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Grand Valley State University Libraries Annual Report

Grand Valley State University

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407
library
instruction sessions



558,907
website visits



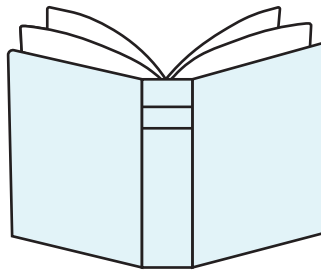
1,086
research
consultations



205,434

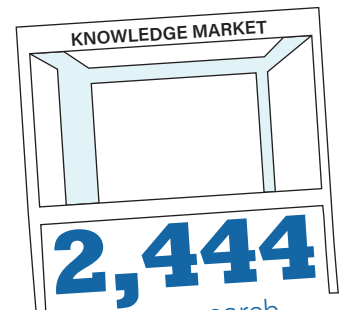


visitors to
library locations



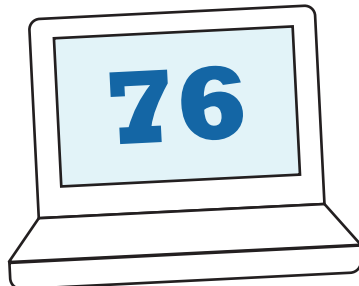
\$540,200

estimated savings to students
from **OER** textbook use



2,444

peer research
consultations



76
laptops loaned to
support remote learning
in response to COVID-19

10,582
questions answered in person,
via chat, texts, and email



25
OER

open
textbooks
available in
ScholarWorks

Message from the Dean



As we close the 2020-21 academic year, I want to hold a set of dialectical truths forward. I acknowledge both the difficulties, the fatigue AND the good that the Libraries' team has brought forth over that time. We succeeded in spite of, and through a pandemic. We started to deconstruct perfectionism to move towards 'good enough' where 'good enough' is viable. We re-imagined service levels. We invented new processes and approaches. We fostered community in new ways. We offered compassion and support. We moved more outcomes forward than I imagined possible. We held true to our commitments, values, and workplace principles.

This has been a long year. The Libraries stood as tree that remained rooted through the eye of the storm, able to flourish again – eventually. Our collective bark marks the times when we pushed through, when we thought we had little more to give, and when someone leaned on us. We can only do all of this because of the dedication of our faculty, staff, and student colleagues!

"Being able to work in such a warm and supportive environment has been the highlight of my time at Grand Valley. Every aspect of the library is just so amazing... My colleagues are some of my closest friends at Grand Valley."

– Katherine, Libraries
Research Consultant

The Libraries' Mission

Grand Valley State University Libraries purposefully collect, teach, display, discover, disseminate and preserve information, in all its forms, to support the university curriculum and fuel the intellectual life of the university.

The Libraries focused on five priority initiatives to move that mission forward:

- Develop a culture of inclusivity, equity, and accessibility
- Advance quality education
- Implement active, engaged strategic workforce management
- Develop a practice of holistic, multi-year fiscal management
- Evolve through strategic conversations

Faculty & Staff Highlights

Libraries faculty and staff published two books: *Engaging Students through Campus Libraries: High Impact Learning Models* edited by Gayle Schaub and Hazel McClure and *Training Research Consultants: A Guide for Academic Libraries* co-edited by Jen Torreano.

Matt Ruen won an Innovation Grant for his Accelerating Open Educational Resources at GVSU project to increase GVSU support and production of low-cost textbook alternatives.

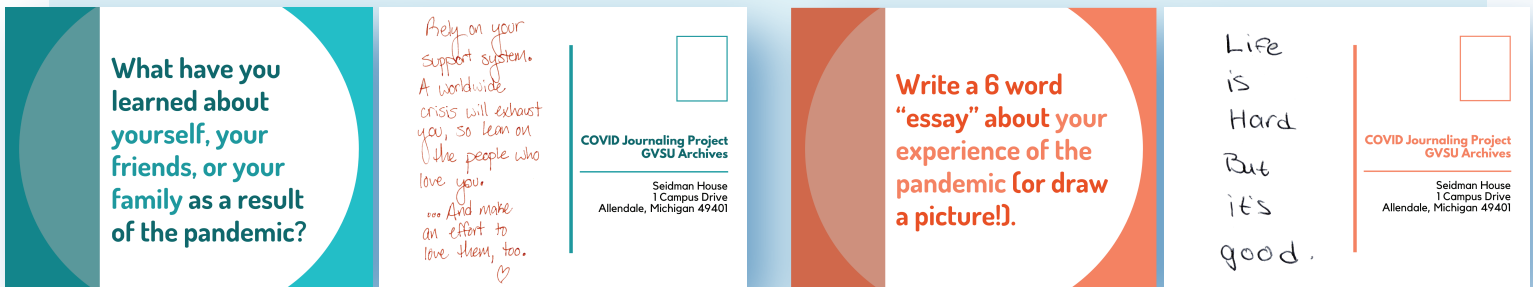
Sheila García Mazari was named to the Grand Rapids Public Library Board of Commissioners.

Faculty and staff took rotations on the main service desk to provide top-level service to patrons in an equitable manner.

Leigh Rupinski and Jacklyn Rander's article "Telling Stories: A Case Study in Podcasting with Archival Resources" was awarded the Margaret Cross Norton Award.

Annie Benefiel led a student-journaling project to capture first-hand accounts of student experiences during the COVID-19 pandemic and made available as an open digital collection on our website. Selected materials from the collection are shown below.

Gayle Schaub won the 2020 Pew Excellence Award for Teaching and Learning Enrichment.



Accelerating Open Educational Resources

Open Educational Resources (OER) are textbooks and other teaching materials which are freely available to use, share, modify, and reuse. They remove financial barriers from learners, empower innovative teaching practices, and share GVSU faculty members' expertise with a global audience.

The Open Education Resources Initiative aims to inspire more widespread action from those interested in OER by providing incentives for more faculty to wade into OER, including collaborative workshops, compensation for time and labor, and additional capacity for support from the University Libraries. If you imagine OER as a bus line, we're adding more stops so that people who are interested in getting involved don't have to walk all the way to the Early Adopter station.

-- Matt Ruen, Scholarly Communications Outreach Coordinator

Ready for Remote

The transition to a hybrid campus supporting students both on campus and remotely proved to be one of the greatest challenges for the 2020-2021 academic year. With the uncertainty of how COVID numbers would impact our services, libraries faculty and staff needed to be ready to remain flexible in meeting the needs of students in a constantly changing environment.

"The librarians helped me navigate using legal research tools. I am very grateful for their expertise."

– Undergraduate Student

Luckily, the Libraries were able to leverage years of a student-centered approach to services. This approach already provided flexible options to meet students where they were at and be as inclusive and equitable as possible. The Libraries were able to build on a strong foundation which included:

- A robust online service offering, allowing students to ask questions via email, text, chat or phone.
- All teaching librarians regularly trained on online teaching technologies to teach both online and in-person sessions.
- Strategic purchasing and processing of online books, journals, and streaming videos, along with curation of digital special collections, that make materials easily accessible to students.
- A newly launched online complement to the Knowledge Market including online consultations and a self-paced information market.
- Thorough testing on the usability of the website to ensure intuitive navigation and information discovery.

Our Newest Location

In May 2021, the Libraries opened its newest space as the **Frey Foundation Learning Commons** moved into its new home in the Daniel and Pamella DeVos Center for Interprofessional Health. The new space includes two learning labs and a mix of collaborative and quiet study spaces including a reading room with a fireplace.



Thank You!

Thank you to all of our generous donors for helping us support the university curriculum and fuel the intellectual life of the university!