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Library Annual Reports and Strategic Plans

Library, Special Collections, and Archives

2020

Greenwood Library Annual Report 2020

Greenwood Library

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Annual Report

**2019
2020**

**GREENWOOD LIBRARY
LONGWOOD UNIVERSITY**



FROM THE DEAN

Dear Students, Faculty, Staff, and Friends of Greenwood Library:

Another year has passed at Greenwood Library--and what a year it has been!

As you will read in this report, the 2019-2020 academic year was filled with great activities and programming. One of my favorites was The Human Library, where participants had world-expanding conversations with individuals representing different racial, sexual, and religious backgrounds.



I also enjoyed our partnership with the Greenwood Library Archives and the Longwood Center for the Visual Arts (LCVA) to create the Historic Portrait Series, which highlighted some of Longwood's past personalities, including President Reveley's great-grandfather, Dr. Thomas Eason.

This year was also marked by the worldwide coronavirus pandemic. Greenwood Library closed from March 27 through June 14, and reopened with staggered staffing until the fall semester began on August 24.

Greenwood Library responded to the pandemic in innovative ways. Librarians worked closely with professors to deliver information literacy instruction in a variety of modes, including asynchronous tutorials and live sessions via Zoom and other platforms. We also expanded the number of staff members working on the Library's chat service in order to respond to questions submitted online.

Physically, we prepared the Greenwood Library building for students' return in the fall by removing hundreds of chairs and tables, installing Plexiglas shields at the front desk, designating entrances and exits in our classrooms, and making individual study rooms reservable online for students needing space to connect with their online classes.

The year also saw uncertainty regarding budget appropriations. In addition to reducing travel, supply, and other budgets, librarians analyzed usage data and other factors to identify digital resources and journal subscriptions to discontinue in order to meet required reductions.

As students begin to return, we are reminded of our central purpose and renewed in our dedication to preparing Lancers to face life's challenges with creativity, grace, and equanimity. To quote our Alma Mater song: "Onward ever Longwood, Proud and true eternally!"

Best,
Brent

Dr. Brent Roberts, Dean

Written by Brent Roberts, Dean of Greenwood Library

Serving the University During COVID-19

PIVOTING OUR LIBRARY SERVICES

The primary focus of Greenwood Library's collections and information services area is to sustain the University's mission to develop citizen leaders by providing access to resources that support research, scholarship, and instruction. As the world adjusted to the COVID-19 pandemic, library staff adapted and updated services to ensure we continued to support that mission.

Following President Reveley's announcement that classes were moving online in the spring, library staff adjusted normal operating procedures to ensure that students, faculty, and staff obtained the library resources they needed. To better support this learning environment, library hours were adjusted based on patron feedback. To enable students and faculty to participate in virtual classes and other online learning experiences, the library provided much-needed technology resources including laptops, Cintiq drawing tablets, and cameras. Safe pick-up options were provided. Additionally, due dates were extended to August 28 for all items.

Digital Services

To help patrons navigate the rapidly changing information landscape, the staff updated the website and social media frequently from mid-March through early April, creating over 14 new web banners and 13 social media posts. Website updates included alerts on services and collection pages, policy pages, digital displays, librarian contact pages, staff pages, and library resource pages. Research instruction moved online after March 11, and the number of Canvas courses with embedded librarians more than doubled. Librarians answered questions at about the same rate as in previous spring semesters, but those questions were now asked through virtual platforms, like our chat service, email, and new Zoom appointments. A Greenwood Library Online page was created with button navigation to help patrons navigate online resources quickly and easily.

Digital Resources & Interlibrary Loan

As other institutions closed, acquiring physical items from Interlibrary Loan became increasingly difficult. Staff filled requests with fewer options, ordering electronic resources from other institutions, purchasing new electronic materials when necessary, and sharing available online resources. The library increased its number of electronic resources quickly, making many ebooks and other electronic resources available in less than 48 hours. In total, the library added 113 new e-titles, including a collection of 83 juvenile e-picture books for the Department of Education and Counseling, 13 ebooks, and 17 digital audiobooks.

