

I. Unit Narrative

Major Accomplishments:

In FY2020, the Ricker Library of Architecture and Art accomplished the following major initiatives:

- Instituted diversity and inclusion initiatives and commitments
- Managed the transition to primarily working from home across our faculty, staff, and graduate students
- Developed and deployed an online engagement strategy to ensure Ricker Library patrons and donors can remain engaged while our collections and spaces are less accessible

Contributions to Library-wide Resources and Services

Diversity and Inclusion

Ricker has been focusing on diversity and inclusion through the FY20 year. We started the [#FromMarginToCenter initiative](#), which aims to create a growing body of resources designed to highlight contemporary artists and designers across a broad range of identities. Our selection criteria combine staff expertise and interest, current events, and providing a balanced range of resources, knowing that this is an emerging body of material that will evolve and take different shapes over time.

We have also launched an initiative to analyze our collections' representation of diversity. Taking our cue from our community, we chose to analyze women, and specifically women of color, in architecture. So far we have analyzed subsets of our monographic collection as well as comparing against a major trade journal. We also created two resource guides: [Women-led Architecture firms](#) and [Resources for Women in Architecture](#).

In the wake of George Floyd, Breonna Taylor, Ahmaud Arbery, Tony McDade, and others, Ricker Library responded by creating the following resources: [Anti-racist Resources Across Art, Design, and Museums](#) and [Anti-racist Resources in Architecture](#). These were shared to the respective faculty and curators, and also broadcast across our social media channels.

Ricker has instituted an [Anti-Racist Commitments](#) plan. We also committed to making [periodic updates](#) on our progress, in order for it to feel like a living document.

We also have concentrated our collecting efforts on non-dominant voices and cultures working with vendors to identify materials. We partnered with several colleagues in International and

Area Studies Library to increase our collecting of art and architecture materials from a more global perspective.

Reference, research consultations, web site, Libguides

Ricker Library staff fielded questions at the desk while we were open; after the pandemic closures, we initiated Ricker's first foray into participation in chat reference. Emilee set up consultation hours using LibCal, which were primarily utilized by graduate students.

After the pandemic, our website, libguides, and social media became invaluable tools to creating a user-focused experience for our patrons. We conducted a site mapping analysis across the website and Libguides to identify and reduce redundancies, while creating an intentional strategy for what kind of content is best suited for which platform. We consulted with John Laskowski multiple times and developed a wireframe design for a more user-focused, useful information architecture for our website. We created a number of library guides to complement users' needs, including several for Krannert Art Museum exhibitions that opened over the course of the year, and realigned existing guides to have more consistent terminology that actively reflected the terminology of the disciplines served.

We also developed an evidence-based strategy for social media, after analyzing the most popular posts between 2015-2018 (to capture engagement while there was a head librarian who created momentum) and implemented our findings. We also arced out workflows for social media to be shared across multiple people; before, it had been the sole responsibility of one staff member, which was out of alignment with current approaches and strategies.

Outreach and Engagement; Liaising

Emilee spent much of the four months she worked onsite before the pandemic engaging with liaison areas and building relationships to anchor outreach and engagement activities. She built pathways toward increased visibility of library staff, resources and services. Some of that work was put on pause once the pandemic happened, since much of it relied on an in-person engagement model; however, Emilee was able to pivot to online engagement through the relationships she made earlier in the year. She partnered with the School of Art & Design and the Krannert Art Museum to offer a 3 part online film series that included discussants from each liaison area; and forged partnerships with local and international non-profit organizations to continue to offer programming such as edit-a-thons and lectures.

2 Personnel

Full time Staff

The staff of the Ricker Library in FY20 consisted of:

- Emilee Mathews, Head, Ricker Library of Architecture and Art; Art & Architecture Librarian (faculty, 1 FTE)
- Vacant, Assistant Librarian, (faculty, 1 FTE)
- Lee Whitacre, Library Specialist (civil service, 1 FTE)

- Elisabeth Paulus, Library Specialist (civil service, 1 FTE)

Graduate Assistants

Erika Johnsrud, Graduate Assistant (.5 FTE, funded through state funds, August 15, 2019 – May 15, 2020). Erika also worked as graduate hourly (funded by state funds) during the summer of 2020. Duties included:

- Prototyped an Omeka project highlighting a subset of our artists' book collection; this included creating workflows for exporting data, metadata mapping, digitization, Omeka interface optimization
- Cataloged zine collection
- Created inventory for uncataloged artists' books
- Created resource guides, including Contemporary Latin American Artists guide, and created first drafts for Industrial Design, Health and Wellbeing in Architecture, and Krannert Art Museum: Bea Nettles: Harvest of Memory
- Answered reference questions at the Ricker Library service desk, and assisted patrons with accessing the collections

