

Funk ACES Library Annual Report, 2020-2021

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I. Unit Narrative

Major Activities and Accomplishments

Unit operations remained significantly affected by the COVID-19 pandemic this year:

- The Funk ACES Library remained closed to patrons 2020-June 2021. Funk librarians and Graduate Assistants (GAs) remained remote while staff continued on-site work.
 - Preparations were made throughout June to open mid-July 2021 to the public for limited fulfillment hours. This involved all staff and GAs completing Wellness Support Associate (WSA) training and purchasing stanchions to control the flow of patrons in the building.
- During this unprecedented time, we worked to make the collection as accessible as possible:
 - Even when all Funk employees were working remotely, staff members checked the book drop regularly and discharged returned materials after a quarantine period.
 - Funk staff worked shifts at the Marshall Gallery to assist with pick-up lockers.
 - From July 2020 through June 2021, 687 items circulated from our collection, with 23 delivered in print, 51 already available electronically [7 via the HathiTrust Emergency Temporary Access Service (ETAS)], and 96 purchased as eBooks.
 - Fulfilled 127 DocExpress requests (over 3700 pages of scanning).
 - We sent at least 53 items to be scanned in full by Preservation.
 - We supported course reserves in multiple ways. We purchased electronic textbooks when available, which, unfortunately, was very rare. We communicated with faculty in our departments to use DocExpress for selected readings of a text or scanning through the HathiTrust ETAS to make texts more readily available.
- After the initial pandemic shut-down, the Vet Med Library was able to pivot and offer circulation services, including print delivery, by appointment to College of Veterinary Medicine patrons. There are still many veterinary books that are not available electronically, so it was necessary to try to accommodate print requests when possible.

Our Outreach & Engagement Efforts were crucial this past year. Many current students have not been in the Funk space and our virtual outreach is vital to provide students with the best support for scholarship, work, and well-being.

- After having to cancel our Spring 2020 Panel Event, which invites faculty across life sciences departments to share their research, we were able to hold an online Spring 2021 Panel Event. During a time when so many have Zoom fatigue, the event was well attended, with 27 attendees comprised of faculty, staff, graduate and undergraduate students from the University as well as community patrons.
- We planned many socially distanced events: creating tools for finals relaxation, health and wellness, to engage those in quarantine.
 - Student-ing Remotely series: One of our GAs, Clarissa Ihssen, conceived of, and under the supervision of Janis Shearer (Public Services and Engagement

Librarian), carried out a series of programs focused on supporting student needs during the pandemic. These sessions included information on accessing library materials, time management, and stress management, culminating in a collaboration with the College of ACES embedded counselor.

- We bolstered our video offerings with a Funk channel on the Illinois Media Space: <https://mediaspace.illinois.edu/channel/Funk+ACES+Library/208993953>.
- We created an online coloring book, including contributions to the Biodiversity Heritage Library (BHL): <https://guides.library.illinois.edu/colorourcollections>.
- We created Omeka online exhibits: <https://www.library.illinois.edu/funkaces/events-exhibits/digital-exhibits/>.

New Spaces, New Opportunities

- New offices: Three new librarian offices on the second floor were completed in November 2020 after the project was on-hold for a few months due to the pandemic. Funk has struggled with limited librarian office space for several years after life sciences departmental libraries closed and librarians relocated to Funk, so it is a great accomplishment for all Funk librarians to have comparable offices and be together on the same floor as library staff and GAs. Moving forward, these new offices will improve communication, GA mentoring, and librarian retention and recruitment. This project was made possible through generous funding from the Lyle E. and Lois R. Bamber Fund.
- Main/Undergraduate Library (UGL) Integration Project Study & Instruction Space: Funk staff have been shifting the general collection materials to create more undergraduate study space in preparation for the merger of UGL into Main. We are over 75% through that endeavor and are in the ongoing process of Facilities to removing shelving and providing additional furniture. Once complete, we will be capable of serving a larger number of students when space is at a premium. Funk 509 will be updated to be more hospitable of an instruction space as part of this plan and a working group is ongoing.

Collections

- Cookbook Collection: To assist the UGL and bolster our collection strengths in the areas of Food Science and Human Nutrition, we selected about 1500 recently published and/or high-use cookbooks to transfer to Funk. As of January 2021, the Agriculture collection fund has primary responsibility for selecting cookbooks for the University Library.
- Biodiversity Heritage Library (BHL): We were in the top five contributors in September, October, November, March, May, and June. We contributed nearly 11% of the pages added by BHL members and nearly 8% of all pages added to BHL in calendar year 2020.
 - Our content is typically viewed by more than 4,000 users from around the world each month, who view more than 10,000 pages.

