



ACTION REPORT 2020

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FROM THE DESK OF DEAN CECILIA BOTERO

To say 2020 was unique and challenging is an understatement and at this point, somewhat redundant. What stands out to me about 2020 and the UM Libraries faculty, staff and students is what we learned about ourselves.

The rapidly changing situation required a rapid response like no other to ensure that we continued to provide the university community the needed access to information. As teaching, learning and research moved forward, the library was there to support our users' needs. The library team creatively set up new services that met the safety requirements imposed during the pandemic. We increased eResource offerings including an emphasis on finding materials used as textbooks. In addition to facilitating continued teaching and learning operations, this move assisted our students financially.

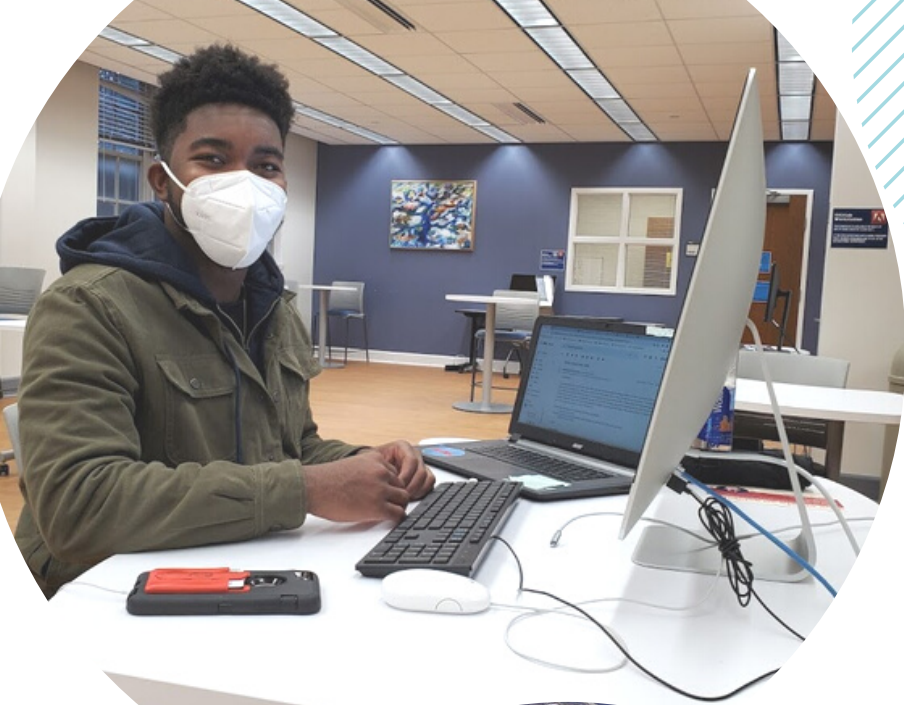
Hathi Trust is a resource purchased with funding from the Friends of the Library Endowment. This service became essential during the closure, providing emergency online access to copyrighted print resources. Coupled with our new digitizing service, this digital library helped compensate for the loss of physical access to the library for our patrons.

The reopening of the library came with a much-reduced user capacity, going from over 2,000 seats to 600. However, new services, such as contactless material pickup, continued digitizing services and expanding eResources, conquered a number of challenges brought about by the pandemic. Throughout this report, you will find other instances where we embraced resilience and creativity to advance the university's research mission.



Dean Cecilia Botero

BEYOND THE BOOKSHELVES



A university library is more than books. It is a vital part of the research process and college experience.

Over the years, our world has become more interconnected. Advances in technology have altered the ways professors teach and students learn. The UM libraries have changed with the times by increasing access to online books, journals and historical collections. We even offer access to multimedia technologies including virtual reality equipment and 3D printers.

Through it all, the most important resource a library provides is the expertise of its employees. Our faculty and staff provide individual, group and classroom instruction on a variety of topics.

Library resources break down barriers so that any student can benefit from these research tools, regardless of financial or geographical limitations.



MAKING AN IMPACT

In a survey conducted over the last year:

94%

rated library events as very good or excellent.

100%

would attend library events again or recommend them to others.

"For essays and reports, I always seek out librarians. Those working there have wonderfully broad knowledge and direct me to books that I can cite for references."

