

the Library

The Heart of the University



Introducing
Dean Faye A. Chadwell

Message from the Dean

In my first newsletter message to you, it's important to express sincere gratitude, first and foremost, to every donor who has given so generously to our organization in recent months.

One consequence of the pandemic has been an increase in the number of opportunities to support worthwhile initiatives that counter the impact of the pandemic. Your intentional support of the Penn State University Press and the University Libraries during this year — especially in the name of students' access to our resources — has impressed upon me just how much our mission means to the Penn State community. I look forward to hearing stories about its meaningfulness to you as I get to know each of you in the weeks and months to come.

Even though I'm only a few weeks into my role as dean — primarily through virtual meetings and onscreen conversations, no less — I have met many wonderful people and learned an incredible amount. I congratulate our team for their collective depth and scope of activity achieved during a year when most of us had to summon our resilience and shift our work and social lives online.

Remarkably, this shift has provided us opportunities to experiment with new approaches and accelerate other changes we had in mind but hadn't explored previously. This shift has also led to conjuring solutions through a combined force of necessity, expertise, creative thinking, and careful planning. This issue highlights a few of these opportunities we seized in the name of supporting remote teaching, learning, and research. I hope you find them as enlightening and inspiring as I have.

Of course, several of our colleagues are working in person to ensure that students and faculty have access to our resources and facilities, especially the Libraries' highly coveted study space. We have been expanding our hours incrementally at the University Park campus, as employees receive vaccinations and as rates of coronavirus infection recede. At our Commonwealth Campus locations, our librarians and staff have shouldered even more longer-term responsibility to keep our doors open. For that, we can all be especially grateful to them.

Reflecting on the events of last year, I am keenly aware of the stressors that our employees have faced at home and while working. It's important to me that they are aware of my support for their well-being, even as a demand for a sense of normalcy on campus continues. We are eager for a return to prior standards, but it's clear our organization has evolved and will continue to evolve beyond the past. Please join me in acknowledging this past year's achievements while supporting all our great achievements yet to come.

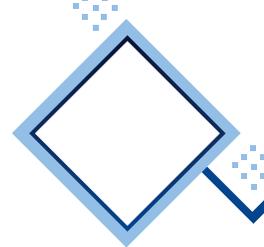
Sincerely,



Faye A. Chadwell
Dean of University Libraries and Scholarly Communications



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On the Cover



Faye A. Chadwell, the fifth dean of University Libraries and Scholarly Communications, began her tenure at Penn State on March 1.

Photo by Todd Douty

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Introducing Dean Faye A. Chadwell

She brings to Penn State a passion for equity, access, inclusivity, and authenticity



Photo by Todd Douty

Challenges don't seem to faze Faye Chadwell. After driving from Oregon through winter storms and during a global pandemic, she began her tenure March 1 as dean of University Libraries and Scholarly Communications. Unlike previous new leaders' orientations, her introductory meetings and listening tour across campuses are occurring onscreen through web cameras. "I've been told that I am good in a crisis, can take decisive action and remain calm," she said. "That said, I would rather not deal with crises again anytime soon."

Her career path began as a first-year English major at Appalachian State University. "A work-study job landed me as a student circulation assistant, checking out books," she explained. "That experience and my exposure to some tremendous library workers both intrigued and inspired me to pursue a career as a librarian."

While her professional background has emphasized collection development and content management, she has noted an important shift in academic libraries' focus to user-centeredness and to developing programs that engage students and prepare them for success beyond college. She acknowledges that collections remain an integral component of research libraries but

she is excited by the opportunities for new roles for libraries that the shift to digital formats has created.

Considering how she may approach ideas for the future, she said, "Penn State is a large and complicated institution, which necessarily creates challenges related to communication as well as decision-making transparency and accountability. As I meet folks and learn more, I want to gain insight into how we can advance in these areas toward improving our work environment, which I'm convinced will be a strategy for enhancing our services, programs, and collections for our users' benefit."

