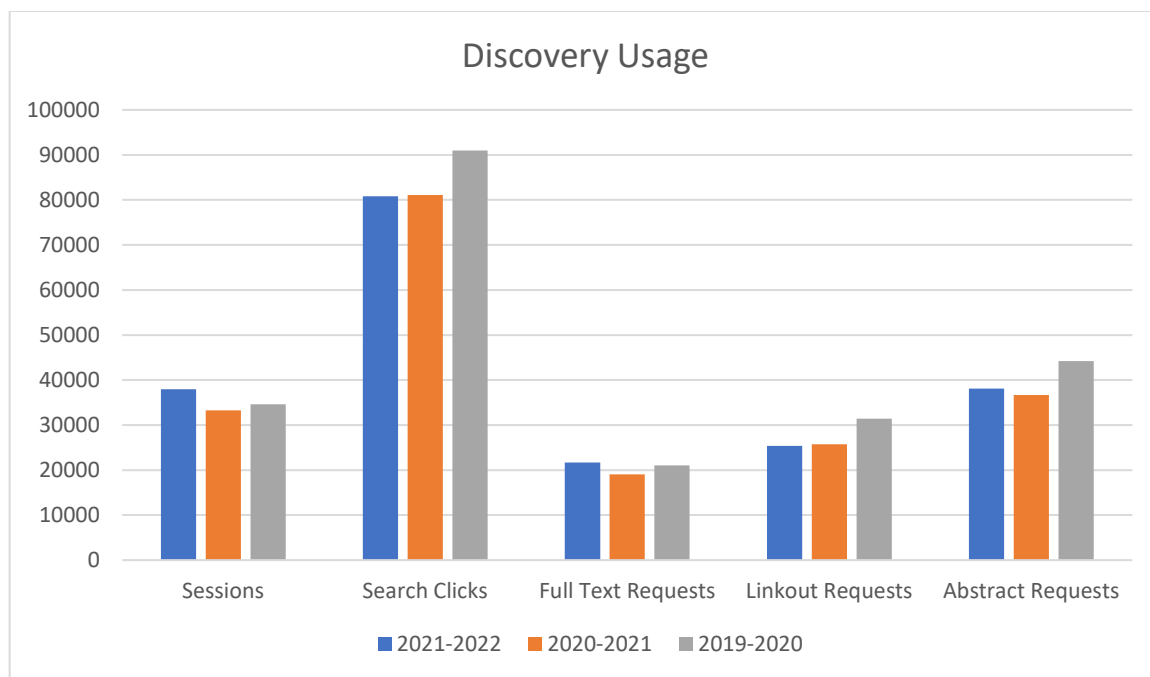
Library patrons can also access databases individually via the Find Databases list on the library website. CINAHL Complete remains the top searched database and continues to remain in the top four databases with the most full-text requests. Science Direct remained the database with the highest number of full-text requests and had a significant jump from last year. Science Direct has a 6:1 ratio of searches to full-text requests; making it a valuable resource.

Top Searched Databases

Legend: ■ 2021-2022 ■ 2020-2021 ■ 2019-2020

Top Full-Text Requests by Database
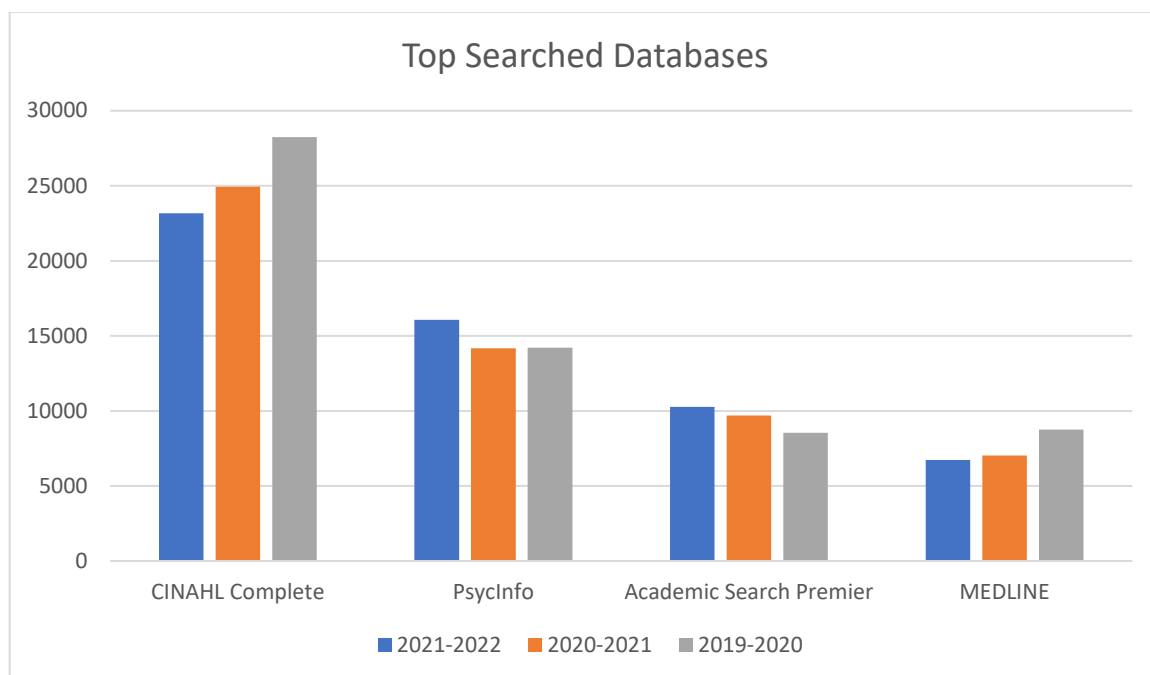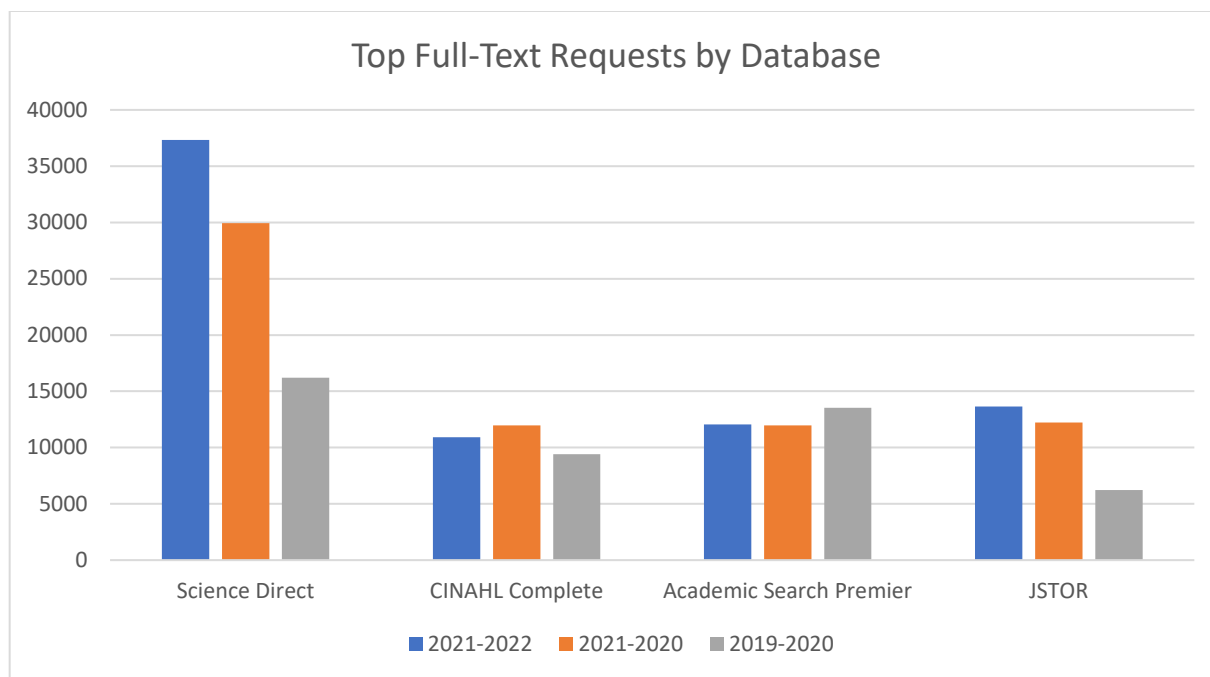
Overall eBook usage also increased this year with the EBSCO eBook collection continuing to see the highest use.

EBook Usage - Unique Title Requests
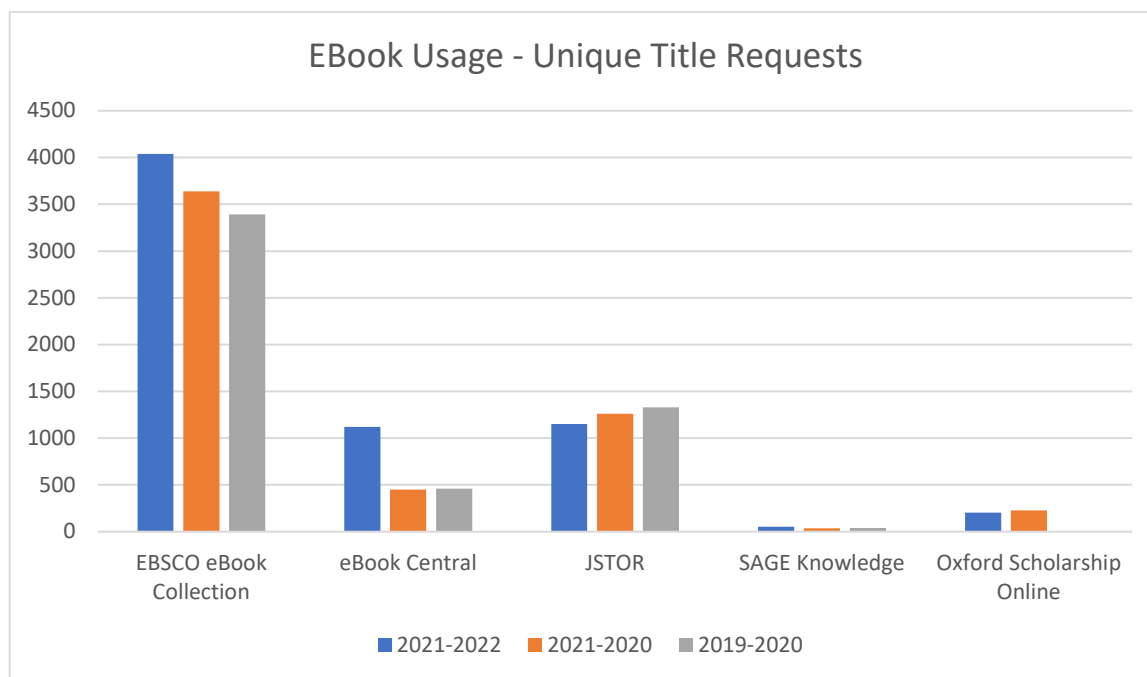
Archives and Special Collections
-Prepared by Molly Tighe, Archivist and Public Services Librarian

Archives Mission Statement
The University Archives housed in the Jennie King Mellon Library at Chatham University serves to collect, preserve, and make available records and information of continuing value to the Chatham community. These materials document the history and growth of Chatham University from a small women's college to a thriving, all-gender institution and highlight the activities of Chatham's faculty, staff, students, and alumni. In support of the university's educational mission, we strive to work closely with faculty and provide students with opportunities to learn about the research value of archival materials.