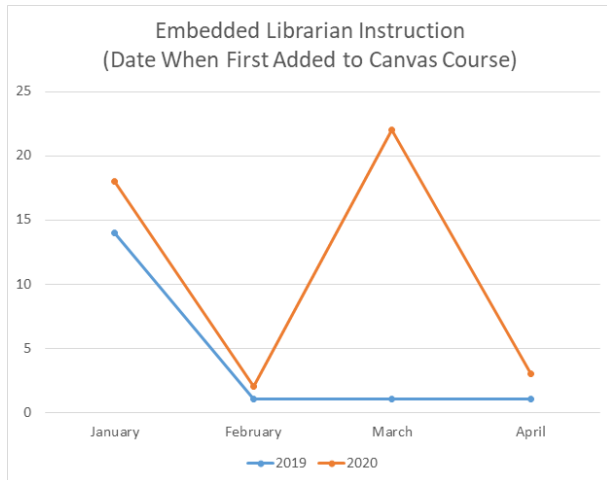
While the building was closed to the public, access to online resources continued, and usage of many databases increased significantly. Use of the library's streaming video databases quadrupled the number of views in March and April compared to the previous year. There was also a notable increase in the use of ebooks and of the library's online New York Times subscription.

Archives and Special Collections

Archives staff created online displays and social media posts featuring unique stories and items from the collections. Digital displays included: Historic Buildings; Historical Women (for Women's History month), featuring stories of buildings named after prominent Longwood women; Closing of Prince Edward County Schools for Barbara Rose Johns Day, featuring newspaper articles from The Farmville Herald and The Rotunda; and a Class of 2020 display saluted the senior class, featuring photos and articles from their four years at Longwood. The staff has also featured the Katherine Courtney Johnston Collection and collections of postcards and scrapbooks as part of its efforts to share our collections.

Serving the University During COVID-19

PIVOTING OUR LIBRARY SERVICES



The Library also expanded its collection in a unique way. Launched in early April, Longwood: Life During COVID-19 captures the experiences of Longwood's students, faculty, and staff during this unique and unprecedented time. Over 63 submissions were made to this collection, which will be processed and made available to the public. This vital project ensures that Greenwood Library is actively capturing and preserving our community's history and experiences through a historic moment in time. If you would like to contribute, you can visit <https://longwood.libwizard.com/f/COVID19archive> to submit your personal story.

Librarians & Library Instruction

When COVID-19 forced all spring classes online, Greenwood Library sprang into action. For librarians, one priority was continuity in information literacy instruction.

Librarians immediately reached out to instructors with information literacy sessions already scheduled in the library, offering a variety of alternatives, including synchronous instruction through Zoom, asynchronous modules for Canvas, and one-on-one virtual research appointments.

The timing was fortuitous for one new digital resource. Only weeks before the shift to online instruction, Greenwood Library launched a subscription to Credo/InfoLit to provide a variety of information literacy tutorials, videos, and instructional modules. While librarians had initially planned to roll out these new resources in Fall 2020, the sudden campus-wide need accelerated the timeline. Librarians quickly attended training on the new resources and began offering them to faculty. The availability of the resources allowed for our quick pivot to supporting online information literacy instruction.

Once those immediate needs were met, librarians contacted their liaison departments, detailing instructional options, highlighting digital resources, and generally reminding faculty that the librarians were on their team! The outreach worked. Between March 16, when instruction moved online, and the end of exams on May 7, librarians offered 19 instructional sessions, comparable to a traditional semester, and received positive feedback from many grateful faculty.

Despite many challenges, Greenwood Library staff worked diligently and creatively to deliver essential and unique services to all patrons, remaining committed to supporting learning, teaching, and research for students, faculty, and staff. As we reopen the library building in preparation for the fall semester, we will continue to offer innovative services and adapt to the needs of our community.

