

IMPACT REPORT 2019-20

Libraries and Press Oregon State University

“Lifes most persistent and urgent question is, ‘What are you doing for others?’”

— Dr. Martin Luther King Jr.

“Librarians are lifesavers. You guys are absolutely essential workers. Have a great weekend.”

— from a library user via the Valley Library’s online chat messaging, July 2020



Oregon State
University

Major goals

OSU Libraries and Press is driven and guided during 2018-23 by these four major goals:

1. Excellence in services and personnel
2. Durable collaborations
3. Continuous improvement and experimentation
4. Responsible stewardship of critical resources

Core values

In our daily work at OSU Libraries and Press and when engaging with our community and our partners, we're guided and inspired by our core values:

Access: We endorse and advocate the open exchange of information.

Civility: We create safe environments for discourse within our community.

Collaboration: We actively seek out partnerships and share our expertise.

Diversity: We recognize, promote and value the differences within our organization and community.

Innovation: We improve and adapt by valuing risk-taking and intellectual discovery.

Preservation: We safeguard knowledge and the historic record for our community.

Service: We are passionate and intentional about helping others.

Sustainability: We are trusted stewards of our resources.

Our process for this report

This *Impact Report 2019-20* utilized input from OSU Libraries and Press department managers and administrators and had a multi-tiered development process that included an initial group of questions to prompt input and a brainstorming session. Then the University Librarian at the time, Faye A. Chadwell, and the Marketing and Communications Manager, Daniel Moret, discussed priorities, themes and the framework for presenting info in the report with a focus on the most notable projects, challenges and accomplishments of the year.

"I'm sitting out here on my patio in the shade (laptop in a cardboard box so I can read screen) pulling out full versions of journal articles to inform an extension publication I'm going to write. And I'm feeling grateful for that, so I wanted to say THANKS to everybody in the library for keeping the information flowing. In the College of Ag, when we're being really sincere with our thanks, we write it in all caps like that."

— from a faculty member in the College of Agriculture, April 2020

It hasn't been business as usual during the COVID-19 pandemic



"In the 21st century as a college student, not having a laptop is like not having gloves, masks or soap and still trying to navigate this COVID-19 pandemic. There is a very slight chance that I will succeed. By providing me with a laptop, especially during this era of taking classes remotely, you continue to pave the way for success. I can only be grateful."
— from a student, April 2020

Some key indicators:

The Valley Library building was closed to the public due to the COVID-19 pandemic along with the rest of campus in March and reopened with limited hours in September. Our Guin Library in Newport and Cascades Library in Bend also needed to temporarily close to the public. Even while the buildings were closed, existing and new remote services provided students, faculty and other library users with information and resources that they needed.

Early in the pandemic after the university went to remote learning and work, we shipped all library materials to patrons' homes to support learning, teaching and research. From April 1, 2020 through mid-May, we shipped 529 books directly to the homes of library students and faculty while our much beloved Scan and Deliver service provided 1,417 items. By summer 2020, the Valley Library was operating a carryout service in addition to mailing materials to patrons. Borrowed items were quarantined after they returned in order to protect library employees and future users of the books and other items.

OSU Libraries was one of the few that continued to offer interlibrary loan (ILL) services after the pandemic shut things down in March 2020, and we filled more than 3,500 requests between April 1 and mid-May. Because many libraries had shut down their interlibrary loan operations altogether, we sought to purchase many items in lieu of borrowing them. As a result, new incoming books that needed to be cataloged increased to 3-4 times normal: 100-150 books every two weeks.

Laptop lending has been a key student-centered service in recent years, and more than 420 laptops are available to students through a laptop lending program that the library is doing with OSU's Human Services Resource Center. These laptops became even more vital during the pandemic and remote coursework, and there were 27 new laptops added with funds from the new Melvin R. George and Family Endowed Fund for the Valley Library. We also increased the length of time that students could borrow items like laptops.