Major Challenges

Adapting to the Pandemic (*Note: this challenge is highlighted throughout this document*)

- We created an on-site work schedule that tried to balance the need for some staff members to be on-site for their work with the goal of making the on-site work environment as safe as possible, while also acknowledging that many Funk employees were working primarily remotely.

- For much of this year, GAs worked completely remotely; some had never entered the library, and all training/mentoring was conducted remotely.
- Significant time was spent scanning materials for DocExpress (including Reserves) and acting on requests for items in our collection to provide sufficient access during the pandemic.

Collections

- We decided to have all new books cataloged as LC from this point forward. Since our collection is in Dewey, we had to shift books to create space to accommodate the LC books and will continue to shift as we add to the collection. We now have a split collection until the entirety is converted to LC. We have been creating training materials for GAs and Student Assistants (SAs) to work in both systems.

Veterinary Medicine Library

- The pandemic and the Alma migration continued to make daily operations in the Veterinary Medicine Library quite challenging. Normally the library operates on a self-service model, but for the entire year, all services were offered by appointment only. This was due in large part to not having an Alma self-check module until June of 2021. While this was not an issue for reference and instruction services, it made circulation services quite cumbersome and time-consuming to navigate for both staff and patrons.

Significant Changes

This year, while the pandemic continued to challenge our idea of typical school semesters, the Funk Library has made significant changes in the areas of collection maintenance, training, and temporary leadership.

Virtual training has created quite a change in process. Mike Dickinson, the new Planning, Landscape Architecture, and Agriculture Librarian, was onboarded from summer to fall of 2020, and, as we were entirely virtual at that time, this process was accomplished via many online meetings and virtual interactions. Mike also had to hire, train, and engage with the GAs he supervised completely virtually for the majority of this year as well. In June 2021, Mike was able to begin training GAs who had spent their entire first year working remotely. By partnering with staff he provided training and experience in the physical library while we were closed to the public. This has been a great help in transitioning our remote GAs to on-site work while also creating new skills for remote training that will be useful in a hybrid working world.

The Main/UGL Integration Project has presented opportunities to adapt to ongoing changes and find new opportunities to connect with undergraduate students. Kelli co-chaired the Instruction Team of this project; evaluating instruction space needs with the closure of UGL. She will also serve as chair of the Instruction Follow Up working group that will implement the ideas from the first group. Janis served on the Consultations and Programming Team, to investigate adaptive and new modes of outreach to undergraduate students, building on UGL's current model. Additionally, as a result of this project, Funk took ownership of roughly 1500 LC cookbooks and had them transferred here. Since our preexisting collection is all in Dewey, we needed to shift

books to create space to accommodate the LC books. We will continue to shift as we add to the collection.

The Alma transition continued to have a ripple effect, including the need for new Alma-specific documentation and training plans for the incoming fall 2021 SAs. The temporary changes in how we provided access to the collection was a learning experience and required a lot of collaboration across the unit to deliver on patron requests. As mentioned, Veterinary Medicine Library was without an Alma self-check module for nearly the entire year. The change back to more normal fulfillment workflows is welcome and requires adjustment and practice.

Finally, Sarah Williams, Head of Funk Library, went on sabbatical in April 2021, thus Funk had Kelli as Interim Head for nearly half of this year. Additionally, Susan Braxton, Erin Kerby, Mike, and Kelli all shared the additional subject liaison and collection duties during Sarah's absence.

Contributions to Library-wide Programs

- Funk staff & librarians were actively involved in troubleshooting Alma and Primo.
- Funk librarians participated in multiple Search Committees and many Library committees beyond divisional duties: Kelli on EC & Task Force for Research Support, Susan on LCAP and Organization Development & Training Advisory Committee, Erik Chapman on LSSC (Vice-chair) and the DEIA Task Force, Mike on NEVP, Erin on Grievance Committee, Library Assessment Committee and Research & Publication Committee, Lucy Moynihan on Wellness Committee, Janis on Outreach & Engagement Committee.
- Funk librarians served on the Main/UGL Integration Project sub-groups, and we are adjusting Funk space, collections, and services to bolster our continued commitment to undergraduate research and education.
- Funk staffed the Marshall Gallery lockers 2 hours/week August 17, 2020-May 31, 2021.
- Funk staff scanned thousands of pages of materials in our collection for DocExpress.
- Funk librarians and staff decided to switch all new acquisitions to LC classification starting January 2021 to align with the Library's transition away from Dewey and to reduce specialized work for Acquisitions and Cataloging Services.
- Funk librarians continue to make significant contributions to library-wide instruction programs, including Savvy Researcher workshops and Hub training.
- Funk librarians work closely with the Research Data Service (RDS) and participate in data curation activities, data management plan reviews, and data management instruction.
- Funk GAs participate in the University Library's Ask-a-Librarian service and LibChat.
- Funk librarians participate in the Research Consultation Scheduler program that allows patrons to directly schedule consultation appointments.
- Kelli served as an Equal Employment Opportunity Officer for the Library.
- Kelli, Susan, and Funk GAs support the Library's membership in the BHL making Illinois' rare and significant holdings in natural history and biodiversity openly available.