Reference

To ensure that the Archives and Special Collections were accessible to the Chatham community, the archives provided research assistance through in-person and remote appointments. While some patrons chose to conduct research in-person, the majority of research assistance was conducted through remote sessions.

During the 21-22, 176 reference questions, 103 research consultations, and 107.25 research consultation hours were recorded. Per month, we averaged 15 reference questions, 8 research consultations, and 9 research consultation hours. Our busiest month was July, with 26 reference questions, 15 research consultations, and 14 research consultation hours.
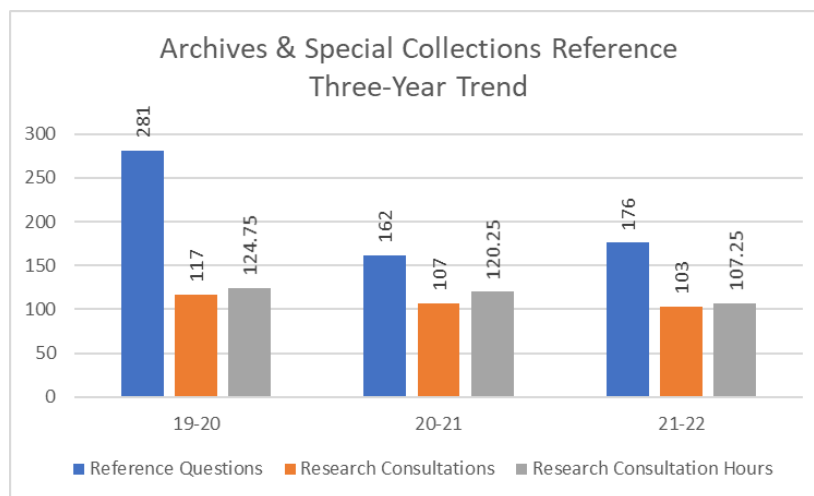
The number of reference questions increased from 20-21 by 9%. Research consultations and hours fell marginally from the rate of the previous two years.

Research Topics and Patron Types
The Archives & Special Collections continued to receive a variety of questions from Chatham community members as well as from the general public.
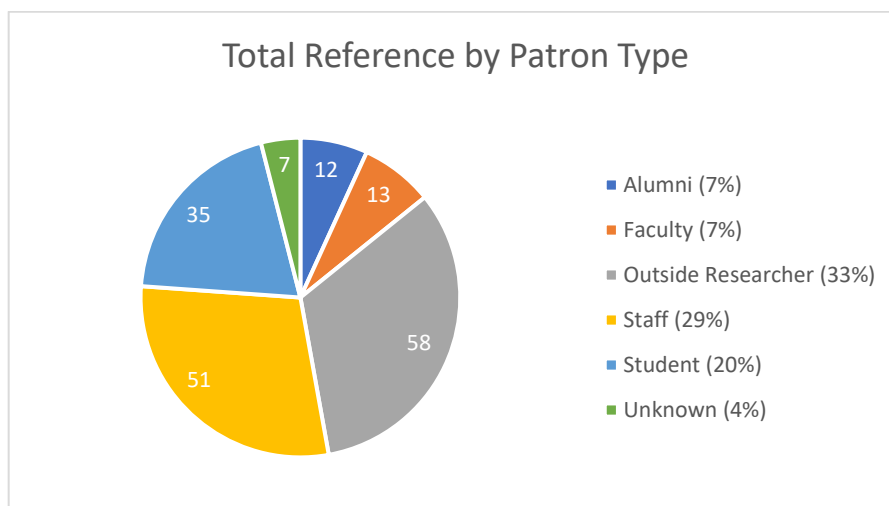
Chatham staff and outside researchers continue to be the largest groups of archives users, together accounting for 62% of all research questions. The percentage of questions from each patron type remained largely consistent with those from the previous year, with minor increase to the number of questions received by outside researchers. Staff questions come from a variety of offices on campus and most frequently from University Advancement and Marketing & Communications, which together accounts for 50% of all staff questions.

Our diverse patron population continued to present a variety of interesting queries. Highlights are detailed below:
Students:

- Created documentary film projects utilizing a wide variety of archival content, including interviews with the Chatham Archivist
- Developed Immersive Media course projects by exploring and developing ideas relating to the Chatham archives and university history for an exhibit at the JKM Library
- Researched the Chatham University logo and origins of the Chatham seal icon
- Inquired about the history of the Chatham campus, including buildings and underground features of the Mellon estate

Immersive Media Student Exhibit of Archival Objects

Faculty:
- Inquired about material in the Chatham Archives for development of class assignment in IMM370: Studio III - Simulation and Training
- Asked for demographic information on the Chatham faculty over time
- Researched individuals connected to Chatham for a potential publication
- Researched past uses of the Eden Hall Campus grounds

Staff:
- Collected information about legends on campus for local media publication
- Requested information about prominent visitors to Chatham campus, including the late Rep. John Lewis, Coretta Scott King, and President Joe Biden
- Inquired about the history of campus organizations and departments, such as the Black Student Union, the Office of Academic and Accessibility Resources, and the International Office
- Research the campus facilities including the roof of the library, the former Berry Hall, and the construction of Buhl Hall
- Requested photographs documenting the evolution of dining on campus for *The Recorder*
- Posed a wide variety of questions related to sports activities on campus, Chatham's first international students, the history of Eden Hall Farm, and relating staff retirement celebrations

> "This is perfect! No trouble accessing. Again, thanks so much for you help! This was much, much smoother than I thought it would be going into it 😊"
>
> - Alumni Researcher

Outside Researchers:
- Requested assistance with an assortment of family history queries relating to former students, faculty, Day Camp participants, former campus speakers, and material donations
- Submitted queries related to former faculty and relating to the social impact of Covid-19 on campus for a local media
- Requested information about Sebastian Mueller estate and his former home in Glenshaw, Pa.
- Requested reproductions and permissions for use of Rachel Carson images and other members of the Chatham community
- Conducted research on Riot Grrl activity on the Chatham campus

> "I'm overcome! I can't thank you enough for finding [the] photograph, and so quickly too!
> You have no idea what this means to me and my sister, and [our family].
> We are all celebrating already- Christmas has come early!"
>
> - Outside Researcher

Collection Management
The management of archival collections includes the identification and implementation of new technology in response to evolving user needs, collections cataloging, effective methods of preservation, and accession management. Activities that occurred during 2021-22 in each of these core functions are outlined below.

The implementation of the new technology was achieved following:
- Full-scale migration of collections content from Archon to Archives Space in coordination with LYRASIS and post-migration assessment
- Establishing instance-level collections parameters, configurations, user profiles and foundational frameworks including locations and storage modules
- Sunsetting of old Archon collections management software through coordination with IT and Tech Services Departments

Training for new collections management procedures included various modules and bulk import features. Expanded use and development of procedures for managing archival collections in the newly implemented Archives Space are ongoing.

Archival Collection Cataloging

Archival processing, the sequence of acts that includes rehousing, arranging, describing, preserving, creating finding aids, and which result in collections becoming accessible to researchers, was prioritized during 21-22. To that end, an assessment of the amount unprocessed material in the collection was completed, collections were prioritized for processing, supplies for collections rehousing were acquired, and student staff were trained on processing procedures. While the sudden resignation of the Pitt Partners Archives Assistant forced a re-evaluation of processing goals, significant progress was made in 21-22 including:

- Rehousing, arrangement, and partial inventory of large collection of photographs created by the Marketing & Communications Department
- Fully processed Chatham Music & Arts Summer Day Camp Records ([finding aid](#))
- Rehoused and inventoried Jane Evans Collection
- Rehoused records transferred from the Office of the President
- Integrated recent accessions into appropriate, existing collections
- Fully processed Chatham Gateway Program Records ([finding aid](#))
- Fully processed Chatham Yearbook Office Records ([finding aid](#))
- Fully processed Kathryn Strouss Diaries and Other Material ([finding aid](#))

The focus on archival processing is planned to continue in 22-23.

Preservation Management

Preservation management includes all aspects of the administration, implementation, and oversight of the preservation of materials in the University Archives. This includes all activities related to preservation digitization, storage condition monitoring, preservation housing, and use of rare, unique, and historical items.

Preservation reformatting efforts for text-based materials in 21-22 included focus on Chatham's alumni magazine, *The Recorder*, and on building upon the scanning partnership with the Access Services department at the JKM Library. Through engagement of an outside vendor, 79 issues of *The Recorder*, covering 3520 individual pages, were digitally reformatted. Additionally, the engagement of the JKM's Access Services staff on digitization projects resulted in the following preservation successes:

- "Faculty Staff Notes (1986-1998)" 35 newsletters, 91 pages
- "Haphazard Press" (1978-1983), 16 newsletters, 80 pages
- "F.Y.I." (1977-1978), 10 newsletters, 60 pages
- "Coffee Break" (1996 – 2007), 55 newsletters, 128 pages
- "News, Nostalgia, and Nudges" (1986 – 1988), 7 newsletters, 25 pages
- "Key Alumnae" (1991-1994), 4 newsletters, 34 pages
- "The Student Connection" (2009-2010), 2 newsletters, 8 pages
- "Reverie Street" (1993-1999), 8 issues, 277 pages
- "Chatham Songbooks," 5 songbooks, 156 pages
- "A Constructive Program for PCW", 2 booklet, 33 pages
- "Student Handbooks" (1924-1951), 24 handbooks, 1116 pages

The partnership with Access Services on digitization is continuing in 22-23.

As with the preservation of text-based materials, efforts at preserving media items included cross-campus collaboration as well as the engagement of an outside vendor. Within the Chatham community, a partnership with the Broadcast Studio initiated in 20-21, continued to be successful. By the close of 21-22, 28 DAT cassettes had been selected from the Chatham Archives for transfer by Broadcast Studio graduate student staff and 17 transfers completed. This collaboration is continuing in 22-23.

