

Funk Library Annual Report, 2019-2020

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I. Unit Narrative

Major Activities and Accomplishments

Unit operations were significantly affected by the COVID-19 pandemic this year, including:

- The Funk ACES Library closed to patrons starting Thursday, March 19. Library employees continued working in the unit through Friday, March 20. When Illinois Governor Pritzker's stay-at-home order took effect Saturday, March 21, Funk librarians, staff members, and Graduate Assistants (GAs) transitioned to fully remote work; like all student employees on campus, Funk Student Assistants were paid their expected wages through the end of the Spring semester, even though they had no remote work.
- We began a gradual return to on-site work on Monday, June 22. For the first 3 weeks, select staff members worked half-days on-site; when library staff were not working on-site, they continued their remote work.
- We worked with the print collection to make it as accessible as possible.
 - Even when all Funk employees were working remotely, one staff member checked the **book drop** regularly and discharged returned materials after a quarantine period.
 - From April through June, we received about 60 **call slip/pick list requests** for books in our print collection, with 23 delivered in print, 18 already available electronically (mostly via the HathiTrust Emergency Temporary Access Service), and 17 purchased as eBooks.
 - We scanned materials for **DocExpress** requests, although since so much of our collection is already available online, we only had to scan one chapter from April through June.
 - In the Spring, we took the initiative to digitize some **Reserve materials**, so they would be accessible to students when they switched to online learning. In Summer 2020, we had several discussions about how to handle Reserve materials for the 2020-2021 school year.
- We typically only have Funk staff meetings (which include librarians, staff members, and GAs) every other week during the school year, but in Summer 2020, we continued meeting every other week to help stay connected and up-to-date since we were still working so separately.
- Taking advantage of the library being closed to patrons, library staff members have dedicated significant remote and on-site work time to sorting through our Floor 5 storage room, including reviewing old files, discovering uncataloged materials, and throwing away broken equipment. This project had been on our to-do list, but we never had time for it before now.

This year we completed or made significant progress on important collection projects:

- **Current Periodicals** – In the Fall, we shifted the Reference Collection and moved the Current Periodicals from the Floor 2 northeast alcove to those newly opened shelves.

- **Alma Preparations** – We prepared for the Library Catalog migration from Voyager to Alma. In particular, we identified about 20 Library Catalog locations that were no longer needed, and we resolved/transferred over 10,000 items connected to those locations. We took this as an opportunity to clean up mismatched item/holding locations and item status inaccuracies, so our collection records are cleaner than when the process started. We also invested a significant amount of time to Alma training (before and after it went live) and updating unit documentation.
- **Compact Stacks** – After measuring and calculating in Spring and Summer 2019, we moved select closed serials from our regular stacks to our Compact Stacks this year. The general criteria for moving serials was (1) serials that closed in 2009 or earlier, and (2) serial runs that occupied at least 12 inches of shelf space. As a result, we moved about 14,000 items covering about 19,000 inches. The move was completed about a week before the Governor's stay-at-home order, which was amazing timing.
- **Biodiversity Heritage Library (BHL)** – During FY20, we contributed 181 volumes and 109,414 pages (data from Internet Archive). We were among the top five contributors to BHL in July, August, October, and January. The sum of our institutional contribution to BHL stands at 6016 volumes from 4031 titles, and a total of 1,867,956 pages. In collaboration with the Rare Books and Manuscript Library, we implemented a process for obtaining scans of their holdings to contribute to BHL. A significant development this year was increasing the involvement of our GA in the BHL workflow by establishing a GA account in the BHL ticketing system. Our GA also participated in the BHL "Earth Optimism" campaign by guest authoring a post for the Biodiversity Heritage Library's blog (as did one of our librarians), and received training to use the BHL admin module to paginate scanned content and upload images to Flickr. This offered our GA a more robust experience with BHL, and gave her a tangible output bearing her name.