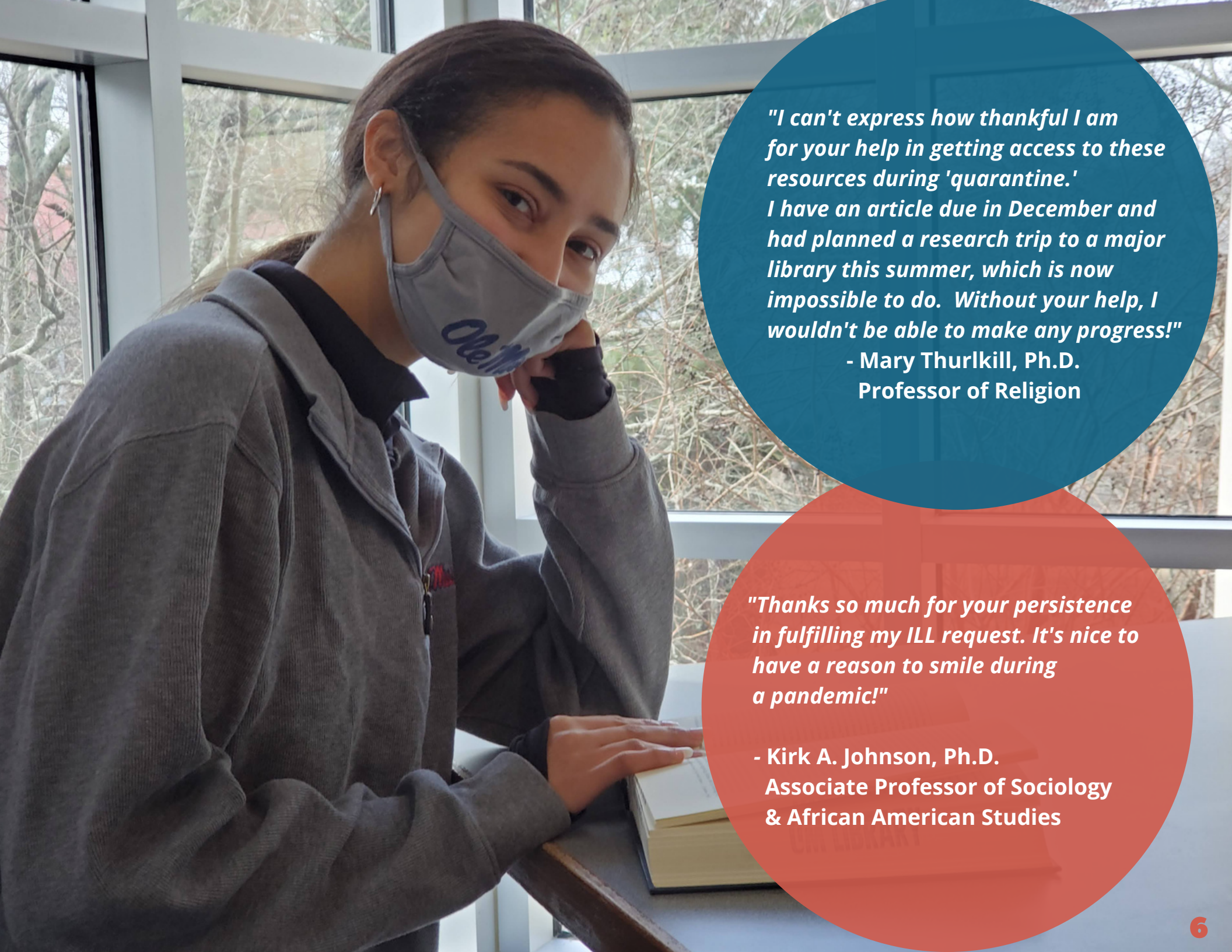
- Ash Crantas
2020 graduate

"The IDEAlab provides an opportunity for our students in special education to learn about new technologies as well as how to use them with a Universal Design for Learning framework. The IDEAlab staff's knowledge base has greatly impacted my students' professional development."

-Sara Platt, Ph.D.
School of Education
Teacher Education

"Each semester my students visit the library and engage in an interactive learning session. This opportunity not only assists new students with utilizing the library's website but also familiarizes them with the layout of the building. Students frequently comment that the session was helpful, and how their experience with the library visit created a sense of comfort during future use."

- Kyle Ellis, Ph.D.
Director, Center for Student
Success & First-Year Experience



"I can't express how thankful I am for your help in getting access to these resources during 'quarantine.' I have an article due in December and had planned a research trip to a major library this summer, which is now impossible to do. Without your help, I wouldn't be able to make any progress!"