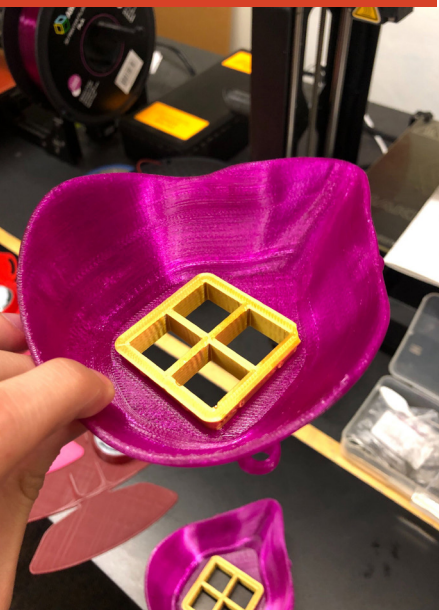
Our public services staff are experienced at using virtual chat as another channel to answer users' questions, and this online channel became a lifeline to students and faculty during remote classes. The Valley, Guin and Cascades libraries closed to onsite users on March 20, and by mid-May, 16 faculty and staff along with a dozen student employees had fielded a whopping 1,286 questions from library users.

Library personnel responded to thousands of course reserves requests.

We learned valuable lessons — and quickly — on how to work remotely and provide more remote services to library users. Our faculty and staff adopted new communication channels such as Zoom, Slack and Microsoft Teams to communicate with each other.

Discretionary funds were used in May 2020 to support student employees because their work schedules were affected by the pandemic, and a \$250 scholarship was given to every student employee of OSU Libraries and Press. We also made remote work available to these students.

More of our pandemic responses



*"We received your donation of masks made by the 3-D printer at OSU Library – thank you so very much for your kindness shown to our clinical community. We are very appreciative. I am going to give them to our clinical director, and we will use appropriately."
—from the Corvallis Clinic, May 2020*



To aid in COVID-19 response and the critical shortage of protective masks for nurses, doctors and other frontline health care workers, staff and student employees of the Valley Library used the library's five 3-D printers during spring term to print several different styles of masks. A total of more than 130 masks were printed and delivered to the Good Samaritan Regional Medical Center in Corvallis and the Corvallis Clinic.

As one department manager at the library put it so well, "We learned a ton about how to work remotely." This included organizational flexibility, technical support and support for trying to balance work/life. It was sometimes necessary to provide computers and other equipment and to set up remote access, and staff in the library's Emerging Technologies and Services Department were awesome in providing technology that was suddenly needed for employees to be able to work remotely. Employees in the ETS department also kept the website updated regarding COVID, kept ScholarsArchive@OSU submission flowing and were available for consultation throughout.

We're supporting flexible schedules, so that parents can be present for their children whose schools are either hybrid or fully remote.

We learned that we can use students for higher-level work — not taking over for staff but helping in areas that we can use extra help — or shift them into temporary staff roles where there are urgent and temporary needs.

Instruction and public services were modified at the library's Special Collections and Archives Research Center. With the move to remote-only instruction during spring term 2020, SCARC quickly pivoted to the use of Zoom to provide our instruction sessions and worked with professors to determine their learning outcomes and designed sessions to incorporate primary sources. Depending on the needs of each course, we offered synchronous live or asynchronous recorded sessions, gave live Zoom presentations of materials, recorded PowerPoint presentations, created collections presentations with scanned materials, and designed sessions that incorporated Zoom breakout rooms during which students completed an activity with digitized materials.

When all SCARC employees (faculty, staff and student employees) were required to shift to remote work in March, SCARC pivoted the work on collections to projects that could be accomplished without any physical access to materials. More robust descriptions were prepared for physical collections that were previously under-described and essentially hidden from discovery. In addition, SCARC personnel processed and described collections that consist solely of digital materials. Both of these efforts increased access to materials; with more robust description and context, there is a higher likelihood these resources will be discovered by students, faculty, scholars and the public. Additionally, doing these projects initiated changes in how we do our work that will carry forward after the pandemic.

From a patron of the Special Collections and Archives Research Center:

"You are a miracle worker. I can't thank you enough for your assistance. It is my hope when the library is open to the public, I can thank you personally!"

And now for some non-COVID successes

We're improving sustainability. The Valley Library partnered with the OSU Sustainability Office and applied for an EBSCO solar grant and was awarded \$75,000. OSU Libraries was one of only five to receive a grant from the 96 applicants. The solar system should reduce the electrical consumption of the building — which has the highest occupancy and is the most visited building on campus — by an estimated \$15,000 in the first full year of operations and approximately \$700,000 over the expected life of the system. This grant will provide a funding match to install a 200-kilowatt, grid-tied photovoltaic solar array on the library roof. The library will be one of the first OSU buildings to have solar panels, and this solar array will help meet our long-term goal of striving for carbon neutrality and serve as an example to other OSU units wishing to do the same.

