

# LETTER FROM THE DEAN OF UNIVERSITY LIBRARIES, MATTHEW C. SHAW

This has been a remarkable year in the University Libraries! When Ball State University pivoted in March 2020 to remote learning in response to the COVID-19 pandemic, the University Libraries closed to the public and expanded online access to scholarly resources, library services, and virtual research assistance to advance the university’s teaching and learning mission. Overnight, we went from welcoming an average of 4,500 daily visitors to Bracken Library and the branch libraries to connecting with students and faculty through chat, email, telephone, and web conferencing platforms.

Soon, the Libraries was facilitating no-contact, curbside pickups of books and other library materials and providing emergency scanning of archival materials not already available through the Libraries’ Digital Media Repository. Whether reporting to Bracken Library to support remote and pickup services or working from home with a laptop to assist faculty with copyright questions, deliver a virtual instruction session, or transcribe a handwritten diary from

the archives, the dedicated staff of the University Libraries made extraordinary efforts in extraordinary circumstances!

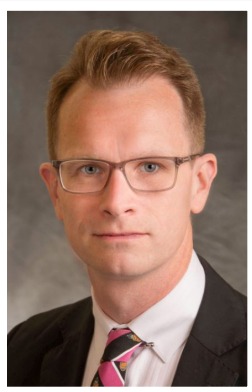
In August, the Libraries reopened to the campus community, supporting preparations for a return to on-campus learning. With safety protocols, including reduced seating capacity, physical distancing requirements, and mask wearing, in place, we welcomed back students, faculty, staff, and members of the local community. Despite the strangeness of the “new normal,” we are seeing students hard at work throughout the Libraries, and we are finding new ways to [re]connect, providing uncompromised access to scholarly resources, expert research instruction and assistance, and modified space for focused study and collaborative learning.

In spite of the significant investment in planning and response to the disruption of COVID-19, the Libraries continued to advance strategic goals formalized in last year’s planning, and this newsletter will introduce

some of those important accomplishments and initiatives that are making a difference in the learning experiences of students at Ball State University.

Thank you for your on-going support and interest in our work and for your generous contributions to and participation in the transformative mission of the University Libraries.

Sincerely,  
Matthew C. Shaw,  
MLS, MA,  
Dean of University  
Libraries



FRIENDS OF THE ALEXANDER M. BRACKEN LIBRARY

NEWSLETTER 2020

@BallStateLibraries

@BallStateLibs

BallStateLibraries

Ball State University Libraries



## LETTER FROM EXECUTIVE SECRETARY

Dear Friends of Bracken Library,

I hope this message finds you and I send my sincerest wishes of good health to you and your loved ones during this difficult pandemic.

COVID-19 has presented a host of unprecedented professional and personal challenges to members of Ball State University community in 2020. Despite these circumstances and with significant adjustments and precautions, our students, faculty, and staff have continued to engage in highly meaningful learning, research, and community endeavors.

I am deeply appreciative of all of the work of my colleagues here at Ball State University Libraries who have deployed great innovation and creativity to adapt to the necessary adjustments of pandemic life. In doing so, they have demonstrated exceptional dedication and innovativeness to provide access to collections, technology resources, services, and expertise to advance the work of learners, educators, and scholars at Ball State throughout this difficult year.

My sincere appreciation also extends to our many generous benefactors and Library Friends who have continued their support of Ball State University Libraries throughout 2020. At a time when the economic realities of the pandemic have strained budgets at institutions of all types nationally and globally, financial support from selfless supporters like you has become increasingly critical.

This generosity was especially evident on One Ball State Day (April 7, 2020), the University’s

award-winning, 24-hour, online, fundraising event held regularly in April. University Libraries was able to reach its fundraising goal with 52 gifts totaling over \$3,500. Overall, the University raised \$511,206 from 5,382 gifts, including support directly for students and families who face significant financial hardships as a result of the COVID-19 pandemic. I feel humbled by the graciousness that was shown by so many!

