BALL STATE UNIVERSITY
University Libraries

ANNUAL REPORT

July 2020-June 2021

Submitted by:
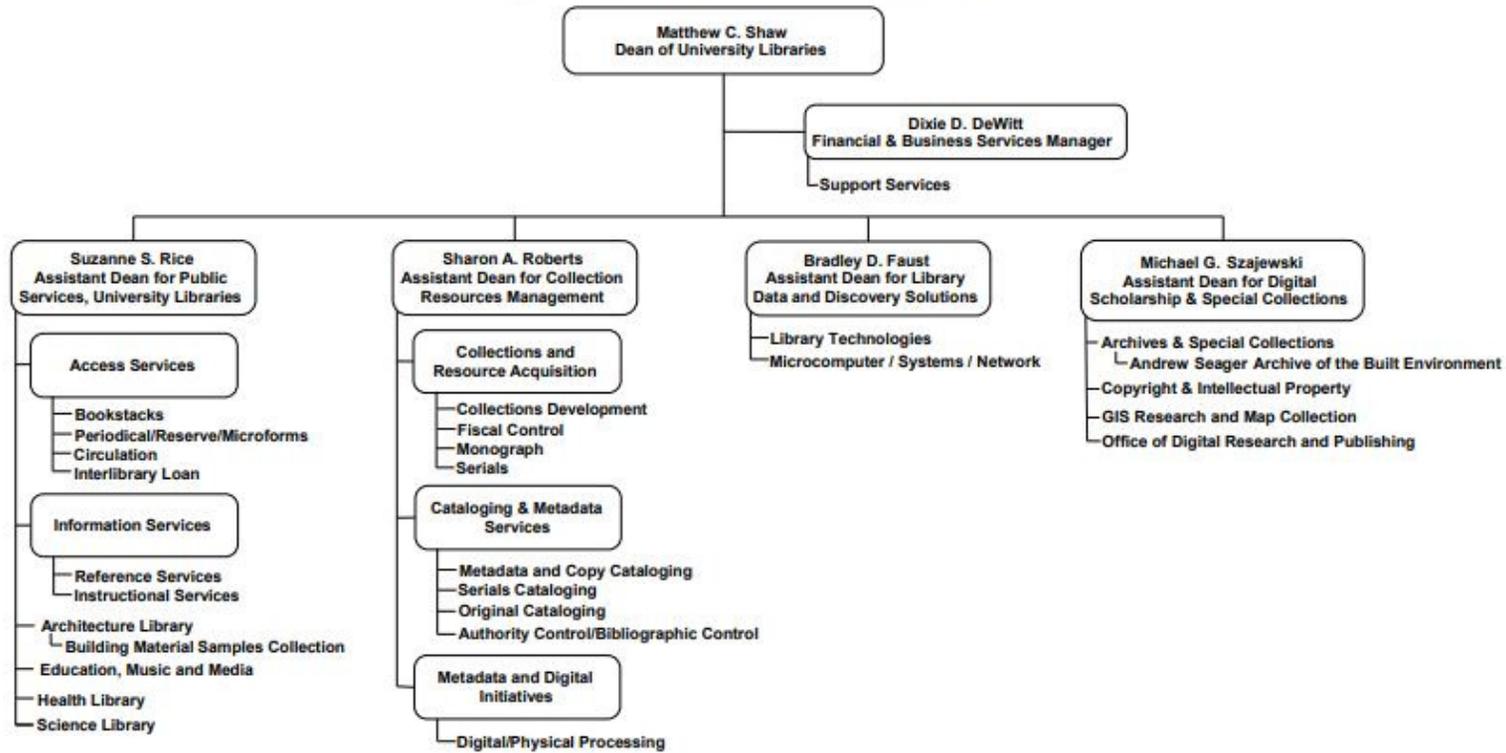Matthew Shaw, Dean of University Libraries
1 June 2021

Unit Mission

Ball State University Libraries supports the university's mission and enduring values by creating transformative experiences for diverse communities through excellent resources, expert research assistance, dedicated study and learning spaces, and innovative services and technologies for knowledge discovery and dissemination, lifetime learning, and community engagement.

Unit Vision

Ball State University Libraries is an effective leader and essential partner in the success of our students, the advancement of our faculty, and the progress of our community. We innovate to connect people, cultures, and knowledge as a center for lifetime learning and a catalyst for new ideas.

Unit Leadership & Organization

UNIVERSITY LIBRARIES ORGANIZATIONAL CHART

Matthew C. Shaw
Dean of University Libraries

Dixie D. DeWitt
Financial & Business Services Manager

— Support Services

Suzanne S. Rice
Assistant Dean for Public Services, University Libraries

- **Access Services**
  - Bookstacks
  - Periodical/Reserve/Microforms
  - Circulation
  - Interlibrary Loan
- **Information Services**
  - Reference Services
  - Instructional Services
- Architecture Library
  - Building Material Samples Collection
- Education, Music and Media
- Health Library
- Science Library

Sharon A. Roberts
Assistant Dean for Collection Resources Management

- **Collections and Resource Acquisition**
  - Collections Development
  - Fiscal Control
  - Monograph
  - Serials
- **Cataloging & Metadata Services**
  - Metadata and Copy Cataloging
  - Serials Cataloging
  - Original Cataloging
  - Authority Control/Bibliographic Control
- **Metadata and Digital Initiatives**
  - Digital/Physical Processing

