

The library, wherever you are.

IRA A. AND MARY LOU FULTON LIBRARY
ANNUAL REPORT & STRATEGIC PLAN

2020-2021



LETTER FROM THE DIRECTOR



No one will ever forget 2020 or 2021. With the level of uncertainty and change, the Fulton Library staff faced daily challenges to providing service to our students and faculty, and they were able to overcome these obstacles through a commitment to student success. The Fulton Library remained open throughout the pandemic, and the building and the library's array of services were vital in helping students succeed.

Students who came to the Fulton Library during the pandemic needed access to computers, printing, and a quiet study space when most of campus was shut down. Finding access to these resources would have been difficult without the library's support for student learning. Library staff worked with the university's Digital Transformation division and several other partners on campus to check out computers and Wi-Fi hotspots. From March 2020 through June 2021, we checked out more than 1,150 computers and more than 515 hotspots through this new service. In a survey of the students who checked these items out during fall semester, more than 97% said having access to laptops and hotspots helped them complete their coursework.

The Fulton Library's support for student success doesn't just end with services in the library building. We strengthened our online presence by offering virtual options for students to meet with librarians and having librarians provide information literacy instruction in courses both synchronously and asynchronously. We also added more than \$85,000 in ebooks and streaming videos to support areas most affected by the move to online courses, such as dance, art, and theater.

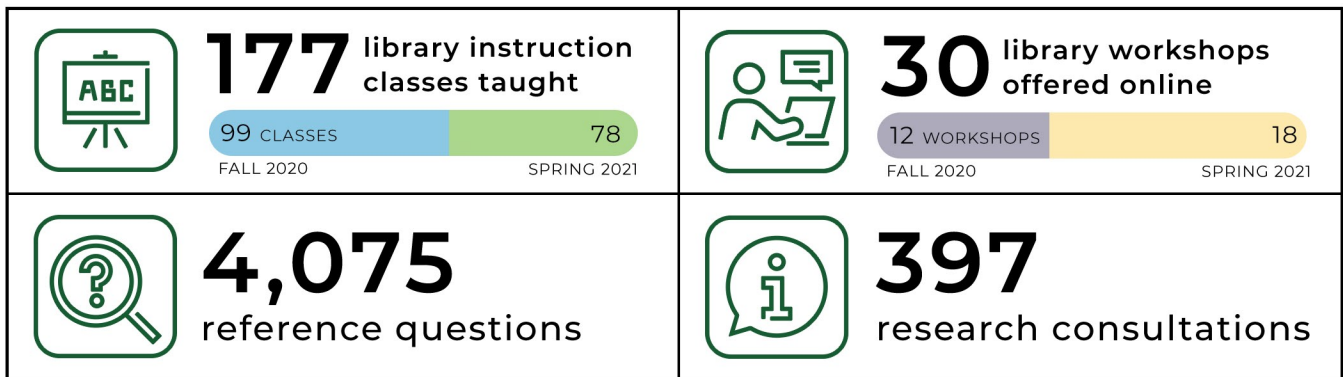
Throughout it all, the Fulton Library staff proved time and again their commitment to student success. The question I was often asked was not WHY we need to do this, but HOW can we make this work. We will continue to build on the lessons we learned and our experiences to continue improving the Fulton Library.

A handwritten signature in black ink that reads "Lesli Baker". The signature is written in a cursive, flowing style.