She's pleased that the University Libraries has excelled in supporting equity of access, diversity, and inclusion: "While working toward social justice isn't easy or comfortable work, there is always going to be work to do in this arena. I'd like to build on that foundation, and if we are not already seen as a leader within the University and the profession, that is an aspiration."

"I respect the unique complexity of the University Libraries. It is fertile ground for investigating additional partnerships and collaborations across the University with a shared goal of improving the educational experience of all Penn State students," she said. "It is also important to me to expand upon existing relationships external to the University. There are opportunities within such groups as the Big Ten Academic Alliance to transform research libraries in areas such as research data preservation and management and shared collections." She is also passionate about pursuing open and equitable access to educational resources.

One thing she knows for sure, based on her most recent experience at Oregon State University Libraries: "When the University Libraries is successful as an organization, then the University can be successful in its mission, especially as a land-grant institution."

Faye Facts

Hometown: Fayetteville, N.C.

Wife: Cara List, a librarian at Northwestern University; married since 2018, together since 2000

Pets: Tilley the Hound (a brindled hound mix) and two tuxedo cats, Keiko and Khan

Pet peeves: "It used to be not being able legally to pump my own gas in Oregon."

Describe yourself in five words:

intentional, curious, fair-minded, loyal, frank or direct

Favorites:

Book: *Rebellion: Essays, 1980-1991* by Minnie Bruce Pratt

Word: "Unctuous because it is the opposite of how I want to be in the world."

Vacation spot: sunny beach

Place to live: "I really enjoyed living in Boone, N.C., and there are aspects of the State College area that remind me of the area surrounding Boone."

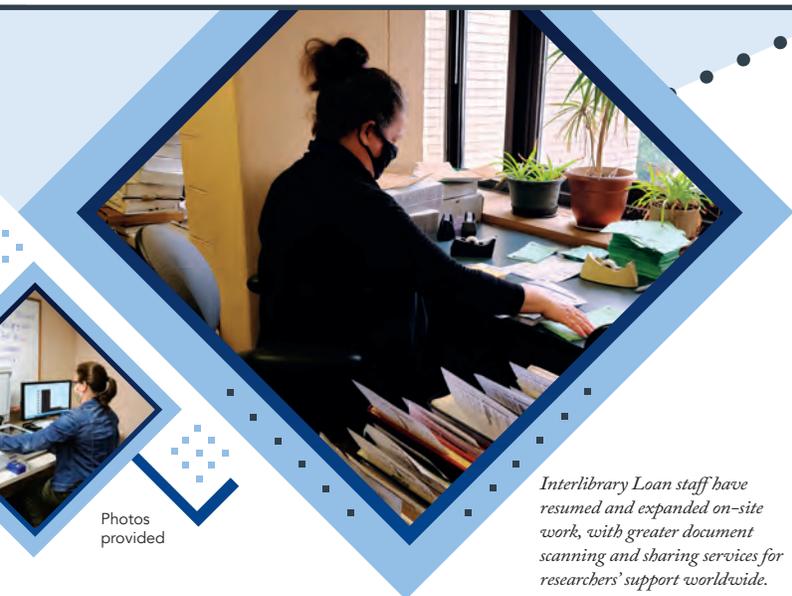
Hobby or leisure activity: reading fiction, hiking/walking, softball, cooking

Food or entree: legumes of any kind because of variety and versatility

Thing about being a librarian: "The ability or capacity to connect someone to a resource that could have impact on that individual's course of study or course of life."

With ILL, a way

Interlibrary Loan pivots to adapt to COVID-19 restrictions and changing global needs



Photos provided

Interlibrary Loan staff have resumed and expanded on-site work, with greater document scanning and sharing services for researchers' support worldwide.

service, too.” Libraries simply fill out a form with their request, which is entered into a Google Sheet that all participating lending libraries can review. Both digital resources and scans of physical resources can be shared through the ongoing initiative.

