



**CHATHAM UNIVERSITY**  
JENNIE KING MELLON LIBRARY

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# 2020-2021 Annual Highlights

Excerpts from the 2020-2021 Annual Report  
by the JKM Library Staff

# Welcome

This summary of the Library's Annual Report, organized by department, highlights the activities of those departments, and provides insight into the workings of your dynamic library. The collaboration, creativity and constant attention to service resulted in a truly extraordinary year and one of which the University should be proud.

During the 20-21 academic year many of the changes instituted at the end of the previous year continued as COVID-19 remained a driving force in providing library services and resources. We acquired a seat reservation system and required everyone in the library to be assigned a seat. This allowed us to minimize time in the building per CDC recommendations, as well as provide contact tracing information if needed. In mid-July, staff returned to the building establishing a more regular presence albeit with shorter hours. We were pleased to welcome masked students back into the building.

The library building saw two major renovations that began in 20-21 and will be completed in 21-22. One was the creation of a large exhibit space for the Holocaust Center of Pittsburgh. This was placed in the area that had housed the DVD, CD, Reference, and Curriculum Collections. The other was the addition of the Immersive Media department along with a high tech classroom housed in the basement. For both, materials were shifted or boxed and stored.

Please enjoy the 20-21 highlights,

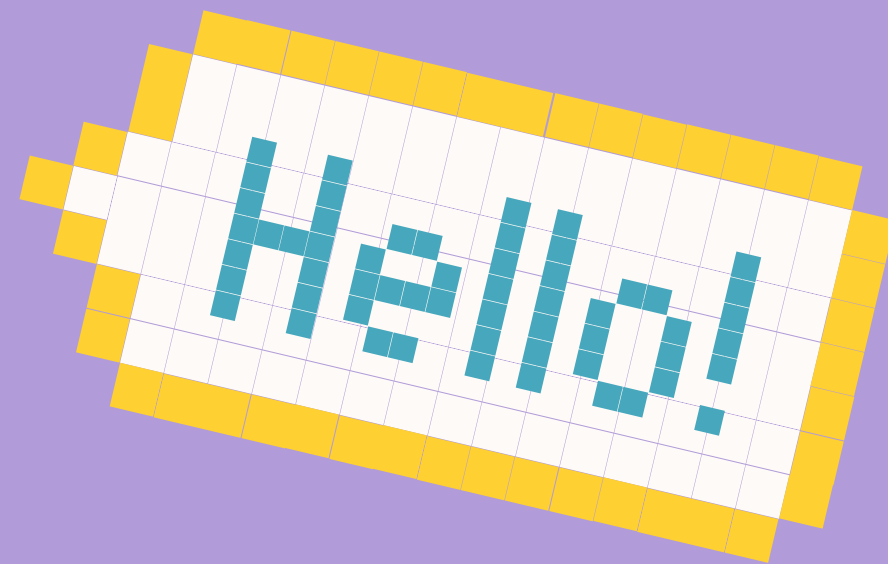
Jill Ausel, Library Director

# Impact of COVID-19

## Reference

The number of reference questions decreased by 48.7% in 20-21, but email and chat reference increased by 13.2%. This likely due to COVID-19 related changes.

Most students took classes virtually from home, meaning most contact with the library was digital. Very few students physically used the library, as very few students were even on campus.



## Consultations

Research consultations were down 24.6%, but the average length remained the same as in 20-21.

While there was a decrease overall, some librarians saw an increase in consultations focused on specific departments and subjects, indicating that some students took greater advantage of consultations in 20-21 than in previous years.



## Library Spaces



Since the vast majority of students and faculty learned and taught remotely in 20-21, the physical library spaces were not utilized often during the academic year. But due to low traffic, the library was able to accommodate an exciting film shoot for Netflix show *The Chair*.

## Interlibrary Loan



Overall borrowing through Interlibrary Loan services was down by 15.8% in 20-21. This decrease was entirely due to a significant reduction in physical EZBorrow requests because of COVID-19 restrictions concerning surface transmission on items.



