

Fayetteville State University

DigitalCommons@Fayetteville State University

---

Annual Reports

---

2023

## Chesnutt Library Annual Report 2022-2023

Lawrence Treadwell IV

Fayetteville State University, ltreadwell@uncfsu.edu

Follow this and additional works at: [https://digitalcommons.uncfsu.edu/annual\\_reports](https://digitalcommons.uncfsu.edu/annual_reports)

---

### Recommended Citation

Treadwell, Lawrence IV, "Chesnutt Library Annual Report 2022-2023" (2023). *Annual Reports*. 2.  
[https://digitalcommons.uncfsu.edu/annual\\_reports/2](https://digitalcommons.uncfsu.edu/annual_reports/2)

This Article is brought to you for free and open access by DigitalCommons@Fayetteville State University. It has been accepted for inclusion in Annual Reports by an authorized administrator of DigitalCommons@Fayetteville State University. For more information, please contact [ltreadwell@uncfsu.edu](mailto:ltreadwell@uncfsu.edu).

## 2022-2023 Annual Report



### Library by the Numbers

**Library Staff:** Hired 5 new staff, promoted two staff and had three retirements.

**Library Visits:** Library visits increased from 39,095 to 119,783 and the Library website was viewed 61,405 times.

**Laptops and Technology Lending:** Developed a technology lending program using 62 laptops. Laptops were checked out 413 times and renewed 112 times.

**Customer Service:** Customer Services rates interactions increased from 3,750 to 6,054.

**Study Rooms:** Study room usage increased from 2,023 reservations to 3,807.

**Outreach and Events:** Library events increased from 4 to 22, with 237 participants.

**Bookstore Partnership:** The Library assisted 100 students with bookstore returns after hours.

**Computer Usage:** Library computer usage increased with 31,305 logins for 86,238 hours of usage.

**Deaccession of materials:** The Library weeded / deaccession 17,312 items.

**Graduating Student Survey:** Graduating students indicated they were very satisfied with library services.

# A Year In Review



## 2022 – 2023

In 2022-2023, the Library diligently continued its transformational journey, building upon the groundwork laid in the previous year (2021-2022). This endeavor mainly focused on programming, collection modifications, technology advancement, team recruiting & fortification, new/improved services, and space ameliorations.

**Programming** To enhance student and faculty engagement, the library planned events and exhibits a year ahead - thanks to the joint forces of a brand-new public services team that started in the summer of 2021. The Library has hosted various events throughout the year, including the "Faculty Author Series" and "Pet Therapy" as stress relief for students before finals. The 34 total programs (22 events and 12 exhibits) indicated a 400% increase in total number of programs and a 600% increase in participation compared to 2021-2022. The first "Faculty Author Series" events featured Dr. Kennedy, for his book "Wisdom From My Father's Porch," and followed a presentation from Dr. Luo, whose team published an article through our new transformative agreement with Wiley. The Library's future focus involves consolidating its outreach efforts under the theme of "Building Communities Through Stories." This narrative will be conveyed through graphic novel-style promotions to encapsulate the essence of the Library's endeavors.

**Collection Modifications** The Library has made significant progress in collection modifications with a cost-effective approach, proactively working with the Carolina Consortium to get more academic resources from leading educational publishers, including Wiley, Oxford, Proquest, and Springer. **In 2022, the library participated in 27 Carolina Consortium deals, the 7th most among the 176 members, resulting in a cost avoidance of \$8,533,201.00, the 21st most amount the consortium membership.** Besides the Carolina Consortium approach, the Library has diligently negotiated with vendors to acquire new resources, including Westlaw, Research Method, Reaxys, and Scopus, in addition to updating Newsbank, JSTOR, and EBSCO DDA Ebooks. The negotiations have saved a total of \$55,000.00 when compared to the regular list price. At the same time, the library discontinued high-cost resources with low usage and acquired popular resources instead. In addition, with team effort, the library successfully eliminated 19,000 physical items, including outdated films, VHS, Microfiche, and print books, allowing the Facility to bring books from off-site storage and completely absorb the space repurpose from Bronco OneStop. In 2022, the library received positive feedback from faculty when requests for purchases were filled and expedited within 1-3 days - a total of 92 faculty requests were supplied in 2022.

**Space Improvement** The collaborative study spaces received additional individual tables, smart boards were incorporated into both collaborative study areas and study rooms, and the student lounge underwent rejuvenation. The space improvement includes transforming the Media Center into a creative hub. Initiatives included decluttering obsolete technology and reorganizing the space with modern furniture and a conference table. The former dark room was renovated to accommodate 3D printing, virtual reality using Oculus Rift, podcasting equipment, and other creative maker space tools. Exciting programs such as movie nights and interactive sessions were planned for the upcoming fall semester to engage students with these innovative resources. After many failed attempts over the past 20 years, and with great collaboration efforts with Facility, the bulky and outdated library directory in the middle of the library entrance was finally removed by Facility, making the library entrance more inviting and appealing. Further revitalization plans for public spaces will be fully developed for implementation in the new academic year of 2023-2024.