OSU Libraries issued a request-for-proposals and then selected a consulting firm to guide its exploration of ways to build and maintain itself in ways that support innovation and creativity, respect work-life balance, and practice reflection and inclusiveness. The partnership with DeEtta Jones and Associates begins in fall 2020 and is funded by the Gray Family Chair for Innovative Library Services. "The Libraries were pleased to be able to draw from an extremely strong pool of applicants following a national call for responses," said then University Librarian Faye A. Chadwell. "We are looking forward to working with DeEtta Jones and Associates in the coming months to help us realize sustainable development in our organization. Their experience framing and integrating equity, diversity and inclusion as a component of change and growth is key to our success."

OSU Libraries needed to find new space for off-site storage, and off-site storage work is continuing. Funding was finalized, and preparation of the new space is underway to accommodate shelving and storage.

Fundraising stayed even despite being unable to hold events. We had a major gift, the Melvin R. George, Ph.D., and Family Valley Library Fund, that was used to purchase 27 additional laptops to borrow to students. The Libraries' laptop lending program supports hundreds of students a year to succeed in their courses and research at OSU. The endowment also funded technology items like desktop scanners for the Special Collections and Archives Reading Room and small electronics including GoPro cameras and updates for the media players (TV, DVD, VHS) in the Learning Commons. Mel George was the OSU University Librarian from 1984 to 1996.

Looking forward, what have we learned during this pandemic that could impact long-term change?

Creating teaching materials for online or asynchronous teaching has opened our minds to new possibilities for teaching remotely.

Not all staff need to be onsite every day, all day, which provides flexibility to staff in addition to other benefits such as reducing the environmental impact of about a hundred employees commuting to work, some of whom drive from Eugene or Portland. Some departments and employees in particular do work that can be done remotely.

We figured out a way to hire classified staff completely virtually and to do onboarding and training of new employees remotely. We're rethinking how we do recruitment for both classified staff and faculty. We're doing cross-training and professional development so that employees can do more work remotely, and we're reclassifying positions to support new/different work.

Shipping materials to patrons proved to be a popular service, but costs to mail books

**What projects
were put on
hold due to
the pandemic?**

**Equity and
inclusion
efforts
continue
to grow**

and other items add up, so we need to look at budgets to support this service.

In an effort to continue to support patron research during COVID-19, public services and instruction staff in the Special Collections and Archives Research Center offered patrons one-on-one Zoom consultations and drop-in, virtual reading room hours during spring term 2020. The success of the virtual reading room service revealed the opportunity for ongoing use of Zoom for one-to-one research consultations, which allowed staff to lead patrons through difficult-to-learn and difficult-to-teach discovery techniques for archival materials. Having tested the service and seen its utility, we plan to offer this as a service in the future. It will be especially useful in the short-term during our by-appointment-only onsite collection consultation hours beginning in fall term 2020, as well as in the long-term for patrons traveling to Corvallis from out of town (or state, or country).

Workflows had to change, and we had to figure out new ways to do things. Digital workflows that were instituted to support established services — like course reserves, instruction, book author contracts for OSU Press, book review copies and more — will stay.

Many face-to-face events that would normally take place were paused: These included fundraising visits and events, Library Advisory Council meetings, events for employee awards and retirees, OSU Press events with authors and more.

Due to the pandemic, travel was curtailed, which included traveling to conferences, and some recruitments for open positions were postponed because candidates would be flying in for interviews.

The Undergrad Research and Writing Studio and Grad Commons, two newer spaces within the Valley Library, have further build outs planned and the next phases were put on hold.

The Special Collections and Archives Research Center is not displaying physical exhibits and has limited its outreach activities (and those that do occur are virtual only).

The advisory group on tribal relations put on hold: This new group was in the formation stage, and they'll advise on materials to be published by OSU Press that are related to Native Americans, items in our collections of the Special Collections and Archives Research Center and possibly other areas involving materials related to tribes.

As one department manager put it, "We have needed to be respectful of how the pandemic is affecting everyone. Sometimes we can't do things because the partners we need to do them with don't have the bandwidth."

OSU Libraries built an anti-racist and anti-bias call to action in June of 2020 that included seven immediate actions and a pledge of more to follow. The call to action is available on the homepage for OSU Libraries and Press at library.oregonstate.edu.