# Impact of COVID-19

## Archives Reference

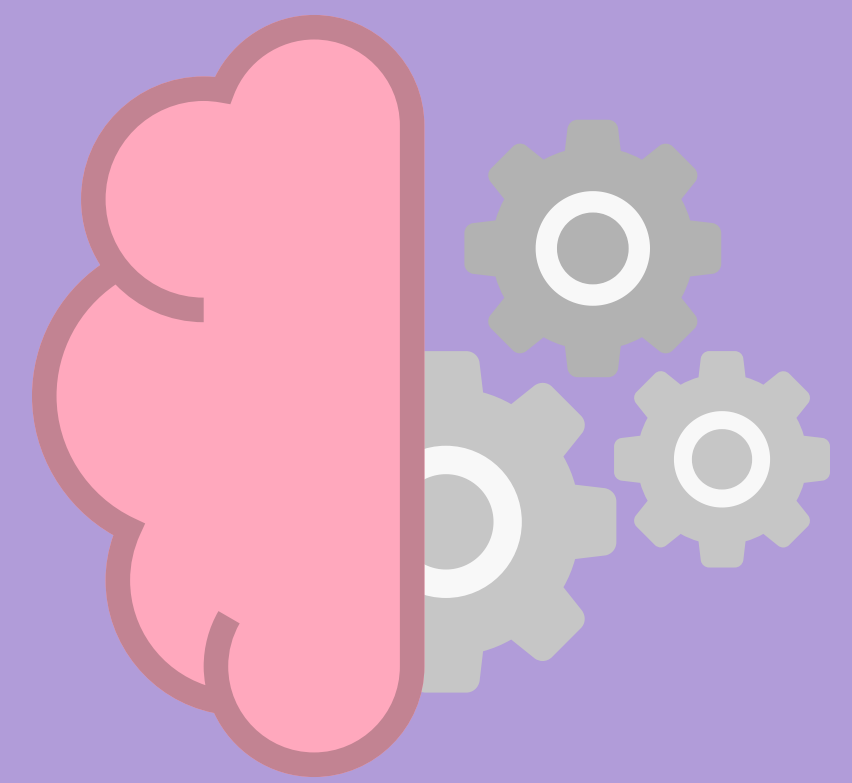


All archives' reference stats fell in 20-21, with the number of reference questions falling most dramatically at over 42%. Research consultations and hours fell marginally, indicating an increase in time spent per patron. These numbers may have been impacted by COVID-19 restrictions, as well as the lack of on-campus classes and special projects hosted by the university.

## Outreach & Instruction

Outreach continued at a higher level via campus-wide communications, the Personal Librarian program, targeted emails to faculty, increased social media communications, and Chatham University's and the library's websites.

The library's new website made creating and maintaining a specific COVID-19 updates page easy. Virtual instruction via Zoom continued to be the norm in order to continue reaching library users where they are.