Preservation reformatting of historical film, video, and other media assets were outsourced to preservation vendors when the physical mediums require special care. In 21-22, the University Archives outsourced reformatting for 12 media items which included:

- The 1975 symposium "Where Have All the Heroes Gone?" featuring Lesley Stahl (CBS News), John B. Oakes (N.Y. Times), Senator Gale McGee (R-WY), Rep. Joseph Rhodes, Jr. (PA-24th), William Block (Post-Gazette), and Marie Torre (KDKA-TV)
- The Chatham Choir performance at St. Thomas Episcopal Church in New York City with the Franklin and Marshall Glee Club in 1976
- The Chatham Music & Arts Summer Day Camp reunion celebration in 1976

Monitoring of the storage environment for digital and analog collections in Archives & Special Collections continued in 21-22. To alleviate exhaustion of the campus server allotment, the use of Amazon Glacier for large, preservation master files has continued. The total amount of material on Amazon Glacier at the end of 21-22 amounted to 9.28 terabytes of material, an increase of 2.26 terabytes of material from 20-21.

To ensure the long-term preservation of digital materials, efforts leading towards the implementation of a robust repository remain a priority. To that end, the University Archives was an active participant in a PALCI-supported Hyku repository pilot. Additionally, the University Archives served as a sub-committee investigator into the use of APTrust, a digital preservation tool, as an integration with the Hyku repository landscape. While the PALCI Hyku user community recognizes the importance of digital preservation, the integration is anticipated to be some years away.

In 21-22, the University Archives became a pilot participant in Vault, the Internet Archive's new digital preservation service. As a pilot participant with 1TB of free, perpetual space in the Vault repository, the Archives began uploading content and evaluating Vault's viability as a low-cost, digital preservation option. This effort is continuing in 22-23 as additional Vault features become available.

As part of the efforts to preserve physical documents and records in the archives, newly acquired materials and those stored in inadequate containers were rehoused into archival-quality enclosures. Preservation rehousing needs of the Marketing Photographs and the Records of the Office of the President were identified, supplies ordered, and rehousing completed. Environmental monitoring of storage environments continued throughout 21-22. Temperature and humidity levels recorded in collection storage areas are of continuing concern.

Accession Management

Accession management includes collection of records with long-term value to the Chatham community, donor relations, and documentation of materials accepted into the University Archives. Highlights of the accession program during 21-22 include:

- Digital footage of campus event videos totaling approximately 3 TBs of content
- Scrapbook of a member of the Class of 1969
- Nearly 160,000 digital images of Student Affairs events dating from 2007 and totaling 10 GB of data
- 74 GBs of web-based records spanning 1,424,502 documents
- 1- Video recordings of the Chatham MFACW "Keep the Muscles Moving" virtual workshop series
- Recent Board of Trustees minute books
- Copy of the script for *Pafnutius* as produced by Chatham in 1963
- Framed prints relating to the Snowdon Collection
- Assorted campus publications including Commencement programs, telephone directories, newspapers, and records determined to be inactive during office relocations

I am thrilled that you will provide a home for the script and that you sent me the links [to archival newspaper articles about the performance], *which I will review this evening after teaching and office hours... From my own research in recent years, I have gained an ever deeper appreciation for archives and archivists.*

~ Archives donor & patron

Community Submission Portal Relaunch, August 2021

In response to the global coronavirus pandemic, a special initiative was launched in 19-20 to record the impact of COVID-19 on Chatham University, the campus response to the pandemic, and the stories of the students, faculty, staff, and alumni that have been impacted. Despite extensive publicity for the initiative, an underwhelming response prompted a relaunch though a new, purpose-built website in August 2021. The new site provides a simplified submission process for members of the public and a gallery view of previously submitted content.

As part of the Covid-19 Collection Project relaunch, the Archives collaborated with the Chatham Activities Board on "Make History/Get Prizes," a project to raise awareness of the collection and to encourage student participation. The promotion resulted in a significant, temporary increase in submissions and contributors became eligible for a prize drawing. Promotion for the Chatham Covid-19 Collection Project included articles in the JKM Library newsletter, campus-wide publications like Pulse, and will continue in 22-23.

Covid-19 Collection Project

Make History. Get Prizes.

Contribute at **Link in Bio** by 12/5 for a chance to win prizes!

Despite the continuing success of efforts to encourage staff and faculty to transfer records of long-term value to the University Archives, a majority of the materials acquired from administration, staff, and faculty remain inaccessible to researchers and unaffected by preservation efforts due to lack of adequate staffing. In addition to records acquired during 21-22, the unprocessed materials backlog—totaling over 175 linear feet of paper records— includes records from the tenure of President Barazzone, the Business Office, the Board of Trustees, Academic Affairs, and the alumni donor community. Over one terabyte of digital event videos, which are particularly vulnerable to catastrophic loss, are among these unprocessed collections.

Outreach & Access

Outreach

Chatham University Archives continues to utilize proven methods of connecting with patrons while also engaging new audiences through active outreach and access programs. These include campus tours that engage alumni, staff/faculty, and the public with Chatham's legacy, development of new access tools that meet modern user expectations, presentations and publications that highlight the Chatham Archives, and an increasingly robust social media program. In 21-22, outreach efforts aligned with campus-wide initiatives through collaboration with Alumni Affairs and the Office of Human Resources.

Campus History Tour with Doors Open Pittsburgh

To engage patrons as Covid-19 protocols eased, the Chatham University Archives developed and presented in-person campus history tours that fostered community and university pride among alums, staff, faculty, and the public. A tour presented during 2021 Alumni Reunion weekend featured a custom-designed handout, a focus on upper and lower campus, and was attended by 19 alums and guests. Positive feedback from alumni tour attendees led directly to a partnership with CMU's Osher program planned for 22-23 and a new partnership with Doors Open Pittsburgh, a local non-profit that celebrates Pittsburgh's unique architecture and history. The Doors Open Pittsburgh partnership, launched in 21-22, included the creation of a promotional video, a custom-designed brochure, and a tour offered to members of the public. The sell-out tour generated a deposit of $250 for the Cummins Memorial Fund.

An opportunity to reunite members of the Chatham staff and faculty during a lull in Covid-19 cases, the Chatham University Archives partnered with the Office of Human Resources to present a history tour of the former Mellon estate in the summer of 2022. The tour was followed by a casual reception with light refreshments at the Carriage House.

Staff & Faculty Campus History Tour

The first-of-its-kind campus history tour for staff and faculty, the event generated a new collaboration on a history tour planned for the 2022 Friends and Family Weekend. Senior Staff cited the staff and faculty history tour as directly furthering Chatham's Strategic Goal of becoming an employer of choice through greater institutional effectiveness. Feedback from staff and faculty was overwhelmingly positive, both by those in attendance and those looking forward to future events of this type.

Initiated in 18-19 to coincide with the 150th anniversary celebration, the Archives and Special Collections Facebook and Instagram channels continue to attract followers and engagement with collections materials. Archives & Special Collections posts received 326 likes on Facebook, 3044 likes on Instagram, and 185 likes on Twitter. Posts on Facebook and Instagram numbered 30% fewer, and the number of likes decreased by 21% than the previous year.

Of note during 21-22 was a special "May Day May" social media campaign JKM Library staff members selected their favorite images from the May Collection. A collaborative opportunity for library staff, the "May Day May" brought a 200% increase in post likes across all channels.

> "This is such a cool page! Thank you for all the great posts!"
> - Comment on Facebook

during which Day Photograph campaign

To promote online collections to the broader library community, an article describing Chatham Archive's outreach program was published in *Archival Outlook*, a bi-monthly publication of the Society of American Archivists. The article can be accessed here. A presentation given to students and faculty of the Linnaeus University (Sweden) and to students at Riga Technical University (Latvia), as well as an article in *The Mid-Atlantic Archivist*, promoted the successful collaboration between the University Archives and Immersive Media Faculty with the Serious Play course and display.

> "Thank you so much! Your talk was simply fantastic, not to mention inspirational for the students (not to mention their instructors, myself included)."
> - Linnaeus University Faculty

Within the JKM Library, the Archives contributed articles to the newsletter about collaborations with the Smithsonian Learning Lab and the Chatham Immersive Media program. A slide presentation featuring historical photographs of Eden Hall Farm was mounted on the media player in the JKM lobby and promoted on the JKM blog. Collection images were contributed to the library's digital signage and new brochures and branded pencils were distributed to patrons. A sales display focusing on archival notecard sets was mounted during holiday shopping season.

> "THANK YOU for bringing our attention to this, Molly. Thank you also for all you do to advance accessibility of Archival material at Chatham"
> - Chatham Faculty

Focused outreach to faculty and students aimed to broaden awareness of archival collections and to encourage contribution to community collecting initiatives. This included targeted correspondence about newly digitized collections of interest to Chatham faculty and a collaboration with the Rauh Jewish Archives to encourage Chatham student engagement with the October 27 Response project which documents experiences relating to the attack at the Tree of Life synagogue.
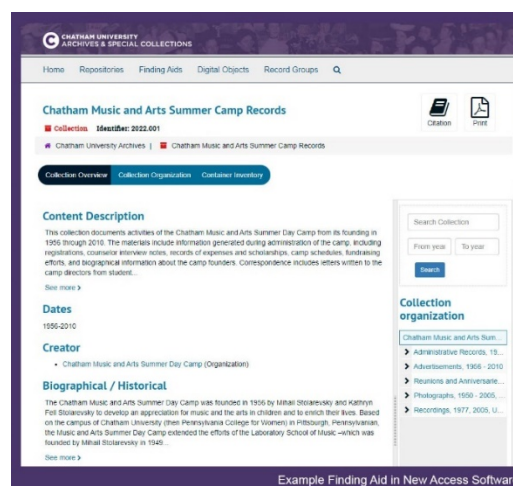
Access:

Software used by the University Archives to provide access collection finding aids reached end-of-life and a new software, selected in 20-21, was launched in 21-22. The new Archives Space features a user-friendly front-end, which was customized by Archives staff to better present the scope and breadth of the collections while also facilitating granular collections research.

The transition from Archon to Archives Space included coordination with Lyrasis hosting and migration services (described above) and the development and implementation of a new repository-wide records group structure to encompass all in-scope materials. User access was enabled with links to online digital collections and updates to the JKM library's Koha catalog and website. The new Archives Space software facilitated the creation of new collection finding aids, discussed above, to enhance researcher access to collections materials.

Example Finding Aid in New Access Software

Access efforts in 21-22 included planning and initiation of a new website for the University Archives, which had been delayed due to the Covid-19 pandemic. Consisting of a broad survey of university archives websites and an internal assessment of the strengths and weaknesses of the existing site, this work sets a foundation for an improved online experience and enhanced access to archival collections. It is being undertaken as a collaboration with JKM's Technical Services department.