FY21 Unit Annual Goals

- Continue adjusting library operations and services in response to the COVID-19 pandemic.

Ongoing. Throughout the year we adjusted operations and services (e.g., on-site work schedules, keys to access Floor 2, Fulfillment, Reserves) as necessary, over time our work became as streamlined as possible.

- Manage librarian office construction project.
Completed. Construction started in February 2020, and after being on hold for a few months due to the pandemic, the project was completed in early November 2020.
- Explore options to enhance or re-envision areas of the library.
Ongoing. In response to the Main/UGL Integration Project, Funk Library proposed ideas for seating and instructional spaces and considered new services and programs.
- Update/create collection development statements for the collections in the library.
Ongoing, the Agriculture statement has been updated, all others are still under review.
- Reconsider the numerous print/PDF handouts our GAs maintain.
Ongoing. From the nearly 30 database handouts our GAs maintain, librarians identified 7 key databases for which we would switch from handouts to LibGuides. Scopus had already been switched and PubMed was completed this year. The handouts for the other key databases need to be migrated to LibGuides, and then the handouts need to be retired (e.g., links updated, handouts archived, GA project list updated).
- Continue developing skills and competencies with new Alma and Primo Library Catalog systems.
Ongoing. All staff completed training. We continue to communicate and discuss ALMA/Primo issues with Central Access Services.
- Consider any remaining follow-up work from our 2018 inventory project.
Completed. At the start of FY2020, we received a cleaned-up report from CMS of items in Voyager but not in our inventory. This work was postponed due to short staffing and the pandemic. This became the basis of our missing long-term list as we transitioned to Alma, and we have wrapped up most of this work. We have folded what is left into shifting materials to create space.
- Shift the collection on Floors 2 and 3 to remove some shelving on Floor 2 to give us more flexibility for additional seating, events, etc.
Completed.
- Continue contributing content for and participating in the BHL.
Ongoing. Kelli is the University representative to the BHL and attends member meeting calls and in-person meetings to create strategic goals and plans for the BHL. She was also elected Secretary of the BHL in spring 2021. Susan is a member of the Collections Committee and 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. Kelli and Susan evaluate and provide content from the University Library to be digitized via the Internet Archive and harvested into the BHL's corpus. During FY21, we contributed nearly 100,000 pages. We also developed and delivered a Savvy Researcher workshop and libguide on the BHL to help promote the resource locally.
- Pursue opportunities to collaborate with other units, inside of and outside of Library
Ongoing. Librarians frequently collaborate with the RDS, and we will continue to pursue opportunities to collaborate with other library units and with units outside of the library.
- Maintain existing and carefully consider new outreach and engagement activities.

Ongoing. Due to COVID-19 safety precautions fall 2020 and spring 2021 finals activities were held virtually. Spring Panel was held virtually in tandem with a virtual exhibit. Shift from Omeka to Omeka S was initiated. The five-part Student-ing Remotely Program Series was launched during 2020-21.

- Continue developing a marketing and outreach plan for the Veterinary Medicine Library.
Ongoing
- Pursue opportunities to collaborate with other units, inside of and outside of the Library.
Ongoing. Librarians frequently collaborate with the RDS, and we will continue to pursue opportunities to collaborate with other library units and with units outside of the library. Worked with PRI communications to create content using Library resources on Illinois State Water Survey history, for which Funk GAs received author credit.
- Consider avenues for gathering input from administrators, faculty, students, and others in our liaison units, to help us identify new, enhanced, or different initiatives to pursue.
Ongoing. We continue to pursue opportunities to gather input from patrons and stakeholders.
- Advance emphasis on sustainability of Agriculture Communications Documentation Center (ACDC) operations (examples: editorship of ACDC News, staffing and expertise).
Not completed. In response to health and safety concerns imposed by the COVID-19 Pandemic, the ACDC was unable to hire a SA. In addition, the Center was unable to acquire a volunteer news editor. Due to this lack of staffing, the Center focused on maintaining operations rather than advancing them. Janis will re-examine how advancing the Center's operations should be adjusted for the next fiscal year.
- Continue to strengthen ACDC collaboration with U of I agricultural communications faculty and colleagues in the ALEC program.
Ongoing. In FY21, Janis met frequently with Ag Comm faculty and will continue to pursue opportunities to collaborate.
- Continue work towards fiscal year reporting (July-June) rather than calendar year reporting (Jan-Dec) to align with Funk Library Goals.
Completed. The ACDC's 18-month Progress Report made a pivot from a 12-month report. Currently the 18-month report is being edited in preparation for delivery to our stakeholders, but this goal is essentially complete.