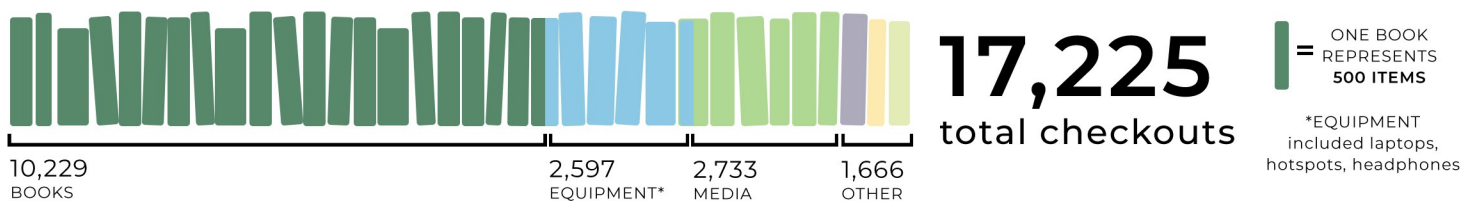
Lesli Baker, Fulton Library Director

FULTON LIBRARY BY THE NUMBERS

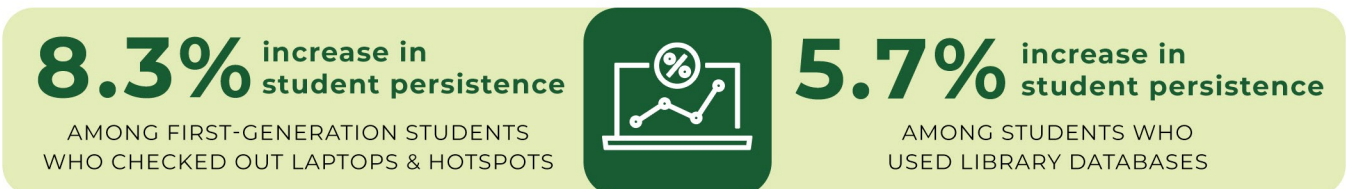
FOR FISCAL YEAR 2020-2021



CIRCULATION AND INTERLIBRARY LOAN DATA



LIBRARY USE AND STUDENT PERSISTENCE



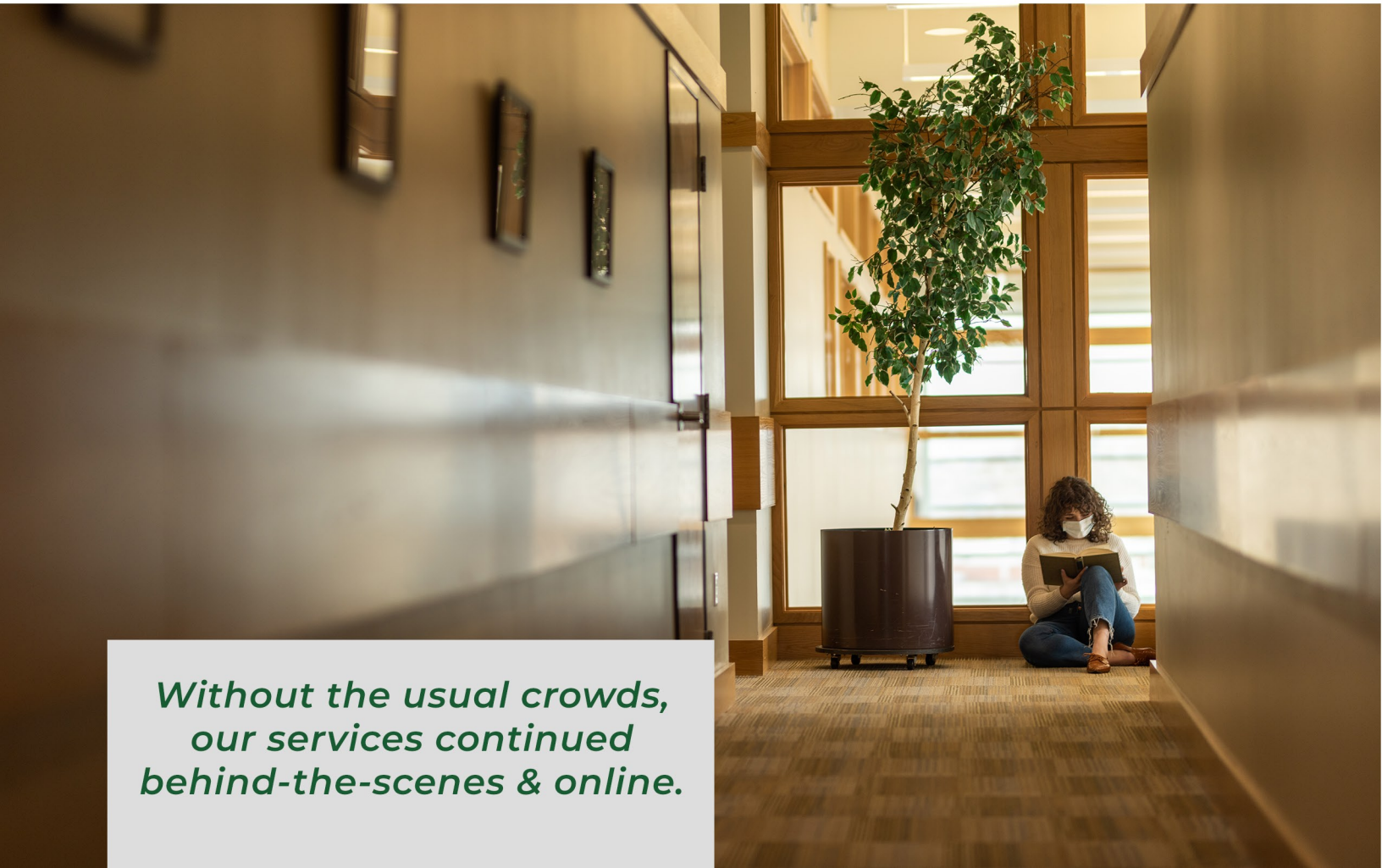
THE FULTON LIBRARY & COVID-19

The 2020-2021 fiscal year was marked by unprecedented challenges and creative solutions. As the COVID-19 pandemic impacted UVU, our staff quickly pivoted to adopt practices that protected employee and patron health. While the majority of UVU's campus services closed during the height of the pandemic, the Fulton Library remained open with additional safety precautions, adjusted services, and a balance of remote and in-person work.