**Technology Improvement** The Library's technological infrastructure was also advanced during the year: Document Delivery was introduced to expedite faculty requests and reduce reliance on InterLibrary Loans; Springshare's LibAnswers was adopted to enhance chat services, incorporating video chat, ticketing, customer service metrics, and FAQs; the Library website was redesigned to align with the University's new website; outdated LibGuides were revised or unpublished; Library Liaisons' responsibilities were redistributed; the Library added smartboards, microphones, and cameras to replace worn-out equipment to facilitate the BOT room's use, scheduling, and support; and the Library developed a robust technology lending program that included over 62 laptops that were made available to students for long-term lending.

# A Year In Review

## 2022 – 2023



The laptop lending program made a significant impact to students needing a laptop for study - reflected in students' testimonies expressing gratitude. While the ITS laptops provided most of the laptops, the American Library Association (ALA) grants enabled the purchase of ten more laptops for the lending program. The library grant report, including the students' testimonies, impressed the ALA program coordinator.

**Team Recruiting & Building** the Library's recruiting made significant progress in 2022-2023, resulting in notable personnel changes after four new staff joined the library in 2022-2023. New talents, including Jessica Cerri and Laura Mehaffey, joined as Head of Public Services and Digital Initiatives, were welcomed in 2022. Tiffany Savage, Head of Access, and Morgan Grayson, Cataloging Technician, also joined the team in 2023.

After implementing a new employee recognition program in 2022-2023, the Library named Tiffany Torres "Employee of the Semester" for the Fall 2022 semester and Gloria Mills "Employee of Semester" for the Spring 2023 semester.

Tiffany Torres was promoted from Reference and Outreach Librarian to Head of Reference and Instruction. Alice Smith advanced her position to Journey from Contributing before her retirement.

The Library collaborated with HR to plan and accomplish its first staff retreat for team building. The staff retreat provided a great experience for team members to engage in an interactive environment with the opportunity to bond and connect on a personal level through team-building games (e.g., Library Jeopardy), group challenges, and informal networking. This was vital for a library team in which 40% of employees joined as new in 2021.

**New/Improved Services** The Library ventured into new services, introducing faculty research support services. The research support encompassed author impact assistance, workshops on utilizing faculty services, and dedicated funding for Associated Publication Costs (APCs) to facilitate open-access publishing. Collaborative agreements with publishers like Wiley, Cambridge, IGI, and Taylor & Francis enhanced these services.

The Library adopted a new book return partnership and policy with the Bookstore in which the library accepted bookstore returns after regular bookstore hours. This program saw 100 students served over the 2022-2023 academic year.

A new pay-per-view article supplier through third-party services ReprintDesk Academic Galaxy Solutions allowed the Library to obtain full-text articles immediately from the platform when a subscription to particular research journals is not held by the Library. The pilot program is under development and has served several faculty members. This approach is cost-saving and immediately satisfies faculty needs when compared to the expensive cost of subscribing to high-end, low-use, academic journals (i.e., STEM topics).

Interlibrary loan is an essential service in the library, and the Library has improved the document request fulfillment rate. Document Delivery was instituted to further facilitate faster delivery of faculty requests and eliminate the sole dependence on interlibrary loans.

# A Year In Review



## 2022 – 2023

The Library has assigned Liaisons for each academic department. In 2023-2024, when all vacant positions are filled, the liaisons will approach their assigned departments to serve the faculty and members.

The Library's Archives also took strides towards improvement, securing a preservation planning grant from the HBCU Alliance in collaboration with CCAHA. A comprehensive needs assessment and site visit are scheduled for November 2023, further solidifying the Library's commitment to preservation and accessibility.

The Library saw an increase in space usage with reservations for study rooms increasing to 3,807 for 13,293 hours of usage. Overall Library visits increased from 39,095 the previous year to 119,783 visits in 2022-2023. There was also a significant increase in customer service interactions with statistics showing 6,054 compared 3,750 interactions the previous year. One area of decline was in the usage of the library databases. However, this was not so much a decline but an indication of how the metric itself is changing - with the move to Counter 5, the library is now reporting on "unique item interactions" (140,860) and not items retrieved (193,045) as in the previous year. The Library expects to show increase in usage with the new Counter 5 metric in the coming year.

The 2022-2023 academic year marked a continuation of the transformative efforts initiated in the previous year. With invaluable support from FSU leadership and a revitalized team established in 2022-2023, the library's dedication to growth and community engagement will persist with unwavering determination.

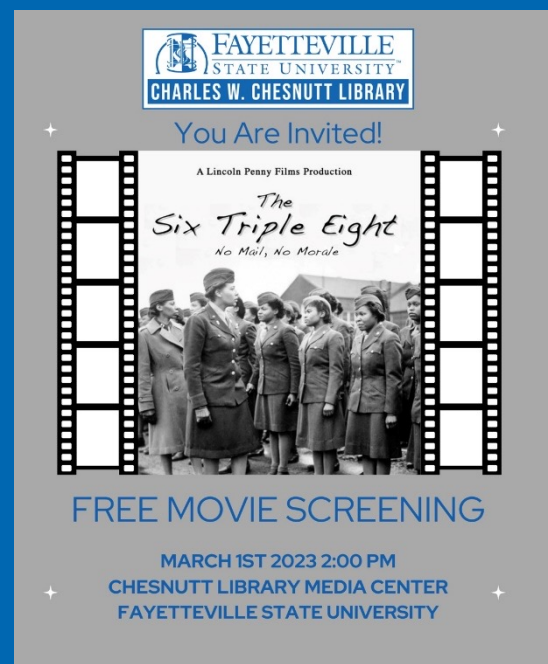
## Archives and Special Collections

The Archives and Special Collections area was redesigned in the previous year with the goal of bringing more prominence to the collections and showcasing exhibitions. The new exhibition space was created to incorporate physical and digital displays, as well as integrating new seating for both the enjoyment of the exhibitions and for study space. The Archives and Special Collections hosted 6 exhibitions and displays, as well as a special movie screening of the Six Triple Eight documentary.