OSU Press promotes social justice by offering resources on anti-racism. The Press developed and publicized a list of recommended books on underrepresented stories and voices — see the list at library.oregonstate.edu/anti-racism-resources-osu-press-and-beyond. Also included was a short list of other resources and further reading.

“Truth is powerful, and it prevails.”

—Sojourner Truth

OSU Press pivots and keeps publishing

The library’s Teaching and Engagement Department engaged Sofia Leung (sofiayleung.com) to integrate explicitly anti-racist pedagogy into our teaching and outreach work. Across two workshops, prework, and follow-up activities, the department identified principles and strategies to inform our daily work. We know that this work is ongoing and will continue to devote our energies to deepen understanding of social justice issues pertaining to education so we can effectively put into practice the theories and practices of anti-racist teaching.

OSU Libraries has been very successful in hiring from underrepresented groups, and we plan and will work to be as successful when hiring student employees going forward.

A lot of work was done to promote the OSU Press student internship more broadly, and the Press partnered with the cultural centers on campus to publicize internship opportunities.

Some book presses are examining their backlist and the books that they were publishing 20 or more years ago and asking, should they be pulled for expressing racist attitudes or reissued with disclaimers? OSU Press is also asking, who have we published, and who have we not?

The Special Collections and Archives Research Center engaged in an on-going effort to explicitly identify women by name and role in images accessible in Oregon Digital, the digital repository. Women are generally and historically under-identified in archival collections, and the improved descriptions will make it easier to access info about women.

Going forward, we’ll be examining and answering these types of questions: What do we need to be accountable for? How has the Libraries and Press historically and currently reinforced oppressive structures and practices? What about practices of describing and organizing materials? Who has felt welcomed and at home in the library and who has felt not as comfortable or represented?

Along with OSU Libraries, OSU Press was in emergency mode responding to external factors during spring term in particular, including supply lines suddenly changing, which affected Press operations. It was necessary to pivot quickly to work around issues that the outside world was experiencing. The Press and course reserves both shifted to emphasizing ebooks, making content digitally available.

Figuring out how to create author events, readings, etc. virtually was major, and it required picking up that skill set and making it happen. The Press’s first virtual event, a Juneteenth conversation with Gloria Brown, author of *Black Woman in Green: Gloria Brown and the Unmarked Trail to Forest Service Leadership*, drew more than 400 viewers, and the audience for this event held via Zoom was the largest ever for an OSU Press author event.

There were some things that we had thought about in the past, such as Press digital initiatives, but probably wouldn’t have made progress on in this year — and then all of a sudden, we had to make that shift. All Press contracts are now in DocuSign, for example.

We implemented cost-savings measures, such as cutting back significantly on print

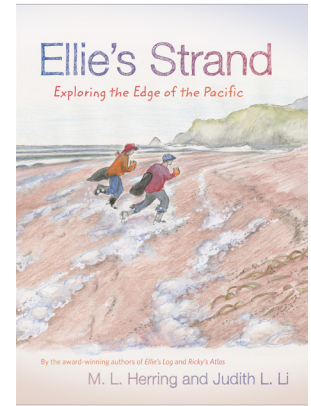
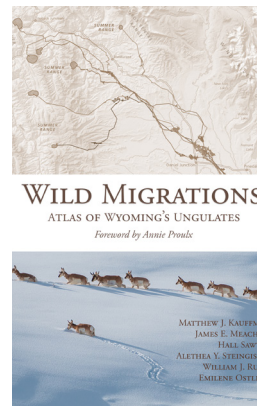
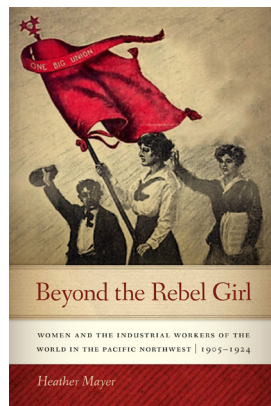
quantity of the Press's seasonal catalog (and are now pushing PDF and what are called Edelweiss versions), and there was increased use of digital review copies.

Books from OSU Press continued to win awards in 2019-20:

Beyond the Rebel Girl: Women and the Industrial Workers of the World in the Pacific Northwest, 1905-1924 by Heather Mayer won the WILLA Literary Award for Scholarly Nonfiction.