Bradley D. Faust
Assistant Dean for Library Data and Discovery Solutions

- Library Technologies
- Microcomputer / Systems / Network

Michael G. Szajewski
Assistant Dean for Digital Scholarship & Special Collections

- Archives & Special Collections
  - Andrew Seager Archive of the Built Environment
- Copyright & Intellectual Property
- GIS Research and Map Collection
- Office of Digital Research and Publishing

Ball State University
University Libraries
Organizational Chart
February 11, 2021

Executive Summary

This report highlights strategic activities of the Ball State University Libraries (July 2020-June 2021), focusing on contributions to student and faculty success and community engagement. The Libraries continues to align services, collections, and professional expertise with the needs of the campus and community as articulated in the Libraries' Strategic Alignment Plan.

The Libraries successfully met the challenges presented by COVID-19 and developed responsive operations, services, and access strategies. A comprehensive reopening plan was implemented to create a safe environment for library staff and users, and librarians and archivists continued to provide virtual instruction, research consultations, and campus and community programming to good effect.

The physical environment of the Libraries was reconfigured to promote physical distancing. Furniture in Bracken Library and branch locations was removed and stored, room capacities were established for public spaces and staff areas, and a number of public access computers were disabled. Acrylic barriers made possible low-contact transactions and safe delivery of face-to-face services. The Libraries also amended user behavior guidelines to include campus safety protocols related to COVID-19, and frontline staff successfully addressed user non-compliance.

The Libraries continues to make significant progress toward transformation of Bracken Library into a Learning Commons, focused on student academic success. This year, the Libraries collaborated with Facilities Planning and Management and outside consultants from SmithGroup to develop a comprehensive and ambitious vision brief document for the future of Bracken Library, which considers potential space renovation and reallocation priorities based on creative partnerships with campus units whose services align to the Libraries' mission and directly support social learning, the information experience of users, and digital literacy and scholarship.

A partnership initiated by the Libraries with the Writing Center was furthered this year through completion of an attractively-renovated space on Bracken 1 West. While in-person Writing Center services were suspended in March 2020 due to COVID-19, the Center will utilize the new space in Fall 2021 to resume evening and weekend appointments in Bracken Library, and collaborative planning continues to relocate the Writing Center to Bracken Library with a view toward future establishment of a Research and Writing Studio, fully integrating library research and writing services in a dedicated, renovated technology-rich space where students and faculty can receive research and writing support.

This year, the Libraries also completed high-priority inclusive excellence initiatives to improve Bracken Library facilities. Four all-gender restrooms were installed on Bracken 2 East. Two of the restrooms are handicap accessible, and each includes baby changing stations. Also, the Libraries completed renovation to establish a non-sectarian Contemplation Space on 2 East for personal reflection, meditation, or other centering, contemplative activities. Space accommodations were collaboratively planned with interior designers in Facilities along with feedback from the Office of Inclusive Excellence and the Rinker Center for International Programs.

The Libraries also continues to provide expertise and leadership in a number of key areas including undergraduate research, Open Educational Resources, open access publishing, and digital scholarship. In collaboration with Sponsored Projects Administration, the Libraries is developing support for the

Teacher-Scholar Program, including instructional support for the development of information and digital literacies and research skills and competencies and on-demand creation of customized online research guides. The Libraries also continues to support faculty workshops and consultative services to promote online Reading Lists and adoption of Open Educational Resources, establishing the Textbook Exploratory Access Group to bring together representatives from Academic Affairs and Business Auxiliary Services to make future recommendations regarding best practices to provide students with first-day access to affordable and/or free course materials. The Libraries also leveraged the power of digital publishing and exhibit tools to increase access to open access journals, student scholarship, and faculty publications. Additionally, the Libraries offered a series of workshops, successfully offering faculty development opportunities to explore new research methodologies and tools for digital scholarship.

The collections, services, technologies, spaces, and staff expertise of the Libraries continue to directly advance the success of students and faculty and provide value to members of the local and greater research communities. While COVID-19 impacted traditional metrics such as in-person attendance and physical item circulations, the following report demonstrates ways in which the Libraries continued positive and strategic momentum in the delivery of innovative services and access strategies, providing learners and teachers with the information and tools to pursue educational and research goals during this challenging academic year.

Endorsements/Designations
- Federal Depository Library (Government Publishing Office, Selective Depository)

Undergraduate Excellence & Innovation
- Improved undergraduate student discovery of and access to course reading materials in Canvas through Reading List services enhancing traditional course reserve services with an online, course-focused solution that adds links to materials to the Canvas course navigation menu and provides course materials assessment tools to faculty; 562 course sections (both undergraduate and graduate) utilized the service during Summer and Fall 2020 making available 2,898 citations; 292 course undergraduate sections utilized the service during Spring 2021 making available 1,703 citations; this included expanding the scanning of physical materials for controlled use to support rapid shift to online teaching in response to the pandemic.
- Provided 31 workshops on the use of Reading Lists reaching 101 faculty to provide instruction on the adoption of this resource, especially supporting online classes.
- Expanded undergraduate student information literacy and research skills through provision of course-related synchronous library instruction to 257 undergraduate classes reaching 2,526 students; and 170 asynchronous course sections reaching 5,108 undergraduates; 44 course sections received companion asynchronous instruction supplementing synchronous or in-person instruction to 746 students.
- Provided access to physical research collections through 15,685 checkouts of library materials, 335 document deliveries, and 2,323 interlibrary loans. Supported multimodal learning and multimedia project creation through 3,348 equipment loans.
- Supported undergraduate student success through extended, personalized one-on-one consultations with librarian subject experts, archivists, and other information professionals to 164 students.