A CCAHA Grant was awarded to the archives for capacity building in the Spring of 2023 and will be implemented in the 2023-2024 academic year.

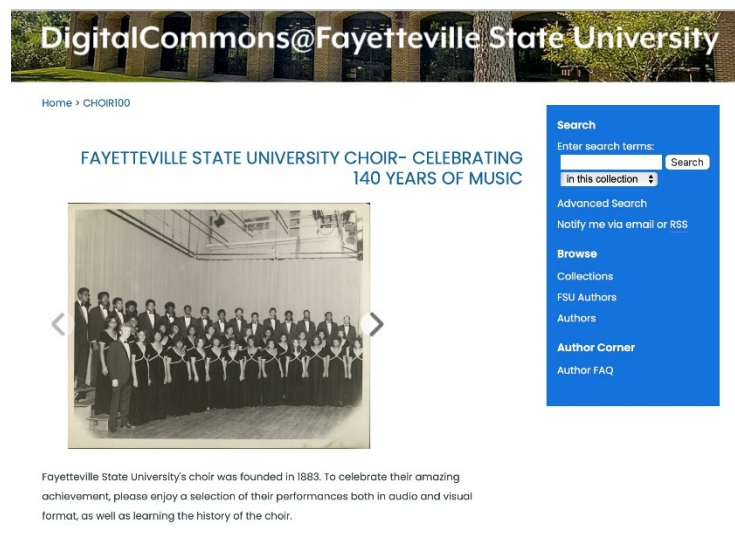
### Exhibitions and Events Hosted by Archives and Special Collections

- Juneteenth Display
- Women's History Month: Votes for Women (Smithsonian Institute)
- Black History Month
- Military History Exhibit- We Wanted To Fight Traveling Exhibit
- Early FSU History & Leaders
- Homecoming Exhibition: Student Activities and Organizations
- Six Triple Eight Documentary



# Digital Commons Collections

In January 2023, the Archives and Special Collections added a digital collection in support of the University Choir, celebrating it's 140<sup>th</sup> anniversary. This collection features choir music, programs, choir directors and a history of FSU Choir. A physical display also supported the release of the digital collection.



# Public Services

Public Services saw a major overhaul to the Library's Programs, Events and Outreach. The goal was for the library to offer one event, program, display or exhibition for each week of the semester. New programs included Faculty Author Series, Make and Take crafts, and Animal Therapy.

In addition to these new programs, the Library partnered with the Carolina Manga Library to bring a part of the Carolina's Manga Library Collection to the library for viewing as part of the Library's Welcome Back with a Graphic Novel display.



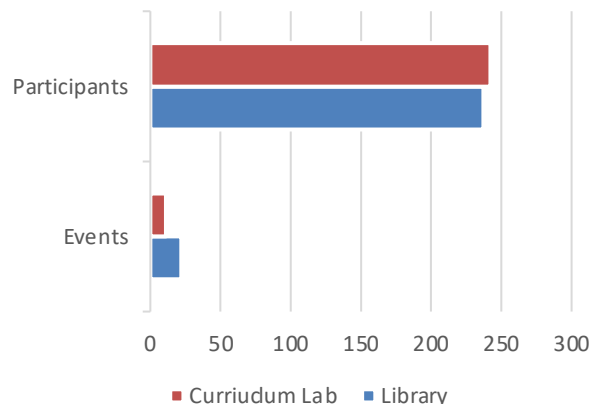
The Library also worked to develop a strong partnership with the Counseling Center. This partnership produced new programming and new services in support of health and wellness. For stress relief the Library brought Love on a Leash therapy dogs to campus during the Fall 2022 and Spring 2023 finals.



To further support health and wellness, the Library developed two meditation rooms and purchased a subscription to Mental Health resources that includes ebooks, journals and magazines through Proquest. The Meditation rooms can be checked out for one hour and are part of the library's space reservation system.

# Library Outreach

Over the course of the year, between the Library and The Curriculum lab there were 33 events and 481 participants. This did not include visitors who came for our exhibitions and pet therapy events. Some of the more successful events were the Pet Therapy and Faculty Authors events.



## Faculty Authors

To support faculty research and community engagement, in the Spring of 2023, the Library started its Faculty Author Series. The first Faculty Author event celebrated the publication of Dr. Kennedy's book "Wisdom from my Father's Porch". The second event was a presentation from Dr. Luo and his materials science research team. Dr. Luo and his team were the first FSU faculty to publish their article using the Library's new Transformative agreement with WILEY. In the Fall of 2023, the Library, under its new "Building Community Through Stories" theme, has expanded its Author Series to 5 faculty and has already begun scheduling faculty presentations for the Spring of 2023..