Written by Jamie Krogh, Carlton Hobbs, Tammy Hines, and Sarah Reynolds

FEATURED EVENTS



NEW LANCER DAYS TAILGATE

Each fall Greenwood Library partners with the Office of First Year Experience to offer late-night activities, including a mini-golf course in Greenwood Library. The three main goals for this event are to (1) Bring many first-year students into the library, (2) Move students around to the different service points on the first floor, and (3) Encourage students to meet as many of the library staff as possible to help reduce library anxiety.

LIBRARIANS ON THE MOVE

In efforts to expand research services across campus, the librarians offered research consultations in the Upchurch University Center. Weekly, the librarians, were there from 12 pm -2 pm Monday - Wednesday. The poster pictured to the right was used to promote the service. In the future, we plan to continue to expand reference services in additional locations.

UPCHURCH RESEARCH HELP

LIBRARIANS ON THE MOVE

Upchurch University Center
(By the Food Court)
Monday- Wednesday, 12:00 PM- 2:00 PM
Starting October 7th

GREENWOOD LIBRARY
Celebrate Curiosity

For questions or to request accommodations, please contact
Greenwood Library at 434-395-2423
UPCHURCH UNIVERSITY CENTER APPROVED FOR POSTING



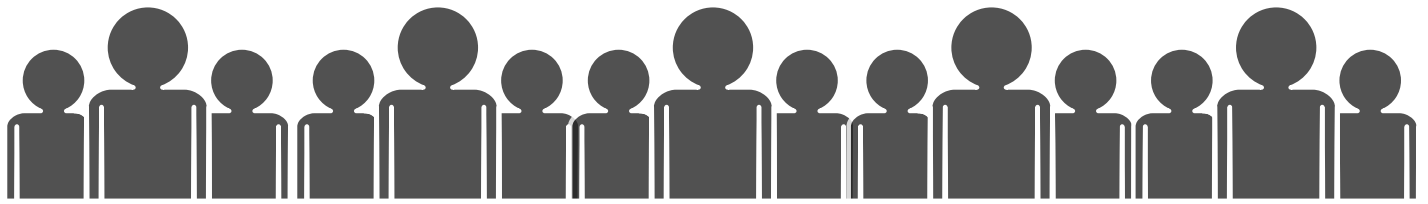
HISTORIC PORTRAIT REVEAL

Each month throughout the year we presented a portrait of a faculty or staff member from Longwood's storied past.

To kick off our tour through Longwood's history we unveiled the portrait of Dr. Thomas D. Eason, professor of biology from 1911 to 1918, and great-grandfather of our own President Reveley. The president opened with a short talk about Dr. Eason followed by a reception and viewing of the portrait and an exhibit of artifacts from the Longwood archives.



Written by Vicki Marie Palmer



HUMAN LIBRARY

UNJUDGE SOMEONE

The Human Library aims to create a dialogue and understanding between people. Individuals volunteer as human "books" and participants at the event can "read" the book -- meaning they share in a conversation about the "book's" experience. When a safe space is created, people have great conversations and ask questions that they might not be willing to ask in other settings.



The Human Library or "Menneskebiblioteket," as it is called in Danish, was developed in Copenhagen in the spring of 2000 as a project for Roskilde Festival by Ronni Abergel and his brother Dany and colleagues Asma Mouna and Christoffer Erichsen. The first event was open eight hours a day for four days straight and featured over fifty different titles. More than a thousand readers took advantage leaving the "books", librarians, organizers, and readers stunned at the impact of the Human Library. The broad selection of "books" provided readers with ample choice to challenge their stereotypes.

In October 2019, Greenwood Library organized a Human Library event, the first ever at Longwood. Fifteen human "books" participated in this event. Topics included religion, gender identity, first-responders, and mental health.