- Promoted library resources and services to 731 incoming students an online video and 41 students attending an optional live, synchronous Virtual Tour of the Libraries as part of Freshman Orientation, modified to online events in keeping with pandemic protocols.
- Improved focus on learning outcomes through the English Writing Program SearchSmart Tutorial online with 6,134 views incorporating an active learning model to introduce students to Bracken Library and the scholarly research process.
- Added the *Respondus LockDown* browser to circulating laptops in Education, Music and Media to support student testing needs during the pandemic closure of on-campus testing sites.
- Continued to enhance student user experience through peer-led services at Bracken Information Desk to increase approachability for undergraduates seeking research assistance.
- Facilitated independent learning and research on academic and course-related topics through creation or revision of 309 online research guides which received over 78,000 visits.
- Began a collaboration with the Sponsored Projects Administration to develop programs and resources to enhance the research-related skills needed by undergraduate participants in the Teacher Scholar Program.
- Engaged 78 students in 8 immersive learning classes through library instruction and specialized research assistance to develop information and digital literacies; continued the following library support for immersive learning experiences in the Book Arts Collaborative through the work of an embedded librarian:
    - Provided instructional support for 4 undergraduate students enrolled in ENG 421 History of the Book
    - Provided instruction and support for 10 undergraduate students enrolled in ENG 375 Book Arts Collaborative
- Expanded worldwide access to open access journals managed and developed by BSU undergraduate students through publication in Open Journal Systems of three peer-reviewed OA academic journals— Digital Literature Review, Fine Focus: An International Microbiology Journal for Undergraduate Research and Stance: An International Undergraduate Philosophy Journal; recorded 10,544 visits to all journal sites during this AY.
- Expanded discovery of and access to 11 works of scholarship created by undergraduate students in immersive learning courses through collaboration with faculty and the Office of Immersive Learning. Included are "Indiana Crossroads: Hoosier Civil Rights" and "Diversity and Disability in *The Canterbury Tales"*, two projects which utilized embedded librarian partnerships with University Libraries, and 6 archival projects that were migrated and rebuilt in the new Reclaim Hosting platform.
- Engaged students in the R. Wayne Estopinal College of Architecture and Planning by hosting 9 virtual "Material Talks @ Lunch" in the Architecture Library's Building Material Samples Collection featuring talks by company representatives on contemporary building materials; 318 participants; presented 6 workshop sessions for 13 attendees on "Building Materials and COVID-19" and supported hyflex instruction with 6 sessions of the online workshop "Architecture Library: Support for Multimodal Teaching & Learning" for 10 attendees.
- Advanced 105 individual undergraduate research projects and courses by providing access to archival, geospatial, or digital scholarship resources and expert research support.
- Collaborated with Sponsored Projects Administration to host the Ball State University Student Symposium online through the University Libraries' digitalresearch.bsu.edu platform using the

Omeka digital scholarship publishing tool, providing 103 students the opportunity to build an interactive digital scholarship project and disseminate their research findings or creative works to a global audience.

- Collaborated with the Office of Immersive Learning to develop and host an online showcase highlighting and increasing visibility of student experiences and outcomes of 26 immersive learning projects conducted during the 2020-2021 academic year.
- Assessed and approved 342 streaming media requests to advance the fair use of digital educational media in online and face-to-face courses.
- Created and published 14 new customized web-based learning modules and resources to support online learning.
- Assisted a student team from the Department of Computer Science with a Single Sign-On (SSO) authentication exercise that served as their Capstone Project.
- Updated fulfillment rules in Alma for Honors Students to provide borrowing privileges consistent with their academic status.

Graduate Education & Lifetime Learning

- Supported graduate student success through the Personal Librarians for Graduate Students program, individually connecting librarians to over 646 graduate students who will remain as a personal contact throughout the students' graduate tenure.
- Expanded graduate student information literacy and research skills through provision of course-related synchronous library instruction to 28 graduate classes reaching 369 students; and 171 asynchronous course sections reaching 3,991 graduates; 26 course sections received companion asynchronous instruction supplementing synchronous or in-person instruction to 625 students.
- Provided access to physical research collections through 6,062 checkouts of library materials, 740 document deliveries, and 5,129 interlibrary loans. Supported multimodal learning and multimedia project creation through 557 digital and media equipment loans.
- Improved graduate student discovery of and access to course reading materials in Canvas through Reading List services enhancing traditional course reserve services with an online, course-focused solution that adds links to materials to the Canvas course navigation menu and provides course materials assessment tools to faculty for 135 graduate course sections, making available 765 citations during Spring 2021 (the first semester this statistic was available).
- Supported graduate student success and retention through extended, personalized individual consultations with librarian subject experts, archivists, and other information professionals to 89 students; provided 122 sessions of workshops (primarily online) attended by 807 participants on topics such as thesis research, literature reviews, and research funding and publication for graduate students.
- Facilitated independent learning and research on academic and course-related topics through creation or revision of 45 graduate course-related online research guides.
- Supported classes at the CAP:Indy Center with research instruction, course reserves and virtual reference appointments (3 instructions sessions for 27 students, 4 Reading Lists with 92 citations, and 11 research appointments).