**FAYETTEVILLE STATE UNIVERSITY**  
**CHARLES W. CHESNUTT LIBRARY**

COME & JOIN US FOR THE

**LIBRARY'S FACULTY AUTHOR SERIES**

Upcoming programs:

- September**
  - Dr. Jeremy Fiebig, Professor of Performing and Fine Arts
- October**
  - Dr. Bradley Kadel, Associate Professor of History
  - Dr. Emily Lenning, Professor of Criminal Justice
- November**
  - Dr. Zahra Shakarkhar, Associate Professor of Criminal Justice
  - Dr. Andre Smith, Assistant Professor of History

If you are a Faculty member interested in presenting published material at Charles W. Chesnutt Library in the Fall or Spring of 2024, please contact our Head of Public Services, Jessica Cerri!

Call: 910-672-1240  
Email: jcerri@uncfsu.edu

**FAYETTEVILLE STATE UNIVERSITY**  
**CHARLES W. CHESNUTT LIBRARY**

COME & JOIN US FOR THE

**LIBRARY'S FACULTY AUTHOR SERIES**

Panel Discussion with The Materials Science Research Team

with Fayetteville State University's

- Dr. Zhuping Luo
- Dr. Mennka Adhikari

The Materials Science Research Team published a collaborative paper in a Wiley's journal, the first-time for FSU author to use this open access advantage as a member institution of the Carolina Consortium with Wiley.

Join us at Chesnutt as they discuss their research and the process of publishing through Wiley's open access program!

**Wednesday, April 26, 2:00pm**  
1st Floor  
Charles W. Chesnutt Library

If you would like more information  
Call: 910-672-1240 or email  
Jessica Cerri: jcerri@uncfsu.edu

**FAYETTEVILLE STATE UNIVERSITY**  
**CHARLES W. CHESNUTT LIBRARY**

COME & JOIN US FOR

**LIBRARY'S FACULTY AUTHOR SERIES**

Inspired by "real conversations with my father, and life experiences with my son, my career, and personal losses"

with Fayetteville State University's

- Dr. Dorrance Kennedy

"Wisdom from My Father's Porch provides guidance and life lessons for young Black men. It is compact and easy to read but packed with timely information related to family, character, career, finances, health, relationships, and much more."

**Wednesday, February 22, 3:30pm**  
Charles W. Chesnutt Library

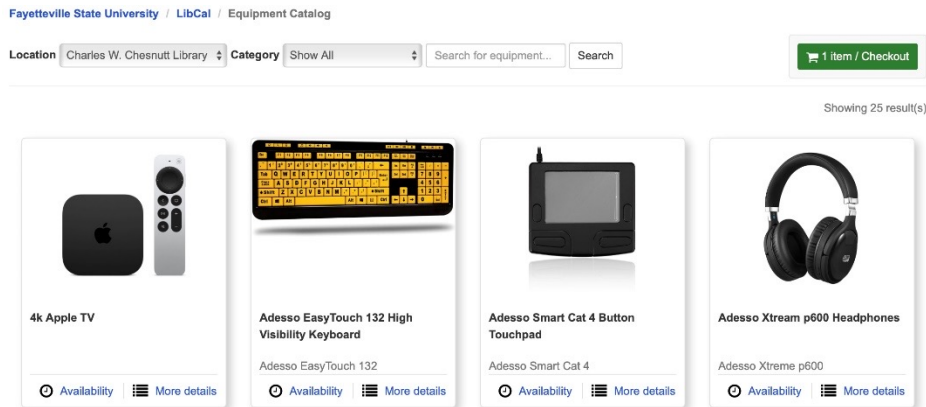
If you would like more information  
Call: 910-672-2549 or visit:  
www.africanamericanimages.com

\*Copies of this book can be purchased through African American Images.

# Technology

## Tech Lending, Laptops and so much more

In the Fall of 2022, the Library continued to expand its technology infrastructure. Two new smartboards were added to library spaces. In addition, the library expanded its laptop lending program with the help of a grant from ALA. Then in the Spring of 2023, the Library expanded its laptop lending program again and added other technology such as Arduinos, raspberry pi, headsets, and more. All items can be viewed for availability and reserved on the Library's Tech Lending page . The Library Tech Lending program saw the Library check out 413 laptops with 112 renewals.

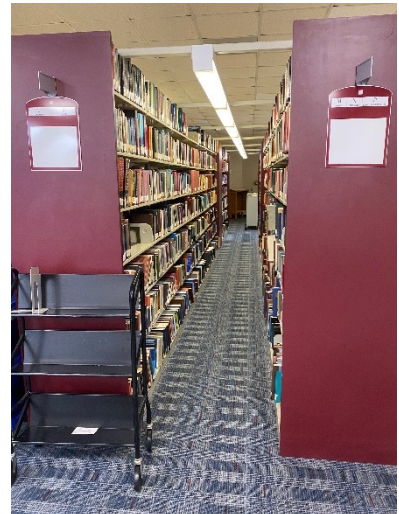


## Library Stacks

### Third Floor

In the Summer of 2021, when the Library sent much of its physical collection to offsite storage to accommodate its new building partners, the plan was for the third floor to house the entirety of the Library's circulating collection. To make space for these collections, the Library began a massive weeding and shifting project.