In recent years, all librarians in the unit have dedicated significant time and effort to our GAs' pre-professional experience, so it is as valuable and positive as possible. We provide a new GA orientation at the start of the school year, and we offer shorter GA training sessions on specific topics/resources throughout the year. We have developed a wide variety of projects to which GAs can contribute depending on their skills and interests; these projects include but are not limited to collection development, outreach activities, physical and virtual exhibits, Savvy Researcher workshop instruction, digitization and metadata work for the Biodiversity Heritage Library, and introductory data management experience. Based on GA exit interviews this year, our efforts are paying off, because GA comments included appreciating the kind and welcoming Funk community, the networking and mentoring opportunities with Funk librarians, the regular training sessions, and the valuable experience with projects. Improvements can always be made, but the great strides we have made in recent years are worth noting.

We also continued to devote time and effort to a variety of outreach and engagement activities, although these were certainly impacted by the pandemic:

- **Social Media** – With thoughtful planning and GA mentoring, our social media activity continues to flourish, which has allowed us to increase our connections within the Library and with the units we serve, and engage more with our patrons. As one example, a GA initiated a campaign to promote Funk librarians through a series of social media posts

highlighting each librarian's liaison departments, background, research, and favorite resource/service.

- **Finals Activities** – We continued to offer our own stress-relieving activities. In the Spring, we got creative and moved our activities online, including an album of virtual puzzles, links to live animal cameras, and playlists on Spotify; we also piloted offering a Zoom online study space on Reading Day.
- **Virtual Exhibits** – This year a GA explored and implemented our own Omeka website using the University Library's Omeka.net subscription. Omeka will provide a much more robust platform for our virtual exhibits. Plus, while Funk benefits from the excellent exhibits created by our GAs, our GAs benefit by applying what they learn about Omeka from their coursework and by gaining experience using a tool they might need in their professional careers.
- **"Solving the World's Challenges" Panel Presentation** – When the pandemic hit, plans for our 3rd annual "Solving the World's Challenges" panel event in April 2020 were well underway. We decided to postpone the panel until Spring 2021 rather than make a quick switch to an online event, especially since our panelists were already faced with switching all of their courses to virtual instruction.

Major Challenges

Without a doubt, the most significant challenge we face is the COVID-19 pandemic. It affects essentially every aspect of library operations and services. Since we have some employees working mostly or completely remotely and some employees working mostly on-site, we've had to rethink and retool how we work together and communicate. We have had to take a completely new approach to how we provide access to our print collection, including Reserves, and since the Library has an electronic-first strategy for access to the collection, librarians must closely monitor collection budgets so they are not depleted buying electronic versions of books we already own in print. The pandemic has also greatly affected our services (e.g. Funk Library has been completely closed to patrons starting March 19, 2020.) and our outreach initiatives (e.g., The Spring panel presentation was postponed, and we had to get creative with our de-stressing activities for Spring finals.). The list of effects could go on and on. Nevertheless, we have adapted well, and going forward, we will continue to refine our operations and services to make them as efficient and effective as possible, while also keeping everyone as safe as possible. These are certainly challenging times.

In addition to the pandemic, the migration to Alma has made it very challenging to continue service in the Veterinary Medicine Library. Where the library had been operating on a self-service model with a dedicated computer terminal for patrons to check out materials to themselves, this functionality does not currently exist in Alma. Library IT had been working on a solution at the beginning of the year, but progress was interrupted and delayed considerably by the pandemic.

In more normal times, when Funk Library is open late during the school year, our late-night staffing can be a challenge to sustain. In August 2019, we submitted a request to convert our part-time, 9-month nighttime staff position to a full-time, 9-month nighttime position to allow us

to make quicker progress on collection projects, to give us a greater staff presence in the evenings when the library is busy, and to help with employee retention. Unfortunately, our request was unsuccessful. In September, we lost our part-time nighttime employee to a full-time position in the Library, and our new part-time nighttime employee did not start until January. As a result, our full-time nighttime staff member worked 3 ½ months as our only nighttime staff member, other than undergraduate Student Assistants. Situations like this are not sustainable for the unit.