Written by Vicki Marie Palmer

DIGITAL COMMONS

DIGITAL COMMONS @ LONGWOOD

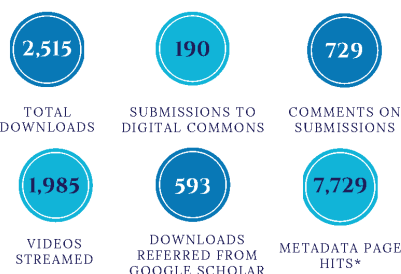
HIGHLIGHTS OF 2019-2020

SPRING STUDENT SHOWCASE FOR RESEARCH AND CREATIVE INQUIRY



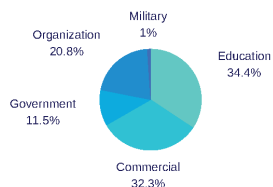
April 22 - 24, 2020

Due to the circumstances of COVID-19, the Spring Student Showcase for Research and Creative Inquiry was moved online using Digital Commons. Students participated in question and answer sessions using comments on each individual submission.



DOWNLOADED BY 96 DIFFERENT INSTITUTIONS

DOWNLOADS BY INSTITUTION TYPE



*Metadata Page Hits refers to how many people landed on the individual submission page.

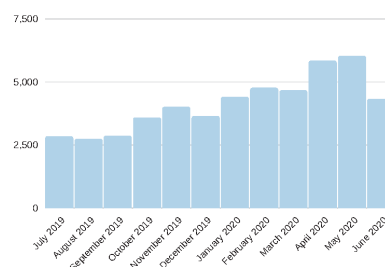
A YEAR IN REVIEW

1,668 ITEMS UPLOADED

49,650 DOWNLOADS**

27,653 METADATA PAGE HITS*

DOWNLOADS BY MONTH



**51,032 DOWNLOADS INCLUDING ADDITIONAL FILES

STREAMING VIDEO COLLECTIONS

Digital Commons added native streaming allowing users to view and download videos. Archives and Special Collections uploaded two video collections: the Robert T. Brumfield Collection Videos and Lancer Voices. The streaming video allowed for students to submit their posters or research with presentation videos for the Spring Student Showcase for Research and Creative Inquiry.

2,049 STREAMS

DATA PULLED FROM JULY 1, 2019 TO JUNE 24, 2020



OPEN EDUCATIONAL RESOURCES (OER)

The library spearheaded the creation of an Open Education Resources working group, along with the Center for Faculty Engagement (CAFE), the Digital Educational Collaborative (DEC), the campus Bookstore (Barnes and Noble), the Registrar's office, and associate deans of the Cook-Cole College of Arts and Sciences, the College of Business & Economics, and the College of Education & Human Services. Librarians also consulted with the Bookstore Innovation Group, a committee of the faculty senate. Both groups will merge next year and form the new Course Materials Affordability Committee (CMAC) to promote no cost and low cost textbooks and other materials. Over the past year, faculty adopted no-cost course materials for 34 sections of 9 courses, resulting in an estimated cost savings for students of about \$84,000.