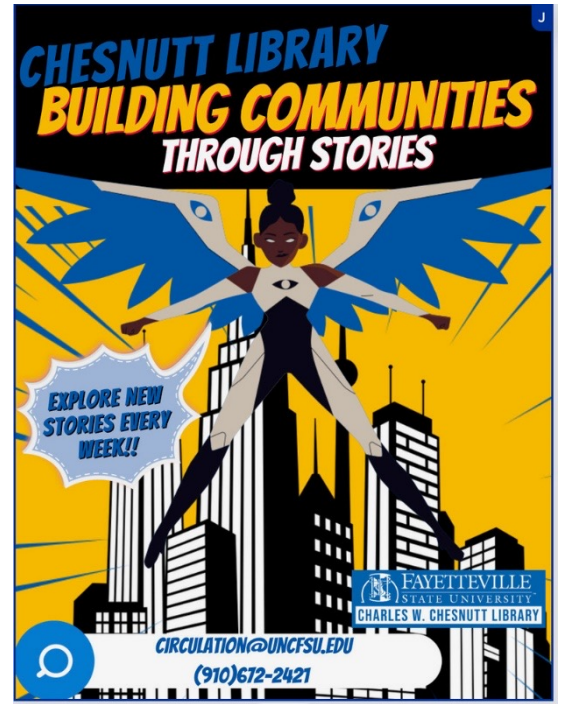
The Library completed the first phase of its shifting in December of 2022. By beginning to weed duplicates and superseded materials the library began to make room for collections to return from offsite storage, and in January 2023, the Library began to receive books back from offsite storage. Since then, the Library has received over 40 pallets of books and has returned to the shelves for circulation its materials in the A - D's (Psychology, Religion, Philosophy and History). While many of the staff have participated in various aspects of this project, Gloria Mills was recognized as the employee of the semester for the Spring 2023 semester for her work on this project.



# Library Outreach

## Building Communities Through Stories

As part of the Library's outreach initiatives, the Library is branding its outreach efforts under the theme of Building Communities Through Stories. Each event, program, or display will be designed to tell a story or part of story. The "Make and Take" events will provide the narrative and resources for decorating a dorm room, the Faculty Authors Series will tell the story of faculty and their research. Also under this theme, the Library plans to incorporate Living Art into the building and to utilize a new product named Short Editions featuring short stories including creative writing of students and faculty. Library programming and advertisements will depict the event in graphic novel and comic book style to further enhance the story and its narrative.



## Media Center Second Floor



The Media Center on the second floor of the Library was redeveloped and will become a creative space. It will feature equipment and technology to allow students to develop projects that support their creative inclinations, as well as University curriculum. Storage spaces were cleared of old, outdated items including vhs, furniture, slides, 16 mm film, and other items to create needed office space and space for new student services. The former dark room was cleared of debris and dark room equipment to create space for podcast / social media room that will be developed in the Fall of 2023. This new creative space will feature space for 3d printing, virtual reality, smart boards, maker space related technology, as well as space for reading and study. This space along with the Library Seminar room will host study hall beginning in the Fall of 2023.

# Faculty Support Services

As part of its strategic outreach, the Library focused on improving its outreach and faculty support. This included its promotion of Digital Commons, which led to the online exhibition in support of the University choir. It also included improvements to research guides, the development of the Faculty Author Series and a [Faculty Support Services page on the website](#) and supportive [research guide](#). A flyer to help promote the new and revised services was also developed.

**FACULTY SERVICES**



**FAYETTEVILLE STATE UNIVERSITY**  
**CHARLES W. CHESNUTT LIBRARY**

Your FSU Chesnutt Library is more than just books! It is:

**RESEARCH ASSISTANCE**  
Research Support | Interlibrary Loan | Document Delivery | Book Requests | Library Liaisons

**PUBLICATION SUPPORT**  
SCOPUS | Digital Commons | Publication Agreements | Open Access | Faculty Author Speaking Series

**CLASS ENHANCEMENT**  
Library Instruction | Course Reserves | Streaming Video

**CONTACT US**  
Reference Dept:  
(910) 672-1585  
[reference@uncfsu.edu](mailto:reference@uncfsu.edu)

 **VISIT US ONLINE**

## Publication Support

Part of the University's strategic plan is to increase its research footprint. To support this plan, the University Library needed to develop mechanisms to support faculty publication efforts, and to accomplish this the library strategically shifted resources to enter into transformative agreements with three publishers (WILEY, Cambridge and IGI) . These transformative deals cover the associated costs of Open Access publishing (APC's) for University faculty. The Library is working on a fourth transformative agreement with Taylor and Francis for Fall 2023 / Spring 2024. The Library has posted Faculty Publication Support information on its Faculty Services [page](#). One article was published with Wiley using the Library's transformative agreements in 2023.

In addition to transformative publication agreements, the Library also hosted workshops for faculty on how to identify their author impact for published works using the Library database SCOPUS and developed supportive [Libguides](#) for faculty to use when determining their author impact and other publication metrics.