Despite the ongoing challenges presented by the pandemic at this time, I remain thoroughly optimistic that University Libraries and the Friends of the Alexander M. Bracken Library will continue to foster and develop thriving, collaborative partnerships with learners, scholars, and community members here at Ball State. Thank you again for your ongoing support of Ball State University Libraries!

Sincerely,  
Michael Szajewski  
Executive Secretary



## BOARD OF GOVERNORS

### BOARD MEMBERS

Allison Bell  
Jessica Jenkins  
ALexander Kaufman  
Gabriel Tait  
Christopher Walker  
J.R. Jamison  
Laura Romano  
Donna Bookout  
John McKillip  
Akilah Nosakhere  
Mary Theresa Seig

### STUDENT MEMBER

Laura Kloser

### EX-OFFICIO

Jean Crosby  
Matthew Shaw  
Michael Szajewski



BALL STATE  
UNIVERSITY  
University Libraries

BSU.EDU/LIBRARIES

## FINANCIAL DONATIONS SUPPORT THE UNIVERSITY LIBRARIES’ COLLECTIONS, SERVICES, AND PROGRAMS

Financial donations by the Library Friends to existing Ball State University Foundation accounts supporting the University Libraries are always greatly appreciated, and we would like to thank all of our Friends.  
The following donors made contributions of \$100 or more in fiscal year 2019-2020.

Jennifer Abrell  
Byron and Keiko Adcock  
Steve and Joan Anderson  
Dixie Lee Barton  
Richard Biehl  
Norbert and Cynthia Brocken  
Billy Buffalo  
Walter Burrin  
John Butler  
Linda Caldwell McCleary  
Diane Calvin  
Lee and Phoebe Carter  
Mavis Catalfio  
Don Coffin  
Philip Conklin  
Marjorie Connor  
Brent Davis  
Jo Drudge  
Jane Duckworth  
Bea Emens Wolper and Dick Emens  
Bob Emerson  
Frank and Carole Felsenstein  
Dale and Tonya Flesher  
Mark Fowler  
Victoria Fox  
Ann Graves  
Ed Guindon

Charles Hampel  
Hampel Farms  
Stephen Heider  
William and Katherine Hensel  
Karen Hiemstra  
Diane Hill  
Donna Hofmann  
John Homrig  
Greg Huffman  
Michael Humnicky  
Steven and Cheryl Jones  
Thomas and Chiu Kellen  
John Koumoulides  
Daniel and Sharran Kuck  
Mary Lanning  
Carolyn McCracken  
Betty McMichael  
Marcia McNeley  
Geoff and Jennifer Mearns  
Jon Moll  
James and Bonnie Mong  
Todd and Jane Murray  
Murray’s Jewelers  
Linda Newman  
Jerry Nisbet  
Harold Norman  
Akilah Nosakhere

Alexis Olson-Brandt  
Toni Overman  
Andreas Poulakidas  
John Rhoades  
Mike Roadamle  
Sharon Roberts  
James and Gretchen Schneider  
Kay Schnuck  
Phyllis Scholp  
Pat Schroeder  
Andrew and Sharon Seager  
Kenneth Seward  
Matthew Shaw  
Phyllis Shelley  
Scott Siefker  
Jack and Mollie Snyder  
Michael Szajewski  
Amy Townsend  
Nancy Turner  
Warren and Joy Vander Hill  
Judith Walden  
Kevin and Maryann Watts  
Don and Sue Whitaker  
Daniel Young  
Carol Zuck



# OPEN EDUCATIONAL RESOURCES AND UNIVERSITY LIBRARIES

Open Educational Resources, often abbreviated as OER, are defined as “teaching, learning and research materials in any medium – digital or otherwise – that reside in the public domain or have been released under an open license that permits no-cost access, use, adaptation and redistribution by others with no or limited restrictions.” At Ball State University, librarians are seeking to advance both pedagogical innovation and cost savings through an Open Educational Resources consultation program launched in the 2019-2020 academic year.

