2021-2022 Research & User Engagement

Annual Report

Prepared by
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with
Janet H. Clarke, Associate Dean, Research & User Engagement

The **Research & User Engagement** (RUE) division of University Libraries seeks to enable and support student success and faculty productivity by providing effective access and guidance with library research, resources, services, and spaces. We do this by

- Enabling students to achieve learning objectives through curricular support;
- Facilitating research productivity through research support, assistance, and access;
- Facilitating student academic success by providing a variety of spaces for collaboration and study; and
- Promoting campus engagement through diverse programming.

Contribution to the University's Strategic Plan

The following are ways that the RUE Division of University Libraries has contributed toward the University's Strategic Plan:

Goal 1. Stony Brook University will implement innovative strategies to enhance undergraduate and graduate education to develop world-renowned academic programs that foster student productivity and success.

- We helped students meet the Stony Brook Curriculum's specific learning objectives through customized instruction in 144 courses (70% of total sessions), reaching 3,924 students in high-impact courses that contribute to student retention, engagement, and common intellectual experiences such as WRT102, Undergraduate Colleges, Honors College, and capstone courses.

SBCs by # of sessions taught

WRTD 14.1%
WRT 43.5%
DIV 1.7%
ESI 11.9%
EXP+ 3.4%
GLO 1.7%
HUM 1.7%
SBS 3.4%
SPK 14.1%
STEM+ 0.6%

- We provided 308 instruction sessions, workshops, and orientation sessions for undergraduate and graduate courses, reaching 9,482 students. This represents a 19% increase.
- Provided a total of 2,873 reference/horseshoe desk and chat service hours.
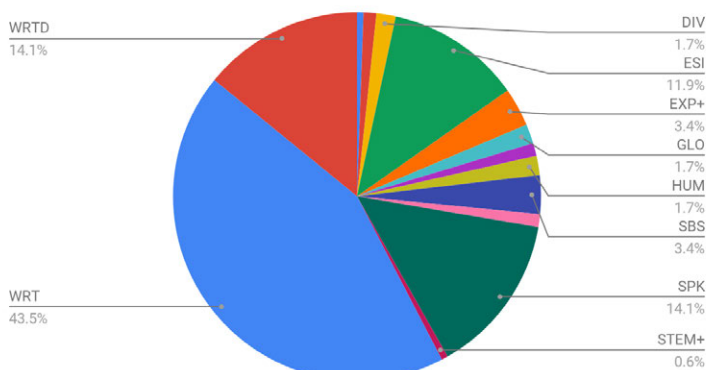
- The Laptop Loan program, a partnership between the University Libraries and the Division of Information Technology, facilitated 1,796 loans during the 2021-2022 academic year.

Goal 2. We will renew our commitment to excellence in research and scholarship throughout the academic enterprise and find new and innovative ways to support and reward faculty and students for research and creative activity.

- We reopened most of the University Libraries locations to full operations and increased traffic from previous pandemic years. The North and Central Reading Rooms are the most popular spaces for users on the West campus and visits to the Health Sciences Library are almost at pre-pandemic levels. Total traffic: 1.6 million visits.

Faculty Research Activity	
Moderating Conference Sessions	9
Grants and Awards	10
Posters	10
Publications	31
Presentations	39
Blog Posts	126

- Our total operating hours were 28,295 hours.
- Library faculty liaised, collaborated, and partnered with faculty and departments across the university to support research and foster interdisciplinary dialogue with the campus community.
- We answered 12,808 questions from the campus community, a 60% increase as compared with the previous FY 2020-2021.
- Library faculty contributed to scholarly communication through 70 publications and presentations.
- We celebrated faculty research through the STEM Speaker Series featuring faculty from the Simons Center for Geometry and Physics, Neurobiology and Behavior, Computer Science, and Geosciences.

- We offered workshops to enhance academic research skills and creativity. Attendance at these workshops continue to increase, rising 38% from 2020-2021.

Goal 3. We will increase access to Stony Brook University, including the number of undergraduate and graduate students from underrepresented minority groups, while enhancing student quality and implementing strategies to improve retention and graduation rates.

- Offered campus-wide programming specifically dedicated to diversity, inclusion, and social justice themes including: One Book, One Community; Open Educational

Resources Colloquium; Research Methods and Sources for Indigenous Studies; Veterans-focused Programming; Women's History Month, and Asian & Asian American Studies Student Research Symposium.

- Provided extra overnight hours for study on campus throughout Final Exams.
- We offered a total of 69 events, with a total attendance of 5,801. We collaborated with 20 partners across campus and offered 15 types of events.
- Contributed to the improvement of student life by partnering with URECA, CEAS, Undergraduate Colleges, Linguistics, Music, Art, Pollock-Krasner House and Study Center, Southampton Arts Center, Writing Center, CAPS, Zuccaire Gallery, among many others.
- Showcased student art exhibits in library spaces to recognize and celebrate the creative output of students.
- We partnered with Brentwood High School on a grant from the William E. & Maude S. Pritchard Charitable Trust to promote the teaching of information literacy skills to underserved high school students.