**FAYETTEVILLE STATE UNIVERSITY**  
**CHARLES W. CHESNUTT LIBRARY**

**FACULTY PUBLICATION SUPPORT**  
CHESNUTT LIBRARY: HERE TO HELP!

**INFORMATION ON:**

- Publishing on Digital Commons
- Publication Agreements
- Open Access
- Publishing Books and Journals
- Author Impact (H-Index, ResearcherID)



**VISIT OUR FACULTY PUBLICATION LIBGUIDE**

 <https://libguides.uncfsu.edu/facultypublications>

# Library Committees

Each library staff member is asked to participate in at least one committee. The Library established several committees in 2022-2023 in order to :

1. Provide staff with leadership and professional development opportunities
2. Provide opportunities for staff to collaborate
3. Address building wide issues
4. To complete the work necessary to meet the needs of faculty, students, and staff.

---

## Committee List

### Amenities Committee

Man-Yee Chan - Chair  
Laura Mehaffey  
Nicholle Young  
Shelton Richardson  
Rebecca Macomber

### Accessibility Committee

Tiffany Torres - Chair  
Jessica Cerri  
Tiffany Savage  
Brittany Berwanger  
Shelton Richardson  
Dedra Warren

### Library Safety Committee

Chesnutt Library  
BookStore  
OneStop  
Advising

### ComicFest

Jessica Cerri - Chair  
Tiffany Torres  
Tiffany Savage  
Nicholle Young  
Laura Mehaffey  
Shelton Richardson

### Displays Committee

Tiffany Savage - Chair  
Rebecca Macomber  
Gloria Mills  
Laura Mehaffey  
Tiffany Torres  
Nicholle Young

### Future Committees

DEI (Diversity Equity and Inclusion)

---

### Amenities Committee

The Amenities Committee is the Library's oldest committee. During the 2022-2023 year, the Amenities Committee played an important role in the planning of the Library's January and August professional development retreats. The Amenities Committee also planned two retirement parties.

### ComicFest

The Library established the ComicFest Committee with the intention of hosting a ComicFest in the Fall of 2023. The charge of the committee was to solicit the collaboration of various library partners, faculty, and other university departments in the planning and execution of a ComicFest. Due to items outside of the Library's control, the ComicFest has now been moved to May of 2024.

# Library Committees

## Library Safety Committee

This committee consists of Chesnutt Library building partners. This committee seeks to address safety issues that impact the Library building as a whole. Active Shooter (ALICE) training was arranged for All departments / and Library partners.

## Displays Committee

The Displays committee was established to support Library outreach and programming through the development of themed displays throughout the building. One of the major project the Displays Committee has undertaken for the Fall of 2023 is to develop themed decoration for the study rooms on the third floor of the library.

---

## Accessibility Committee

This important committee was established to assess access to library services and resources in a holistic manner. Its purpose is to review how library users view, access and interact with library services and resources. The Committee, chaired by Tiffany Torres, prepared a report that included short-, medium- and long-term goals. Some recommendations by the Accessibility Committee have already been implemented.

### **Current Improvements 2022-2023**

1. Improvements and revisions to directional signage
2. Magnetic sign holders for strategic placement of library signage
3. Rearrange furniture on 3<sup>rd</sup> floor - including the removal of study carrels that were blocking walkways.
4. Fire / Exit signage updated and revised

---

### Accessibility Committee Short Term Goals –

Beginning 2023 -2024, the Library intends to implement many of the identified short-term goals and objectives

1. Website updates including updates to the Accessibility Page with links to campus accessibility resources.
2. Report an Accessibility Barrier form to be included in Library Research Guides and Feedback pages.
3. Collaborate with Counseling Center for installation of new adaptive equipment.
4. Add braille to door library signs
5. Change doorknobs to handles. This will be multi-year project beginning with the high access and critical areas such as bathroom and doors that open into major spaces such as the Media Center, Curriculum Lab and group study rooms.

### Accessibility Committee Long Term Goals 2024 and beyond

1. Signage : continue to revise and update signs, flyers, website and other library information mechanisms to improve accessibility to library services and resources.
2. Assessments: develop user surveys to identify accessibility needs.
3. Continue to work on major infrastructure needs such as door handle replacements and lighting improvements.

# Advancement, Promotions & Recognition

## SHRA Advancement & Promotions.

**Alice Smith**, before she retired in February 2023, advanced from Contributing to Journey.



## SHRA Recognitions

**Gloria Mills**, received recognition as the "Employee of the Semester" for the Spring 2023 semester. It was Ms. Mills recommendation to create a mechanism for employee recognition .



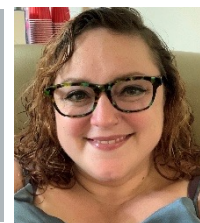
## EHRA Advancement & Promotions.