Examples of OER include openly-licensed textbooks, laboratory assignments, and digital learning modules and objects, to name a few. Through Ball State University Libraries’ Office of Digital Research and Publishing, Micah Gjeltema, the University’s Open Content and Digital Publishing Librarian, has collaboratively led efforts to consult with faculty interested in incorporating OER into University courses. Beginning in 2019, Gjeltema and other Libraries colleagues worked with administrators and staff in the Office of the Provost and the Division of Online and Strategic Learning to develop a pilot project to advance dialogue about OER with University faculty and departmental liaison librarians.

These efforts yielded over 25 consultations with faculty during the 2019-2020 year to assess specific OER sources and referatories and to analyze information

regarding licensing, permissions, hosting, and other important considerations related to these open assets. In 2020-2021, Ball State seeks to build upon this initial success by expanding consultative services to all faculty with an aim of increasing the presence of OER in curricula across campus.

When compared with traditional proprietary textbooks and learning materials, OER can reap numerous meaningful benefits for both students and faculty when used in the classroom. “Open Educational Resources provide students with low- or no-cost materials for learning, lowering the financial barrier for academic participation,” explains Gjeltema. “Students selecting courses and areas of study should not have to do so based on textbook costs.”

Additionally, OER have been shown to significantly boost student success. A 2018 study conducted by University of Georgia scholars showed that OER adoption improved students’ final grades and decreased the number of students who received a D or F or withdrew from the course. These effects were especially pronounced for Pell Grant recipients and students from other historically underserved populations.

OER also provide faculty with greater capacity to adapt and amend course texts to incorporate updated research and additional perspectives, a flexibility not

granted with traditional texts. “The flexibility, accessibility, and affordability of OER make them a win-win for students and faculty,” explains Kristen McCauliff, Associate Provost for Faculty Affairs and Profession Development at Ball State University, who has served as a close collaborative partner in advancing OER outreach and awareness on campus.

Consultation appointments offered by the Libraries can take a wide variety of forms depending upon individual faculty needs and interests. Librarians provide expertise and conduct research to address questions related to the OER discovery, peer-review status, OER edited and publishing, licensing and copyright, and many other relevant topics.

For many educators and information professionals, OER represent a vast potential for educational innovation at present and in the future. “While it is true that OER have a long way to go to fully replace the for-profit textbooks we are accustomed to,” Gjeltema explained “I find the most compelling argument to be very simple: ‘Why not?’”

# GIFTS-IN-KIND

## SUPPORT LEARNING, TEACHING, AND RESEARCH

**Allison K. Bell**, daughter of the late Steve Bell, donated in addition of archival material to a collection documenting Bell’s career as a journalist and war correspondent, television host, and professor of telecommunications at Ball State University, including photographs, media, and news clippings.

**Ruth Clock** donated organizational records, scrapbooks, and audio recordings to be included in the archives of Muncie’s St. Lawrence Circle #166 of the Daughters of Isabella, a Roman Catholic women’s organization.

**Jean Taft Lesh DeMarco** donated an addition of archival records to the papers of the Lesh Family of Muncie, including scrapbooks, photographs, and trust books from family members including Lincoln, Emma, Charles, and Lois Taft Lesh.

Associate Professor Emeritus of History **Michael W. Doyle** donated a collection of archival files and records documenting his career at Ball State University as the Director of the Public History Program and Oral History Workshop.

**Frank Felsenstein** donated over 700 books and 7 audio/visual items related to Jewish studies, world history, Shakespeare, religion, World War II, The Holocaust, and other topics. Other donations include novels, maps, miscellaneous personal papers, posters, playbills, and music scores.

Secretary to Vice President for Information Technology **Linda Fisher** donated over 130 media items including DVDs of popular film titles and concerts as well as music CDs.

Professor of Political Science **Francine Friedman** donated 73 periodical issues of Biblical Archaeology Review, Archaeology, and Bible Review.

Professor of History **E. Bruce Geelhoed** donated a collection of scholarly texts, newspapers, and magazines documenting local and United States history.