Academic Engagement

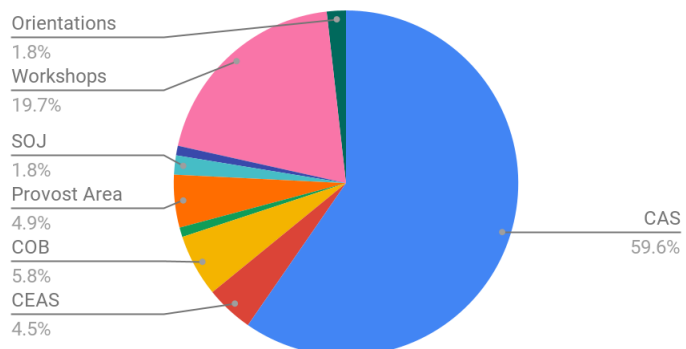Chris Kretz, Head of Academic Engagement

The Academic Engagement group enhances scholarly productivity and student learning by engaging in SBU's research enterprise and integrating library research skills into the curriculum. The team helps integrate information literacy throughout the curriculum across all schools and colleges, while continually evolving workshops, sessions, and specialized engagement activities. Through partnerships both within the library and with relevant departments, the team of liaison librarians actively engage with the campus community in instruction, research, and outreach activities.

Team Members: Chris Kretz, Jennifer Devito, Christine Fena, Chris Filstrup, Jin Guo, Michael Huang, Kathleen Kasten-Mutkus, Kimberly Kennedy, Eytan Kessler, Jessica Koos, Kristen Nyitray, Claire Payne, Victoria Pilato, Mona Ramonetti, Dana Reijerkerk, Jamie Saragossi, Gisele Schierhorst, Laurel Scheinfeld, Gregg Stevens, Abigail Streeter, Clara Tran.
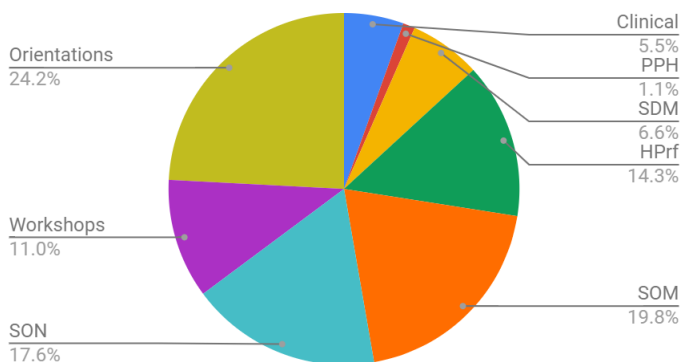
Key Highlights

- We provided 308 instruction sessions, workshops, and orientation sessions for undergraduate and graduate courses, reaching 9,482 students. This represents a 19% increase.
- The majority of library instruction sessions serve the College of Arts & Sciences curriculum. (For CAS

Instruction sessions by area (West)

Orientations 1.8%
Workshops 19.7%
SOJ 1.8%
Provost Area 4.9%
COB 5.8%
CEAS 4.5%
CAS 59.6%

HSL Sessions by Area

Orientations 24.2%
Workshops 11.0%
SON 17.6%
SOM 19.8%
HPrf 14.3%
SDM 6.6%
PPH 1.1%
Clinical 5.5%

breakdown, see Appendix.)

- We helped students meet the Stony Brook Curriculum's specific learning objectives through customized instruction in 144 courses (70% of total sessions), reaching 3,924 students in high-impact courses that contribute to student retention, engagement, and common intellectual experiences such as WRT102, Undergraduate Colleges, Honors College, and capstone courses.

- Instruction preference for Stony Brook faculty is moving away from online-only, with 64% of library instruction sessions held in person for 2021-2022.
- Attendance at library workshops continue to increase, rising 38% from 2020-2021.
- We partnered with Brentwood High School on a grant from the William E. & Maude S. Pritchard Charitable Trust to promote the teaching of information literacy skills to underserved high school students.

Other Accomplishments

Promote Academic Engagement

- Librarians developed and taught a series of workshops designed to support first year students in their initial classes. ("Research Tips and Tools for Your SBU 101 project.")
- New research workshops were introduced, including Data Management for Graduate Students, Searching Historic Newspaper Databases, and Research Methods and Sources for Indigenous Studies.
- Library resources were integrated into planning guides of the office of Undergraduate Research & Creative Activities (URECA). Library also solicited student research posters for display in library spaces.
- In anticipation of migration to the Brightspace learning management system in 2023, planning meetings held with campus implementation team to discuss integration of library resources.
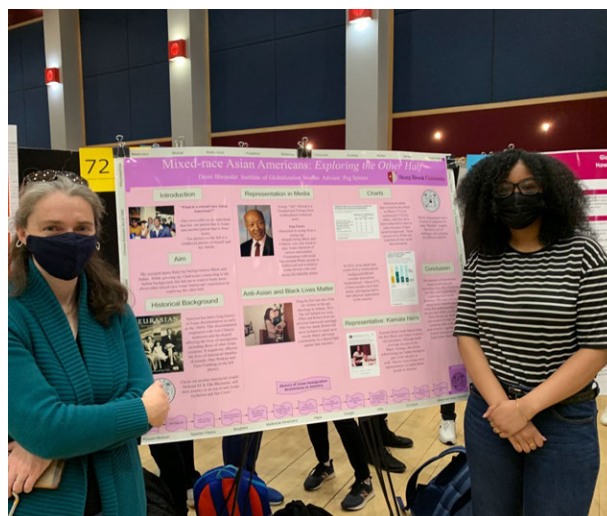
Build, Preserve, and Provide Access to Rich and Diverse Collections

- Continued to build online learning repository with samples of librarian-designed teaching resources. Many of these were learning objects developed in support of asynchronous learning activities.
- Librarians researched alternative citation management solutions as possible replacements to EndNote subscription.
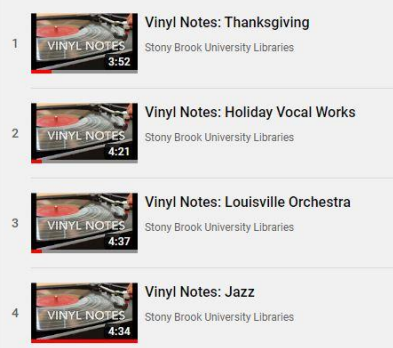- "Vinyl Notes" video series created to market and promote

awareness of the Music Library's LP collection.
- ○ Vinyl Hour: Played vinyl records from our Music Library's collection in the Melville Library Galleria to celebrate the National College Radio Vinylthon! It was enjoyed by passersby who talked about growing up with LPs or asked questions about vinyl record technology.