Claire Markuson (.25 FTE in Fall 2019, .5 FTE in Spring 2020, funded through state funds, August 15, 2019 –May 15, 2020). Claire also worked as graduate hourly (funded by state funds) during the summer of 2020. Duties included:

- Assisted in data gathering for collection assessment of women of color in architecture as represented by Ricker's collections
- Researched usability and accessibility guidelines; created resource list to refer to when needed
- Created resource guides for liaison areas, including Resources for Women in Architecture, #FromMarginToCenter: Women-led Architecture Firms, Krannert Art Museum: HIVE, Krannert Art Museum: Hotspots: Radioactivity and the Landscape, #FromMarginToCenter: Queer Architect(ure)s, and Art Education; created first drafts of Fashion Resources and Building Performance/Structures
- Answered reference questions at the Ricker Library service desk, and assisted patrons with accessing the collections
- Assisted with preservation and inventory management

We also employed a total of 12 hourly Student Assistants (the equivalent of 1.63 FTE, 61 hours/week in Fall 2019 and 1.73 FTE, 65 hours/week in Spring 2020, with a budget allocation of \$15,844) who staffed our circulation desk and helped patrons use our collection and equipment.

Significant Changes and Challenges

The most significant changes were also our most significant challenges.

Staff: Emilee Mathews started as Head of Ricker Library in November, 2019. In September, 2019, assistant librarian Chris Quinn passed away; his position has not yet been filled. Emilee has spent a considerable amount of time piecing together workflows and procedures, as Chris did not leave detailed documentation on how the library ran; regardless, many policies and procedures needed to be updated to reflect current library management practices. assistant librarian and interim unit head, who passed in September, 2019. His position is still vacant; a proposal to fill the position was approved by the Executive Council in May, 2020, however the position was put on hold due to budget uncertainty. This has created a significant lack in the Ricker library - with one librarian rather than two, the librarian in question very new and untenured, while also facing the vast changes and challenges of COVID19 in the workplace, has created a huge amount of stress and strain. Graduate assistants have been essential to our staffing plan.

Pandemic: the COVID19 global pandemic changed how Ricker Library staff worked immeasurably; by the end of Spring Break, all staff were working remotely and no access was allowed to library spaces.

FY20 Unit Annual Goals and Accomplishments

SD1: Proactive and trusted partners in scholarship, discovery, and innovation

Goals

- Investigate electronic resources that promote emerging areas of education and research across liaison areas, such as sustainability and design thinking

Accomplishments

Pre Pandemic

- Started trial of Electronic Arts Intermix, initiating subscription
- Prototyped an implementation of Omeka using subset of artists' book collection
- Created exhibition guides for Krannert Art Museum shows

Post Pandemic

- Started trials of Pidgeon Digital, Yale Art and Architecture E-Portal, and Bloomsbury Fashion Library
- Investigated digital preservation, digital library, and digitization possibilities for access to collections
- Worked with vendors including Casalini, Erasmus, Worldwide to streamline and focus collection acquisitions
- Increased research guides that better reflect current curricular strengths and trends across liaison areas, such as Industrial Design, Fashion, and Health and Wellbeing in Architecture
- Changed collection strategies to be e-preferred

SD2: Transformative Learning Experiences

Goals

- Provide strategic outreach opportunities designed to reflect campus interests, such as invited guest speakers, as well as current curriculum needs
- Work with student groups to provide co-curricular programming and engagement
- Capture student engagement, creating a longitudinal record of impact to share with faculty, students, and donors
- Outreach outside of the library, such as the many buildings across campus in which art, design, and architecture students work and live
- Use unrestricted funds to promote student growth, such as instituting a prize for research at Ricker

Accomplishments

Pre Pandemic

- Initiated conversations with faculty and curators to develop strategic outreach opportunities
- Contacted and met with Women in Architecture Student Group to learn about their needs and determine future partnerships, created [Women in Architecture Resource guide.](#)
- Initiated conversations on pop-up events and displays across Art + Design and the School of Architecture with enthusiastic support from administrators

Post Pandemic

- Assessed anticipated teaching needs given digital first strategy and the nature of instruction sessions requested through liaison areas; developed and implemented plan for video and document cameras with support of Library IT
- Partnered with School of Art + Design faculty to offer Co-VIDs, a 3 part film series engaging themes and topics of our times
- Created [#FromMarginToCenter initiative](#) to highlight underrepresented voices:

SD3: Societal and Global Impact

Goals

- Conduct diversity audit of collections
- Ensure that resources and services are reflective of campus, state, and national diversity
- Investigate spaces (physical and digital) for accessibility

Accomplishments

Pre Pandemic

- Identified, tested, and launched an initiative to determine the representation of women of color in our architecture collections.
- Worked with facilities to fix broken accessibility equipment; continued to advocate for signs on ADA doors

Post Pandemic

- Worked with students in architecture who have strongly requested increased holdings in architecture of Africa and African diaspora
- Partnered with Uniting Pride (UP Center) to offer a film screening during Pride month
- Worked with JJ Pionke and John Laskowski to ensure social media, libguides, and website meet accessibility standards
- Worked with Lynne Thomas and RBML to differentiate collection development policies between RBML and Ricker; and develop protocols for shared collection management decisions

SD4: Strategic Investment

Goals

- Promote learning culture across librarian, staff, and student roles
 - Share lessons learned from professional development opportunities
 - Continuously assess excellence across services provided
 - Solicit expertise from across campus
 - Visit libraries and other units across campus to learn from them
 - Ensure diversity and bias training
 - Promote graduate assistant learning, ensure that they are contributing in significant ways through projects; learn from their learning experiences

Accomplishments

Pre Pandemic

- Developed graduate assistant job descriptions that ensured inclusivity
- Initiated and scheduled visits to Preservation, Metadata, Digital Humanities
- Sent staff member Elisabeth Paulus to 5 Days for Change; discussed and implemented recommendations from that training
- Ensured that graduate assistants were working at an appropriate pre-professional level
- Acquired major donation of Aspen Magazine
- Analyzed and assessed impact of social media posts from 2015 to 2018
- Identified and cleaned up records in anticipation of Alma migration
- Worked with donors; including those who donated in memory of Chris Quinn

Post Pandemic

- Conducted site mapping across Ricker library website and libguides; reduced repetitive information; developed an online content strategy
- Hired graduate assistants and graduate hourly with job requirements outlining a commitment to diversity and inclusivity
- Conducted anti-racist discussions; formulated [Anti-Racist Commitments](#) document with staff
- Created graduate assistant onboarding and work expectation guidelines to ensure that they are working at appropriate pre-professional level
- Analyzed and assessed collection development and management in serials and reference collection

- Analyzed curricular offerings in School of Architecture, MFA and BFA exhibitions to understand user audience better, and recent faculty publications for citations, to acquire for library
- Developed evidence-based data driven strategies for social media
- Developed protocols and projects for remote work across staff and graduate assistants

FY21 Goals

SD1: Proactive and trusted partners in scholarship, discovery, and innovation

- Balance acquisitions of important print content with a digital first access strategy
- Develop more focused approval plans; assess those plans
- Test out digital scholarship methods and applications for implementation

SD2: Transformative Learning Experiences

- Experiment with digital collections for teaching purposes
- Make lesson plans, pedagogy, and teaching practices more public facing and readily apparent
- Experiment with ways to increase engagement despite not being able to access the physical location/print collections

SD3: Societal and Global Impact

- Partner with fellow librarians, liaison faculty, and outside organizations to increase global and societal impact

SD4: Strategic Investment

- Implement actions outlined in Ricker Library "[Anti-Racism Commitments](#)"
- Participate in "Collective Collection" efforts across BTAA art and architecture libraries
- Continue to clean up and reduce redundancies across website and libguides; refresh for more contemporary approach to resource description and access focused on students' needs
- Implement assessment strategies across services
- Work with campus units to receive diversity training and implement strategies gleaned from these trainings
- Develop approaches to donor relations given pandemic reality

II. Statistical Profile

1. Facilities

Number of hours open to the public per week:

Summer II 2019: 42.5 hours/week;

Fall 2019: 80 hours/week

Spring 2020:

January to March: 80 hours/week

March to May: Closed to the public

Summer I 2020: Closed to the public

2. User Services

Ricker's FY20 gate count (from daily record): 10,584 per figure adjusted for closure

Our circulation figures from Voyager circulation reports: 5909 charges, 7,181 renewals, 5,407 discharges

Reference questions (from Desk Tracker): 592

Presentations (from the Instructional Statistics database): 20

Total number of participants in group presentations: 515

3. Other statistics

Libguide usage: during FY20, we created or maintained 89 course and research guides, which were viewed 24,438 times.