Wild Migrations: Atlas of Wyoming's Ungulates won the Wildlife Publication Award for best edited book from The Wildlife Society. It was also named a Choice Outstanding Academic Title, and it earned Best in Show at the Cartography and Geographic Information Society's annual design competition.

Ellie's Strand: Exploring the Edge of the Pacific by M.L. Herring and Judith L. Li was named an Honor book for the Green Earth Book Award in the Children's Fiction category. *Ellie's Strand* is part of a series of award-winning children's books by Herring and Li.



Notable accomplishments of our faculty and classified staff

Employees of the Libraries and Press have really showed dedication during the COVID-19 pandemic. They were flexible, changed how and where they do their work, invented new ways to serve students and faculty, and they helped do the work of employees who retired or left the university. In the words of retiree Bryan Feyerherm in his farewell message, "The library has been through many challenges over the years....But none of the previous challenges is comparable with COVID-19, which impacts every area of our services. Through it all, the library has stepped up, kept everyone working and provided as many services as is safely possible. You should all be very proud of yourselves."

The University Honors College presented its Outstanding Course of the Year Award to Tiah Edmunson-Morton and Chris Petersen of the library's Special Collections and Archives Research Center for their winter 2020 course HC 407, *The Hidden History of Women at OSU*. Students in the Honors College nominate courses for the Outstanding Course of the Year Award, and from a list of courses nominated, the Honors College Student Association votes for the winner. The nominators said: "This is the best colloquium we've ever taken! Both instructors did a great job. They were interested in what we had to say and in our personal experiences at OSU, spending a lot of time one-on-one to help us with our interviews." They also said, "This course was a unique experience where students learned a skill and actually got to produce an interview that is stored in the Special Collections and Archives Research Center."

Library faculty members Laurie Bridges, Diana Park and Tiah Edmunson-Morton received the 2020 Award of Excellence from the Oregon chapter of the Association of College and Research Libraries. The award recognizes the three for organizing a Wikipedia editathon event that addressed a critical information gap related to Pacific Northwest African American history in Wikipedia. In addition, the three faculty members published an article called “Writing African American History into Wikipedia.” According to the three organizers, “Both editathons have exceeded our expectations, and we plan to continue this annual event.”

With so many people stuck at home because of the COVID-19 pandemic, working remotely and only going out for essentials, many people were even more interested than usual in reading a good book. But what to read next? In a project launched last spring, OSU Libraries and Press offered a solution on its home page with the headline: Want personalized recommendations on good books to read? Try the Beavers Read program. And the announcement offered personalized book recommendations by filing out a brief request at beav.es/4m9; then within three days, they’d receive an email with book recommendations just for them. By the end of spring term, 68 people had completed the online request for book recommendations, and 15 Libraries and Press employees had fulfilled their requests. The pilot project was judged a success, and Beavers Read continues to connect library users with book suggestions.

Among the many words of praise for the Beavers Read Program, there were these:

“This is so cool! I truly appreciate the Valley Library offering this service. Thanks for helping to expand my horizons beyond the shelter of my house through reading!”

— Posted May 2020

“I absolutely love this initiative and will share the link. Of all the things that OSU has done that has helped contribute to community while we are all separated, this Beaver Read activity was the one that made me feel connected.”

—Posted June 2020



A partnership of University of Oregon Libraries and Oregon State University Libraries and Press was awarded a grant of \$203,508 from the Institute of Museum and Library Services to develop a suite of analytics and reporting tools for Hyrax (an open source, Samvera-powered repository front end). This project will incorporate existing and emerging best practices for repository analytics with an eye towards balancing accuracy, data privacy and functionality, and it will contribute to a growing area of library research.

Awards to our faculty, classified staff and student employees

Graduate Instruction Librarian Hannah Gascho Rempel spent most of 2019-20 as a Fulbright Scholar teaching at Charles University in Prague, a college founded in 1348 in the Czech Republic, which has more than 10 times as many libraries per capita as in the U.S. According to Hannah, “Unfortunately, my time in the Czech Republic was cut short when the current coronavirus forced the Fulbright program to suspend operations worldwide in mid-March. However, this opportunity to focus and reflect on my teaching and to try new approaches, both in-person and online, was highly beneficial to me. I return with lots of practice in adapting to different situations, which will hopefully serve me well in the coming year at OSU as we all face new challenges.”

Vance Woods of the library’s Resource Acquisition and Sharing Department served as editorial staff for the online Libraries and Archives magazine.