Called RSCVD (“received”), the initiative was developed by IFLA’s Document Delivery and Resource Sharing section and led to the section receiving the organization’s annual Dynamic Unit and Impact Award in March 2021. According to the official award announcement, “RSCVD connected library workers with libraries in need to create a global resource sharing emergency response network. ... 55 percent of (the more than 9,000 requests received) were filled via the volunteer corps, with an additional 565 open access articles immediately delivered through Open Access Button (OAB)’s InstantILL.”

Now that Penn State ILL staff have returned to campus, they have resumed many of their normal operations but still face some limitations, said Mallory Witzig, interim manager for ILL. Changes in office space to ensure social distancing, cross-training of staff, and a hybrid schedule to cover staffing needs are among the adjustments the department has implemented.

“Our staff has always worked diligently to get materials to faculty, staff and students as quickly as possible, and that hasn’t changed,” said Witzig. “But our work is very impacted at the moment by the larger ILL ecosystem — many libraries are still not open. It used to be very easy to find just about any item patrons could want, but that is currently one of the challenges we have to deal with.”

But Massey believes the increased support and encouragement from Penn State co-workers and other library partners have helped ease the transition. “In the last three months of working on site, we learned that we can perform most of our regular duties while adhering to University guidelines for social distancing and universal masking,” she concluded in the *Pennsylvania Libraries* piece. “However, if it becomes necessary for us to work completely remotely again, we know what must be done to accomplish this, and we know that there is light at the end of the tunnel. Regardless of where the next few months take us, we are confident that we can continue to work together to meet the needs of our users and support our colleagues at Penn State and beyond.”

“As we gathered items necessary for our remote work and left the building, none of us could have anticipated that we would work from home for the next four months or how our on-site work environment would need to be adjusted in order to return to campus.” So began a commentary by Meg Massey, interim head of Access Services, in the fall 2020 issue of *Pennsylvania Libraries: Research & Practice*. At the time, Massey was manager of Interlibrary Loan (ILL), which in March 2020 found itself pivoting to not only provide remote services to Penn State users but also partner with libraries around the world as they closed in the wake of the COVID-19 crisis.

“During our remote period, we worked to provide digital resources, borrowing articles and chapters from libraries that were in the same boat we were,” said Massey. “A number of publishers made e-books available when we were unable to provide access to our physical resources. When we were able to go back on site, we expanded our mail services — which we have always provided to online learners — to include domestic patrons who cannot yet return to campus.”

ILL also took part in an initiative by the International Federation of Library Associations and Institutions (IFLA) to provide document scanning and sharing services, offering a valuable resource to researchers and other library patrons while reducing risks associated with lending physical items.

“It was a great opportunity to provide resources to libraries that were having trouble locating materials,” Massey said. “It’s a free

Updating services for remote learning

Adapting to pandemic conditions has revealed new opportunities for lasting change



Penn State University Libraries photos

Like Search Bar Services, Welcome Desk assistance at Pattee Library and Paterno Library has benefited from the use of Zoom, providing staff safety while working as a remote virtual presence via continuous video streaming.

The University Libraries has transitioned many of its core collections, services, and resources to provide more seamless accessibility to students and patrons across the Commonwealth and the globe during remote learning, to better carry out its land-grant mission of teaching, research, and service. A few examples illustrate ways the Libraries' transformations may continue even after in-person learning fully resumes.

The Search Bar

Located in central Pattee Library's Sidewater Commons on the University Park campus, the Search Bar offers a suite of peer-to-peer services designed for peers to assist their fellow students toward academic success. Though peer research consultants are not currently available for in-person consultations, they now operate using Zoom from the Search Bar Services page, allowing peer research consultants to assist students who are working from home, off-campus, out-of-state, or even abroad.