As local and national COVID-19 infection rates ticked higher, the Fulton Library implemented new safety measures. Soon, our circulation desks erected clear partitions to provide a physical barrier against virus transmission and high-traffic areas boasted reminders to wear masks, wash hands, and

physically distance. Where close contact between patrons and staff was unavoidable, such as during equipment and book check-out, we adjusted procedures: staff adopted a quarantine process for returned books, halted circulation of the textbook reserve collection, and offered curbside pickup for patrons.

As the university approved emergency remote work accommodations for staff and most courses switched to an online format, library traffic slowed significantly. Parking lots emptied and halls quieted. Without the usual crowds, our services continued behind-the-scenes and online. We placed an increased emphasis on our online services, and librarians offered online reference help, research tutorials, and instruction sessions.



*Without the usual crowds,
our services continued
behind-the-scenes & online.*



To promote student success, we began checking out computers and hotspots to help students access their online classes. Internally, our staff learned to collaborate in an online environment, with video calls replacing in-person meetings and most communication taking place on Microsoft Teams. Meanwhile, our frontline employees kept the library open and served patrons who needed the computers, printers, study space, and essential resources we provide.

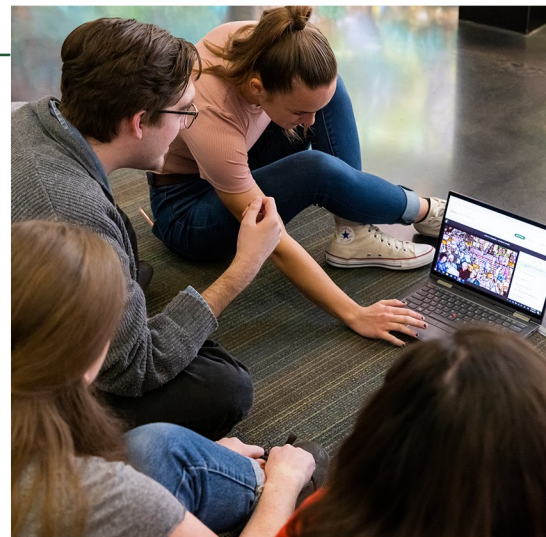
While the past year was notable for its significant uncertainty and rapid change, it's perhaps more remarkable for the perseverance, creativity, and determination of our staff. Despite obstacles, we ensured patrons stayed safe and essential resources remained available. The past year would have looked much different without these tireless efforts. Now, after many challenges, sorrows and, ultimately, triumphs, we look forward to the Fulton Library's return to more normal procedures.



ANNUAL LIBRARY HIGHLIGHTS

Projects

- Partnered with UVU Institutional Research for multiple projects, including investigating student persistence, database usage, library experiences, and equipment use.
- Developed a diversity audit of library collections.
- Completed 15 Executive Research Service projects for departments across UVU.
- Created the DISCOVER Program to incorporate state curriculum teaching tools in *Roots of Knowledge* resources.
- Launched new, accessible *Roots of Knowledge* audio tours, featuring professional narration and archived information.



Technology

- Acquired a new laptop cart and instruction lab computers for student and classroom use.
- Launched new hotspot and laptop checkouts through a partnership with campus IT.
- Switched to mostly virtual reference during the pandemic by using online research consultations, chat reference, phone calls, and texting.
- Digitized or restored library materials, including 44 student theses, 5,944 digital scans, 128 deteriorated digital slides and video audio, 131 captioning projects, and six digital collections.