- Expanded access to graduate student scholarship through Cardinal Scholar repository, describing, preserving and/or publishing 253 works of scholarship by graduate students including theses, dissertations, creative projects, conference posters, and presentations.
- Advanced 37 individual graduate research projects and courses by providing access to archival, geospatial, or digital scholarship resources and expert research support.
- Provided worldwide access to *Burkhardt Review*, a peer-reviewed history journal managed and developed by Ball State graduate students, through continued publication in Open Journal Systems.

Community Engagement & Impact
- Advanced community information discovery and research support with access to physical collections through 3,641 checkouts of library materials.
- Enhanced the information literacy and research skills of school students through provision of grade-level-appropriate library instruction in 4 classes from area schools reaching 42 participants; provided 9 Muncie Community School faculty in reading and literacy with a webinar on related online resources for Pre-K-12 students.
- Designed and developed a pilot "Teacher Totes" program to provide materials from the Education, Music and Media collections and lesson ideas for Muncie Community Schools and Burris teachers; deployment was put on hold until pandemic restrictions are able to be lifted.
- Enhanced community education through 10 programs attended by 205 community members in partnership with local cultural heritage and community education organizations including the Muncie Public Library, the Minnetrista Cultural Center, the Delaware County Historical Society, the Peru (Indiana) Public Library, and the Carmel (Indiana) Public Library.
- Provided scholarly information to the broader academic research community through resource sharing between partner universities, public libraries, and related institutions by lending 4,528 items and supplying 3,685 journal articles, and other items, despite the challenges and delays presented by pandemic closures and quarantining protocols.
- Advanced 74 community research, journalism, education, and place-making projects in Muncie, Delaware County, and the state through providing access to archival, geospatial, or digital scholarship resources and expert research support. Examples include:
  - Providing access to archival images and documents to support the work of BSU faculty member and Muncie historian, in writing Bygone Muncie, a regular *Star Press* newspaper column documenting Muncie history.
  - Providing access to archival documents and images to support the research and work of the Curator for Indianapolis' Kurt Vonnegut Museum and Library, who is a Ball State alumnus.
  - Providing consultative expertise and research services to support the Muncie Public Library in acquiring grant funding from the William G. Pomeroy Foundation National Women's Suffrage Program for a women's history historical marker in Muncie.
  - Providing access to archival records and drawings pertaining to the 424 W. Main St. property in Muncie, IN, to support use of the building as an Open Door Health facility.
- Expanded public access to 7 significant archival collections documenting the history, legacy, and cultural resources of Muncie, Delaware County, and the State of Indiana through acquisition of materials, including:

- An addition of 2,500 digital records from the Indiana urban design, landscape architecture, and planning firm Rundell Ernstberger Associates documenting significant design projects throughout the state of Indiana.
- The personal papers of Bryn Marlow documenting his experiences living as a gay man in East Central Indiana in the 1990s and beyond.
- A collection of records documenting the life and career of music educator and philanthropist Lucina Ball Moxley, the granddaughter of William C. Ball. The collection includes family photographs, family films and video recordings, recorded music, and correspondence between Lucina Ball Moxley and her late husband Edwin Eckerson.
- Continued ongoing preservation and provision of worldwide online access to archived websites pertaining to Ball State University, Muncie and Delaware County, and Architecture in Indiana through the Libraries' web-archiving initiative to collect and preserve websites from 136 organizations.
- Archives and Special Collections launched and promoted the Document Your Story: COVID-19 Pandemic Project Archive. The project collects journal entries, writings, organizational records, videos, social media content, correspondence, photographs, and class projects created by community members, community organizations, University staff, and students documenting lived experiences and responses during the COVID-19 pandemic. To date, Archives and Special Collections has received submissions from 27 contributors including over 750 individual items. A COVID-19 Pandemic Project Digital Media Repository collection has been published by the University Libraries, providing access to over 250 records from this collection.

Scholarship & Societal Impact

- Advanced faculty and staff information discovery and research support with access to physical research collections through 11,742 checkouts of library materials, 569 document deliveries, 5,091 interlibrary loans. Supported multimodal teaching and multimedia project creation through 451 equipment loans.
- Advanced faculty scholarship and research through access to archival, geospatial, or digital scholarship resources and expert research services related to 1) 27 major faculty scholarship projects by scholars across 14 disciplines; and 2) 45 major research projects by visiting scholars (area, national and international).
- Advanced faculty teaching, publishing, and other scholarly initiatives through providing 60 copyright and intellectual property consultations.
- Improved discoverability, citation, and bibliometric data for faculty research and publications through minting 740 Digital Object Identifiers (DOIs) associated with open access assets in Libraries platforms and repositories.
- In collaboration with university faculty, developed and launched two new open-access peer reviewed journals, the *Sport Social Work Journal* and the *Journal of Special Education Preparation*, to be published and hosted using the Libraries' Open Journal Systems platform
- Engaged faculty and departments to promote awareness of the Libraries' collections, services, and technologies through provision of library liaisons to 43 academic departments.
- Organized and hosted a virtual "Architecture Library Book Talk" featuring four faculty authors from Estopinal College of Architecture and Planning discussing their books and the research process.