## Access to Materials

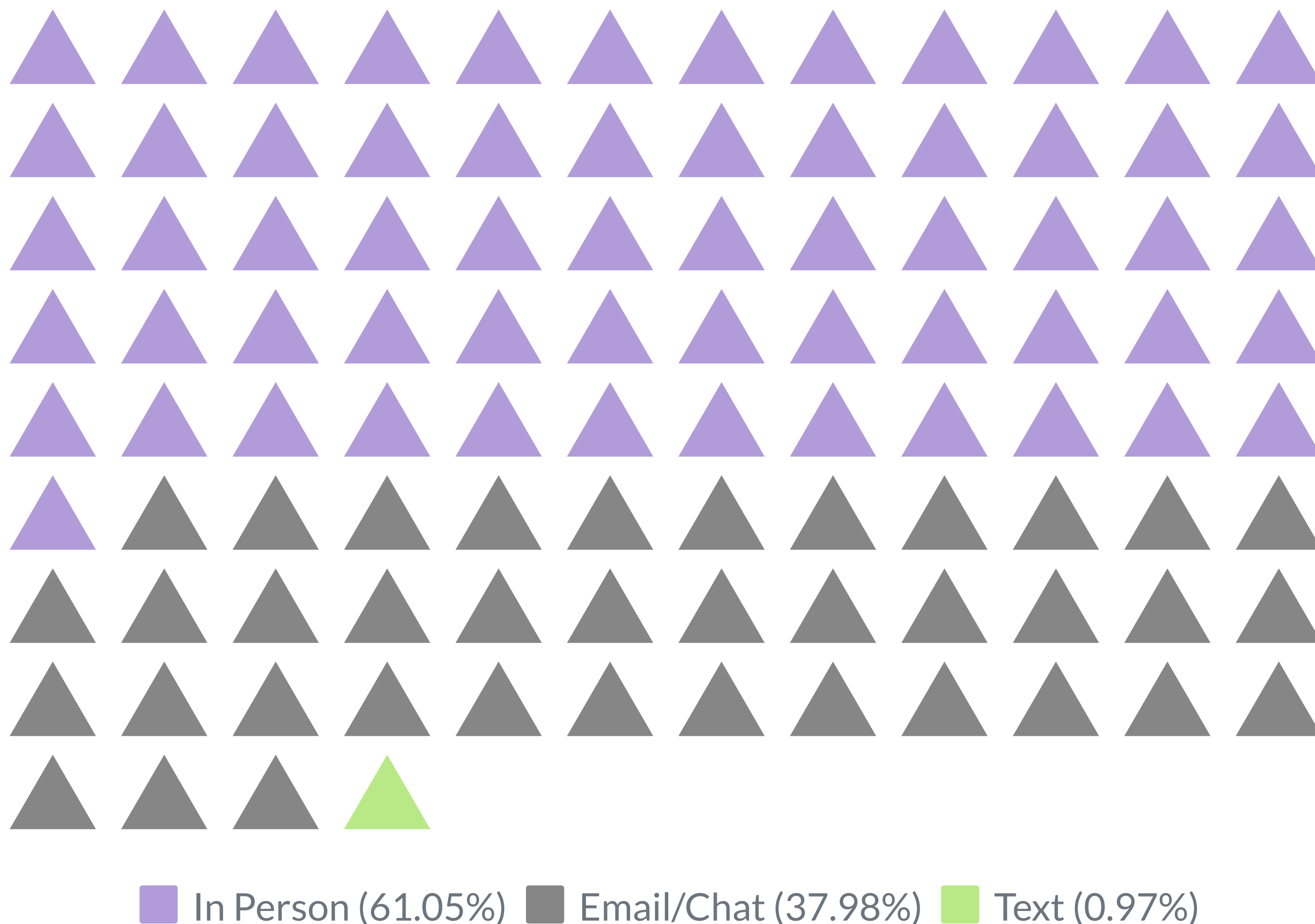
Total items checked out in 20-21 decreased by 83.2% from the previous year. This is due entirely to the changes brought by COVID-19. During the academic year, the library stopped loaning out room keys and Mac chargers, which previously accounted for much of the library's checkouts. This combined with a limited student population on campus resulted in the unsurprising decrease of checkouts for the year. Luckily, users have access to hundreds of thousands of digital journals and eBooks from home.





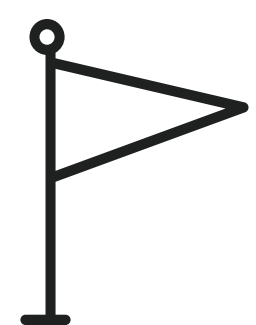
# Reference Interactions

## Reference Questions, 2020-21



“Wow! Firstly, thank you SO much for all of your help. These resources are wonderful.! Thank you again for helping me and for letting me spitball ideas!”  
~ Student, Email

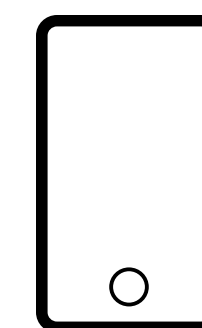
The # of reference questions decreased by 48.7%. Email/chat reference increased by 13.2%. This likely due to COVID-19 related changes.