Also in more normal times, when we are providing in-person instruction, our computer classroom (509 Funk ACES) is a major challenge. The classroom's poor layout and its inflexibility hampers library instruction. Some Funk librarians strive to schedule library sessions anywhere but 509 Funk ACES, because it is not very conducive for instruction. In Fall 2018, we received requests from librarians to host a hackathon and a Data Carpentry workshop in room 509, but both librarians decided not to use our classroom because of limited outlets for attendee laptops/devices and because the room could not accommodate small group work. If 509 Funk ACES could become a more modern instructional space, we think it could become a destination for a variety of library sessions and events. Plus, if the Library Building Project affects classrooms in the Main Library and the Undergraduate Library, a redesigned room 509 could be a good nearby, alternative.

Significant Changes

One major challenge in last year's report was the limited number of Life Sciences Division (LSD) librarians, but this year we had two new librarians start. Janis Shearer, Public Services & Engagement Librarian, started on August 16, 2019, and Mike Dickinson, Planning, Landscape Architecture & Agriculture Librarian, started on May 16, 2020. So at the end of FY2020, LSD had 1 Academic Professional librarian, 3 tenured librarians, and 2 tenure-track librarians. As one of the smaller divisions in the University Library, we must still plan carefully and work together to cover commitments that require divisional representation, but at least librarians no longer have additional interim responsibilities.

Another major challenge in last year's report was the limited librarian office space in Funk Library, but this is another situation moving in a positive direction. This year significant progress was made on three new librarian offices in the northeast corner of Floor 2, and this project was made possible through generous funding from the Lyle E. and Lois R. Bamber Fund. The project kick-off meeting was at the end of July. Throughout the year, we reviewed construction documents, implemented plans to communicate with patrons, kept in touch with Library Facilities, and worked with Library Facilities and Library IT to relocate furniture. Notably, we did not lose any patron seating, but only because some of our previous projects, like disbanding the City Planning and Landscape Architecture (CPLA) Reference Collection, gave us more flexibility in our space. Construction began on Monday, February 10, 2020 but was put on-hold in mid-March due to the Governor's stay-at-home order. Work resumed in mid-June, and the estimated completion date was early August 2020.

One other smaller facilities project was completed this year. In Fall 2017, our building, the ACES Library, Information & Alumni Center, received an Energy Conservation Incentive Program award, which provided \$10,000 to make additional conservation improvements in the building. Numerous ideas were explored, including removing the interior circle light, using more energy efficient lighting above the center skylight, adding water bottle filling stations, and switching to low flow urinals and/or dual flush toilets. In the end, the most feasible project was replacing the restroom light switches with automatic light sensors, and this work was completed in Summer 2020.

Contributions to Library-wide Programs

Funk staff members and librarians actively participated in preparations for migrating from Voyager to the Alma and Primo Library Catalog systems.

Funk Library has contributed titles to the BTAA Shared Print Repository 2 (SPR2) at University of Illinois.

Funk librarians make significant contributions to library-wide instruction programs, including Savvy Researcher workshops and Hub training.

Funk librarians are closely connected to the Research Data Service and participate in data curation activities, data management plan reviews, and data management instruction.

Funk Library GAs participate in the University Library's Ask-a-Librarian service, and now all Funk librarians participate in the Research Consultation Scheduler program that allows patrons to directly schedule consultation appointments with librarians.