The Archives began an effort to increase accessibility of digitized audio and video content through use of Verbit captioning software. Coordination between Verbit and archival audio and video collections access tools is continuing in 22-23.

Online access to digital and digitized collections remains a focus, with access routed through three main channels: Jstor Targets, the Internet Archive, and Historic Pittsburgh.

Chatham University on Jstor Targets (Artstor, Jstor)

The University Archives publishes collections to Artstor and Jstor platforms, which support access on the open web and limits access only to those with Chatham credentials when necessary. These online collections total 46 across both targets, with 28 accessible via Jstor targets and 26 via Artstor targets. The materials published on Jstor and Artstor include video collections, audio collections, image collections, topical collections, and campus publications. In 21-22, the following collections have become newly accessible via Jstor targets:

- The Chatham University Song Books Collection (5 records, 156 digital items)
- The Faculty and Staff Newsletters Collection (116 records, 359 digital items)
- The Chatham University Alumni Newsletters (11 records, 59 digital items)
- The Chatham Reverie Street Collection (8 records, 277 digital items)
- Chatham University's *The Recorder* (79 records, 3474 digital items)
- The Chatham Drama Department Records (96 records, 130 digital items)
- The Immersive Media Serious Play Collection (41 records/digital items)
- Chatham University MFACW "Keep the Muscles Moving" Recordings (10 records/digital items)

Additionally, the collection of Chatham Student Handbooks was increased in 21-22 through collaboration with the Access Services Department. The increase to the collection amounted to 1162 pages from 25 issues of the Student Handbook being prepared for publication. This successful collaboration is continuing in 22-23.

Among the publicly accessible Jstor collections, the Student Newspapers Collection and the Minor Bird Collection together account for 76% of all item views. A collection of staff and faculty newsletters, made accessible in late 2021, accounts for 8% of all item views. A planned merge of Jstor and Artstor access points and continued assessments of user needs will continue to be monitored and access venues modified accordingly.

> "...thank you for your ongoing support of student media at Chatham. *The Communiqué* students always appreciate and enjoy learning more about the Chatham Archives."
> - Chatham Faculty

Chatham University on Internet Archive

The Chatham University Internet Archive collection includes digitized yearbooks, preparatory school newspapers, and alumni directories.

Despite an overall steady interest in accessing materials from Archives & Special Collections through the Internet Archive since 19-20, the number of people finding collections dropped in 21-22. It is presumed that the decrease relates to streamlined access to popular collections like the Chatham student newspaper though other access points.

Internet Archive Collection Use Three-year Trend
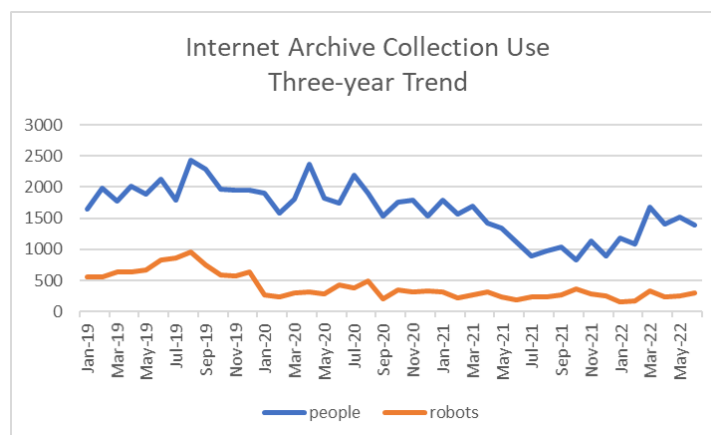
Chatham University Image Collection for Historic Pittsburgh Project

Archival collections published to Historic Pittsburgh chronicle Chatham students, faculty, and community through photographic depictions of academics, events, student life, and social activities occurring throughout the university's history. Our goal in this online partnership is to

Visitors to Chatham Collections via Historic Pittsburgh, 21-22

The most popular Chatham image on Historic Pittsburgh, 21-22

create a resource for students, faculty, alumni, and other interested parties to learn more about Chatham's history, to connect the history of Chatham to the history of the region, and to reach new audiences. An important venue for engaging online patrons with materials in the Chatham University Archives, Historic Pittsburgh presents materials from the Chatham University Archives alongside materials from larger, local archival repositories. Of the 3233
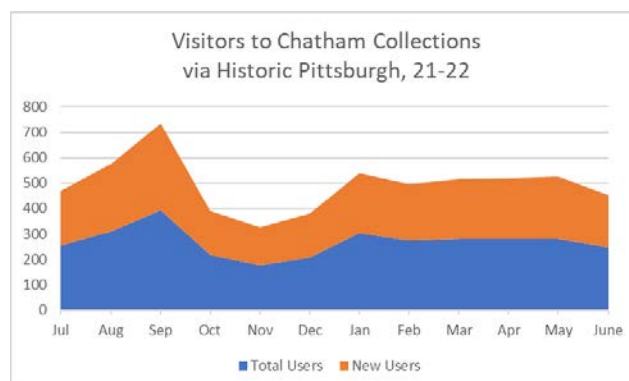
visitors to Chatham collections on Historic Pittsburgh, 2696 were new users, representing negligible change from 20-21.

Image collections published to Historic Pittsburgh include Chronological Photograph Files Collection, May Day Collection, Shadyside Campus Lantern Slide Collection, and the Collection on Rachel Carson. The Chronological Photograph Files Collection remained Chatham's most popular image collection on Historic Pittsburgh, generating 44% of the views per collection. These collections can be viewed at: http://historicpittsburgh.org/

Increased patron views seen in the chart below correlate to instruction sessions focusing on the use of primary source materials from the Chatham Archives and to social media efforts directing patron focus to specific collections, such as "May Day May."

Patron Views Per Collection via Historic Pittsburgh, 21-22
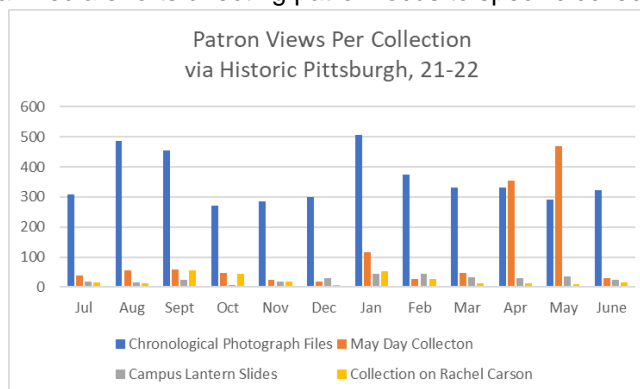
Special Collections
Special Collections Mission Statement
The mission of Special Collections is to identify, preserve, and provide access to and reference assistance for rare, fragile, and unique materials held by the Jennie King Mellon Library, including materials of considerable scholarly, cultural, or monetary value. As is the case for all collections held by the library, the primary mission of library staff in acquiring these materials is to support research and instruction at Chatham University. Special Collections consists of several distinct collections: The Pennsylvania History Collection, the Catherine R. Miller Collection, the Wray Collection, the Snowdon Mesoamerican Collection, and a small collection of rare and fragile books.

During 21-22, most available resources in Archives & Special Collections were dedicated to the needs of the archival collections. While several Special Collections-focused projects are ongoing, resources were not allocated to these collections in a marked way. These projects include inventorying and weeding the collection

Special Collections Weeding
In anticipation of expected library renovation and increased student study space, a collections assessment focusing on the Fred and Melanie Brown Collection was initiated in 21-22. This assessment includes research into the valuation of signed first editions that is expected to inform collections security in a renovated JKM Library.

Technical services
-Prepared by Dan Nolting, Head of Technical Services

This past year, the Library Technical Services department was back in full-force and on-campus 5 days a week, after two tumultuous years of working hybrid/remote amid the COVID epidemic. This was due partially out of necessity – having to continue shifting volumes and shelving units – enabled largely by working exclusively in a low-capacity environment of the ground floor (basement) of the library, since many members of the Chatham community were still working in a hybrid/remote capacity.

As some things stayed the same, we were confronted with an immediate staff change, as we lost our Technical Services Aid to a full-time job at another nearby Academic Library. But being able to hire a replacement within three months, everything was back-on-track, performing regular acquisitions, cataloging, serials, metadata, and systems duties. A major project was successfully finished (attaching LC call numbers to every item in the collection), as new projects were hatched: moving password-secured student publications to a more secure place; as well as a two-part bound serials-shift: 1) to make room for a new classroom, and 2) identifying, offering, discarding, shifting, and boxing the bound serials in preparation for a future major shelving renovation.

Another bright spot was in discovering the success of students performing keyword searching in our home-made student publication full-text database, with a near 20% returning unique titles, as opposed to 4% from all other sources (Koha, EBSCO Discovery, OCLC WorldCat) (see chart 4). Refining this program through enhanced coding and learning new programming languages has and will continue as new technology and open-source codes are developed along the way.

Data (Cataloging and Systems)

Cataloging

Two big projects: assigning Library of Congress numbers (in a shadow field that can easily be flipped over to the main classification number if we ever decide to convert to LOC classification from Dewey), and the more pressing need of shifting materials throughout the library to make room for administrative display and classroom space. This required updating/deleting 760 bibliographic records, thousands of items, and hundreds of authority records in the catalog.

The call# conversion project began with over 98,000 records requiring an LC number. 20,000 were able to be converted automatically, but the rest required manual updating. Most of these are in the 800s (Literature), where the cutter system is very prescriptive, requiring massive reclassification. All music CDs reflect a logical time-period-flow that Dewey didn't allow. Other media, such as DVDs, can be revisited to have more free-form classification methods employed.

Even if we never switch to the classification system, we can now perform more robust and cross-system compatible collection development using these new numbers.

Aside from the deletions and hundreds of additions (new and gift books, DVDs), several finding aids to Koha for Archives and Special Collections were also imported into the catalog throughout the year.

Systems

o Open Archive Initiative (OAI) harvesting with EBDO Discovery Service was discontinued due to their inconsistencies. We promptly re-instituted FTP system that has worked successfully before and is much more expedient in many ways.

o Also prepared FTP data for ReShare, as OAI does not work with ReShare very well either.

o Uploaded all data for current library catalog to RapidILL, as part of regular maintenance.

o Upload new Library Newsletters as needed

o Perform EDS catalog loads (weekly)

o Perform ILLiad Patron Loads (weekly)

o Created a spreadsheet showing 2 years' collection growth: https://chathamuniversity-my.sharepoint.com/:x:/g/personal/dnolting_chatham_edu/ERkiVn86r15Hh_cO4G3tYyoBUHBQWW3vC45k_TzF7hoRbA?e=0ir6qT

Facilities

-Prepared by Kate Wenger, Head of Access Services and Dan Nolting, Head of Technical Services

> *"I avoid the study rooms on the second floor because they don't have white boards.*
> *We live on the white boards."*
> ~in-person statement by a graduate student, 1/20/22

At the end of last summer, it was announced that room was needed for a technology classroom in the basement, requiring us to remove 2 units (4 sides front-and back shelving units). These consisted of 78 never used titles (around 3,000 vols) being moved to storage, for decisions to be made later (most items were deemed to be discarded). But most time had to be spent on shifting, since the discards were to come from the whole collection. As shifting ended in November, de-accessioning began (on a piecemeal basis) for those items that have been stored in Special Collections and deemed unusable.