- Supported faculty teaching, immersive learning, and community objectives through the work of an embedded librarian to the Book Arts Collaborative, contributing 6-7 hours weekly to the work of the BAC to provide instruction and appreciation for book and print culture.
- Developed and launched the Ball State University Libraries Digital Scholarship Workshop Series and the GIS Workshop Series, engaging faculty, graduate students, and undergraduate students in opportunities to explore, learn, and apply digital research and data visualization methodologies, tools and concepts. In total, 17 workshops were offered with 147 attendees in total.
- In addition, provided 9 workshops attended by 75 faculty, graduate students, and undergraduates on topics related to scholarly communications topics including open access publishing, open educational resources, and intellectual property.
- Continued publication of and access to 3 peer-reviewed open access academic journals managed and developed by Ball State University faculty and hosted and preserved through the Libraries' Open Journal Systems; journals include:
    - The Bulletin of the International Association for Robin Hood Studies
    - Journal for Social Action in Counseling & Psychology
    - Teaching History: A Journal of Methods
- Enabled access to *SPIN*, a database funded by the Sponsored Projects Administration, which allows users to search more than 40,000 funding opportunities from over 10,000 federal, public, non-profit, and private sponsors around the world.

Inclusive Excellence

- Improved facilities and inclusive access through installation of four all-gender restrooms on Bracken 2 East. Two of the restrooms are handicap accessible, and each includes baby changing stations.
- Also, the Libraries promoted wellness through completing renovation to establish a non-sectarian Contemplation Space on 2 East for personal reflection, meditation, or other centering, contemplative activities. Space accommodations were collaboratively planned with interior designers in Facilities along with feedback from the Office of Inclusive Excellence and the Rinker Center for International Programs.
- Improved staff skills and competence through participation of library personnel in staff development sessions on *Conflict Prevention and Resolution* led by personnel from the BSU Center for Peace and Conflict Studies and a variety of other professional development opportunities related to IE topics. This includes training sessions offered by the Office of Inclusive Excellence, LinkedIn Learning, and webinars from the American Library Association and the Association of College and Research Libraries.
- Performed critical assessment of workplace culture and climate on matters related to Inclusive Excellence through a survey of University Libraries full-time staff and student workers. This will help to form a baseline in the ongoing commitment to model Inclusive Excellence and enrich a campus culture of diversity, equity and inclusion.
- Developed and provided an asynchronous webinar on online tools for engaging young readers for in-service and pre-service teachers for the immersive learning course "Teaching Reading to Diverse Learners"; the webinar was also used as a professional development program at Southview Elementary School with 35 views of the recording.

- Developed and provided webinars for elementary and secondary pre- and in-services teachers about resources for teaching about social justice: *Diversity, Equity, and Inclusion Materials for the Elementary Classroom and Resources for Inclusiveness in the Secondary Classroom*; 30 students participated in live online sessions and 72 viewed the recordings.
- Created a virtual lobby display highlighting resources on *African American Soldiers, Sailors, and Statespeople* and virtual bookshelf for Black History Month & The Built Environment.
- Expanded access to scholarly information resources with 12 new databases, including:
    - *eHRAF World Cultures*
    - *eHRAF Archaeology*
    - Oxford University Press 2018 published e-book
    - Center for Research Libraries, enabling user access to the Center's *Global Resources Network* which includes access to materials from around the world, including approximately 16,000 newspapers, 800,000 international dissertations, and 30,000 non-English journals from 1800 to the present.
    - *Chronicle of Higher Education*
    - Associated Press's *AP Stylebook Online*
    - EBSCO's *Legal Information Reference Center*
    - EBSCO's *Psychology and Behavioral Sciences Collection*
    - EBSCO's *Religion and Philosophy Collection*
    - *Mergent Intellect*
    - *Proquest Ebook Central*
    - National Library of Medicine's *LitCovid*
- Provided access to resources dealing with diverse and underrepresented communities though these new databases:
    - *Enslaved: Peoples of the Historical Slave Trade*, containing information about hundreds of thousands of enslaved people, slave owners, slave traders, and people who worked to emancipate slaves from the 16th to 20th centuries.
    - *Gale Primary Resources Archives Unbound: Gender, Sexuality, and Women's Studies,* five collections of a variety of materials ranging from correspondence to press clippings (1947-2004);
    - *Proquest's Black Freedom Struggle in the United States,* providing access to primary documents focusing on black freedom from the beginning of our nation through the 20th century (1790-2000).
- Expanded discovery of and access to unique research collections through enrichment and development of the Libraries' Digital Media Repository, adding 2,640 new digital assets to the database. Eight new DMR collections were published, including:
    - Claire Bennett Associates Architectural Records – Working drawings and prints for landscape projects, primarily in the Indianapolis metropolitan region, completed by Claire Bennett Associates. (125 records; 939 items)
    - Fran E. Schroeder Architectural Records – Drawings, photographs, renderings, awards, and correspondence and reference material concerning the architectural career of Fran (Francis) E. Schroeder (1908-1988.) (233 Records; 2,334 items)