"Students that have used our service have been pleased with their experience and have appreciated the flexibility of meeting with a peer virtually. The results of our assessment will continue to inform any improvements or changes with our service, as they always do," said Paul Burnell, Search Bar manager and emerging technology specialist in the University Libraries' Undergraduate Services unit.

Microfilm remote scanning via WebLabs

Microforms and Government Information in Paterno Li-

brary houses a collection of more than 96,000 reels of microfilm, 144,000 pieces of microfiche, and 12,000 micro-opaque sheets including instructions to read, view, and make digital scans of content.

When the University Libraries closed in spring 2020 a new urgency compounded the department's long-standing desire to offer more convenient access to these materials. The solution was remote access. Using WebLabs software, Penn State users can now safely access the Microforms computers with their personal device from anywhere. Once logged in, patrons can use the software to browse microfilm, fast forward, rewind, zoom in and out, adjust the image, and make and save scans — almost everything they can do in person at the library, including Zoom virtual assistance provided by librarians in the department.

"We are very excited to offer this new method of accessing microfilm and plan to keep this option even after the library fully reopens," said Eric Novotny, history librarian and coordinator of the Microforms and Government Information team. "In the first few months, students and faculty have used remote access to safely access newspapers from Kenya, a 10th-century legal treatise written by an Islamic scholar, and the unpublished personal papers of a 19th-century politician."

Oral History Initiatives

The Eberly Family Special Collections Library is committed to documenting student life and experiences at Penn State through its University Archives. Department head Jennifer Meehan said one of the ways they do this is through oral histories, which are a unique way to capture personal accounts and reflections not readily available in other primary sources. During the past year they have embarked on a new oral history project and are actively seeking new interviewees as part of its International Student Oral History Project.

"Our goal is to collect these historical accounts and to promote diversity and inclusion by recording and making accessible student voices that are traditionally underrepresented in our collections," said Meehan.

Course content during COVID

OAER working group addresses COVID-19 challenges with accessible, affordable course content



Photos by Michelle Bixby

Despite the need for masks and socially distanced seating, students still seek out our spaces for focused study.

For many students, the high cost of course materials presents a barrier to success even in normal times. In the era of COVID-19, access to open and high-quality course materials has taken on even greater significance.

Since 2017, the role of Penn State's Open and Affordable Educational Resources (OAER) working group has been to help transform education through increased accessibility and affordability. Open educational resources (OER) are teaching, learning, or research resources that are available to users in a way that allow for their free use, reuse, modification, and sharing with attribution. Affordable resources are defined broadly as any required course material that students purchase for less than \$50. The working group helps to support and promote both OER and affordable resources across the University.

Rebecca Miller Waltz, head of Library Learning Services, co-chairs the group with Ann Taylor, assistant dean for distance learning in Penn State's College of Earth and Mineral Sciences. The working group is composed of faculty, staff and student collaborators from across the University.

"Advancing efforts toward open and affordable educational resources means supporting student success on many levels: saving students money, enhancing retention and student achievement, and truly transforming learning experiences at Penn State," said Waltz. "Penn State has long been a leader

in open education, and the OAER working group is proud to engage in our current innovative work and impactful projects."

Part of the group's charge is to identify, support, and develop open and affordable initiatives across the University with demonstrable cost savings, such as repositories of openly available resources, increased availability of e-textbooks, and faculty professional development initiatives designed to help faculty create OER, like the Affordable Course Transformation grant program and the Open Textbook Network Publishing project. Team members also work with individual faculty to provide guidance and assistance with course design and content, such as the creation of open textbooks.

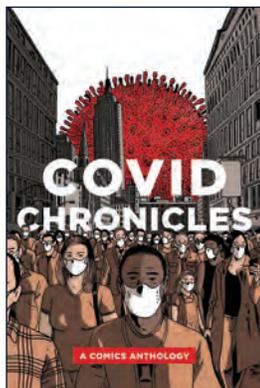
A unique example is the International Agriculture and Development graduate student capstone course, INTAD 820. Assistant teaching professor Melanie Miller Foster co-teaches the course with Paul Esker, assistant professor of epidemiology and field crop pathology.