In February we began an even more massive de-accessioning campaign, which required removing the remaining never-used bound serials that have been confirmed to be available in one of more online databases. Continuing cleaning out obsolete bound journals, in preparation for the new compact shelving coming this summer was a multi-tiered process: confirming holdings, links, overlaps and gaps, for over 500 titles.

By the end of the spring all discards were identified and removed from all corresponding catalogs (Koha, EDS, OCLC). Physical removal began, which continued through the summer. We have also inventoried all shelving, end-brackets, bookends, and costly Princeton holders (plastic and metal) that have been mostly stored in Tech Services

Boxing began for the Bound Journals that we are keeping (due to use and non-availability online), with information about what is stored in each box being recorded on a spreadsheet, that will also provide storage location as boxes are moved out to allow for construction of the compact shelves in the future. All previously discarded journals that were housed in Special Collections have now been discarded and removed from union databases.

In our local catalog, the holdings' location says "Storage" and the status says, "See Librarian." Not knowing how the retrieval aspect of this will work, we are anticipating instituting the catalog's built-in "Hold" process, or perhaps writing an easy-access PHP/SQL script. Or, if use is very low, just take it an item at a time. Items cannot be retrieved and delivered until the following day if it is requested after 3:30 pm.

A little over than half of the bound serials collection (315 titles, @10,000 vols) were removed. Around 600 boxes of the remaining 287 titles remain on the shelves and are ready to be stored whenever compact shelving construction begins.

Stacks Maintenance
Mold from a leaking ceiling on 2nd floor required an emergency removal of 96 titles (219 vols). Of the 106 titles, 10 were 100% healthy and were reshelved (only one required minor repair). The remaining 96 titles have been deleted from the Koha, EDS, and OCLC. 10 books with heavy circulation will need to be replaced. A rusty shelf has been replaced. The books have been shifted to allow for future leak(s) from the same spot in case it isn't resolved anytime soon.

Library Space Usage
The library spaces are used by a wide range of patrons for a variety of uses. Our group rooms are used for study, group, and departmental meetings (especially Counseling Services meetings), supplemental instruction offered by students employed by OAAR, and more. In a non-COVID year, the vestibule and porch provide excellent spots for bake sales, for collection drives, or to share information. We encourage folks to use the library and aim to make it as inviting as possible. Below are details of the time and uses of our space.

Individual and Group Room Usage Combined
Individual and group study rooms were more popular this year now that we are moving past the extreme restrictions of COVID that occurred in AY20-21. Interestingly, as shown in the chart below, peak room use is from 11am-6pm. Usage during these seven hours accounts for 68% of the total room use during the 15 hours of the day that rooms are generally available. This runs counter to the usual expectation that students spend more time studying in the later evenings. Additionally, while usage of both types of rooms clearly drops off after 5pm, usage of the individual rooms decreases more rapidly.
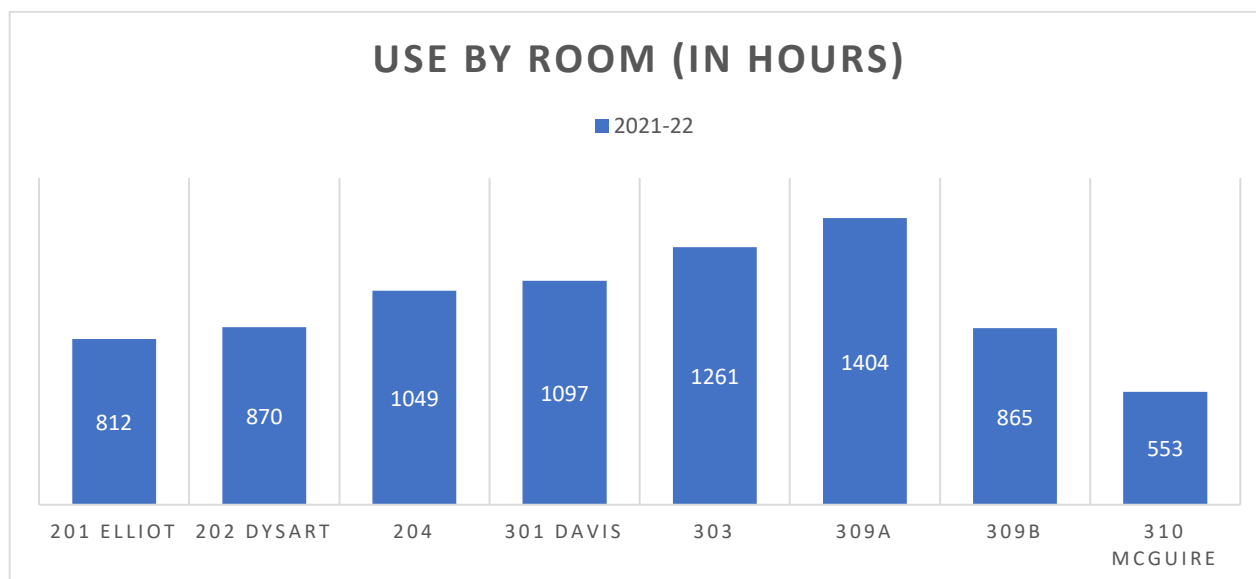

ROOM USE (IN HOURS) BY TIME OF DAY AND ROOM TYPE
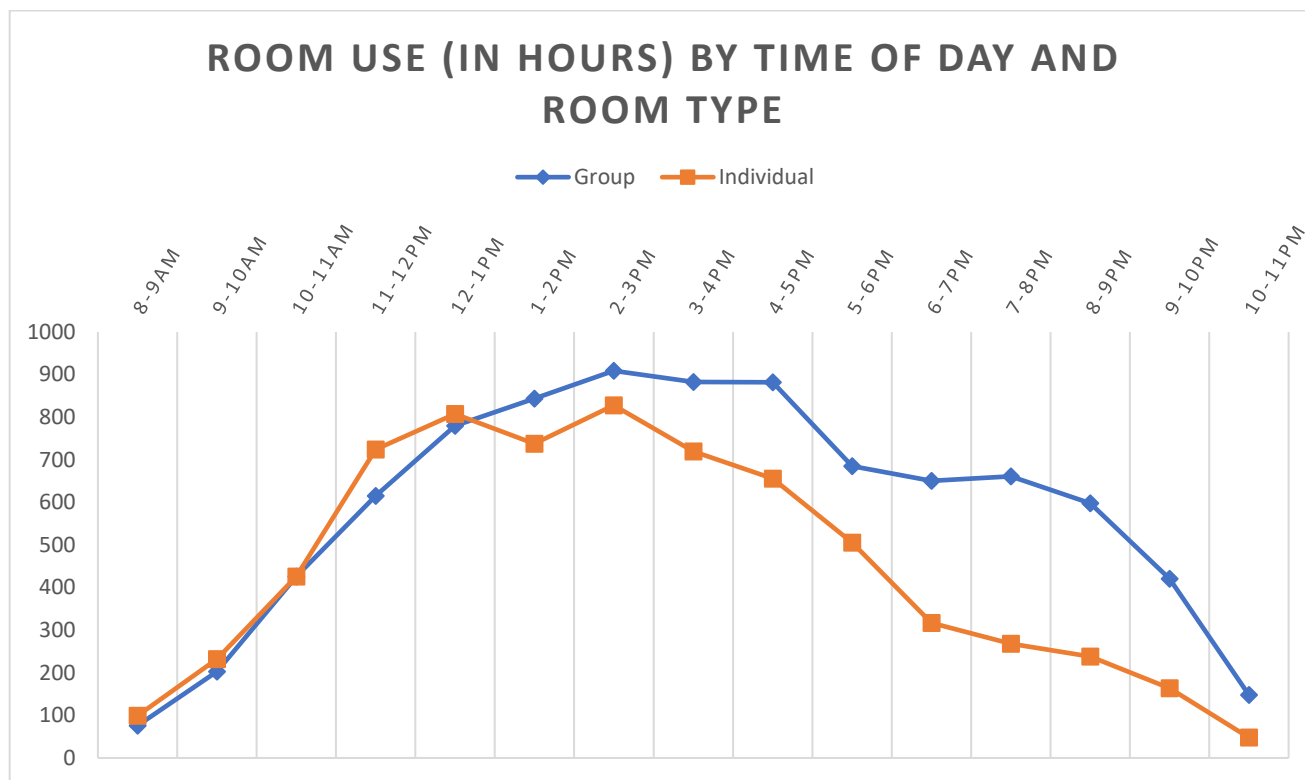
Group Study Room Use in Hours

The graph below shows the use of our groups study rooms over the past 5 years. In summer 2018, one of our group rooms was converted to office space, reducing our total to 8 rooms and showing a corresponding decrease in space usage the following year. This year, there was a 133**%** increase in the number of hours reserved for group rooms over last year, so we are rebounding nicely to pre-COVID levels