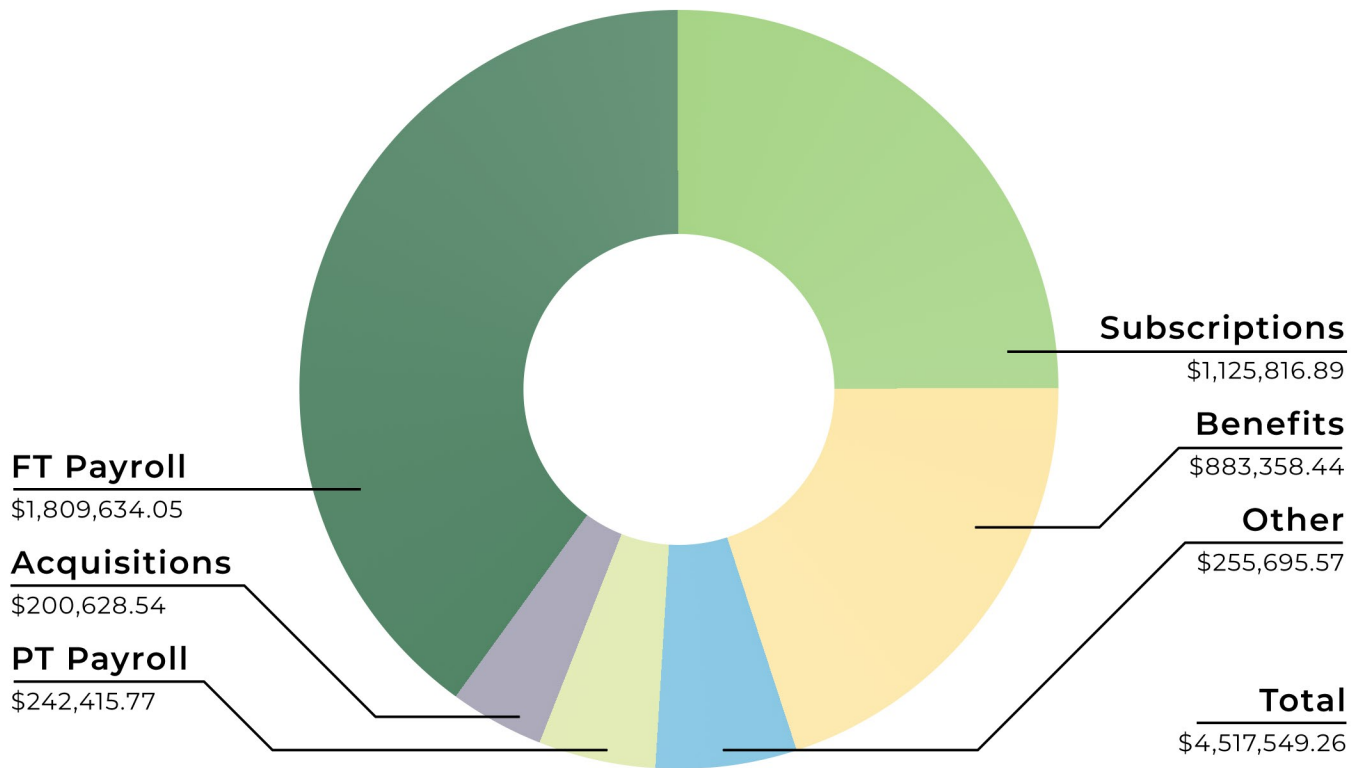


Resources

- Purchased new, diverse items to add to the library collections as part of our diversity audit.
- Provided library instruction for 177 UVU classes.
- Purchased more than 2,500 new books and inventoried all book collections.
- Designed accessible online tutorials with 3,500 page views and recorded YouTube instruction videos with 1,400 views.
- Added more than \$85,000 in ebook and video resources to support online learning in art, dance, and theater
- Launched a new site for online research guides, with 85 available guides and 73,000 combined page views.



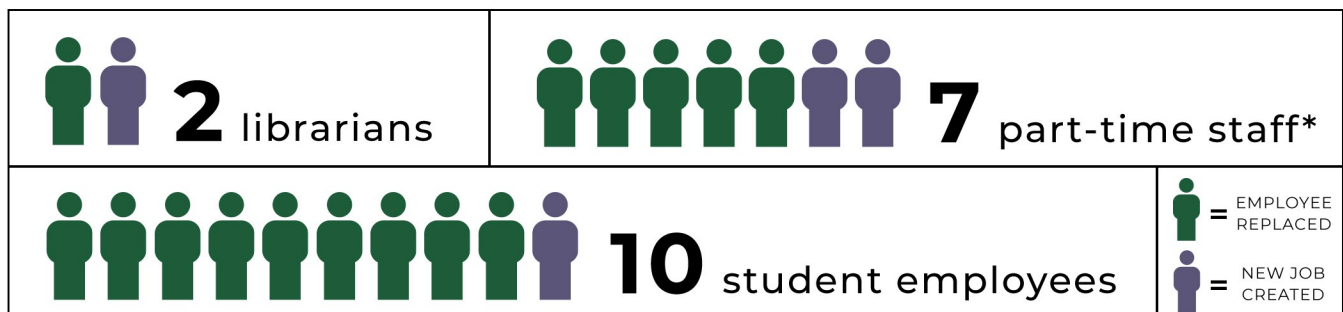
2020-2021 FISCAL YEAR BUDGET



2021-2022 PBA ALLOCATIONS

Due to funding limitations resulting from the COVID-19 pandemic, the university advised all divisions to only submit critical PBA requests for the 2021-2022 fiscal year. As a result, the Fulton Library was allocated \$30,000 to fund the essential expense of database inflation.