**Tiffany Torres**, joined the Chesnutt Library in Summer of 2022. In her first 6 months she was recognized as the "Employee of the Semester" for the Fall 2022 Semester. Then in February 2023, she was promoted to Head of Reference and Instruction



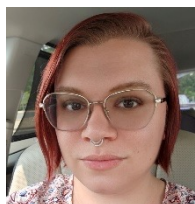
## New Team Members

**Jessica Cerri** joined the library on August 22, 2022, as our new Head of Public Services. She relocated from Wichita State University, where she was Curator of Special Collections and University Archivist. In the past year, Jessica has further developed library outreach initiatives, and in the Fall of 2023, she will lead the Library's new public outreach theme "Building Communities Through Stories"



**Laura Mehaffey** joined the Library's team on October 1, 2022 as our Digital Initiatives Librarian. She has since helped the start of new faculty publication support initiatives. She also volunteers her time with Carolina Manga Library.

**Danielle Hicks** relocated from Colorado to become our newest team member. She joined the Chesnutt Library on August 1, 2023 as our new Serials and Electronic Resource Management Librarian.



**Morgan Grayson**, Joined the Chesnutt Library this summer on July 10, 2022 as our new Cataloging Technician. She and her family relocated from Texas.

**Jasmine Shaw** joined the library in September of 2022 as our night and weekend circulation staff member. She has since left the library to pursue career advancement in another department of the university.

# Retirements

## EHRA Retirements

**Vera Hooks** retired as the Library's Serials Librarian in January 2023. She departed with more than 25 years of service. She was always in early and always willing to help. She was well respected amongst the staff and active on the Library's Amenities Committee. Vera brought a calming influence to all those she knew and worked with. In her retirement she will pursue one of her other passions, gardening.



## SHRA Retirements

**Carlos Lazaro**, the Library's Media Center Technician retired with 28 years of service. Carlos retired in July of 2023. Carlos had a passion for the technology in the Media Center and the Board of Trustee's room that he worked magic to keep working. His colleagues suspect him of being the most interesting man in the world. During his retirement, Carlos will pursue his greatest passions of spending time with his wife, family, traveling, and gardening.



Alice Smith retired in February of 2023. Alice served the University for over 25 years as the Library's Cataloging Technician. In the Fall of 2022, she was promoted from Contributing to Journey Level. Alice was well beloved by the library staff and all who knew her. During her retirement, Alice will spend time with her family and pursue her love of traveling.

# FSU 2025 Strategic Plan

## New Challenges Bold Promises

### KEY INDICATORS

- Foster cutting-edge technological innovation to support and advance teaching and learning
- Enhance research and other experiential opportunities that heighten academic performance and satisfaction

01

Academic Excellence

Student Campus Engagement

02

- Create experiences that meet the needs and expectations of 21st century learners
- Enhance services offered to non-traditional and distance learners

- Recruit and retain a talented workforce

03

Employee Vitality

Impactful Community Outreach and Research

04

- Develop a space to support faculty, staff, alumni, and community engagement

- Align technological investments with strategic priorities in collaboration with academic affairs
- Build and upgrade physical infrastructure

05

University Sustainability

# How the Library Supports the University Strategic Plan

- Academic Collections. The Library strategically aligned resources to participate in 27 Carolina Consortium deals that resulted in over \$8,533,201 of cost avoidance for Fayetteville State University
- Creation of a digital collection to support the 140<sup>th</sup> anniversary of the choir.
- Entered into three transformative agreements with WILEY, Cambridge and IGI to support faculty research and publication. Resulting in one publication using the WILEY transformative agreement.
- The Library acquired a mental health awareness collection.

01

## Academic Excellence

- The Library developed and hosted 33 events, programs and interactive exhibitions for the FSU Community with over 481 participants.
- The University Archives and Special Collections hosted 3 exhibitions in support of Veterans, Black History, and Women's History and one private documentary screening of the 6888 Women's Battalion.
- The Library developed two meditation rooms to support health and wellness.

02

## Student Campus Engagement

- The Library promoted two staff members, recognized two staff as the employees of the semester and hired five new staff members.
- The Library hosted two staff professional development days.

03

## Employee Vitality

# Supporting the University Strategic Plan

- The Library developed and hosted 33 events, programs and interactive exhibitions for the FSU Community with over 481 participants.
- The Library developed a Faculty Authors Series to support faculty research and community engagements
- The Library developed “Building Communities Through Stories” for its outreach and programming efforts for Fall 2023.

04

## Impactful Community Outreach and Research

- The Library invested in its infrastructure with the redevelopment of public and staff spaces - including the continued incorporation of Smart boards into its spaces and redevelopment of the Media Center.
- The Library developed a technology lending program including laptops.
- The Library developed a new chat service that includes video chat capabilities and a FAQ platform.
- The Library received a grant from the HBCU Alliance for capacity building for the University Archives.