Written by Hope Alwine & Mark Hamilton

BY THE NUMBERS

Expenditures - Percentage of Total Library Budget

56 %

Personnel - Librarian, staff, & student assistant salaries

Collections - Books, periodicals, films, & databases in all formats

28 %

8 %

Miscellaneous Operating - Postage, telephone costs, & cataloging services

Equipment - Technology, computer software & accessories, & furniture

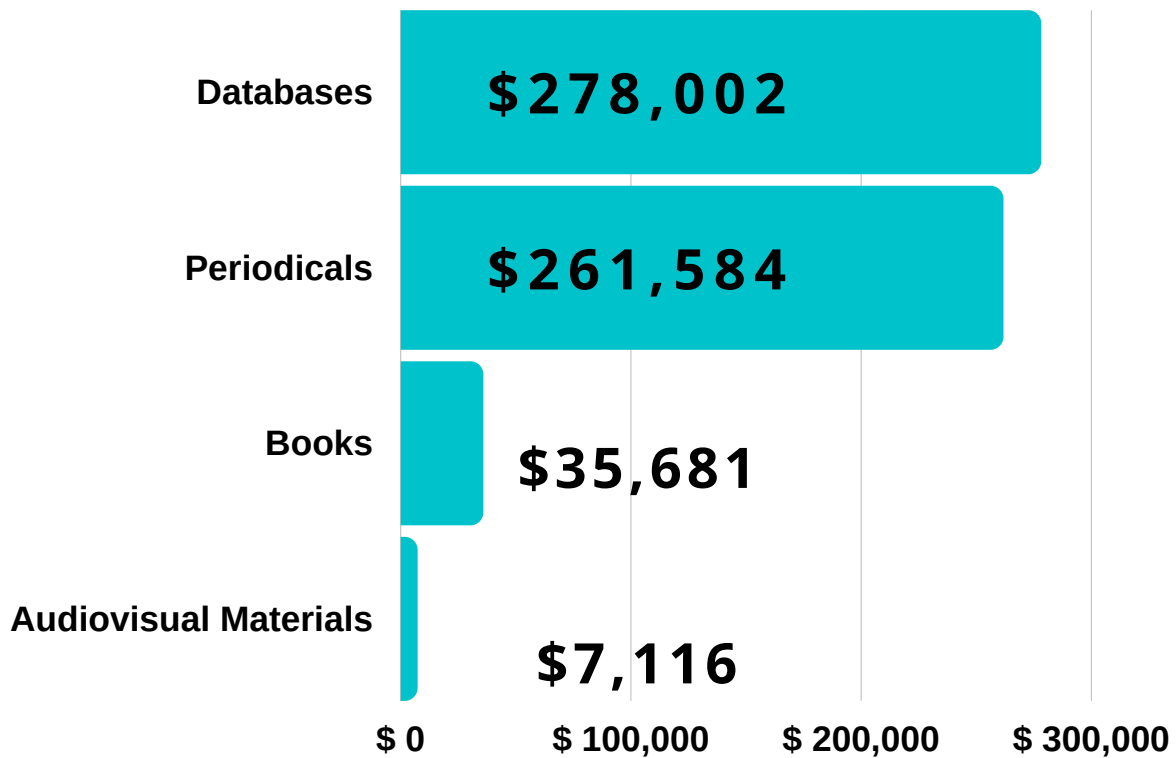
7 %

1 %

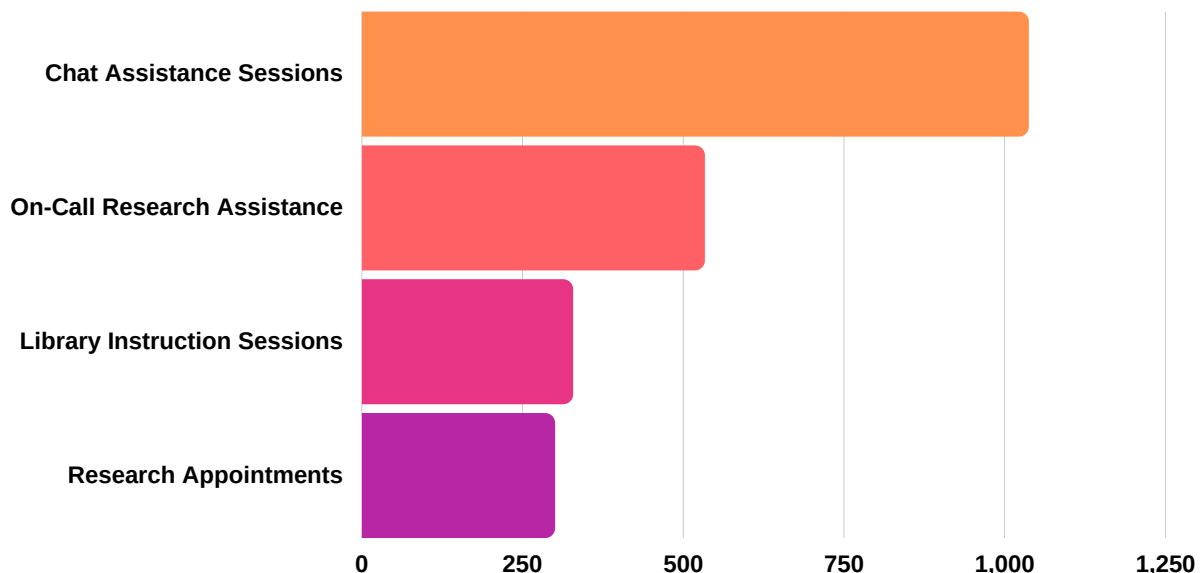
Supplies - Office supplies, copier rental, & printing services