**5 Years of Group Study Room Use (in hours)**
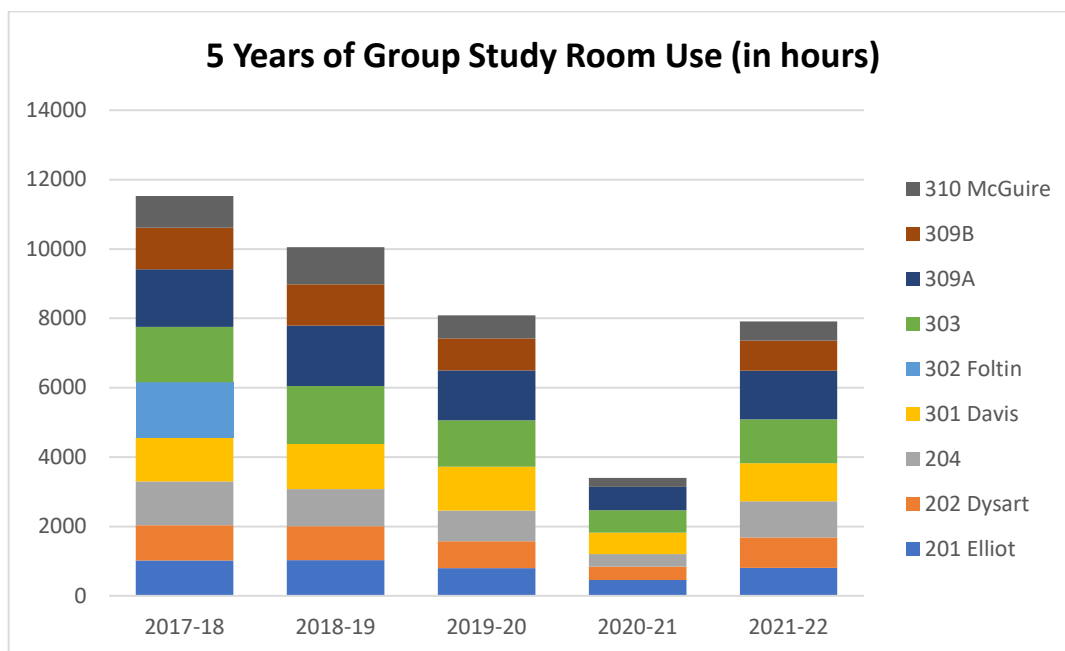
The graph below shows the relative popularity of the rooms. Unsurprisingly, 303 and 309A continue to be our most popular with their lovely views of the Oakland skyline and the quad, comfortable wheeled chairs, and whiteboards (as opposed to chalkboards). The chalkboards in rooms 201, 202, and 204 are in poor shape and likely contribute to those rooms receiving lower use, which is supported by anecdotal evidence. Room 309B has no windows. Advanced McGuire room bookings require library staff approval in order to keep that room more available for those needing a larger room or access to a projector and likely cut down on the usage of the room.

USE BY ROOM (IN HOURS)

■2021-22

201 ELLIOT	202 DYSART	204	301 DAVIS	303	309A	309B	310 MCGUIRE
812	870	1049	1097	1261	1404	865	553

The Room That Houses the Brown Collection Usage

The room that houses the Brown Collection (RHBC) was first made available in 10-11. The chart below shows the annual usage of this room for the past 5 years.

Yearly Usage of the Room that Houses the Brown Collection (in hours)
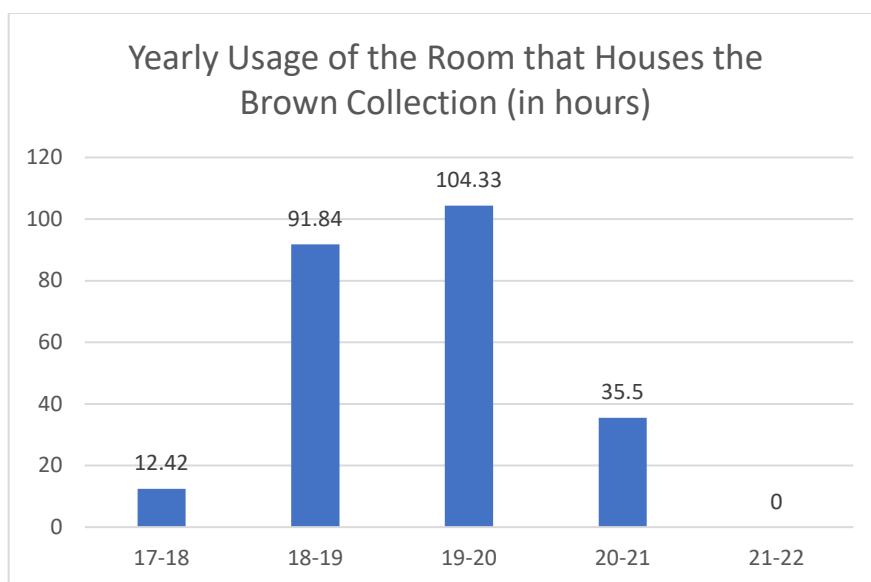
The room was not used by patrons this past year because it is being used as storage for our boxed-up Reference Collection after the Reference area was reallocated to the Holocaust Center of Pittsburgh for display space.

Lobby and Art Wall Usage
We track the number of hours the library lobby, vestibule, and porch are used for events, and the number of days the art wall is used for displays. This year, the library space was used for reunion weekend and a few other small events. In addition, we had IMM student projects on display on our first floor for the months of December and January (not included in the statistics below).

Lobby, Vestibule, & Porch Use in Hours
The library lobby, vestibule, and porch usage in hours in**creased by 141%** from the previous academic year.

	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total Hours 21-22	Total Hours 20-21
Lobby	0	0	0	28.3	0	0	0	0	0	0	0	0	**28.3**	**0**
Vestibule	0	0	0	0	0	0	0	0	0	2	0	0	**2**	**0**
Porch	0	0	1	0	0	0	0	0	0	0	0	0	**1**	**13**
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**31.3**	**13**

Art Wall Use in Days
The art wall was not used this year.

Library Staff

Jill Ausel, Library Director
Professional Development

- Attended a webinar on ReShare (system to replace current EZBorrow)
- Attended the Chronicle of Higher Education webinar *Future of Academic Libraries*
- Attended a webinar on Skilltype – shared skills website

Membership and Committees

- Member of the Western PA/West Virginia Chapter ACRL
- Member of the Association of College and Research Libraries
- Member of Partnership for Academic Library Collaboration and Innovation

     o   Deans and Directors committee

Service

- Diversity and Inclusion Council

Jocelyn Codner: Reference and Outreach Librarian
Professional Development

- Attended the virtual PaLA Southwest Chapter Workshop (07/07/21)
- Attended WPWV/ACRL Virtual Spring Conference 2022 (06/01/22)
- Viewed multiple webinars and read multiple articles on a variety of topics such as library instruction, library program evaluation, library outreach and marketing, library design and architecture, accessibility, DEI work, and how to transition resources and services during and after COVID-19
- Continued to view webinars and trainings on library tools and databases in order to better assist Chatham community members in using them

Membership and Committee work

- Member of the WPWVC-ACRL
- Member of the PA Library Association
- Continued serving on Chatham's Diversity Strategic Plan Steering Committee

Service

- Served as a RISE NET member, assisting Chatham's RISE students navigate college
- Continued to serve on the Sharpsburg Borough's Historical Commission (joined in April 2021) in the capacity of Commission Clerk
- Was elected to the Sharpsburg Neighborhood Organization's Board of Directors

Dana Mastroianni, Head of Public Services
Professional Development

- In January of 2022, promoted to Head of Public Services
- Attended WPWVC ACRL Spring Conference
- Affordable Learning PA Affordable Learning Summit (8-21). Was also a panelist for the "Get Involved: An Introduction to ALPA" session.
- Attended EBSCO's User Group Meeting (6-22)

Also viewed 15 webinars covering topics on open education, teaching information literacy skills, higher education, and academic library COVID adaptations and responses

Committee, Memberships

- Campus Partner for Affordable Learning PA
- Member of WPWVC ACRL
- Co-chaired the Affordable Learning PA Assessment & Data Working Group. As co-chair led monthly meetings of the working group and attended monthly ALPA Steering Committee meetings. Term concluded in June 2022.
- Participated in the Open Education Network's Colleague Connector Program.
- Participated in the Open Education Network's NICE (Nourishing Interconsortial Excellence) program.

Service

- Served on UPC
- Served as the lead for the PA Goal grant which included providing project updates to PA Goal, disseminating grant information on deliverables to faculty listed on the grant, meeting with grant faculty, submitting invoicing to PA Goal, and submitting requested reports to PA Goal.

Dan Nolting, Head of Technical Service
Professional Development

- NISO Webinar in July
- Financial training webinar (HR)
- Attended Ebsco Discovery Service (EDS) mainframe update video on Nov. 9th

Membership and Committee Work
- Graduate Programs Committee
  - Attended (all online) Sept 2, Oct 7, Nov 18, Feb 3 & 10, March 3 & 10
- Attended Campus Update on Nov 29th
- Library All Staff Meeting on Mar 30th

Service
- Reference Desk: Once a week (Monday mornings)
- Attended University Welcome Picnic on Aug 22nd.
- Met with Compact shelving representatives to go over options for compact shelving.
- Met with Library Director for bi-weekly videoconference during working-remote
- Attended Chatham Graduation at David Lawrence Convention Center on Apr 24th
- Volunteer:
  - Webmaster for 2 Non-Profit Websites:
    - African Diaspora Press (https://www.african-diaspora-press.com/)
    - Nine Roads Institute (https://nineroadsinstitute.org/)
  - Art instruction
    - Printmaking (block print): Cub Scouts/Boy Scouts Pack #646
    - Watercolor techniques: Riverview Seniors Home

Molly Tighe, Archivist and Public Services Librarian

Professional Development
- During 21-22, attended Alliance for Response workshop on mold preparedness, virtual MARAC sessions focusing on Black culture in archives and Berea College Oral History Program, WPWVC/ACRL virtual conference, virtual SAA conference sessions, and presented to the Society of American Archivists and Digital Humanities students and faculty at Linnaeus University, Sweden

Membership and Committee Work
- Mid-Atlantic Regional Archives Conference (MARAC) Steering Committee, Communications Committee Co-chair, Member
  - Molly attended Steering Committee meetings, attended Communications Committee meetings, and prepared Communications Committee reports, reviewed pre-print *The Mid-Atlantic Archivist*, contributed to PA state caucus news updates, nominated candidates for Herbert C. Finch Award honoring online publications, and coordinated representation at on-site SAA meeting
- Society of American Archivists, Member
  - Presented "Maximizing Outreach from Collections Grants" for the annual meeting, participated in live question-and-answer conference panelist session, co-authored an article published in *Archival Outlook* bimonthly magazine, contributed JKM Library exhibit policy documents to Events & Exhibits Section policy library, and attended several virtual sessions and webinars
- Pennsylvania State Historical Records Advisory Board, Member
  - Accepted nomination to board, attended meetings, contributed recommendations for Community History Dialog project, provided referral for consultant in Allegheny County
- PA Digital Rights Group, Member
  - Presented "How To: Fair Use and Digital Collections" and assisted in planning virtual events
- Alliance for Response, Member
  - Organized event logistics and hosted workshop on mold removal for regional collections stewards
- Three Rivers Archivists (TRA), Member
  - Attended webinar on collections care during the pandemic
- PALCI Hyku Pilot Project Team, Member
  - Contributed to an assessment of preservation repository tools for integration into Hyku repository platform

- Board of the Friends of the Carnegie Music Library, Member
    Provided guidance and assistance on digitization of oral history recordings and in correspondence with library administration, arranged logistics for virtual meetings, attended quarterly meetings