FY22 Unit Annual Goals

- Continue adjusting library operations and services in response to the COVID-19 pandemic (SD3).
- Explore options to enhance or re-envision areas of the library including shifting 4th floor collection for study space to support Main/UGL Integration (SD2).
- Update/create collection development statements for the collections in the library.
- Complete GA project to migrate key database handouts to LibGuides and retire handouts.
- Continue developing skills and competencies with the Alma and Primo Library Catalog systems.
- Continue contributing content for and participating in the BHL (SD1, SD3).
- Pursue opportunities to collaborate with other units, inside of and outside of the Library.
- Maintain existing and carefully consider new outreach and engagement activities (SD3).
 - Continue hosting Funk Panel event and engage the campus in celebrating Funk ACES Library, Information & Alumni Center's 20th Anniversary.

- Consider avenues for gathering input from administrators, faculty, students, and others in our liaison units, to help us identify new, enhanced, or different initiatives to pursue (SD1, SD2).
- Increase virtual engagement over the academic year and determine best ways to assess our impact (social media, exhibits, virtual events, etc.) (SD3).
- ACDC:
 - Advance emphasis on sustainability of ACDC operations (e.g., editorship of ACDC News, staffing and expertise) (SD4).
 - Continue to strengthen collaboration with University of Illinois agricultural communications faculty and colleagues in the College of ACES Agricultural Leadership, Education & Communications (ALEC) program.
 - Focus on creating finding aids for Contributed Collections to better showcase the material each contributor has donated.
 - Increase outreach efforts to improve awareness by engaging the University Library and Registered Student Organizations (RSOs) with the Center & Collection.
 - Explore abilities to support research by students that staff and work in the ACDC (SD4).
- Veterinary Medicine Library:
 - Collection maintenance: complete weeding and shifting of the collection, with the end goal of transitioning from Dewey to LC.
 - Website update: work with John Laskowski to update the Vet Med Library website to be more graphical and intuitive to navigate (SD2).
 - Online exhibits: develop one or two online exhibits in Omeka for the Vet Med Library, the first being “Diversity in Veterinary Medicine.”
 - Continue developing a marketing and outreach plan for the Vet Med Library.

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 GAs provide advanced-level public service at the Funk 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 supervisors during weekend and evening hours. Funk GAs 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: 34
 - at index tables: n/a

- in group study rooms: 48
- informal/other: 32
- Number of hours open to the public per week
 - Summer II 2020: 0 hours/week due to the pandemic
 - Fall 2020: 0 hours/week due to the pandemic
 - Spring 2021: 0 hours/week due to the pandemic
 - Summer I 2021: 0 hours/week

Personnel

Librarians

- Susan Braxton (Academic Professional) (1.0 FTE)
- Mike Dickinson (Faculty) (1.0 FTE)
- Erin Kerby (Faculty) (1.0 FTE at Veterinary Medicine Library)
- Janis Shearer (Faculty) (1.0 FTE)
- 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)
- Jennifer Vargo Hauser (Staff) (0.67 FTE)

Graduate Students

- Eunghae Hong (GA) (0.25 FTE ACDC)
- Clarissa Ihssen (GA) (0.5 FTE)
- Kim Larsen (GA) (0.25 FTE)
- Samantha Lindgren (GA) (0.5 FTE, shared with Vet Med)
- Alexis Smith (GA) (0.25 FTE)
- Daniel Taccolini (GA) (0.25 FTE)
- Kevin Wiggins (GA) (0.25 FTE ACDC)

Student Assistants

- FY21 Student Wage budget: \$98,065 (including increases in minimum wage effective 7/1/20 and 1/1/21)

User Services

- Gate Count: Not Applicable
- Circulation (for Funk & Vet Med; from circulation reports)
 - Charges: 687 for Funk, 77 for Vet Med
 - Renewals: 390 for Funk, 19 for Vet Med
 - Discharges: Not in G Drive.
- Reference Interactions (for Funk & Vet Med; extrapolation based on FY20 Sweeps Week): 390 for extrapolation, 461 from Desktracker for Funk, 80 for Vet Med.
- Presentations (for Funk & Vet Med; from the Instructional Statistics database)
 - Number of presentations to groups: 18 for Funk and 2 for Vet Med
 - Number of participants in group presentations: 280 for Funk and 200 for Vet Med