

ANNUAL REPORT



2020-21

Folke Bernadotte Memorial Library

Annual Report

FOLKE BERNADOTTE MEMORIAL LIBRARY

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TEACHING & LEARNING

Our instruction efforts in 2020-2021 were significantly impacted by COVID-19. During this academic year, librarians assisted with 146 research questions from students, faculty, and staff (compared to 318 the previous year). Not surprisingly, we received most of our research questions via Google Meet/Zoom consultations or via email. In third place: chat reference.

Library faculty members taught 105 library instruction sessions, reaching 1,290 students from introductory level and general education courses, to upper-level courses for majors. (Note: This is 447 less students than last year (26%) with the largest difference during the fall semester.) The pandemic introduced new modes of instruction, which were reflected in our statistics:

- Asynchronous - 1
- Hybrid-online - 1
- Simultaneous hybrid - in-person - 2
- Synchronous - in-person - 14
- Synchronous - online – 85

Due to all of the uncertainty brought about by COVID-19, our department was only involved in one for-credit course:

- CUR 399, Three Crowns Senior Seminar – 1 credit. Fall Course by arrangement, enrolling one student. (Mollner)

We continued to use the “Stay Connected” LibGuide to support distance learners and online teaching.

In order to accommodate social distancing, we taught all of our in-person instruction sessions in the large open space on the lower level (see photo). We used a portable screen and projector to connect to our laptops. In addition, movable whiteboards were used by both students and instructors during the sessions.



Mission Statement: The library advances the teaching mission and intellectual life of the College by selecting and facilitating access to information and by instructing in its use, interpretation, and evaluation.

COLLECTIONS

We added almost 4,000 items to our collections this past year, including:

- 3,671 Books
- 7 E-books
- 146 DVD's / Bluray
- 65 Streaming Videos
- 29 Other formats

This year we received 2,119 gift items and added 203 of them to the collection. Over 100 boxes were sent on to Better World Books.

In 2020-21, the library circulated 6,041 items from the physical library collection. Reduced hours, library closures, remote learning, and many other COVID-related factors contributed to this decrease in circulation statistics.

We often rely on interlibrary loan through our statewide network of libraries to provide materials that we do not have available in our collection. Fortunately, our fill rate for borrowing requests, even for the months impacted by COVID, remained high. Despite widespread disruptions locally and nationally, we maintained a 94% fill rate for borrowing materials during the 2020-21 academic year.

Right: One of the many streaming videos we purchased to support hybrid and online instruction.

The screenshot shows a library catalog entry for the streaming video "Temple Grandin". At the top left, there is a tab labeled "1". To the right of the title are three buttons: "Cite", "Share", and "Save". Below the title is a play button icon. The authors listed are Emily Gerson Saines (Film producer), Temple Grandin, Mick Jackson (Film director), Scott Ferguson (Producer), Christopher Monger (Screenwriter), and William Merritt Johnson. A "Show More" link is provided below the authors. The summary states: "Based on the writings by its title subject, HBO Films' Temple Grandin is an engaging portrait of an autistic young woman who became, through timely mentoring and sheer force of will, one of America's most". Another "Show More" link is below the summary. At the bottom, it says "eVideo 2010 [New York]: HBO Films, [2010]". On the right side, there is an "Access Options" section with a "View now" button and a green checkmark indicating the item is "Available" at Gustavus Adolphus College. A chat icon is visible in the bottom right corner.

The College & Lutheran Church Archives assisted 247 patrons during the past year. Unsurprisingly, many of those patrons reached out via email, with very few walk-ins. Archives staff members made a large push to digitize outdated formats. In addition, new teaching materials were acquired in order to support instruction using our special collections and rare books (e.g. a book model with parts labeled, two early printed leaves, and woodcuts).

SUCSESSES AND CHALLENGES

Successes

- **Safety and health.** We prioritized health and safety, for both staff and patrons. While a few library staff members had to isolate as part of contact tracing (due to exposure outside of work), not a single library employee was seriously ill or hospitalized. Our patron-facing efforts were recognized by Tim Sisk (Building Services Manager) during a November 2020 Campus Safety & Health Committee meeting, where he praised our building protocols.
- **Adaptability and resilience.** Both faculty librarians and staff members found new and creative ways to teach, train, and serve our patrons. This included leveraging new technology, or using the same technology in new ways. We were also successful in expanding cross-training efforts among staff members, which allowed for greater flexibility in managing workflow. Both individually and collectively, we displayed resilience by becoming more comfortable with the unknown and coping with constant change.
- **Remote work.** While remote work might also be listed under the “Challenges” section, for the most part we were able to successfully manage staggered schedules, Zoom meetings, and document sharing via Google Drive. We acknowledge the benefits of informal face-to-face interactions with coworkers, but many staff members appreciated the hybrid work schedule.

Challenges

- **Persistent anxiety and multiple worries.** Each individual in my department struggled with personal worries and work-related stress, on top of societal concerns and political issues. Supervisors of student employees found themselves serving as surrogate friends and parents to Gusties who were feeling isolated and lonely. The prolonged stress and emotional labor impacted each of us.
- **Fewer opportunities for reaching students.** Library faculty observed a significant drop in the number of instruction activities, both research consultations/reference questions and course-related library instruction sessions. There was a sense that many instructors had:
 - changed or dropped assignments requiring outside sources;
 - chosen not to incorporate library instruction sessions due to time pressure/scheduling
- **Streaming video and e-books.** As a residential college with a tight budget, we had not investd much in streaming videos or e-books prior to the pandemic. Beyond the expense, these resources also require more time, effort, and staff coordination due to complicated ordering and licensing issues. The pandemic has given us real data to support decision making regarding streaming and e-books going forward, but we will still struggle with issues of copyright, terms of use, and what is feasible technologically and financially. DVDs make sense for us from a budget perspective, but not so much in terms of access and current technology. Streaming video is the future (and preferred by patrons), but the pricing is unsustainable for us.