Service
- Archives Community
  o Molly presented a lecture to students and faculty in the Digital Humanities program at Linnaeus University, Sweden alongside faculty colleague about emerging media impacts and opportunities for archival collections.
  o Molly arranged a JKM library viewing of a webinar focusing on Active Shooter preparedness for librarians
  o Volunteered to provide user feedback on Jstor Community Collections platform
  o Molly guided former interns on policy development in their professional positions, provided guidance for local colleagues on collections management tools

- Chatham Community
  - Accepted continuation of appointment to Institutional Animal Care and Use Committee
  - Signed up for White Allyship Group
  - Coordinated History Tour for Chatham staff and faculty

Kate Wenger, Head of Access Services

Professional Development

- With Amy Lee Heinlen, Duquesne University librarian, conducted a virtual roundtable entitled *Person-Centered Library Management: Fostering Engagement and Well-Being in All Library Staff* at the spring conference of the Western Pennsylvania/West Virginia Chapter of the Association of College and Research Libraries (WPWVC-ACRL)
- Had a 400-word book review published in the Journal of Access Services on *Library Signage and Wayfinding Design: Communicating Effectively with Your Users,* by M. A. Polger
- Over the 21-22 year, viewed 27 webinars covering topics such as Koha upgrades, database updates and reviews, library student employees, diversity and inclusion, and interlibrary loan
- Attended many PALCI Resource Sharing Community Connects (held via Zoom every other week) to discuss EZBorrow and larger resource sharing issues

Membership and Committee Work

- Member of the WPWVC-ACRL and served on the chapter's Programming Committee

Service

- University Assessment Committee

Access Services Assistant
This position is responsible for processing ILLiad requests, course reserves, and alumni borrower cards; conducting ILLiad maintenance; compiling statistics; billing other libraries for lost items; mediating McGuire room requests; and ensuring graduating students return their library items in a timely manner. It also serves as backup for troubleshooting assistance for the Library Access Services Aides.

Carina Stopenski, Access Services Assistant
Carina completed the following projects and tasks beyond their regular duties:

- Worked with Jocelyn to create and star in two episodes of the *Books! Books! Books! Books! Books! Books!* YouTube booktube series, as well as writing a book recommendation blog post
- Watched a variety of webinars
- Coordinated and created curriculum collection displays
- Trained student workers on the new ReShare system as well as scanning procedures
- Created and continued to update the new EZBorrow Manual for the ReShare system
- Gathered article request statistics for Dana several times
- Began weeding the 800s

Work Study Students

Library Access Services Aides

These student workers work many of the hours the library is open and provide back up to the librarian on duty. This is particularly important for the lone librarian working in the evenings and on the weekends. To best ensure that coverage is available during these times we rarely double up the staff at the circulation desk. These students answer questions, check items in and out, shelve books, perform stacks maintenance, complete all EZBorrow processing, and many other duties. It is because of our student workers and their dedication to the success of the library that we can provide high service levels in both access services and resource sharing. Over the past year, we have been working to involve student workers in more projects. Some of these have included:

- Coordinating a Blind Date with a Book display
- Working with Jocelyn to create other displays, including ones:
  - Highlighting library staff members' favorite books, as well as a Spotify playlist of staff members' favorite songs.
  - Highlighting materials related to Roe v Wade and abortion rights.
- Clerical tasks, such as adding notes to adjunct faculty accounts and preparing materials for the library space use study
- Assisting with tasks for the Archives including straightening and cropping over 1500 images
- Checking for dead links in various pages within the library website
- Participating in brainstorming sessions to generate ideas for improving various library services and to continue to make the library as welcoming as possible to all patrons

Graduate Resource Sharing Assistant

This graduate student assists with resource sharing and ILLiad processing. In 21-22, this student also completed the following tasks:

- Assisted Jocelyn with the *Books! Books! Books! Books! Books! Books!* YouTube booktube series, including starring in two of the episodes
- Assisted Molly by scanning materials for the Chatham Archives, including PCW & Chatham Student Handbooks, songbooks, Coffee Break, and more.
- Worked with Carina to create several curriculum collection displays

Pitt Partners Archives Assistant

Pitt Partners Archives Assistant assists in a variety of essential tasks in the University Archives, including those requiring paraprofessional level expertise in collections management tasks. Due to the success of the fully remote work arrangements implemented in 20-21 and a priority being placed on collections processing, the Pitt Partners Archives Assistant was adapted to become a hybrid position, with some hours completed both on-site and some off-site. Responding to a requirement by the University of Pittsburgh that all Pitt Partners be paid, the Archives & Special Collections allocated funds for a small stipend to support the position.

The Pitt Partners Archives Assistant selected unexpectedly resigned in 2021 and the position remained vacant.

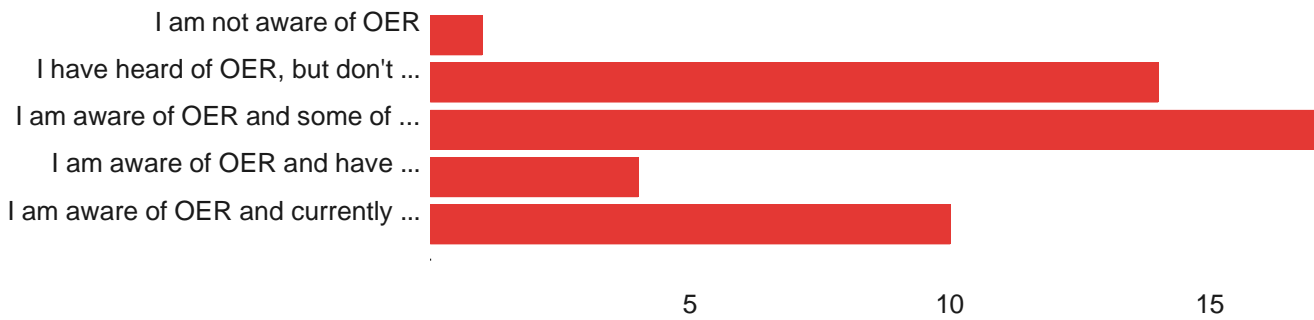## Appendix A

ENG105 Aggregate Results

	% Correct
Scholarly Journal	
Does the Journal of Psychology of Aesthetics, Creativity, and the Arts have a peer review or editorial process?	80.00%
Libraries will pay the subscription fee for many scholarly journals so that students can access those journals and articles whenever they need them Can you find an "institution" subscription fee for this journal? If so, what is it?	86.67%
How long does it take for a journal article to be written, reviewed, and published	63.33%
Which scholarly journal was this article published in?	66.67%
What audience(s) are scholarly journals like this one for? Multiple answers are possible.	13.33%

ENG105 Aggregate Results

% Correct

What type of authors can write journal articles? Multiple answers are possible.	0.00%
Does the journal article (and journal articles in general) cite its sources?	86.67%
Newspaper	
Does *The Wall Street Journal* have an editorial review process, such as a peer review process or editor/editorial board that reviews content before it is published?	83.33%
Can you find a subscription fee for *The Wall Street Journal*? If so, what is it?	10.00%
How long does it take for a newspaper article to be written, reviewed, and published? This is important to know when thinking about how current the information discussed in the article is. Multiple answers are possible.	10.00%
What audience(s) are newspapers for? Multiple answers are possible.	63.33%
What type of authors can write newspaper articles? Multiple answers are possible.	0.00%
Of the potential groups who can write newspaper articles, which are usually held to professional ethics and standards? Multiple answers are possible.	0.00%
Do newspapers cite their sources?	43.33%
Reference Database	
Is a subscription necessary to access *Issues & Controversies*? If so, who pays for it?	26.67%
Does *Issues & Controversies* have an editorial review process, such as a peer review process or editor/editorial board that reviews content before it is published?	56.67%
How long does it take for an encyclopedia article to be written, reviewed, and published? This is important to know when thinking about how current the information discussed in the entry is. Multiple answers are possible.	6.67%
What audience(s) are encyclopedias for? Multiple answers are possible.	53.33%
What type of authors can write encyclopedia articles/entries? Multiple answers are possible.	16.67%
Do encyclopedias cite their sources?	63.33%
Blog Is there a subscription fee for *Book Riot*?	56.67%
Does *Book Riot* have an editorial review process, such as a peer review process or editor/editorial board that reviews content before it is published?	50.00%
How long does it take for a blog post to be written, reviewed, and published? This is important to know when thinking about how current and potentially accurate the information discussed in the post is. Multiple answers are possible.	6.67%
How long does it take for a blog post to be written, reviewed, and published? This is important to know when thinking about how current and potentially accurate the information discussed in the post is. Multiple answers are possible.	53.33%
What type of authors can write for blogs and/or websites? Multiple answers are possible.	26.67%
Do blogs cite their sources?	30.00%

Appendix B: Faculty OER Survey

Q1 - Please indicate your awareness of OERs. OERs are defined as "teaching, learning, and research resources that reside in the public domain or have been released under an intellectual property license that permits their free use and re-purposing by others." Unlike traditionally copyrighted material, these resources are available for "open" use, which means users can edit, modify, customize, and share them.

ie	Min	Max	Mean	Standard Deviation	Variance	Responses
Please indicate your awareness of OERs. OERs are defined as "teaching, learning, and research resources that reside in the public domain or have been released under an intellectual property license that permits their free use and re-purposing by others." Unlike traditionally copyrighted material, these resources are available for "open" use, which means users can edit, modify, customize, and share them.	1	5	3	1	1	46

Field	Choice Count
I am not aware of OER	1
I have heard of OER, but don't know much about them	14
I am aware of OER and some of the ways in which they may be used	17
I am aware of OER and have previously used them for teaching	4
I am aware of OER and currently use them for teaching	10
Total	46

Appendix C: Complete List of Rotating Library Displays

July – August 2021: 2021 Summer Reading (Virtual Display)
In lieu of a physical in-person display, the JKM Library shared its 2021 Summer Reading List electronically. This method of distributing the Summer Reading list is not new, but a greater focus was placed on including eBooks on the list itself (to increase accessibility) and sharing the list on social media, by email, and via appropriate newsletters. Featuring popular nonfiction as well as great literature, this list contains something for everyone. Selected by the Chatham University librarians, these books are suggested reading for incoming first year students and the entire Chatham community. This display is updated yearly and is accessible on the JKM Library website: https://library.chatham.edu/summer-reading

September - October 2021: Constitution Day (Monthly Feature Display, in partnership with the PCWP)
The JKM Library collaborated with the Pennsylvania Center for Women and Politics on a physical in-library display in observance of Constitution Day (September 17th). This display featured library materials focused on the U.S. Constitution, citizenship, and civic duty.