- - Solomon Rice Civil War Correspondence – Letters, photographs, drawings, and other personal papers ranging from 1857 to 1884, primarily concerned with Mr. Rice's experiences in the US Civil War as a member of the 128th Indiana Regiment. (158 records; 525 items).
    - Edith Elizabeth Kirby Family collection – Photographs, deeds, correspondence, scrapbooks and other items relevant to Edith Kirby Barnes and her family in Muncie, Indiana and Colorado, ranging from the 1870s to the 1940s. (151 records; 1,100 items)
    - Covid-19 Pandemic Project collection – Photographs, journal entries, class projects, and videos from a number of sources documenting this unprecedented time. (267 records; 449 items)
- Supported diversity and inclusion through publication of these new Digital Media Repository collections:
    - Ball State University Spectrum Records – a variety of internal documents and publications spanning four and a half decades (1974 to present) from the various iterations of the organization which aims to educate on gender, sexual, and romantic minority issues, cultures, and history. (79 records; 302 pages)
    - Muncie LGBTQ+ Oral History Project – oral histories (with transcripts); the collection will be expanded as more histories become available. (7 records; 7 interviews.)
- Engaged the BSU community in issues related to diversity, inclusivity and social justice through continuation of "Reel Inclusion Film Series," a collaboration between University Libraries, the Friends of the Alexander M. Bracken Library, the Office of Inclusive Excellence, the Office of the Provost, and the Multicultural Center. Four programs were hosted in the 2020-2021 academic year with 81 attendees in total.
- Advanced discovery of resources related to diversity, inclusivity and equity through:
    - Updated online research guides including *Diversity* (general guide), *African-American Studies, African American Studies Resources in Archives and Special Collections, Black Lives Matter, Civil Rights, Civil Rights Resources in Archives and Special Collections, Hispanic and Latin American Studies, Jewish Studies, LGBTQIA+ Studies, Native American Studies, Religious Studies, and Women's and Gender Studies*
- Preserved and provided access to primary source research materials by:
    - Publishing a digital collection in the Digital Media Repository of student-created oral history interviews as part of the Muncie LGBTQIA+ Oral History immersive learning project.
    - Collecting archival records from Women's and Gender Studies Program Records at Ball State University, documenting the program's launch and development, curriculum, student learning, and research.
    - Acquiring a significant collection of archival records from the Ball State University Multicultural Center documenting the history of the center's programs and resources for advancing inclusivity and diversity on campus.
    - Collaborating with University faculty to create the Ball State University Anti-Racism Archive which preserves student and faculty research, community cultural materials, and creative works pertaining to Anti-Racism on the campus community and in the local community.
    - Acquiring the personal archival papers of Bryn Marlow documenting his experiences living as a gay man in East Central Indiana in the 1990s and beyond.

- o Publishing in the Digital Media Repository a digitized collection of archival records from the Ball State University Spectrum student organization, documenting the history, lived experiences, and cultural activities of the LGBTQIA+ community at Ball State University.
- Partnering with the Minnetrista Cultural Center, launched the Woman's Franchise League of Indiana, Muncie Branch digital exhibit using the Omeka digital scholarship publishing platform. The exhibit highlights the history of women's suffrage activism and organization in Muncie, Indiana, regionally, and globally.
- Developed a pilot project to use the University Libraries LibGuides solution to publish faculty-created public resources guides and research guides. Developed a partnership with the Antiracism and Intersectionality Faculty Learning Community to use LibGuides to publish an anti-racism and intersectionality resources toolkit created by this group.
- Collaborated to advance the development of the Notable Women of Muncie and Delaware County Project, a collaborative campus/community historical research and outreach project document and showcasing the accomplishments and lived experiences of significant women in the local community. Provided research and digital publishing services to advance the work of the project.
- Presented 6 community education programs exploring aspects of women's history attended by 99 community members.
- In Fall 2020, the University Libraries' Andrew Seager Archive of the Built Environment collaborated with the David Owsley Museum of Art, supplying archival records from the collection of pioneering landscape architect Juliet Peddle to be included in the *"20/20: Twenty Women Artists of the Twentieth Century"* exhibition.

General, Operational, and Technical

- Provided access to resources and services in Bracken Library (115.5 hours weekly during Fall 2020 and Spring 2021; 40 hours weekly through late Spring and Summer 2020 when the campus was closed to the public due to the pandemic) and the Architecture, Health and Science Libraries (40 hours weekly during Fall 2020 and Spring 2021) with over 367,139 visits to the University Libraries.[1]
- Fully supported online teaching and learning, increased due to the COVID-19 pandemic. The Libraries offered significant support, including extended loan of books, media, laptops and other equipment to students and faculty, and instituted a curbside pickup program for contactless delivery and return of library materials with 220 appointments. The Libraries also continued virtualized services related to instruction, reference, interlibrary loan, document delivery, course reserves, and remote desktop access to specialized software. Additionally, the Libraries created research guides aggregating additional research resources generously supplied by publishers and vendors to assist student and faculty with remote research access.
- Adapted, developed and implemented policies, procedures and protocols for virtually all aspects of library operations to align with university and industry standards through participation in TRUST (Taskforce on Recovery and the University's Strategic Transition).
- In Spring 2021, began Phase II of the spatial reconfiguration of Education, Music and Media in the Lower Level of Bracken Library to enable user browsing of DVD collections.
- Planned for and implemented the closure of the Science Library in Cooper and temporary relocation of resources and services to the Health Library while awaiting the opening of a new Foundational

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[1] Significant decrease in 2020-2021 annual attendance due to COVID-19 pandemic.