In Person  
757



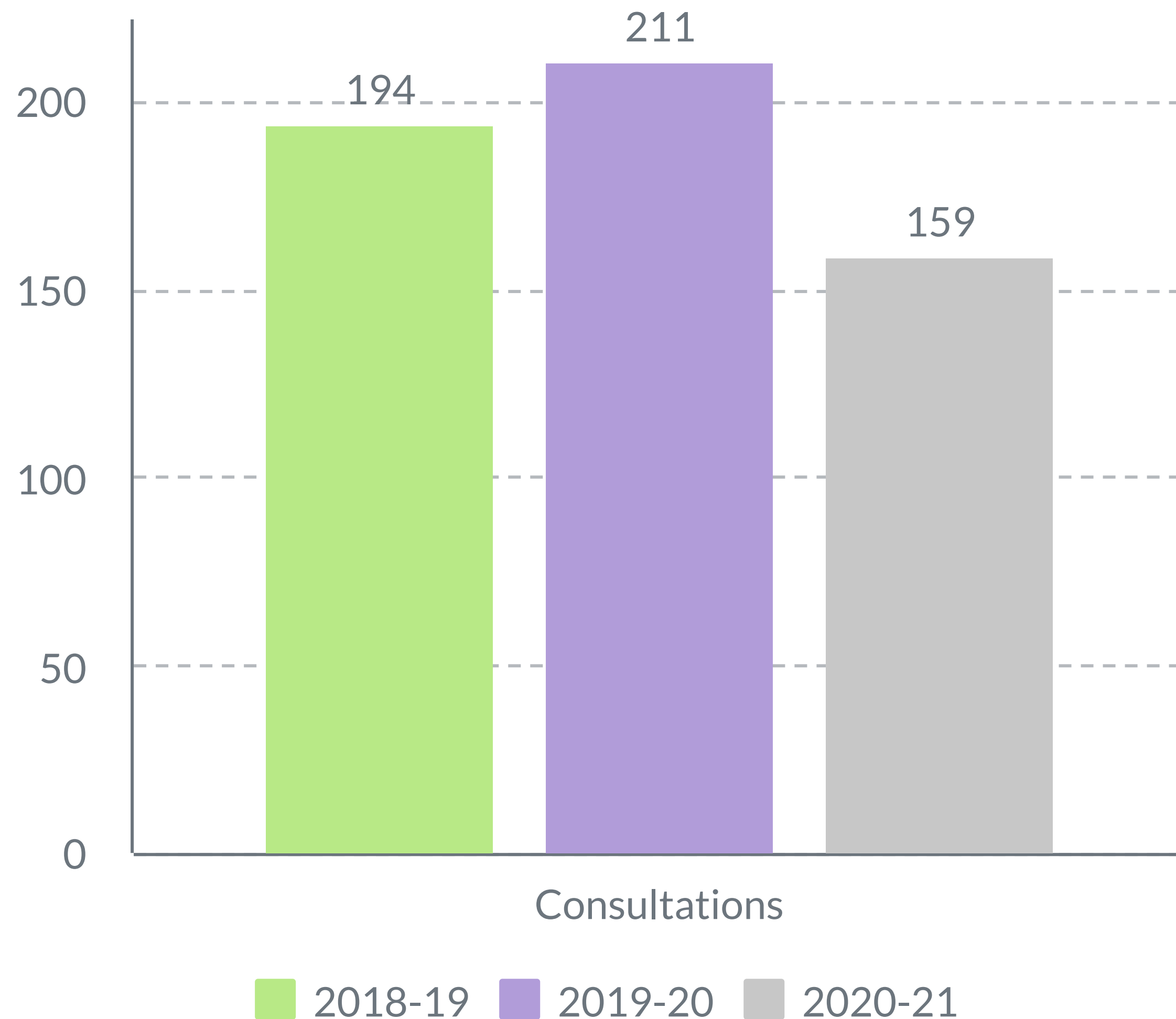
Email/Chat  
471



Text  
12

# Research Consultations

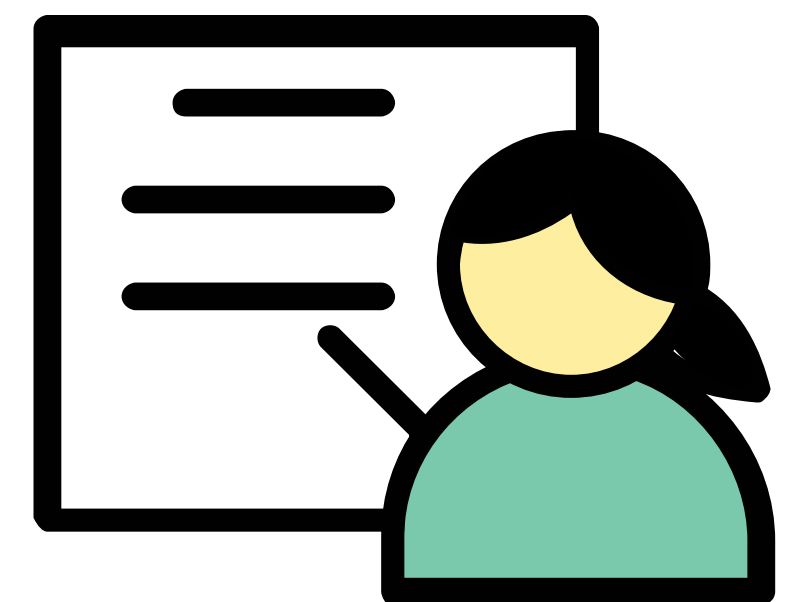
Number of Consultations, 2018-21



"Thank you...for taking the time to explain how to search for articles! I jumped in right after our Zoom...and I'm nerding out on all the fascinating research I've been finding already."  
~ Graduate Student, Email

Average length of sessions:

31 Minutes



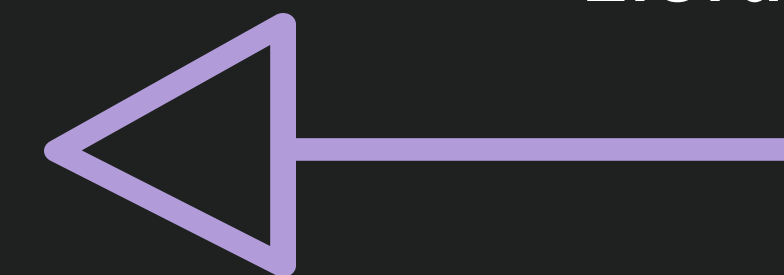
The number of consultations helps provide a sense of how often librarians are assisting patrons with more in depth questions. Research consultations were down 24.6%, but the duration remained consistent.



# Library Instruction

The screenshot shows a Zoom window during a library instruction session. The main content area displays the Chatham University Jennie King Mellon Library homepage. The browser address bar shows <https://library.chatham.edu/home>. The page includes a search bar, navigation links like 'All Resources', 'eBooks', and 'LibraryCatalog', and a large search input field with the text 'Search Databases for books, articles and more'. Below this are four buttons: 'How To: Library Research', 'Reserve Your Space', 'Find Databases', and 'See Resources by Subject'. A sidebar on the right contains an 'Ask a Librarian!' chat box and contact information: 'Call: 412-365-1670', 'Text: 724-919-4645', 'Email: Reference@Chatham.edu', and 'Make an appointment'. The Zoom video grid on the right shows four participants: Jocelyn Codner (she/her), Maria Cefola (she/her), Mallory Zufall (She/her), and Heather Cunningham. The Zoom status bar at the bottom indicates the time is 6:10 PM on 2/10/2021.

A typical Zoom instruction session from the 20-21 academic year being taught by the Reference & Outreach Librarian.



Librarians are fully integrated into ENG105 coursework, introducing students to research and critical thinking.

Librarians visit classrooms and invite students to the library and archives for course related instruction.