FY20 Unit Annual Goals

- Respond to staffing changes.
Ongoing. In FY20, we completed a search and onboarded a new staff member for our 9-month, part-time nighttime position; Jennifer Vargo Hauser started on January 6, 2020. We also had two new librarians start this year.
- Complete onboarding for our new librarian(s).
Completed. We had two new librarians start this year - Janis Shearer (Public Services & Engagement Librarian) started August 16, 2019, and Mike Dickinson (Planning, Landscape Architecture & Agriculture Librarian) started May 16, 2020. Since Mike started late in the fiscal year, his onboarding continued through the summer and into the Fall 2020 semester, but this goal is essentially complete.
- Manage librarian office construction project.
Ongoing. By the end of the fiscal year, the office construction project had resumed after being put on-hold in mid-March with Governor Pritzker's stay-at-home order. Throughout the year, we reviewed construction documents, implemented plans to communicate with patrons, kept in touch with Library Facilities, and worked with Library Facilities and Library IT to relocate furniture.

- Explore options to enhance or re-envision areas of the library.
Ongoing. This year we moved select closed serials from our regular stacks to our Compact Stacks to make better use of those shelves and hopefully allow us to remove some shelving in the regular stacks to give us more flexibility for additional seating, events, etc.
- Maintain existing and carefully consider new outreach and engagement activities.
Ongoing. Our Public Services and Engagement Librarian is providing direction and excellent GA mentoring for our outreach and engagement activities. Due to the COVID-19 pandemic, we had to make significant adjustments to our outreach and engagement activities, and our work in this area will continue to be impacted well into the next fiscal year.
- Continue developing a marketing and outreach plan for the Veterinary Medicine Library.
Ongoing. The Veterinary Medicine Graduate Assistant created a newsletter template to facilitate producing a bi-annual newsletter.
- Organize our third “Solving the World’s Challenges” event in Spring 2020.
Postponed. Due to the COVID-19 pandemic, we decided to postpone the panel until Spring 2021 rather than make a quick switch to an online event, especially since our panelists were already faced with switching all of their courses to virtual instruction.
- Consider any remaining follow-up work from our 2018 inventory project.
Not completed. At the start of the fiscal year, we were awaiting a cleaned-up report from CMS of items in Voyager but not in our inventory. After receiving the report, it was quickly put on the backburner because we were faced with limited nighttime staffing through the Fall 2019 semester and then the pandemic. We will consider if this is still a relevant project to pursue.
- Continue work to transfer select closed serials to our Compact Stacks.
Completed. We moved about 14,000 items covering about 19,000 inches into Compact Stacks.
- Continue contributing content for and participating in the Biodiversity Heritage Library (BHL).
Ongoing. Kelli Trei participates as the University representative to the BHL and attends member meeting calls and in-person meetings to create strategic goals and plans for the BHL. Kelli and Susan Braxton are members of the Collection Committee and contribute to the BHL’s collection strategy and goals. Susan participates in BHL staff calls, which focus on improvement and functionality of the digitization, discoverability, and maintenance of content in the BHL. M.J. Han (Head, Acquisitions & Cataloging Services) is a member of the Cataloging Group, which answers periodic questions about BHL records. Kellie and Susan evaluate and provide content from the University Library to be digitized via the Internet Archive and harvested into the BHL’s corpus.
- Pursue opportunities to collaborate with other units, inside of and outside of the Library.
Ongoing. Librarians frequently collaborate with the Research Data Service, and we will continue to pursue opportunities to collaborate with other library units and with units outside of the library.
- Consider avenues for gathering input from administrators, faculty, students, and others in our liaison units, in order to help us identify new, enhanced, or different initiatives to pursue.

Ongoing. We will continue to pursue opportunities to gather input from patrons and stakeholders.