05

## University Sustainability

## 2022-2023 Library Facts Sheet

### LIBRARY COLLECTION USAGE/SERVICES

	E-Collection Usage			Laptops	Instructional Sessions	Customer Service			Circulation
Year	Databases & e-journals	Digital Commons	Ebook Usage	Laptop Checkout and Renewal Totals	Sessions Participants	Total Transactions	Reference Consultations	Virtual Reference Services (chat)	Physical Circulation
2022/2023	140,860	129,784	29,486	413/112	104/ 2530	6,054	1322	328	1621

(Items Requ

### INTERLIBRARY LOAN/PROGRAMS

	InterLibrary Loan		Faculty/Studet Requested Subscriptions/Books		Library Events			
Year	Loaned Items	Borrowed Items	Books	Journals	Library Events / Exhibitions		Curriculum Resource Center (events & participants)	
2022/2023	397	308	91	0	22/237	12	CRC 11/244	External 1/9

### USE OF LIBRARY SPACES

Year	Chesnutt Library Visit	Curriculum Resource Center	Study Room Reservations	Study Room (hours booked)	Computers Login Count	Computers Unique Logins	Computers Usage Hours	Library Webpages Views
2022/2023	119,783	68	3,807	13,293	31,305	2,491	86,238	61,405

### COLLECTION STATISTICS

	COLLECTION					Gov. Documents Holdings	Digital Common holdings	Archives Linear Footage
Year	Physical	ebook	Databases	Research Guides	Laptops			
2022/2023	226,849	674,011	388	37	62	700	1097	3,123

### LIBRARY STAFF

	SHRA (Support Staff)					EHRA (librarians)	
Year	Contributing	Journey	Advanced	SHRA with MLS	Vacant	Filled	Vacant
2022/2023	4	6	1	2	2	7	3

### LIBRARY BUDGET/EXPENDITURE

	Library Budget				Library Expenditures		
Year	State	Title III	Dessertation Grants	Friends of Library	Library Operations /Technology	Expenditures on Library Materials	Total Library Expenditures including Salaries
2022/23	\$579,004	\$585,500	\$8,512	\$10,922	\$256,573	\$1,025,852	\$2,257,068

## 2021-2022 Library Facts Sheet

### LIBRARY COLLECTION USAGE/SERVICES

	E-Collectio Usage			Instructional Sessions	Customer Service		
Year	Databases/ejournals/ eBooks Collections	Digital Commons	Firm Order Ebook Usage	Sessions / Participants	Total Transactions	Reference Consultations	Virtual Reference Services (chat)
2021/2022	193,045	90,199	19,148	104/ 2,612	3,750	1930	312

### INTERLIBRARY LOAN/PROGRAMS

	InterLibrary Loan		Faculty/Studet Requested Subscriptions/Books		Library Events		
Year	Loaned Items	Borrowed Items	Books	Journals	Library Events / Exhibitions	Curriculum Resource Center (events & participants)	
2021/2022	538	258	99	2	4	CRC 13/ 176	External 4/176

### USE OF LIBRARY SPACES

Year	Chesnutt Library Visit	Curriculum Resource Center	Study Room Reservations	Study Room (hours booked)	Computers Login Count	Computers Unique Logins	Computers Usage Hours
2021/2022	39095	93	2,023	7,401	10,477	1,568	13,805

### COLLECTION STATISTICS

	COLLECTION				Government Documents Holdings	Digital Common holdings	Archives Linear Footage
Year	Physical	ebook	Databases	Research Guides	158,452	877	3,123
2021/2022	232,574	545,184	388	48			

### LIBRARY STAFF

	SHRA (Support Staff)					EHRA (librarians)	
Year	Contributing	Journey	Advanced	SHRA with MLS	Vacant	Filled	Vacant
2021/2022	4	6	1	2	2	8	4

### LIBRARY BUDGET/EXPENDITURE

	Library Budget	Library Budget			Library Expenditures		
Year	State	Title III	Dessertation Grants	Friends of Library	Library Operations /Technology	Expenditures on Library Materials	Total Library Expenditures including Salaries
2021-2022	\$500,000	\$750,000	\$9,000	\$15,000	\$221,096	\$1,029,802	\$2,232,509

# Honors and Awards

On February 10, 2023, the HBCU Alliance announced that the Chesnutt Library was awarded one their Building Capacity grants for the Chesnutt Library Archives. The grant will provide the Library with a comprehensive review of the archives, its collections, conditions and policies.

## Graduating Student Survey

Students scored their satisfaction with all library services as very satisfied.

### 6. 3. Library services

6.1) a. Helpfulness of staff	Very Dissatisfied							Very Satisfied	n=697	av.=4.32	md=5.00	dev.=0.81
6.2) b. Space for individual student work	Very Dissatisfied							Very Satisfied	n=664	av.=4.39	md=5.00	dev.=0.80
6.3) c. Space for group work	Very Dissatisfied							Very Satisfied	n=649	av.=4.34	md=5.00	dev.=0.83
6.4) d. Training/instruction for using library and information resources	Very Dissatisfied							Very Satisfied	n=688	av.=4.31	md=4.00	dev.=0.80
6.5) e. Access to databases and resources	Very Dissatisfied							Very Satisfied	n=776	av.=4.39	md=5.00	dev.=0.78
6.6) f. Access to online library resources	Very Dissatisfied							Very Satisfied	n=798	av.=4.42	md=5.00	dev.=0.77
6.7) g. Hours of operation	Very Dissatisfied							Very Satisfied	n=692	av.=4.27	md=5.00	dev.=0.89
6.8) h. Effectiveness of library resources and services in improving my learning experience	Very Dissatisfied							Very Satisfied	n=733	av.=4.37	md=5.00	dev.=0.79
6.9) i. Library services overall	Very Dissatisfied							Very Satisfied	n=772	av.=4.39	md=5.00	dev.=0.76