

# UNH Library Annual Report FY19

## Strategic Planning

As a start to strategic planning, the Library engaged in research and internal dialogue, and created a draft set of priorities/aspirations/initiatives for the next five years (format mirroring the recently released UNH strategic document).

An interesting wrinkle in our conversations occurred in December, when UNH fell over the line into Carnegie R1 status; this prompted even greater conversation around the nature and expectations of research libraries.

## Who We Are

Personnel changes:

### New Hires

Donald Dow – Evening Circulation Services Specialist

### Departures

Emilie Coppinger – Library Services Technician

Robin Heiser – Senior Administrative Assistant

Kevin Scully – Administrative Assistant III

Ron Bekkala – System Administrator

Hannah Hamalainen – Library Faculty

### Retirements

Barry Hennessey – Library Faculty

We tweaked our division organizational structure on an ongoing basis in response to personnel shifts. We also engaged in significant professional development to continue evolution of our organizational culture, as well as less formal “Lunch & Learn” sessions.

We continued our work on foundational documents, such as expanding on the decision process, working on policy statements, and defining processes to better coordinate across our organization.

## Fiscal Management

The Library’s FY19 spending authority amounted to a \$1,464,000 or nearly 10% reduction in budget. This resulted in significant changes.

1. We reduced library hours.

2. We did not fill numerous vacant faculty and staff lines. Workload strain across the organization was palpable.
3. We gave up hoping to create a sustainable collections budget model and shifted to an urgent process of cutting access to electronic journals.
4. We closed the multimedia service point in Dimond.
5. We canceled several products in favor of open-source alternatives, most notably RefWorks.

The Library also had no Advancement support all year, so development efforts went on hold with the exception of Special Collections, Archives and Museum.

### Embracing New Hampshire

The UNH Library is now the Metadata Hub for the New Hampshire Digital Library; the plan is to join the Digital Public Library of America later in 2019.

We began participation in a National Library of Medicine initiative to provide journal articles as needed to NH State Department of Public Health.

As the University Press of New England closed shop, we made the UNH titles available open access through the Scholars' Repository.

### Advancing Scholarship

We added datasets to the Scholars' Repository and took on the minting of new DOIs for UNH intellectual output.

The Library Faculty identified someone to coordinate and strengthen our liaison program with discipline faculty. This work is central to our ability to keep up with emerging needs in academic departments/programs, to engage them in hard collections choices, and to make faculty aware of the services and expertise the Library has to offer. Members of the Faculty Senate Library Committee attended the semi-annual meetings of the library representatives in order to strengthen those ties as well.

The current library computer system had been with us for almost 25 years; at the end of FY19 we turned it off and prepared to turn on the best-of-breed, state-of-the-art system designed for the electronic era. This was a huge undertaking including training Library faculty/staff, communicating with users, cleanup of database records prior to migration, rethinking workflows, designing a new governance structure to incorporate all three campuses, and preparing to work in a SaaS environment.

### Student Success

Library faculty continued their concerted effort to provide tutorials and online instruction options, so that in-person information literacy instruction time can be optimized. English 401 heavily used a flipped classroom model to decrease dependence on librarian time.

The Student Success contract faculty member and other Library faculty members played important roles on the Provost's committees for improvement of retention.

As of spring semester, we no longer had librarians on the research desk, but rather staffed that service point with students and a staff member. This freed librarian time for appointments with individual students/faculty, to provide chat reference, and to design and delivery library instruction programs. This transition had been a gradual one over the past three years, and its completion allowed library faculty to take on the duties of positions we have been unable to fill.

Related to NECHE work, we began discussion of Library Student Learning Outcomes.

We did significant work around accessibility in both physical and digital realms.

### Facilities Management

We continued advocacy to address the precarious environmental conditions in both the Library Storage and the Special Collections area in Dimond. Meanwhile we updated our disaster planning response documentation.

The Dean and Assistant Dean engaged in conversations with people in Campus Planning and in Facilities about Dimond Library, which is due for a refresh since it was last renovated in 1998. However, since the HVAC delivery was not addressed in 1998, there are serious environmental issues that must be addressed. A five-year project was anticipated to begin in FY21 that will take one floor off-line each summer for repair and refresh. We shared some ideas with Campus Planning about the kinds of changes we would like to incorporate to make Dimond a 2020 Library at an R1 institution rather than a 1998 Library.

With donor funds we refreshed and upgraded another portion of Dimond 2<sup>nd</sup> floor to create eight technology-enabled collaborative workspaces and another group study room.

We served as part of the pilot for the rollout of the new room booking system on campus; the ability of students to reserve group study rooms has been especially popular.

CEPS signaled this year that they might want to take the second floor of the Chemistry Library in Parsons in order to build a TEAL classroom setup. Members of the Chemistry Faculty and Library faculty/staff had conversations about possible futures for the Chemistry Library, and we moved ahead with planning how to remove print collections from the second-floor space in FY20.

One of the Library faculty members undertook a three-year fellowship to map out the future of physical library collections. We looked at what categories of materials might be reviewed to offer to other academic libraries, as they are no longer important to house at UNH. We looked at what the size the remaining collections need to be, and which of them should be in Dimond, the branches, and the Library Storage Building. To do so, we had to look at what areas of the collection are growing, and what special needs they have, especially Special Collections and Archives. This very important work was designed to position us to make major decisions in the next year.

### Special Collections & Archives

We received a grant for digitization of some of the Lotte Jacobi photographs, and hosted a traveling exhibit on exile populations from the German National Library. We received a national CLIR grant for preservation of our New England Traditional Music & Dance Collection.