Develop Responsive Library Spaces
- Library liaisons partnered with academic departments to install innovative exhibits in Central Reading Room space ("STEM + Arts = STEAM", "Touching Sounds").
- Melville Library hosted the Fine Arts Organization student art show, which was a stop on the campus-wide Art Crawl.
- Libraries hosted a number of virtual Art in Focus events, featuring the works of Lee Krasner, Harold Rosenberg, Anne Spalter, and Colin Goldberg, among others.
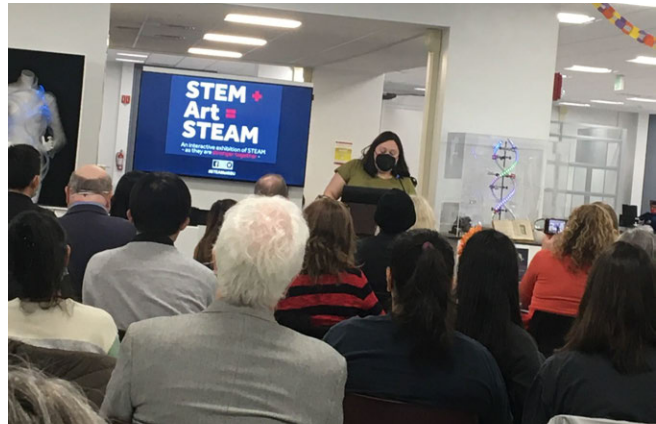
Foster an Innovative Culture of Learning and Assessment
- Conducted assessment survey of library workshop participants to study effectiveness of marketing efforts and to learn more about the demographics of attendees.
- Southampton academic department faculty invited to 2022 Liaison Retreat to discuss curriculum and research needs of their programs.

2022-2023 Goals

Promote Academic Engagement
- Create opportunities for librarians to interact with department faculty through activities such as targeted Brown Bag topics and collaborative workshops.
- Continue exploration and development of library instruction and support through Brightspace.
- Build out and strengthen the marketing of research activities through library blog, social media, and other channels.

Build, Preserve, and Provide Access to Rich and Diverse Collections
- Strengthen awareness of access to our collections through library sessions and workshops.

Develop Responsive Library Spaces
- Work with Reference Services on finding new ways to use library and campus spaces for instruction and library engagement.

Foster an Innovative Culture of Learning and Assessment

- Re-evaluate the Liaison Activity form and update as needed to maximize its usefulness for assessment and program development.
- Explore opportunities for soliciting ideas and feedback from students on their library use via surveys, focus groups, etc.
- Reimagine Liaison Retreat in regards to scheduling and format options.

Access and User Services

Jennifer A. DeVito, Director, Access & User Services

The **Access & User Services** (AUS) department provides students, faculty, staff, and other library users with access to the library's resources and services, such as circulation, interlibrary loan, document delivery, reserves and stacks maintenance to meet their research needs. The department works to achieve our mission by collaborating with other library and university departments and with external partners to develop user-focused services that promote efficiency, ease of access and cost-effective delivery of services.
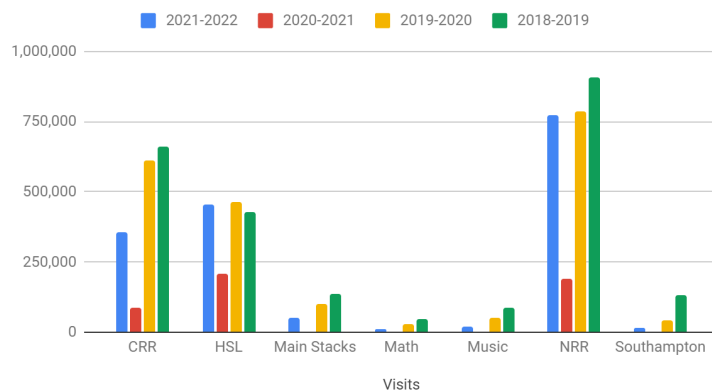
Team Members
River Amin, Lori Ciemielewski, Donna Darling, Kenneth Doyle, Charles Edwards, Kristie Francis, Matthew Hartman, Jessica Infanzon, Timothy Kohn, Christopher Larson, Jay Levenson, Nicole Loder, Vanessa Mitchell, Victor Santiago, Kenneth Schaal, Lisa Socci, Meghan Sprabary, Giulieta Stoianov, Deborah Tomengo, Daphne Trakis, Marta Wiegand, Sharon Williams, Christian Wood.
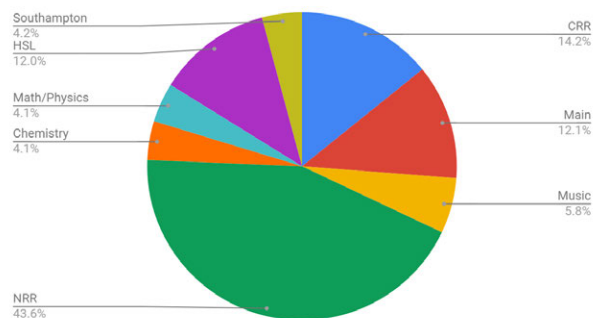
Key Highlights

- We reopened most of the University Libraries locations to full operations and increased traffic from previous pandemic years. The North and Central Reading Rooms are the most popular spaces for users on the West campus and visits to the Health Sciences Library are almost at pre-pandemic levels. Total traffic: 1.6 million visits.