"Normally, students work in multidisciplinary groups to develop a grant proposal focused on a particular country," said Foster. "We visit the country over spring break to gain both a shared international experience and an understanding of the context. Since we can't do that this year, we are instead writing an OER textbook for the Introduction to International Agriculture (INTAG 100, undergraduate) course. We are working with the course instructor, who expressed a need for high-quality information at an introductory level, to determine how the text can fit the needs of the course. Students are working individually and in pairs to write chapters on different topics discussed in the course."

"This project is unique because it involves students as creators, fills a textbook need, and shows how faculty can use open pedagogy to adapt to the limitations of the pandemic," said Bryan McGeary, learning design and open education engagement coordinator for the University Libraries.

For more information on open and affordable educational resources at Penn State, visit <https://oer.psu.edu>.

Penn State University Press, a division of the University Libraries and Scholarly Communications, is dedicated to serving the University, the citizens of Pennsylvania, and scholars worldwide by publishing books and journals of the highest quality.

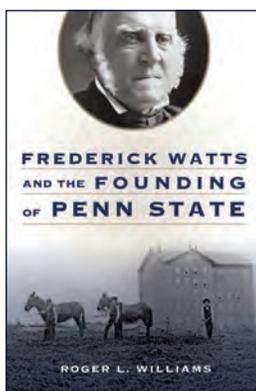


COVID Chronicles: A Comics Anthology
edited by Kendra Boileau and Rich Johnson

The inaugural volume of the Press's new graphic novel imprint Graphic Mundi, this anthology contains over sixty comics from a diverse set of creators. A portion of the proceeds will benefit the Book Industry Charitable Foundation (BINC) to aid bookstores and comic shops affected by the pandemic.

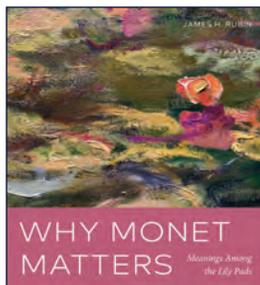
Frederick Watts and the Founding of Penn State
by Roger L. Williams

This compelling and even-handed biography shows Watts's influence in the agricultural modernization movement and his impact on land-grant education in the United States—both in his role with Penn State and later as US commissioner of agriculture.



Why Monet Matters: Meanings Among the Lily Pads
James H. Rubin

In this book, James H. Rubin explores social and political turmoil of Monet's time and shows how his work appeals not only to the eye but also to something deep in modern consciousness, exposing relationships between Monet's apparently subject-free art and its material circumstances in the modern world.



New website highlights Libraries' strategic funding priorities

The University Libraries Priorities site highlights the three pillars of the Libraries' strategic plan: Advancing University Research; Discovery, Access, and Preservation; and Teaching and Learning. Under each pillar are specific funding opportunities that enable annual donors at all levels to provide gifts that will directly benefit librarian-identified areas of greatest importance.

For example, the Research Informatics and Publishing (RePub) Fund priority, under Advancing University Research, lists specific, ongoing student-centered projects. One is the "What's in a Recipe?" multi-semester course and undergraduate research opportunity. Students read and transcribe digitized 17th-century recipe manuscripts as they perform their own research on the history of food. This course is co-led by a literary informatics librarian in RePub, a reference and instruction librarian, and a Penn State Abington English professor.

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| The last word

“**Friday Fables have been an excellent opportunity to share the many different facets of bookbinding and book conservation with our intern and staff. With the current COVID pandemic, we have changed to virtual sessions, which allows wider participation with our colleagues from the Big Ten Academic Alliance. Since the sessions are informal, there is meaningful and beneficial discussion for everyone.**”

– Senior Book Conservator Bill Minter of the University Libraries' Preservation, Conservation, and Digitization team, on the department's "Friday Fables" educational events where he shares his expertise.



Photo provided