September 2021: Latinx and Latin American Heritage Month (Virtual Display)
This virtual display celebrates the history and contributions of Latin Americans. As a virtual display, it is accessible by all in the Chatham Community from home. The display included fiction, nonfiction, and biography eBooks, streaming films and documentaries, local resources, academic resources, podcasts, music, and more. The display was shared on social media and through Chatham newsletters. The virtual display remains available yearlong and is accessible on the JKM Library website: https://library.chatham.edu/latinx

October 2021: LGBTQIA+ History Month (Virtual Display)
This virtual display explores and highlights the history of lesbian, gay, bisexual, transgender and queer Americans. The display includes fiction, nonfiction, and biography eBooks, streaming films and documentaries, local resources, academic resources, podcasts, music, and more. These digital resources are accessible to Chatham community members from home, and the virtual display remains available yearlong. The display was shared on social media and through Chatham newsletters. It remains accessible on the JKM Library website: https://library.chatham.edu/pride

November 2021: Native American & Indigenous Heritage Month (Virtual Display)
This virtual display highlights Native American Heritage Month, which is celebrated every November. The display includes fiction, nonfiction, and biography eBooks, streaming films and documentaries, local resources, academic resources, podcasts, music, and more. The purpose of this display is to educate the community on and celebrate Indigenous Americans. Many Indigenous Nations native to North and South America are represented; art, music, and literature from Indigenous creators are included; and resources concerning modern Indigenous life and culture are available. These digital resources are accessible to Chatham community members from home, and the virtual display remains available yearlong. The display was shared on social media and through Chatham newsletters: https://library.chatham.edu/nativeamerican

November 2021: Whose Land Are You On? (Virtual Display)
This interactive crowd-sourced virtual display asks participants from both inside and outside of the Chatham Community to use the digital tools provided to look up which specific Native American nation originally lived on the land that the individual participant grew up on. We then ask participants to drop a pin on a collaborative digital map in that location and enter in the specific tribal information. The intention is to educate people on whose land we are all living and walking on, and to help build a map of where we all have come to Chatham from. We hope this project will encourage land acknowledgements as regular practice. It is accessible on the JKM Library website: https://library.chatham.edu/whoseland

November 2021: Native American and Indigenous Heritage Month (Monthly Feature Display)
In celebration and observation of Native American and Indigenous Heritage Month, the JKM Library put together an in-library book display featuring fiction, nonfiction, poetry, biography, cookbooks, children's books, histories, and more. A Reference Associate assisted with this display and created informational handouts on land acknowledgements, their purpose, and how to create one yourself. This Reference Associate converted this handout to a blog post that can be accessed at any time on the JKM Library's blog: https://blogs.chatham.edu/library/2021/12/07/3152/

November 2021: Día de los Muertos (Virtual Display)
This virtual display accompanies the JKM Library's event series and offers educational information about the international holiday, library resources, and information about the event series (past and present). It can be found on the JKM Library website: https://library.chatham.edu/dayofthedead

November 2021 – January 2022: Clear This Display Contest Display (Monthly Feature Display)
The library was very excited to bring back this tradition for 21-22. After the Thanksgiving holiday, the JKM Library packed the Monthly Feature Display table with dozens of fun and interesting books and films. Anyone who checked out an item from the table was entered into a drawing for prizes. Each item checked out was another entry. Prizes included a gift certificate to Café Rachel and exclusive access to the individual study room of their choice for the week of their choice (fully stocked with their favorite snacks). This remained a popular contest and generated many checkouts this year.

November 2021 – February 2022: IMM Student Projects (displayed throughout the first floor of the JKM Library)
The JKM Library partnered with University Archives & Special Collections and the Immersive Media Department to create space on the first floor of the library building for students to display their semester projects and allow for other students to engage with these interactive experiences. The library often allows students and classes to display their work in the library.

January 2022: Community Activism & Civil Rights (Virtual Display)
In honor of Nobel Peace Prize recipient Dr. Martin Luther King Jr., this virtual display includes fiction, nonfiction, and biography eBooks, streaming films and documentaries, local resources, academic resources, podcasts, music, and more focusing on Dr. King, the legacy of the Civil Rights Movement, and resources concerning activism (both in theory and in practice). It also includes resources on how to become civically active in the local Pittsburgh area. These digital resources are accessible to Chatham community members from home, and the virtual display remains available yearlong. The display was shared on social media and through Chatham newsletters. It can be accessed on the JKM Library website: https://library.chatham.edu/communityactivism

January 2022: MLK Day Activism Display (Monthly Feature Display)
To honor Dr. King, the Civil Rights Movement, and community activism as a whole, the library creates an in-library display every year containing books and films that focus on the history of the Civil Rights Movement, Dr. King and his work, and continued activism and social justice causes. Materials included were biographies of Dr. King and other Civil Rights activists, the writings of prominent Civil Rights activists, books on community activism, social justice causes, and the history of activism in the U.S. Fiction titles that spoke to these themes were also included.

February 2022: Black History Month (Virtual Display)
This virtual display includes fiction, nonfiction, and biography eBooks, streaming films and documentaries, local resources, academic resources, podcasts, music, and more, all focusing on the past, present, and future of Black Americans. This display celebrates the history and achievements of African Americans and Black Americans, and it looks to the opportunities waiting in the future. These digital resources are accessible to Chatham community members from home, and the virtual display remains available yearlong. The display was shared on social media and through Chatham newsletters. It remains accessible on the JKM Library website: https://library.chatham.edu/blackhistory

February 2022: Black History Month Display (Monthly Feature Display)
In celebration of Black History Month, the library created an in-library display featuring books and films focused on the past, present, and future of Black America. These materials included biographies, fiction, nonfiction, histories, cookbooks, poetry, plays, children's books, and more. Black Pittsburghers of note were given a place of prominence in this display.

February 2022: Blind Date with a Book display (Monthly Feature Display)
Managed and created by library student workers, this is a fun display where books are selected, wrapped in paper, and then adorned with written or drawn clues to what the book actually is. Those interested in checking out a book won't actually know the exact book they check out until they do so, hence the 'blind date' concept. This is always a fun project for the library's student workers to collaborate and take the initiative on.

March 2022: Women's History Month (Virtual Display)
This virtual display includes fiction, nonfiction, and biography eBooks, streaming films and documentaries, local resources, academic resources, podcasts, music, and more. These resource focus on the past, present, and future of women and female identifying people in the United States. These digital resources are accessible to Chatham community members from home, and the virtual display remains available yearlong. The display was shared on social media and through Chatham newsletters. It can be accessed on the JKM Library website: https://library.chatham.edu/womenshistory

March 2022: Women's History Month Display (Monthly Feature Display)
This in-library display featured books and films on the past, present, and future of American women (which includes trans women and women who were not born in the U.S.). These materials included biographies, fiction, nonfiction, histories, cookbooks, poetry, plays, children's books, and more.

March - May 2022: Staff Picks Display (Monthly Feature Display)
As a fun way to reintroduce ourselves to the Chatham community after being virtual for so long, the library staff selected their favorite books from the library's collection and provided a few fun bits of trivia about themselves for custom bookmarks. The bookmarks were placed in their chosen book and put on display for folks to browse and check out. The goal was to give Chatham community members an opportunity to get to know us. A corresponding blog post and Spotify playlist were also created to accompany the in-library display and can be found on the library's blog: https://blogs.chatham.edu/library/2022/03/07/staff-picks-book-display/

April 2022: National Poetry Month (Virtual Display)
For National Poetry Month, the JKM Library created a new virtual display including fiction, nonfiction, and biography eBooks, streaming films and documentaries, local resources, academic resources, podcasts, music, and more. These resources all focus on poetry, poets, performances of poetry, and celebrated the history and traditions of the form. These digital resources are accessible to Chatham community members from home, and the virtual display remains available yearlong. The display was shared on social media and through Chatham newsletters. It remains accessible on the JKM Library website: https://library.chatham.edu/poetrymonth

April - May 2022: AAPI Heritage Month display (Monthly Feature Display)
To celebrate and observe AAPI Heritage Month, the library created an in-library display featuring books and films focused on Asian American and Pacific Islander experiences. These materials included biographies, fiction, nonfiction, histories, cookbooks, poetry, plays, children's books, and more.

April - May 2022: Asian American and Pacific Islander American Heritage Month (Virtual Display)
The JKM Library's Asian American and Pacific Islander Heritage Month virtual display includes fiction, nonfiction, and biography eBooks, streaming films and documentaries, local resources, academic resources, podcasts, music, and more. These digital resources are accessible to Chatham community members from home, and the virtual display remains available yearlong. The display was shared on social media and through Chatham newsletters. It remains accessible on the JKM Library website: https://library.chatham.edu/AAPIMonth

May 2022: Jewish American Heritage Month (Virtual Display)
The JKM Library's Jewish American Heritage Month virtual display includes fiction, nonfiction, and biography eBooks, streaming films and documentaries, local resources, academic resources, podcasts, music, and more. These digital resources are accessible to Chatham community members from home, and the virtual display remains available yearlong. The display was shared on social media and through Chatham newsletters. It can be accessed on the JKM Library website: https://library.chatham.edu/JAHM

June 2022: LGBTQ Pride Month Display (Monthly Feature Display)
This display was created with the help of a library student worker this academic year and featured books and films focused on the origins of Pride month and the history of the LGBTQ+ rights and activism movements. These materials included biographies, fiction, nonfiction, histories, cookbooks, poetry, plays, YA books, and more.

June 2022: PRIDE! (Virtual Display)
The Pride Month virtual display is also shared widely during LGBTQ+ History Month and contains materials applicable to both celebrations. It includes materials that focus on the history, culture, and traditions of activism that resulted in modern legal protections for LGBTQ+ folks. It also highlights the history of lesbian, gay, bisexual, transgender and queer Americans. The display includes fiction, nonfiction, and biography eBooks, streaming films and documentaries, local resources, academic resources, podcasts, music, and more. These digital resources are accessible to Chatham community members from home, and the virtual display remains available yearlong. The display was shared on social media and through Chatham newsletters. It remains accessible on the JKM Library website: https://library.chatham.edu/pride

June 2022: Summer Reading (Monthly Feature Display)
The library returned to featuring the Summer Reading List as an in-library display this academic year, in addition to the virtual list that is created every year. Featuring popular nonfiction as well as great literature, this list contains something for everyone. Selected by the Chatham University librarians, these books are suggested reading for incoming first year students and the entire Chatham community. This display is updated yearly and is accessible on the JKM Library website: https://library.chatham.edu/summer-reading

June - July 2022: 2021 Summer Reading (Virtual Display)
In addition to an in-library display, the JKM Library always shares its 2022 Summer Reading List electronically for ease of access and sharing the list on social media, by email, and via appropriate newsletters. Featuring popular nonfiction as well as great literature, this list contains something for everyone. Selected by the Chatham University librarians, these books are suggested reading for incoming first year students and the entire Chatham community. This display is updated yearly and is accessible on the JKM Library website: https://library.chatham.edu/summer-reading