Former Assistant Professor of Accounting **Bhagwan Khanna** donated over 125 books and journal issues on topics related to finance and accounting.

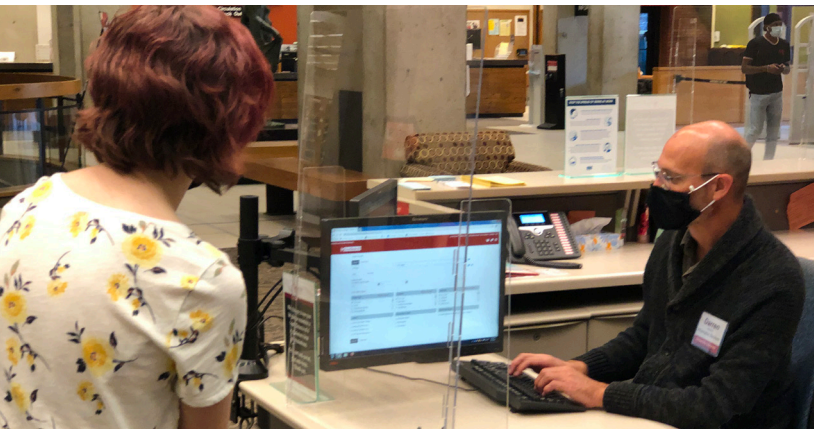
The estate of the late Professor Emeritus of Landscape Architecture **John Russell** donated professional and academic papers, drawings, and media documenting his career as a practicing landscape architect and professor.

Professor Emeritus of English **Joseph Trimmer** donated over 90 fiction and non-fiction books as well as a scrapbook from the late Carol Trimmer documenting her career as legislative aide to Congressman Phil Sharp.

**Muncie Public Library** donated a total of 302 volumes and periodical issues of Better Homes and Gardens, Popular Mechanics Magazine, Popular Mechanics, Popular Science Monthly, and Popular Science.

# LIBRARY SERVICES DURING A PANDEMIC

When the university transitioned to remote work and moved to all online classes in late March, almost all library personnel also began teleworking from their homes. Library personnel mobilized to move services to online environments. Many library resources and services were already available both in-person and online, so it was a matter of revising workflows to increase capacity and meet increased demands for online services. In other cases, it meant shifting gears to provide resources and service in different formats.



While most staff were working online, a small and dedicated crew under the leadership of Laura Suman, Head of Access Services, remained in Bracken Library to provide services for which an online substitute wasn’t possible. Jan Vance and Kirstin Gutshall focused on digitizing course reserves so students would have online access to specific materials needed for their classes. Library closures across the country meant a suspension of borrowing and lending of materials via interlibrary loan. However, Kyla Hedge, Jodi Sanders, Dawn Stump and Laura helped to fulfill research needs for the BSU community and elsewhere by responding to email, phone, and interlibrary requests. They retrieved and scanned articles, book chapters, and other materials needed by students and faculty. The crew adapted quickly to create and maintain a safe working environment with revised schedules and workflows to ensure physical distancing, frequent surface cleaning, the use of PPE, and giving all physical materials a ‘time out’ quarantine period.

Research instruction and information literacy classes are a key library service reaching thousands of students each semester. Pre-pandemic, these sessions were most often provided face-to-face although online versions were available for online classes. Of course, this shifted to 100% online with a mix of synchronous and asynchronous delivery methods. Students could participate in a live session, interacting with the librarian, faculty, and each other as they would in a traditional classroom, or view a recorded version at any time, or both depending on the preference of the faculty. Some librarians who were working with specific classes also established virtual meeting times with students who needed assistance with research projects.

Librarians further adapted methods for providing research instruction by expanding the use of online research guides for more courses. They met with

faculty about course assignments and created guides providing access to research databases, searching tips, and other resources to assist students in completing assignments and meeting learning objectives. A live chat function embedded in the guides provided a convenient avenue for students to meet with librarians in real time as needed.