WITH GRATITUDE

During these unprecedented times, we are grateful for our Friends of the Library group, Gustavus Library Associates (GLA). Established in 1977, Gustavus Library Associates (GLA) continues to promote learning, literature, and Folke Bernadotte Memorial Library. This preeminent academic library-support group has an active membership of over 300 and has built an endowment nearing \$3 million. It is led by a dedicated board of directors who plan and host an array of cultural, educational, and social events.

COVID-19 disrupted GLA plans, but the group forged ahead with their usual creativity and indomitable spirit by offering two virtual events: The Festival of St. Lucia and Books in Bloom. In spite of the pandemic, this was a banner year for GLA; they raised over \$30,000 for the library (their best year in 11 years!). The fundraising done by GLA provides approximately 25% of the library's acquisitions budget. We could not support faculty teaching or student learning without their generous efforts.

"Friends of the Library - Gustavus Library Associates (GLA) promotes learning, literature, and the Folke Bernadotte Memorial Library at Gustavus Adolphus College."

Books in Bloom 2021

This year we are very pleased to offer a virtual event, which features Saint Peter business-owner Sara Nett, owner of Sweet Alice Floral and Art. Sara is passionate about environmental sustainability and will be designing via Zoom a bloom that interprets the book **Drawdown**, by Paul Hawken.

Watch this year's event here:



Above: The first-ever virtual Books in Bloom event.

LOOKING AHEAD

While COVID-19 will continue to impact our work and our personal lives, the Library faculty and staff will continue to provide excellent service to the campus community. Our mission and purpose remain the same.

Selected 2021-22 Goals

Library Goals:

- Prepare for 2022-23 external review and Fall 2022 *A Royal Affair*, in conjunction with the 50th Anniversary of the FBML2 building.
- Continue to develop an annual system of tracking usage and cost for journals (print and online) and databases, in particular by adding streaming video.
- Per our instruction program assessment plan for 2021-22, we will assess how students seek out and analyze information from multiple perspectives.
- Continue to work on our Diversity, Equity, and Inclusion (DEI) efforts by ensuring a DEI focus in all acquisitions, including DEI 10 training sessions at all staff meetings, and re-imagining the Diversity Display in the GLA Reading Room.
- Pursue outreach and promotion activities that draw patrons and visitors back into the building.

Archives Goals:

- Continue moving Archives storage from locations in Norelius to another location in Norelius and Beck.
- Archives will continue working with Marketing on ingesting college-related materials at their point of creation.
- Archives will work with GTS to create a workflow for digital records management.

Resource Priorities

Staffing priorities:

- TT line to replace the line vacated by Barbara Fister's retirement in May 2019.
- Part-time evening supervisor for Information Desk.

Monetary resources:

- Increased budgetary support for electronic resources (e-journals and databases).
- Budgetary support for streaming video.
- Funding for improvements to the facility (e.g. replace carpeting, expand computer labs to accommodate larger class sizes and/or to promote social distancing, create gender neutral restrooms, update furniture).

APPENDIX A: FACULTY/STAFF ACTIVITIES

Presentations & Publications by Library Faculty and Staff

Barbara Fister (Library emerita) authored the inaugural essay in Project Information Literacy's "Provocation Series." Her essay was entitled, "Lizard People in the Library," in which she asks "How have conspiracy theorists managed to seize the banner of 'research it yourself' from the classroom?"

Julie Gilbert published a young adult novel, *Cemetery Songs*, which was released on December 15, 2020.

Anna Hulseberg and Michelle Twait co-presented a session, "The Library as a Growing Organism: Developing Collaborative E-Resources Management During a Pandemic," at the virtual Electronic Resources & Libraries Conference on March 10, 2021.

Right: Study carrels marked with black tape in order to encourage social distancing.



Additional Achievements

Diane Christensen retired in June 2021 after 28 years of service to the College.

Adrianna Darden is member of the Twin Cities Archives Round Table.

Jeff Jenson's spring sabbatical leave allowed him to use his geneology skills to help two adoptees find the identities of their birth parents. In addition, he renewed his work with the DNA Doe Project and he played a small part on a team that recently identified a murder victim found more than two decades ago.

Dan Mollner served on the Faculty Senate and the Board of Trustees Committee on Student Life.

James Nickras found a creative, digital way to highlight and promote our government documents collection. He created a map from our impressive, but underutilized, soil surveys from the 1900s-2000s. Reflecting most counties in Minnesota, Iowa, Wisconsin, South Dakota and North Dakota, users will now be able to see our holdings geographically, and also see holdings in relation to bordering counties.

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Melissa Perron provided leadership during the transition to a new interface (Modernized Discovery) for our online catalog. In addition to attending several webinars, she also learned new software and equipment in order to optimize workflow efficiency in cataloging.

Jeannie Peterson celebrated her 10th year at the College in June 2020. In addition, she attended numerous workshops and participated in a number of webinars. Internally, Jeannie serves on the Library's Staff Enhancement Committee; she also serves the greater campus community on the College's Safety and Health Committee.



Sonja Timmerman celebrated her 15 year anniversary at the College in July 2020. In addition, she served as a COVID Action Team member for Campus Visitors group to provide recommendations and guidance to the community for the 2020-21 academic year.

Leah Zacate served on two Minnesota Department of Health working groups, one focused on Racial/Ethnic Disparities and the other on Vaccine Hesitancy.

Left: Our improvised self-checkout station (which also provided 6 feet of social distancing between student employees and patrons).