Number of visits to library

2021-2022 2020-2021 2019-2020 2018-2019

- Our total operating hours were 28,295 hours, a 45% increase from the previous year.
- Total interlibrary loan and resource sharing transactions: 16,578 items.
- Provided 2,131 seats throughout eight service points in five buildings on three campuses.
- Made SUNY-wide books more discoverable by creating a combined 'books' search profile in Primo.

Number of Seats 2021-2022

Southampton 4.2%
HSL 12.0%
Math/Physics 4.1%
Chemistry 4.1%
NRR 43.6%
CRR 14.2%
Main 12.1%
Music 5.8%

● The Laptop Loan program is a partnership between the University Libraries and the Division of Information Technology (DoIT). There are over 300 laptops available to be loaned to students for a 60 day period, with the option for a 60 day renewal. This popular program saw 1796 loans during the 2021-2022 academic year.

● Highlighted new and interesting items in our collections using displays in Math/Physics, Southampton, and Main Stacks.

● Promoted Access & User Services services with new digital signs and handouts.

● Assessed and restructured ILL database of borrowing partners to identify institutions by location, affiliation, pricing, and delivery method. Expedites receiving of ILL material and enables ILL staff to identify cost-efficient partners for requests.Updated staff guides for student employees and for the Music Library.

Other Accomplishments

Build, Preserve, and Provide Access to Rich and Diverse Collections

● As students, faculty, and staff returned to in-person learning, the University Libraries saw an increase in the number of loans and renewals of physical items.

● Updated cataloging, holdings records, call numbers, chronology, and descriptions via ALMA & metadata editor for items in an obscure microfilm collection. This facilitates better access to our archived collections.
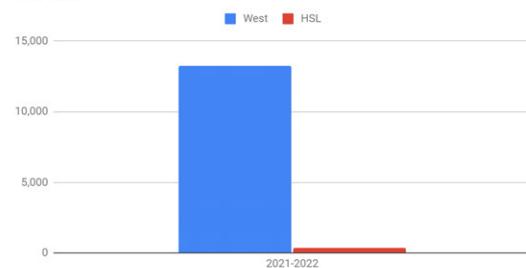
● Completed ILLiad/Alma NCIP integration which allows ILL material to circulate through Alma. Patrons and library staff can now check the status and request renewals of ILL loans in their My Library Account in Alma/Primo. This also improves the timing of notices being sent to patrons and allows AUS to streamline the workflow for ILL and resource sharing.
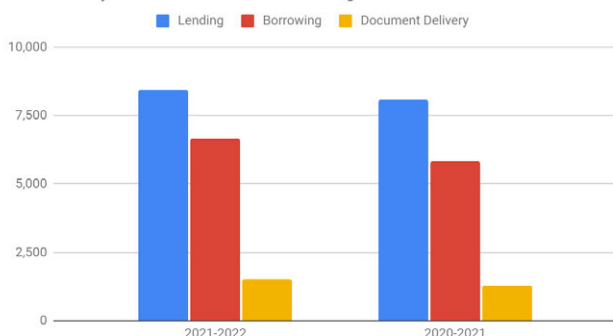
● Interlibrary Loan continues to be a popular service for library users. The

University Libraries is active in reciprocal lending programs through SUNY which expands our ability to obtain and provide resources. The Libraries are currently participating in a reciprocal lending partnership with Washington Research Library Consortium (American University, George Washington University, Marymount University) and with Brandeis University. This is in addition to the extensive network of lending partners the Libraries work with through OCLC SHARES and LVIS. These partnerships allow us to provide SBU users with requested material that is not held in our collection and have helped keep the resource sharing statistics relatively steady throughout the pandemic.

- Created an Excel-macro based label printing system to ensure books continued to move between SBU and the rest of SUNY in a timely manner.
- Projects in Alma: bi-annual review of records showing items as "in transit", updating of barcodes for the LP collection, consolidating library locations in Alma
- For the convenience of our patrons, we adjusted the time frame in which patrons can renew their material to 2 weeks prior to the due date.

Develop Responsive Library Spaces
- Held a series of AUS staff meetings and training sessions to emphasize uniform quality of service at each library location.
- Updated messaging on white/bulletin boards in NRR and Southampton Library designed to create welcoming spaces for patrons.

Foster an Innovative Culture of Learning and Assessment
- Improved communication and collaboration between day/evening/weekend shifts and between library locations using collaborative tools such as Google sheets, documents, and emails.
- Stacks maintenance projects such as assessing permanent reserves collections in Southampton and Health Sciences Library, identifying oversized material in the regular circulating collection at the Southampton Library, and shelf space assessment at the Chemistry Library.

2022-2023 Goals

Promote Academic Engagement
- Maintain emphasis on uniform user experience based on equitable and consistent policies and procedures throughout the Stony Brook University Libraries.
- Promote and market Access & User Services through strategic partnerships with other library and university departments, community groups, using social media along with other marketing efforts so patrons are aware of the resources available to support their academic and research interests.