While the traditional reference desk and branch libraries were closed, students, faculty, staff, and members of the community met with librarians via live chat, phone, email, and video conferencing.

For those nearby, curbside service enabled users to borrow and return books, equipment, and other materials with touchless delivery. Due dates for materials were greatly extended and overdue fines were suspended.

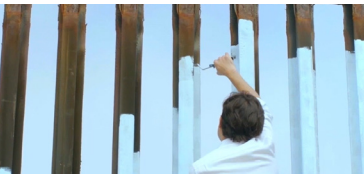
Over the summer, library personnel prepared to open the doors for the resumption of in-person services and access to the collections and study spaces. Furniture and public computers were arranged or taken out of service to meet physical distancing requirements, enhanced cleaning protocols were put in place for public and staff spaces, plexiglass barriers were installed at service points and face masks were made available to those visitors who arrived without one so they could comply with the required use of face masks while in university buildings.

A soft reopening in late July, by appointment for the BSU community, provided a few weeks to test and tweak procedures prior to a full-scale reopening at the beginning of August. Library users and staff alike comment that it’s nice to be back in the library, even at reduced numbers.

However, these past months have shown that the dedication and ingenuity of staff throughout the University Libraries are more than equal to the challenges presented by the pandemic.



# REEL INCLUSION FILM SERIES



In the fall of 2019, Ball State University Libraries partnered with the Office of Inclusive Excellence and the Multicultural Center to launch a film series program that engages the campus community in learning and discussion around issues related to diversity, inclusion, and social justice. Entitled “Reel Inclusion”, the series hosted three film screenings for the Ball State University community during the 2019-2020 academic year that were attended by a total of 194 University students, faculty, and staff.

The film series makes use of the University Libraries’ subscription to Kanopy, an academic streaming video platform with an emphasis on documentaries and educational films. All titles screened in the 2019-2020 year were selected from the Kanopy database.

Through its selection and screening of films, Reel Inclusion aims to advance the Ball State University campus community’s knowledge, awareness, understanding, and appreciation of the perspectives and lived experiences of diverse or underrepresented populations. In addition, program organizers focus on identifying films that are created ethically and honestly and contribute to the betterment of society.

The series launched in September of 2019 with a screening of the film 2016 documentary Accidental Courtesy: Daryl Davis, Race & America about the life of Black musician and activist Daryl Davis who has worked to build social connections with white supremacists as a means of challenging their bigotry. Adam Schwartz, Associate Professor of Language, Culture & Society at Oregon State University, served as a guest presenter and discussion facilitator for the program.

In November 2019, Reel Inclusion presented a screening of the film The Wall: The Effect of Its Imposing Presence on Migrant Families which compiles five short documentaries and addresses aspects of the undocumented immigration crisis including family separation, deportation, and Deferred Action for Childhood Arrivals (DACA). Following the film was a discussion facilitated by Lucas Norrington, Education Program Specialist for the Indiana Latino Institute.

The final film presented during the 2019-2020 year was entitled A Lot Like You. In this documentary filmmaker Eliaichi Kimaro, a mixed-race, first-generation American of Tanzanian and Korean descent, ex-

amines her own racial identity and heritage by exploring her father’s life and upbringing and the culture of the Chagga people. The discussion for the film was facilitated by Marsha McGriff, Associate Vice President for Inclusive Excellence, who co-chairs the Reel Inclusion planning committee along with Michael Szajewski, Assistant Dean for Digital Scholarship and Special Collections at Ball State University Libraries.

“Reel Inclusion offered our campus and community the opportunity to engage in crucial conversations around diversity and inclusion using the medium of film,” stated McGriff, when reflecting on the outcomes of the program. “It was exciting and heartening to see the tremendous amount of excitement, support, and interest in the program. As the school year progressed and word spread about the film series, there was tangible excitement about what we were going to tackle at the next screening event.”

Reel Inclusion will continue in the 2020-2021 academic year with a series of online film screenings and discussions for the Ball State University campus community exploring a range of deeply relevant issues.