2020-2021 NEW EMPLOYEES

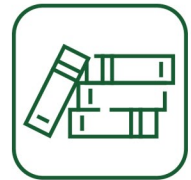
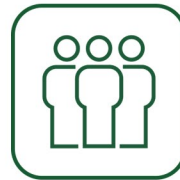
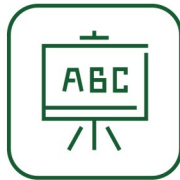


*WE CREATED TWO PART-TIME STAFF POSITIONS TO REMOVE NON-LIBRARIAN DUTIES (I.E. GRAPHIC DESIGN AND WEB DEVELOPMENT) FROM LIBRARIANS

FULTON LIBRARY STRATEGIC PLAN

Mission Statement

The Fulton Library provides user-centered services, various learning spaces, and essential resources that support the university's mission of educating students for success in work and life.



Objective 1: Services

The Fulton Library will provide user-centered services that support academic success by engaging with students during the research process and providing appropriate staffing levels that facilitate information access and improve information literacy.

Strategies:

1. Identify additional part-time staff to add for improved service to students and faculty.
2. Conduct an inclusion audit for services and protocols.
3. Assess new online teaching and reference services.
4. Survey students and faculty on research tools they used and what barriers they experienced in Spring 2021.
5. Redefine process for selecting and deselecting ongoing resources.
6. Develop and promote the research workshop series to support student and faculty success.
7. Strategize outreach for concurrent enrollment English courses.
8. Develop outreach plan for faculty and student support groups.
9. Prepare materials and hold events for the *Roots of Knowledge* 5th anniversary
10. Complete digital, interactive tools for *Roots of Knowledge* patrons, including creator commentary tracks, virtual tour index updates, new website and app.
11. Complete educational tools related to the *Roots of Knowledge* DISCOVER program and public curriculum.

Objective 2: Spaces

The Fulton Library will provide various learning spaces for group and individual study with technology to enhance education.

Strategies:

1. Remodel 1st floor spaces in response to student need.
 - a. Reconfigure service locations to provide a higher level of service.
 - b. Create more family-friendly spaces based on student need.
2. Identify ways to improve space to accommodate how students learn.
 - a. Add technology to study rooms to accommodate group work.
3. Improve emergency and public notifications.
 - a. Add a new public announcement system.
 - b. Install digital information signs at external entrances.
4. Create spaces to accommodate remote work and address growing staff needs.
5. Create space for faculty livestreaming and lecture capture.
6. Create shelving plan for space improvement and long-term planning.



Objective 3: Resources

The Fulton Library will provide essential resources to support all university curriculum while minimizing access barriers.

Strategies:

1. Improve representation of diverse and underrepresented populations in the archival and digitized collections.
2. Innovate ways to increase access to materials by reducing fine barriers.
3. Revise the collection development protocol for future planning and sustainability.
4. Increase diversity resources in key areas, including Asian studies, criminal justice, health care, higher education, and science.
5. Conduct an accessibility review for electronic resources.
6. Redesign the Digital Collections website to improve navigation and remove barriers to accessing the digital collections.
7. Develop a long-term strategy for a sustainable laptop checkout program.



UVU VISION 2030

The Fulton Library's objectives closely align with UVU's Vision 2030 plan. The *Services* objective primarily supports the university's initiative of completion through comprehensively designed curriculum and services. Through our *Spaces* objective, the library will assess and remove barriers at every stage of the student life cycle by providing a welcoming environment and technology to enhance student learning. The Fulton Library's *Resources* objective to provide essential resources and support curriculum is also vital and directly supports multiple Vision 2030 initiatives. On all levels of Fulton Library planning, we seek to uplift, enhance, and promote Utah Valley University's vision of development and student success.



800 W UNIVERSITY PARKWAY
MAIL STOP #145
OREM, UTAH 84058
801.863.8265

UVU FULTON
LIBRARY
UTAH VALLEY UNIVERSITY

The
library,
wherever
you are.