Build, Preserve, and Provide Access to Rich & Diverse Collections
- Collect, analyze and interpret data for improvement of library services, such as collection assessment, shelving space assessment and access policies.
- Develop services and policies that make access to our collections easier and equitable for patrons.

Develop Responsive Spaces for Diverse Communities
- Promote the library space; space as service
- Assess relevant data regarding the use of space in order to meet user needs

Foster an Innovative Culture of Learning & Assessment
- Continue to emphasize staff professional development to increase knowledge of services, develop alliances with colleagues at other institutions, and stay abreast of trends in library services.
- Increase AUS-led messaging regarding circulation and resource sharing policies and service protocol for University Libraries staff.

Reference Services

Clara Tran, Reference Services Coordinator

The **Reference Team** provides information sources to meet the research and academic needs of students, faculty, staff, and the community through a service point, an online chat, or via email and telephone. The team helps foster research through in-depth consultations and maintains the reference collections.

Team Members
Abigail Streeter, Chris Filstrup, Chris Kretz, Christine Fena, Claire Payne, Clara Tran, Dana Reijerkerk, Erin White, Gisele Schierhorst, Gregg Stevens, Janet Clarke, Jason Torre, Jennifer Devito, Kimberly Kennedy, Kristen Nyitray, Michael Huang, Jessica Koos, Jamie Saragossi, Laurel Scheinfeld, Min-Huei Lu, Mona Ramonetti, Sherry Chang, Victoria Pilato, and the AUS Team.

Key Highlights
- Answered 12,808 questions from the campus community, a 60% increase as compared with the previous FY 2020-2021.
    - Reference transactions went down by 19%, but directional questions went up significantly by 130%.
    - Consultations went down by 21%.
- Provided a total of 2,873 reference/horseshoe desk and chat service hours.
    - Resumed the traditional Horseshoe Desk service during the first week of the Fall semester after the COVID hiatus.

Other Accomplishments
Promote Academic Engagement
- The Reference team created an online consultation form to encourage one on one meetings with library liaisons through various methods such as in-person or online to facilitate student research.
- The reference and consultation services were promoted through the library news blog at the beginning of the fall and spring semesters to raise patrons' awareness of these services.

Reference Questions and Consultations for Three Fiscal Years From 2019-2022

In-Person   Virtual   Consultation
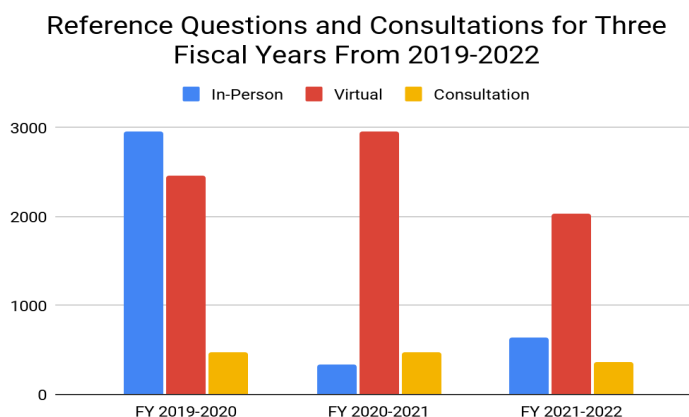
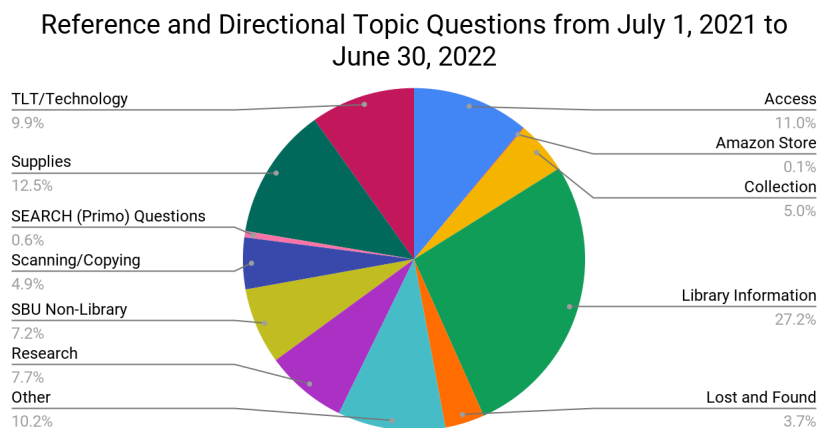**Build, Preserve, and Provide Access to Rich and Diverse Collections**
- The Reference team acquired reference materials in various formats.
- Current students, faculty, and staff had virtual access to electronic resources.

Develop Responsive Library Spaces for Diverse User Communities
- During the Fall semester, the librarians staffed the newly created Research and Consultation Office in the North Reading Room to provide reference service to the library users.
- Anticipating the COVID infection rate would increase in the Spring 2022, reference desk hours were eliminated in the spring semester and summer sessions.
- During the first week of the Fall semester, the librarians and staff resumed the traditional Horseshoe Desk reference service, located in the Library Galleria, to help answer new students' questions. Those questions contributed to the overall increase in directional questions, which was up by a remarkable 130% as compared with previous FY 2020-2021.
- Extended chat service hours during the previous FY 2020-2021 were also returned to regular chat service hours, with a 31% decrease in hours.
- All reference and consultation questions were answered in-person or remotely in their office or in the Research and Consultation Office.