**- Mary Thurlkill, Ph.D.
Professor of Religion**

"Thanks so much for your persistence in fulfilling my ILL request. It's nice to have a reason to smile during a pandemic!"

**- Kirk A. Johnson, Ph.D.
Associate Professor of Sociology
& African American Studies**

TEACHING & LEARNING RESOURCES

Our team provides research assistance for departments and courses across campus. Librarians teach freshmen how to find resources for their very first research paper. Doctoral students are guided through our archives to find primary sources for their dissertations. Students and faculty who need help with hands-on technology can attend one of the IDEAlab workshops on topics such as virtual reality, research poster design and video editing.

Guest lecturers and panelists provide a unique experience for our patrons. Our lectures are always open to the general public and we strive to build a lecture series that sparks curiosity and conversations. We partner with other departments on campus to provide special events that encourage interdisciplinary teaching and learning.

In the last year alone, our team provided:

- 600+ presentations by Research & Instruction
- 30+ presentations by Archives & Special Collections
- 30+ IDEAlab workshops
- 13,000+ one-on-one instructional consultations



Special Events:

- Digital Scholarship Brown Bag
- STEM Workshop Series
- Open Access Week

OVERCOMING CHALLENGES

In response to the COVID-19 pandemic, university administrators made the decision on March 12 to move classes online. While faculty readied a transition to remote course instruction, UM Libraries was deemed an essential service to the university and remained open to provide resources for campus users.

Our faculty and staff continued to provide support to patrons virtually when the library transitioned to remote operations on April 3. A small team also continued to work inside the library to complete the work required on-site. Despite significant challenges, the library has ensured that campus users can receive necessary research and instruction support during these unprecedented times.

In July, library personnel began to make changes to the main and science buildings' interior spaces to safely reopen to the public. In just three weeks' time, a small crew of library employees moved 1,400 chairs into storage and rearranged all of the remaining furniture to ensure social distancing. To ensure the safety of patrons and employees, library shelves were closed to the public. The library now provides curbside and indoor pickup service for material checkout.



CREATIVE SOLUTIONS

Between March and June of 2020, our team ensured that the needs of our patrons were met during the campus shut-down.

214 eTextbooks

When the spring semester pivoted to remote classes during spring break, the library quickly found and purchased online textbook replacements. This allowed students to access course materials when they were unable to return to campus.

50 Face Shields

In March and April, the IDEALab worked with the Center for Manufacturing Excellence to 3D print PPE face shields for the staff at Baptist Memorial Hospital - North Mississippi.

3,672 eVideos
40,494 eJournals
588,391 eBooks

Even though our physical doors closed on April 3, the library remained open 24 hours a day with online resources for teaching and learning. We quickly provided increased access to digital resources for online research.

6,050 pages

Library employees scanned and emailed library resources for patrons to ensure research could continue while the library was closed during the early days of the pandemic.

Zoom Additions:
9 Workshops
156 Classes Taught
947 Consultations

Our team members worked to make certain faculty and staff had the instructional support they would need to be successful in a virtual classroom.

Librarians created learner videos to assist students with remote research. Librarians transitioned course instruction and consultations online. To support virtual teaching, workshops were offered on video editing and designing online presentations.