Sciences Library for Fall 2021. Purchased 35 Dell computers and monitors for installation in the Foundational Sciences Library and contiguous computer space, administrated by the University Libraries.

- Enhanced discovery of and access to Libraries' repositories, including Digital Media Repository with 252,093[2] records in 313 collections and Cardinal Scholar with 26,894 records including faculty research, theses and dissertations, and University records. This year, the DMR received 145,399 visits, and Cardinal Scholar received 143,584 visits.

- Provided ongoing Open Access publishing and hosting services for 9 Ball State University Open Access journals which received 39,460 pageviews during the evaluation period.

- Created 3 major public exhibits showcasing the cultural resources of Ball State University Libraries:
    - *Woman's Franchise League of Indiana, Muncie Branch* digital exhibit
    - *Epidemics in Muncie, 1880 to 2021* physical exhibit
    - *Frank A Bracken in Washington D.C.* physical exhibit

- Enriched University Libraries' collections, adding 6,013 new print, media, and electronic titles, including 1,946 e-books.

- Enriched University Libraries' collections though notable gifts, adding this year 547 Items donated by Frank Felsenstein. An additional 850 print and media items donated and selected for addition to the collections this year are in various stages of processing.

- Refreshed University Libraries' collections through targeted reviews, resulting in the deselection of 45,589 superseded or no longer relevant items, of which 41,099 were from Education, Music and Media and 3,452 were from STEM areas.

- Exercised collection stewardship and fiscal oversight in designating 70 periodical and other continuing obligations, valued at approximately $122,296, for nonrenewal.

- Implemented on 1 July 2020 a new model for managing, expending, and communicating the library materials budget; devised and communicated to all faculty spending targets for one-time purchases and monthly spending status reports for their departments.

- Improved user discovery of library resources in OneSearch by removing e-book indicators appearing in 10,576 bibliographic records for print resources. The erroneous data, introduced during the migration to the Alma library service platform, caused the items to display as electronic rather than physical books.

- Initiated or continued various activities to improve discovery, display and user experience in the Digital Media Repository, including:
    - Conversion of assets composed of multiple PDFs into single PDFs to enable full-asset downloads in preparation for eventual reload by OCLC into the hosted repository.
    - Metadata enhancement and division of the Architecture Image collection into two distinct collections: the publicly accessible Architecture Images collection (9,878 assets) and the Architecture Images Teaching Collection (56,680 assets) containing licensed materials and requiring BSU login credentials.

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[2] Decrease in 2020-2021 DMR assets results from the permanent removal of the Owsley Museum of Art Collection and deselection of assets from the Architecture Images collection.

- - Revisions to descriptive information and subject terms for photograph collections (W. A. Swift, Spurgeon-Greene, Other Side of Middletown and Muncie and Delaware County Historic Photographs) to bring outdated metadata into compliance with current standards.
  - Metadata normalization and enhancement for numerous collections, such as BSU Historic Films, BSU Student Artworks, Altrusa International Records, and others, to ensure consistency and improve repository searching.
- Updated the receipt printing service used by Alma to a new, less complicated Print Daemon solution provided by Ex Libris.
- Updated the method and control numbers used to better match university courses with Reading Lists in Leganto, in part to accommodate cross-listed courses.
- Began uploading holdings information files to support features of the Syndetics Unbound enriched content service.
- Implemented a new procedure to expire student assistant privileges in Alma at the end of an academic session to protect information.
- Coordinated the purchase and implementation of a new Synology storage system to serve as a backup for the Master File Archive.
- Updated single sign-on (SSO) technologies used by library solutions to work with updated security protocols implemented by Information technologies.
- Completed a major project to upgrade library staff computers and workstations to Windows 10.
- Added custom reports to the Libraries dashboard to report metrics from Open Journal System, CrossRef, Text-A-Call Number, ArchivesSpace, YouTube account, and ILL material type request solutions and services.
- Retired 1 virtual server, LIBARCHIVE, that is no longer used by the University Libraries.
- Removed public computers and a Print Smart printer from service in the Education, Music and Media unit space to make room for collection material.
- Installed wireless presentation technology to the large display in the Archives Reading Room for better access and use of that display.
- Upgraded Syndetics enriched content service to the Unbound level, at no additional charge, which provided more value-added information in OneSearch search results including "You may also like" and the Browse Shelf features.
- Developed a solution to remotely configure specific PACs to deny logon attempts for public access computers disabled in the Libraries to promote COVID-19-related physical distancing compliance.
- Developed comprehensive COVID-19 cleaning regiment for all public library workstations.
- Published a special desktop background image "Mask Up" on all public access computers in the Libraries to promote mask wearing by students and faculty.
- Adjusted material due dates in Alma to prevent fees and fines during times when the Libraries were closed for extended periods during the pandemic response.
- Added temporary proxy wrappers to several online resource platforms to provide remote access for students and faculty when access to campus was unavailable during building closure. When campus reopened, these changes were reversed.