Foster an Innovative Culture of Learning and Assessment

Reference and Directional Topic Questions from July 1, 2021 to June 30, 2022

- TLT/Technology 9.9%
- Supplies 12.5%
- SEARCH (Primo) Questions 0.6%
- Scanning/Copying 4.9%
- SBU Non-Library 7.2%
- Research 7.7%
- Other 10.2%
- Access 11.0%
- Amazon Store 0.1%
- Collection 5.0%
- Library Information 27.2%
- Lost and Found 3.7%

● The reference team received 370 consultation requests and 12,438 reference and directional questions from the campus community. Among the 12 designated topics for reference and directional questions, "Library Information" (27.2%) is the top category, followed by Supplies (12.5%), Access (11%), Other (10.2%), TLT/Technology (9.9%), and "Research" (7.7%). It appears that the consultation requests and "Access" and "Research" questions reflect the vital role of librarians who nurture, embrace, and

support the culture of learning and research regardless of the format of delivery.
- Created an online consultation form in the Fall semester to encourage one to one meetings with library liaisons to facilitate student research. Received a total of 38 online consultation requests, 25 for HSL and 13 for West Campus
- Examined and assessed the general reference collection, as well as the science reference collection
- The Reference team collected more granular reference data for reporting purposes.

HSL and West Campus Consultations FY 2021-2022
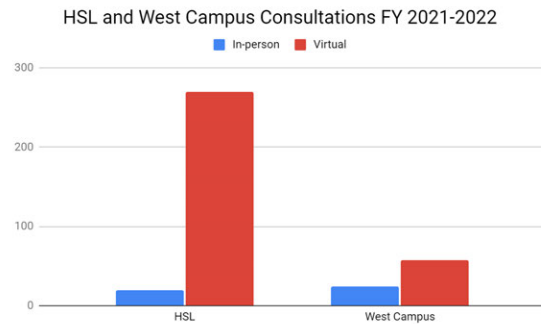
2022-2023 Goals

Promote Academic Engagement
- The Reference team will be flexible and agile to changing circumstances and provide only virtual reference to students, faculty, and staff.
- The Reference team will continue to provide research consultations through in-person or online meetings.
- The Reference team will provide library handouts to Faculty Commons for distribution.
- The Reference team will continue to promote reference service through the library's news blog.

Build, Preserve, and Provide Access to Rich and Diverse Collections
- The Reference team will continue to acquire reference materials in various formats.
- The Reference team will continue to update and maintain the reference collection.
- The Reference team also will make the online and print reference collection more discoverable through promoting them.

Develop Responsive Library Spaces for Diverse Communities
- The Reference team will provide reference services at the North Reading Room and Horseshoe Desk in accordance with health safety measures, and the team will also provide chat reference service.
- The team will identify possible venue(s) that may be another good location for reference services.

Foster an Innovative Culture of Learning and Assessment
- The Reference team will complete the general and science reference collections weeding project.
- The Reference team will explore the possibility of reference chatbot service.
- The Reference team will continue to refine the reference statistics process and conduct LibAnswers assessment.
- The team will continue to update FAQs with current content.

Campus Engagement

Stacey Horath, Chair, and Laurel Scheinfeld, Co-Chair, Communication & Outreach Working Group

Description: The Communications and Outreach Working Group recommends strategies, policies, and procedures to ensure that events align with and fully support the University Libraries' mission, vision, and goals. The Working Group collaborates closely with Library faculty and staff to plan, promote, and execute cultural, scholarly and advancement events and programs in the Libraries. Also, the Working Group coordinates and oversees the Libraries' full-range of publicity and communications strategies for consistent messaging and branding of its resources, services, and programs.

Team members
Stacey Horath (Chair), Laurel Scheinfeld (Co-Chair), Claire Payne, Lisa Socci, Chris Kretz, Janet Clarke, Shafeek Fazal
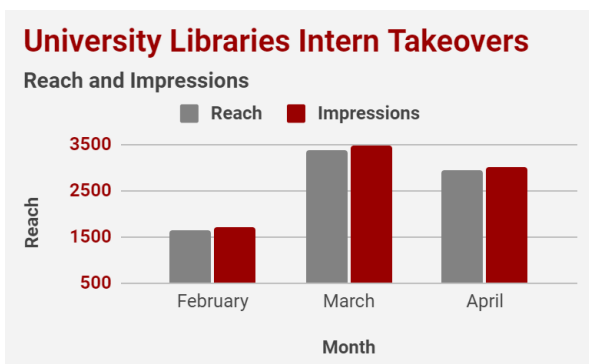
Key Highlights

- We offered a total of 69 events, with a total attendance of 5,801.
- We collaborated with 20 partners across campus and offered 15 types of events.
- We initiated a new program in fall 2021 for two undergraduate student staff to create interactive and engaging events that specifically targeted the SBU student population. By utilizing locations with high student traffic throughout campus and hosting 1-2 events per month that showcased library resources and services, a total of 125 students were impacted.
- SBU Libraries social media interns hosted a successful Poetry and Open Mic Night. The internship, now in its third year, has proven to be a good connection between SBU Libraries and students. We
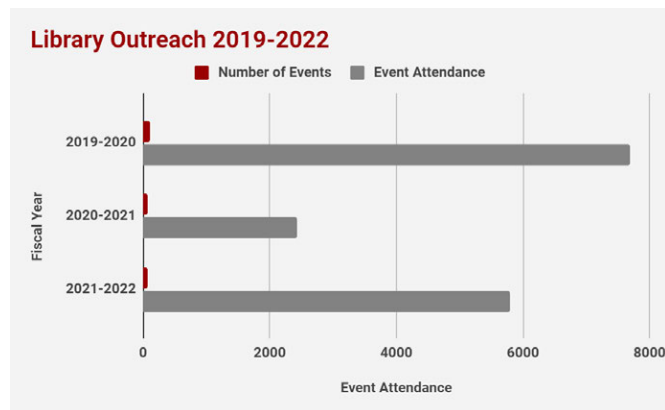
benefit from their ideas and enthusiasm while they have an opportunity to develop skills including project management, social media marketing and public speaking.