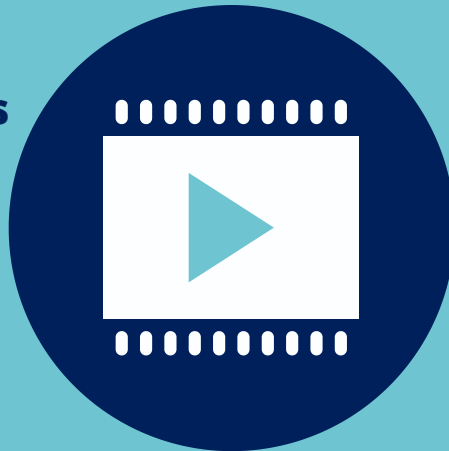
2,480
New Print Books



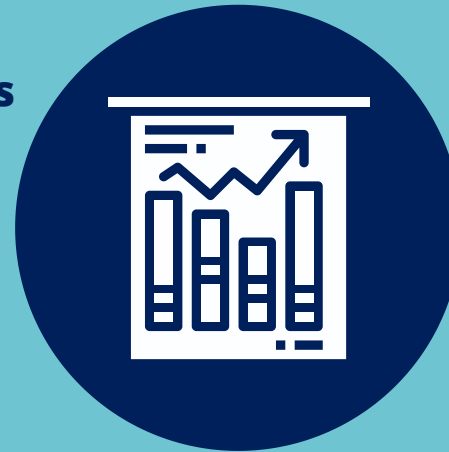
1,388
New eBooks



98
New Media Items
(DVDs, LPs, CDs)



154
New eVideos
Available for Streaming



373
New Print Journals
(Not Available Digitally)

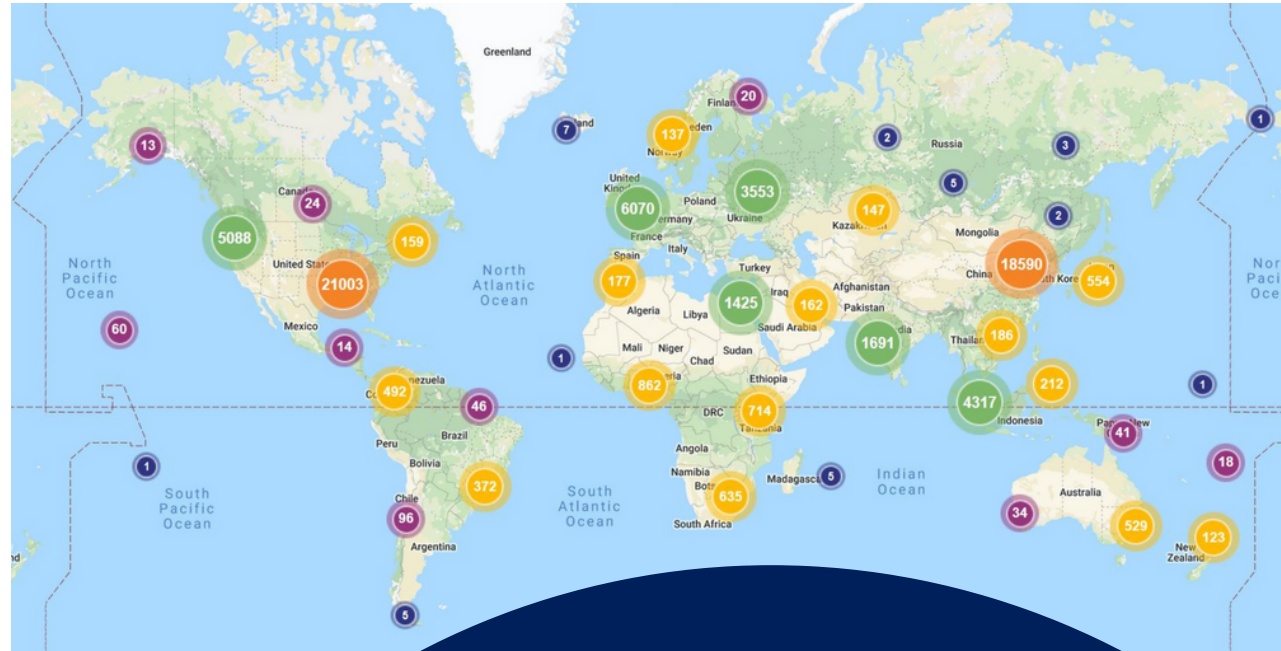
COLLECTIONS

Our libraries are home to over 1.68 million books, journals, films, videos and more. And those are just the items you can hold in your hand. Our online library makes over 937,090 eBooks available to our patrons anywhere in the world. Researchers can retrieve scholarly articles remotely from over 149,700 online journals. eGrove, our digital archive, is home to tens of thousands of University of Mississippi materials. People from around the globe can view dissertations, oral histories, photos and videos with just the click of a button.

CELEBRATING THE FIRST ANNIVERSARY OF eGROVE

eGrove provides free online access to the intellectual output of University of Mississippi researchers. This includes open educational resources, open access journals, theses and dissertations, university archives, data sets, images, conferences, scholarly papers and articles. eGrove celebrated its first full year of service with the following additions:

- New streaming audio/video capability
- 50,727 new items in the collection
- 249,791 total downloads in 2020 from 50 states, 215 countries, six continents
- New collections include:
Engineering Software, Neuroscience Research Showcase, Black Power at Ole Miss Oral History Series, Liberal Arts Faculty Book Gallery, Fall Convocation, Queer Mississippi Oral History
- 1,724 graduate theses/dissertations
- 1,565 honors theses
- Awarded \$28,198 through a Lyrasis Catalyst grant. This funding will assist in our mission to make eGrove accessible to all users with captioning of video and audio files.