FY21 Unit Annual Goals

- Continue adjusting library operations and services in response to the COVID-19 pandemic.
- Manage librarian office construction project.
- Explore options to enhance or re-envision areas of the library.
- Maintain existing and carefully consider new outreach and engagement activities.
- Continue developing a marketing and outreach plan for the Veterinary Medicine Library.
- Advance emphasis on sustainability of Agricultural Communications Documentation Center (ACDC) operations (e.g., editorship of ACDC News, staffing & needed expertise).
- Continue to strengthen ACDC collaboration with University of Illinois agricultural communications faculty and colleagues in the College of ACES Agricultural Leadership, Education & Communications (ALEC) program.
- Continue work towards ACDC fiscal year reporting rather than calendar year reporting to align with Funk ACES Library goals.
- Update/create collection development statements for the collections in the library.
- Reconsider the numerous print/PDF handouts our GAs maintain.
- Continue developing skills and competencies with new Alma and Primo Library Catalog systems.
- Consider any remaining follow-up work from our 2018 inventory project.
- Shift the collection on Floors 2 and 3 in an effort to remove some shelving on Floor 2 to give us more flexibility for additional seating, events, etc.
- Continue contributing content for and participating in the Biodiversity Heritage Library (BHL).
- Pursue opportunities to collaborate with other units, inside of and outside of the Library.
- Consider avenues for gathering input from administrators, faculty, students, and others in our liaison units, in order to help us identify new, enhanced, or different initiatives to pursue.

Graduate Assistants

- Funk Library had 5 GAs (1.75 FTE total) who were state funded.
- Funk Library also had 2 GAs (0.50 FTE total) for the Agricultural Communications Documentation Center (ACDC), who were paid with endowment funds.
- Funk Library Graduate Assistants provide advanced-level public service at the Funk Library information desk, provide reference service (in-person, phone, email, chat), create and maintain web resources, and contribute to social media. They serve as the primary building supervisor during weekend and evening hours. Funk Library Graduate Assistants are also assigned a variety of other projects throughout the school year, such as collection management and exhibits, depending on interest and availability.

II. Statistical Profile

Facilities

- User seating counts
 - at tables: 134
 - at carrels: 94
 - at public workstations: 39
 - at index tables: n/a
 - in group study rooms: 48
 - informal/other: 32
- Number of hours open to the public per week
 - Summer II 2019: 42.5 hours/week
 - Fall 2019: 112 hours/week
 - Spring 2020: 112 hours/week; until closing to the public starting March 19, 2020
 - Summer I 2020: 0 hours/week

Personnel

Librarians

- Susan Braxton (Academic Professional) (1.0 FTE)
- Mike Dickinson (Faculty) (1.0 FTE, started May 16, 2020)
- Erin Kerby (Faculty) (1.0 FTE at Veterinary Medicine Library)
- Janis Shearer (Faculty) (1.0 FTE, started August 16, 2019)
- Kelli Trei (Faculty) (1.0 FTE)
- Sarah Williams (Faculty) (1.0 FTE)

Staff

- John Bennett (Staff) (1.0 FTE)
- Erik Chapman (Staff) (1.0 FTE)
- Lucy Moynihan (Staff) (1.0 FTE)
- Cindy Nakea (Staff) (1.0 FTE)
- Elisabeth Paulus (Staff) (0.67 FTE, July-September 2019)
- Jennifer Vargo Hauser (Staff) (0.67 FTE, started January 2020)

Graduate Students

- Emily Benton (GA) (0.25 FTE; 0.25 FTE ACDC)
- Greta Heng (GA) (0.25 FTE)
- Clarissa Ihssen (GA) (0.5 FTE)
- Madison Martin (GA) (0.25 FTE)
- Courtney Smith (GA) (0.25 FTE ACDC)
- Grace Spiewak (GA) (0.5 FTE, shared with Vet Med)

Student Assistants

- FY19 Student Wage budget: \$86,391 (including mid-year increase to cover bump in minimum wage)

User Services

- Gate Count (for Funk; extrapolation based on FY20 Sweeps Week): 103,900 (adjusted for campus closure beginning in mid-March 2020)
- Circulation (for Funk & Vet Med; from Voyager circulation reports)
 - Charges: 5,735
 - Renewals: 6,678
 - Discharges: 5,723
- Reference Interactions (for Funk & Vet Med; extrapolation based on FY20 Sweeps Week): 2,944
- Presentations (for Funk & Vet Med; from the Instructional Statistics database)
 - Number of presentations to groups: 18
 - Number of participants in group presentations: 374