University Libraries Intern Takeovers

Reach and Impressions

- We participated in SBU Weeks of Welcome, designed to help new and transfer Stony Brook students become acclimated to campus resources. During these two weeks, the library hosted 14 events, such as, Clean Air Program, The World's Best Library Orientation and the Tour of the Melville Library, reaching 1,207 attendees.

- We were selected as a recipient institution for the limited, official hardcopy poster collection of the 9/11 Memorial & Museum 20th Anniversary Commemoration, titled *September 11, 2001: The Day That Changed the World*, which tells the story of the terrorist attacks in archival photos and first person accounts.

Outreach Event Themes

- Equity, Inclusion and Diversity (… 11.6%
- Art in Focus 14.0%
- Native American Heritage Month 14.0%
- Women's History Month 7.0%
- Digital Humanities 23.3%
- Concert Series 4.7%
- Student Engagement 14.0%
- National Poetry Month
- STEM Speaker Series
- Stony Brook Authors
- Asian American Heritage Month

- In addition to a variety of library spaces, events were also held at the Student Union and Staller Steps. Many events were also held on Zoom.
- Special/new events:
  - School Library Month Outdoor Tabling
  - 9/11 Memorial Museum and Poster Exhibition
  - Vinyl Hour
  - SBU WOW events (Clean Air Program, David Weld Nature Sanctuary Hike)
  - One Book One Campus Discussion: *Interior Chinatown*
  - Squid Game - Health Sciences Library Edition
  - Halloween Watch Party
  - Research Methods and Sources for Indigenous Studies
  - Medieval Manuscripts and Digital Collections: The Case for IIIF
  - Workshop for Teaching Faculty: Honoring Accented Writing
  - Round table on the Spanish Golden Age: Book launch on Guillaume Kientz, *Le siècle d'or espagnol.*
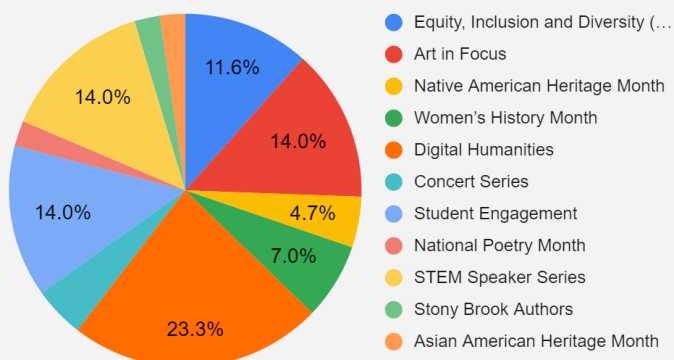
- Student Readings from Creative Writing
- Special Event for Exhibition STEM + Arts = STEAM
- Poetry & Open Mic Night
- 2022 AAAS Student Research Symposium
- Touching Sounds Exhibition Reception

Other Accomplishments

Promote Academic Engagement
- Steadily increased followers on Instagram, Twitter and Facebook. Incorporated use of TikTok into workflow this year.
- We continue to offer virtual events and workshops in order to continue offering dynamic programming which has helped us to obtain a greater audience and increased attendance.

4 Year Comparison: Twitter, Facebook and Instagram
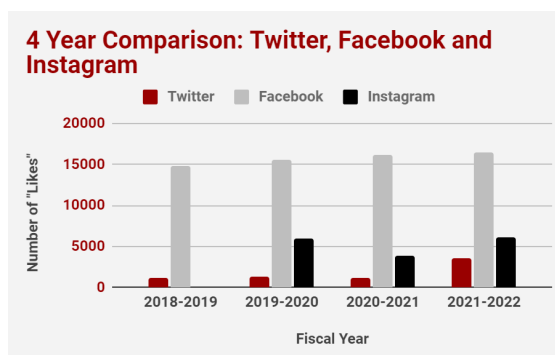
Build, Preserve, and Provide Access to Rich and Diverse Collections
- Highlighted a new collection of resources created by the Anti-Racism Task Force to broaden our cultural materials and resources aligning with our commitment to enhancing DEI.

Develop Responsive Library Spaces for Diverse User Communities

- We made an expeditious pivot to virtual events and workshops in order to continue offering dynamic programming which required modification of procedures such as implementing Zoom registration and outlining online event policies. While most of the programming was done in the virtual setting, we also hosted music concerts in the Melville Library Galleria and an art exhibit in the North Reading Room.
- We had 21 events at the Horseshoe, with 1,880 attendees.
- Utilized free resources, such as Canva and Instashot, to create and promote library events, workshops, services and resources as well as purchasing new marketing tools such as a prize wheel, to attract students to events.
- Created a library Spotify playlist curated by SBU students. Encouraged students to add to the playlist by submitting their own song title suggestions at various events.

- Offered a variety of pop-up activities to increase student engagement and make patrons feel welcome in library spaces, such as the Friendship Tree and Pronoun Buttons.