HOW WE CONNECT SCHOLARS AROUND THE GLOBE

Our eGrove team recently received an email from the Universidad Externado de Colombia. A professor there was searching for the author of an honors thesis posted on eGROVE, hoping to invite the author to speak at a webinar for the university in Colombia.

The thesis, "Brand Translation and Country of Origin Advertising in the Jeans Market in Latin America," was written by an undergrad student of the honors college and Croft Institute for International Studies.



SPACE

Exploring the Final Frontier in the Archives

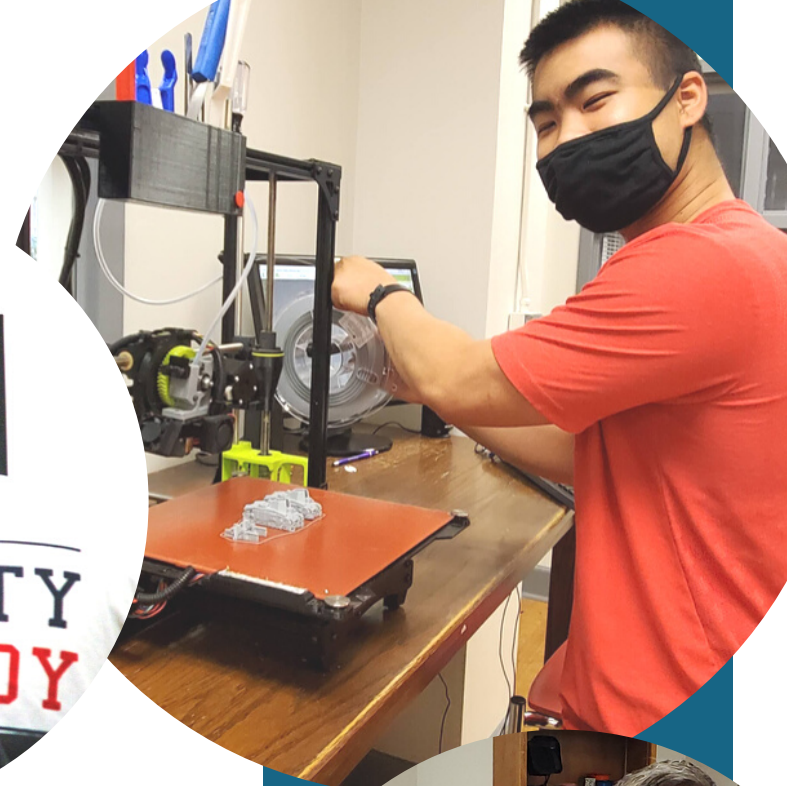
A year-long exhibit covering a galaxy of topics from the real to the imaginary and spanning the 18th century to the 21st



EXHIBITS

During the last year, the library faculty and staff researched, designed, and installed an impressive number of exhibits, both within the library and across campus. Several of these displays were collaborations with other UM campus entities, as well as solo-installations by the various archival curators.

Major exhibitions installed in the Faulkner Room included “Steal Away Home: Narratives of Enslavement and Freedom,” as well as the opening of “Space: Exploring the Final Frontier in Archives.”



TECHNOLOGY: TOOLS FOR SUCCESS

Technology plays a leading role in the work we do at UM Libraries. Our website is its own library, brimming with research guides, digital collections, and even a special feature that allows users to chat live with librarians. Even when our doors are physically closed, the library is still open virtually 24 hours a day, seven days a week.

Computer workstations around the library ensure that all students can access the tools and specialized software they need to be successful in their coursework. This year, we tested a laptop lending program for students who needed off-site and after-hours access to a computer.

We live in a competitive and ever-changing world. Hands-on experience with 3D printing, virtual reality, digital design, electronics and textiles promote the creative and critical thinking skills our students will need throughout their professional careers.

DIVERSITY & INCLUSION

Through a collaboration with the university's Diversity Liaison program, the library established diversity, equity, and inclusion goals:

- Developing an infrastructure to assist with equity needs among library users and employees
- Developing diversity awareness and sensitivity among library employees
- Striving to recruit and retain a diverse and inclusive workforce

The library also took part in the Chancellor's Standing Committee on Accessibility. An assessment of our physical locations provided the library with recommendations that could be immediately addressed as well as those that require a long-term approach. Our top goal for 2021 is to ensure our spaces, services and collections are accessible and inclusive.

It is important that all members of our campus community see themselves represented in our collections and exhibits. The images on this page demonstrate just a small sample of library items that promote equity and inclusion.