Faculty Librarian Kelly McElroy was one of 51 Oregon State faculty to be promoted and awarded indefinite tenure in 2020. Core to her daily work, scholarship and service to OSU Libraries as Outreach Librarian is an ethos of collaboration, community building, social justice and responsiveness to local needs.

Every year, OSU Libraries and Press recognize outstanding individual staff members and group projects, and the annual awards ceremony — this year via Zoom — was held in June. Here are the award winners for 2019-20.

Carl Totten Outstanding Student Employee Award — The Totten scholarships are given to students that have been employed at OSU Libraries for at least three consecutive terms and exhibit excellent qualities at work such as leadership, initiative, ambition, strong customer service ethic and reliability. The Totten Award was established by Winifred Wilberding Totten, class of ‘30, in memory of her husband Carl E. Totten, ‘30. The following students were the winners for 2019-20.

Maya Bergmann
Rodrigo Fernandez-Ortega
Garrett Caleen

Carl Totten Graduating Senior Award — The Totten graduating award goes to graduating students that have been employed at OSU Libraries for at least two academic years, have demonstrated outstanding work performance, and exhibit excellent qualities at work such as leadership, initiative, ambition, strong customer service ethic and reliability.

Hannah Lawson
Sarai Villalobos

Kathryn Kenyon Student Employee Award — The Kathryn Kenyon Award recognizes a student who has performed excellent work in their job as well as proven to be academically strong. This student employee displays a stellar service attitude, an outstanding work ethic and demonstrates leadership ability. The application process requires submission of an essay or other creative expression.

Yijun Shen, who wrote in his essay, “I did not know that this job would change my life.”

Alice Kathryn Kidder Outstanding Student Employee Award — The Alice Kathryn Kidder Outstanding Student Employee Award Fund was established to honor Alice Kathryn Kidder Evans, class of ‘24. The Kidder Award recognizes and rewards students

Our libraries do so much to support and inspire students — here's just one example:

"I've been extremely fortunate over the past few years to have gotten to work at SCARC [the library's Special Collections and Archives Research Center]. Up until I took this job, I never understood what it felt like to be motivated to go into work and to be truly excited about the work that I'm doing."

—from a student archivist in the library's Special Collections and Archives Research Center, posted Oct. 2020

who provide exemplary service to their unit and to library patrons.

Guillermo Reyes
McKenna Marshall
Katy Roach
Eric Mason
Stefanie Hood
Isaiah McGuire

Employee recognition awards are given to outstanding individual staff members or projects. Criteria include advancing the major goals of the library; developing a project or program or simplifying a process; or fostering and promoting a collaborative work environment.

Outstanding Classified Employee Award

Rachel Lilley — For serving patrons and students with passion and managing the Reading Room of the Special Collections and Archives Research Center despite reductions in staffing.

David Manela — For being instrumental in the library's response to COVID-19 and connecting the library with the broader campus through collaborations with other IT staff.

Outstanding Faculty Award

Laurie Bridges — For developing instructional activities, advancing social justice and developing her and her colleagues' skills.

Erin McCaslin Kooyman — For excellence as the Coordinator of Reference Services and for exemplifying collaborative work.

Outstanding Group Project Award

Wikipedia Editathon: Laurie Bridges, Tiah Edmunson-Morton and Diana Park — For the African American history editing event to increase inclusion of African American history into Wikipedia entries.

Employee Service Awards

15 years: Ryan Ordway, Hannah Gascho Rempel and Rima Reves

20 years: Xiaoping Li and Karl McCreary

25 years: Chris Petersen

Lundeen Library Faculty Development Award

Faculty Librarian Laurie Bridges received a Lundeen Award and \$2,000 to cover the publishing costs for her open access book *Wikipedia and Academic Libraries: A Global Project*. The Robert Lundeen Library Faculty Development Award is an important gift to OSU Libraries that has supported innovative and exemplary library faculty projects for many years.

Even the statue on the west side of the Valley Library was taking proper precautions and wearing a mask. And he even had an umbrella handy, because as we've all been taught — but don't always practice — it's better to be safe than sorry.



For more info about OSU Libraries and Press, visit us online at library.oregonstate.edu and osupress.oregonstate.edu.

Another great source of info is the *Messenger* magazine from OSU Libraries and Press, which is available online at library.oregonstate.edu/the-messenger-recent-issue.

Credits

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