Foster an Innovative Culture of Learning and Assessment
- Collaborations were sought as an opportunity to enhance library programming and promote events to a wider audience. We were able to continue to partner with 20 organizations and departments, both on and off campus, to provide engaging programming.

2022-2023 Goals

Promote Academic Engagement

- Create quality content that is relevant to SBU campus community with a focus on students
- Promote and showcase SBU research and scholarship by highlighting our librarians and areas of focus.
- Raise awareness of our presence on social media and encourage user interaction and engagement.

Build, Preserve, and Provide Access to Rich and Diverse Collections
- Promote an understanding of library services and resources, initiatives and accomplishments through a diverse offering of events, appropriate branding and signage, social media, highlighting our digital collections, and celebrating awards/grants received by faculty and staff.

Develop Responsive Library Spaces for Diverse User Communities
- Continue to explore venues to maximize event attendance that are optimal to the event.
- Support the Libraries' DEI initiatives by encouraging the planning of events that align with the University's diversity plan.

Why Representation Matters: Panel Discussion
moderated by Dr. Janet Clarke, Associate Dean of Research & User Engagement at University Libraries

On November 10, AAPI panelists discussed themes tied to the book, Interior Chinatown, in relation to their experiences and expertise. Topics included race, identity, stereotyping, immigration, inclusivity, representation in pop culture and a variety of fields, and racialized experiences.

In photo (in order from left to right): Rev. Steven Kim, Kara Wang, Dr. Janet Clarke, Dr. Edward Sun

For more information, visit:
bit.ly/Representation-Matters-Info

Foster an Innovative Culture of Learning and Assessment
- Explore new and innovative platforms that will enable us to be at the forefront of popular trends to better reach the SBU student population.
- Work with the University Social Media Committee to understand use of social media platforms/trends among patrons.

Assessment

Janet Clarke, Associate Dean, Research & User Engagement

Accomplishments
- Accreditations
  - Contributed to Occupational Therapy reaccreditation process
  - Participated in Nurse Residents accreditation process
  - Contributed to Physical Therapy reaccreditation process
  - Contributed to Computer Science reaccreditation process
  - Contributed to College of Engineering and Applied Sciences reaccreditation process
  - Library representatives on several Middle States committees
    - Standard I: Mission and Goals
    - Standard III: Design and Delivery of the Student Learning Experience
- Collections
  - Assessment of physical collections: reference, science, health sciences
- External Surveys
  - SUNYLAR
  - ACRL
  - ARL
  - IPEDS
  - AAHSL
  - FDLP Biennial Survey
- Internal Surveys
  - Reference Desk Service Model
  - 2 Student surveys regarding reference services
- Routine Assessment Activities
  - 2021-2022 Faculty Instruction Feedback Survey
  - Analysis of instruction activities
  - Analysis of workshop attendance data

2022-2023 Goals
- Organize datasets for easier access and availability
  - FTE lists
    - Outpatient and clinical sites
    - Students
    - Faculty
  - Plan for data collection activities early in the fiscal year for reporting activities
  - Share assessment activities, trends, peer comparisons through staff presentations

Appendix

CAS Sessions Taught by Department	
AAS	1
GLI	1
HON	1
ILC	1
CSE	2
CWL	2
EGL	2
ENG	2
ESE	2
HS	2
IEP	2
WISE	3
Academic Judiciary	4
ART/ARH	3
JRN	4
POL	4
PROV	4
SOC	4
MUS	5
HIS	6
BUS	13
PSY	15
PWR	89

Instruction sessions by modality
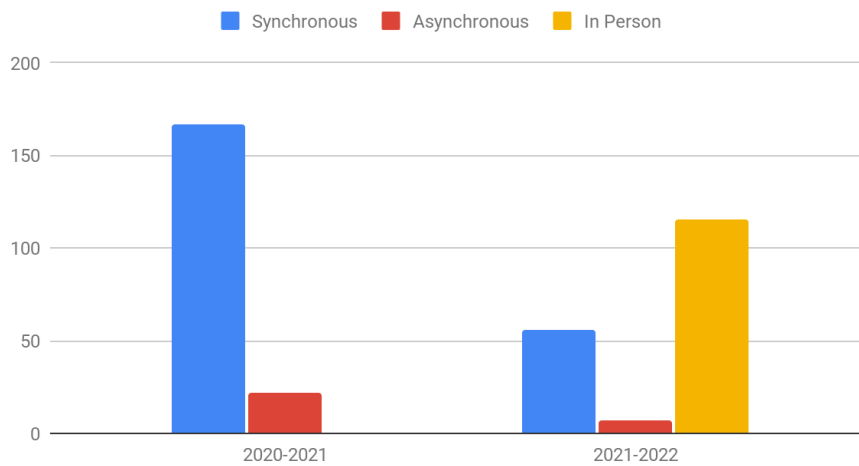
Total Reference Desk and Chat Service Hours from FYs 2019-2022

Location	West, East, and Southampton Campuses		
Fiscal Year	2019-2020	2020-2021	2021-2022
Reference Desk/Horseshoe Desk In-Person Hours	928	0	613
Virtual Chat Hours	2662	3276	2260
Total Reference Service Hours	**3590**	**3276**	**2873**

Reference Statistics FY 2021-2022

West, East, and Southampton Campuses	Reference	Directional	Total
In-Person	637	8734	9371
Email	849	105	954
Chat	869	144	1013
LibAnswers	172	82	254
Phone	140	700	840
Video	6	0	6
Consultations	370	0	370
Total	3043	9765	**12808**