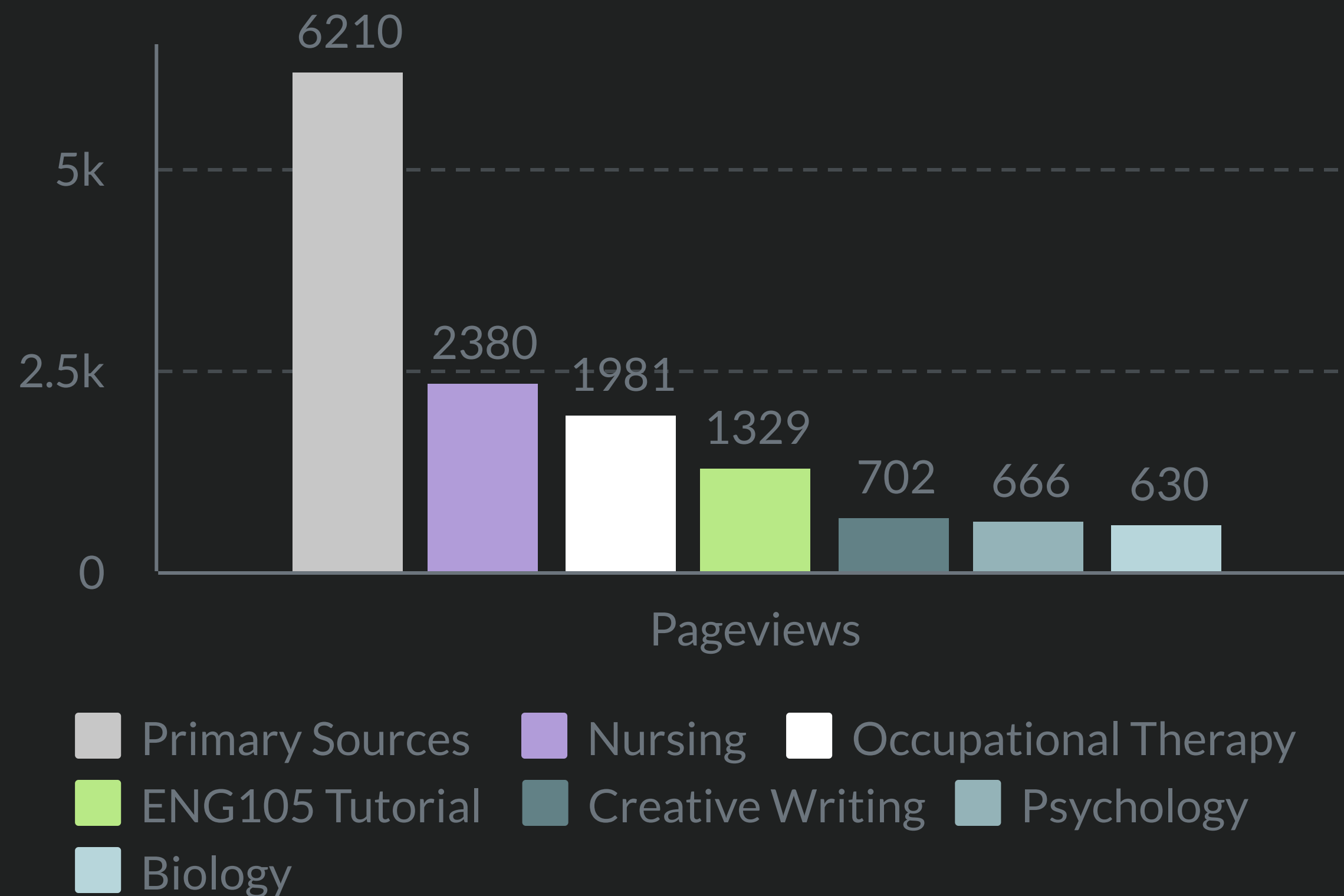
Librarians are committed to providing excellent reference and instruction to students both in-person and online. Librarians regularly use Zoom to teach online classes, an offering that was expanded during COVID-19 in order to continue instruction during the transition to all-virtual classes. A total of 39 instruction sessions were taught by librarians in 20-21, all using Zoom. This is a 23.5% decrease from the 19-20 academic year, due to COVID-19.