Written by Cindy Elliott

Collection Stats



Research Assistance & Library Instruction Stats



Written by Cindy Elliott & Sarah Reynolds

ACCOMPLISHMENTS

Jennifer Beach attended the LOEX Conference, presented a workshop for CAFE titled, *Teaching Information Literacy: Locating and Evaluating Sources*. She presented a talk at the VLACRL Conference titled, *Expedition Library: Using Breakout Boxes as Library Orientation*, and presented a poster at that same conference titled, *NEA Big Read: Big Opportunities for Town and Gown Collaboration*.

Natalie Browning presented a lightning talk at the 2019 VLA Annual Conference, served as Peer Review Coordinator for the 2020 Innovative Library Classroom Conference and became a peer-reviewer for *The Journal of Business & Finance Librarianship*.

Irene Girgente graduated from Syracuse University with her MLIS.

Mark Hamilton presented a poster, *Finding Your Way Into the Open, Longwood University OER Plan*, at the Virginia Library Association Annual Conference in Norfolk, VA on October 24, 2019.

Tammy Hines was promoted to Associate Professor. she served on the Interprofessional Education Committee, LUPD Awards Committee, and the Library of Virginia Committee.

Vicki Palmer served on the VIVA Outreach Committee, VLA Awards Committee, VLA Scholarship Committee and CAFE. She chaired the Library Marketing Committee and served as an Academic Coach. She served as a Peer Reviewer for the 2020 Innovative Library Classroom Conference, which was cancelled due to COVID-19.

Sarah Reynolds served as the co-chair of the library's Facilities Task Force, and on Longwood's Academic Technology Advisory Committee, and the Administrative Assessment Committee. She also served as a judge for the Virginia Library Association's Graphic Novel Diversity Award, and had a presentation accepted for The Innovative Library Classroom Conference.

Brent Roberts was elected Chair of the State Committee for Higher Education in Virginia Library Advisory Committee (SCHEV LAC). He also completed a PhD in American Studies from Montana State University.

GREENWOOD LIBRARY STAFF

Brent Roberts, Dean of Greenwood Library

Hope Alwine, Digital Initiatives Specialist

Jennifer Beach, Research & Instructional Services Librarian

Mary Fran Bell-Johnson, Serials Specialist

Natalie Browning, Research Services Librarian

Benedict Chatelain, Library Information & Archives Associate

Kate Culver, Collections Manager

Samantha Dunn-Miller, Library Specialist

Betty Eike, Cataloging Specialist

Cindy Elliott, Budget Specialist

Irene Girgente, Technology & Library Information Specialist

Ruth Gowin, Library Information Associate

Mark Hamilton, Research & Digital Services Librarian

Sandra Haynie, Library Information Associate

Tammy Hines, Head of Collections & Information Services

Carlton Hobbs, Information Services

Rachael Hulvey, Library Information Associate

Kristi Jerome, Library Information Associate

Jamie Krogh, Archives & Records Specialist

Meagan Morrissey Martz, Administrative Assistant to the Dean

Dana Owen, Interlibrary Loan Specialist

Vicki Palmer, Research Services, Marketing & Outreach Librarian

Sarah Reynolds, Research Services Librarian

Cherri Shideler, Acquisitions Specialist