Opportunities and Challenges for AY 2021-2022

The Libraries Strategic Alignment Plan outlines significant opportunities for this coming academic year, including:

- Advance continued planning and fundraising for transformative renovation in Bracken Library to develop a Learning Commons, including collaboration with the Writing Center to plan delivery of integrated writing and research support services through a digital Research and Writing Studio.
- Launch new branch library in the Foundational Sciences Building, including 30-seat computer lab.
- Implement formal library support for Teacher Scholar Program, partnering with faculty to develop undergraduate research information and digital literacy competencies.
- Expand archival research collections of enduring value through acquisition of rare books, local, historical archives, and institutional records.
- As we move toward Fall, the Libraries will work with TRUST and campus administration to determine an effective and safe plan for reopening the Libraries at full capacity based on COVID-19 response.

Significant challenges include:

- Long-term Effects of Previous FY Budget Reductions:
    - Impacts access to scholarly information resources and educational technologies and slows development of innovative study and collaborative learning environments that advance student and faculty teaching, learning, and research.
    - Impacts graduate assistant employment opportunities and directly affects delivery of frontline services and advancement of key initiatives that support student and faculty success.
    - Loss of unfilled and vacant staff positions continues to directly impact operational capacity of the Libraries and impedes timely access to scholarly resources and delivery of key research, instructional, and technology services that advance student and faculty success.

The Libraries also continue to have short- and long-term strategic goals that cannot be fully realized within the existing budget, though fundraising efforts for priorities are underway:

- Renovations and upgrades to develop a state-of-the art learning commons and other technology-rich spaces for study and learning.
- Significantly expanded capacity to preserve and make accessible physical research archives and collections of enduring value aligned to the University's mission, goals, and strategic imperatives. This need directly impacts donor relations and the reputation of the Libraries to serve as a research center for archives.

Appendix

SELECTED PUBLICATIONS, PRESENTATIONS, & PROFESSIONAL ACTIVITIES

- Mateo Palos, Library Data and Repository Analyst, and Patrick Curtis, Metadata and Digital Collections Developer, co-presented "Understanding and Improving Date Searching in CONTENTdm" on January 19 as part of the OCLC Community Insight webinar series. This was a popular topic: the session had 181 registered attendees from 11 countries.
- Eve Stano, Collections Development and Electronic Resources Librarian, authored eleven book reviews published in *Library Journal*.
- Eve Stano, Collections Development and Electronic Resources Librarian, was a panelist at the Indiana Library Federation's Ad Hoc Committee on Racial Justice and inclusion's meeting on December 2.
- Amy Trendler, Architecture Librarian, presented "Near/Far: Supporting Off-Campus Architecture Library Users" at the Association of Architectural School Librarians Annual Conference (March 2021).

NEW PROFESSIONAL APPOINTMENTS & RECOGNITIONS 2020-2021

- Jim Hammons, Head of Library Technologies, became a member of the Academic Libraries in Indiana Technology Committee.
- Lisa Jarrell, Head of Education, Music and Media, was appointed webmaster for the Academic Libraries of Indiana Information Literacy Committee.
- Katharine Leigh, Head of Cataloging and Metadata Services, was appointed to the Budget and Finance Working Group of the American Library Association's new division, CORE: Leadership, Infrastructure, Futures.
- Katharine Leigh, Head of Cataloging and Metadata Services, was appointed to the American Library Association's Core Budget and Finance Committee.
- Katharine Leigh, Head of Cataloging and Metadata Services, was appointed as co-editor with Lynne Howarth, University of Toronto, of a special issue of Cataloging & Classification Quarterly, which will address social justice and equitable access in information in libraries, museums, archives, and other information organizations.
- Katharine Leigh, Head of Cataloging and Metadata Services, was appointed to the American Library Association's Core President's Program Committee.
- Julia Palos, Head of Monograph Cataloging, was appointed to the Board of Advisors of the Indiana Academic Library Association, a division of the Indiana Library Federation.
- Matthew Shaw, Dean of University Libraries, was elected to the Board of the Academic Libraries of Indiana for the state school constituency.
- Matthew Shaw, Dean of University Libraries, served on the Association of Research and College Libraries Appointments Committee.
- Matthew Shaw, Dean of University Libraries, and Michael Szajewski, Assistant Dean for Digital Scholarship and Special Collections, joined the IMLS-sponsored Community of Practice on Transformative Agreements and Open Access Publishing.
- Eve Stano, Collections Development and Electronic Resources Librarian, became a member of the Indiana Library Federation's Ad Hoc Committee on Racial Justice and Inclusion.

- Laura Suman, Head of Access Services, was appointed a member of the Project ReShare Subject Matter Experts Team.
- Amy Trendler, Architecture Librarian, was appointed co-chair of the Anti-Racism Task Force for the Art Libraries Society of North America.