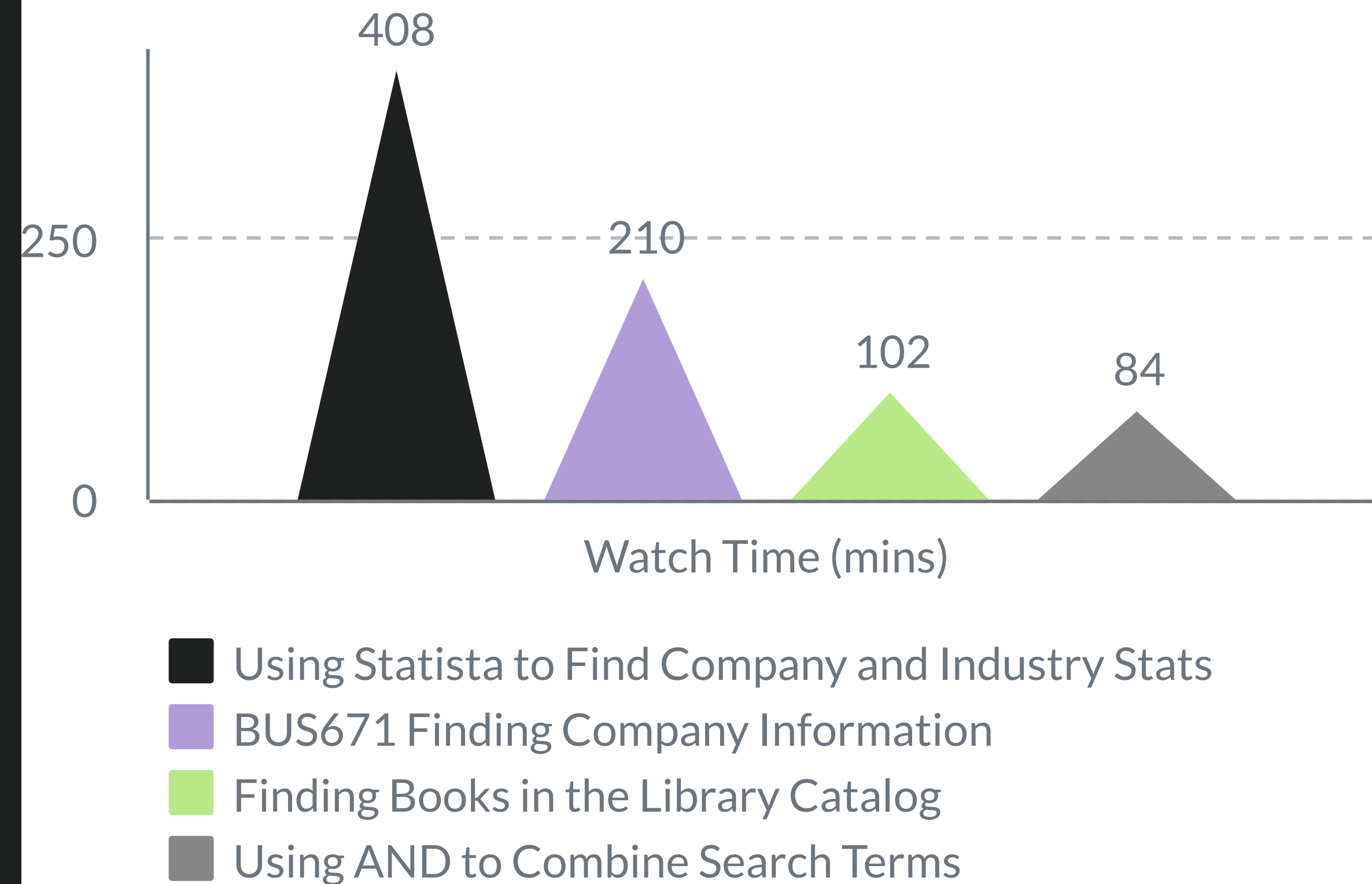


# The Library Online

## Top Library Subject Guides, 2020-21



## Top YouTube Tutorial Videos, 2020-21

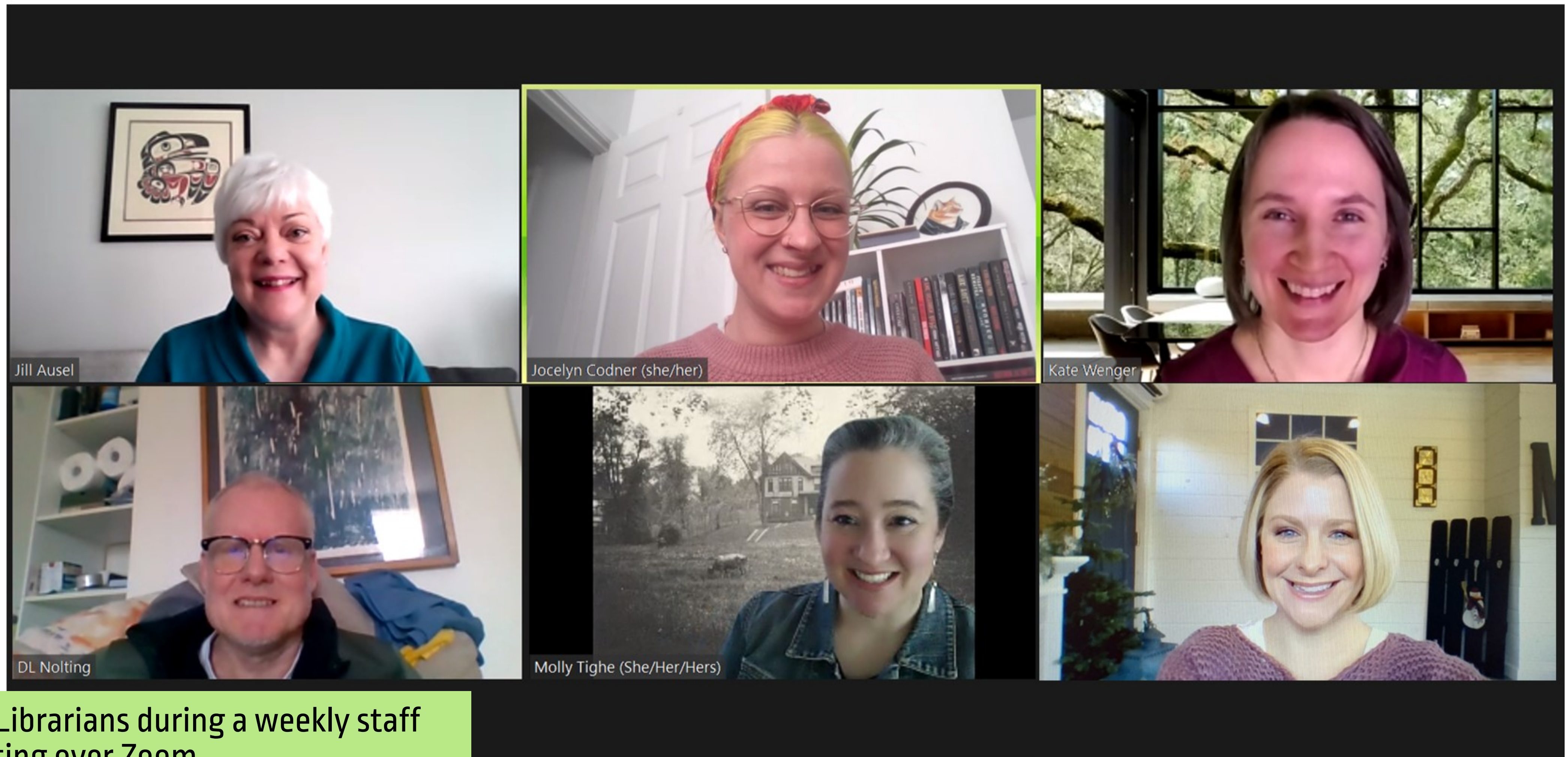


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In order to meet students where they are, whether in-person or online, librarians created self-driven point of need resources, such as online tutorials and research guides. While most in-person interaction wasn't possible in 20-21, librarians made themselves available virtually for students, faculty, and staff. The library made it possible for faculty to activate library resources directly in their online course modules in Brightspace. Once activated, students benefit from tailored library resources at their fingertips. This cuts back on clicks and confusion. Librarians provide faculty with instructions to this simple activation process at the beginning of each semester.



# The Librarians Online



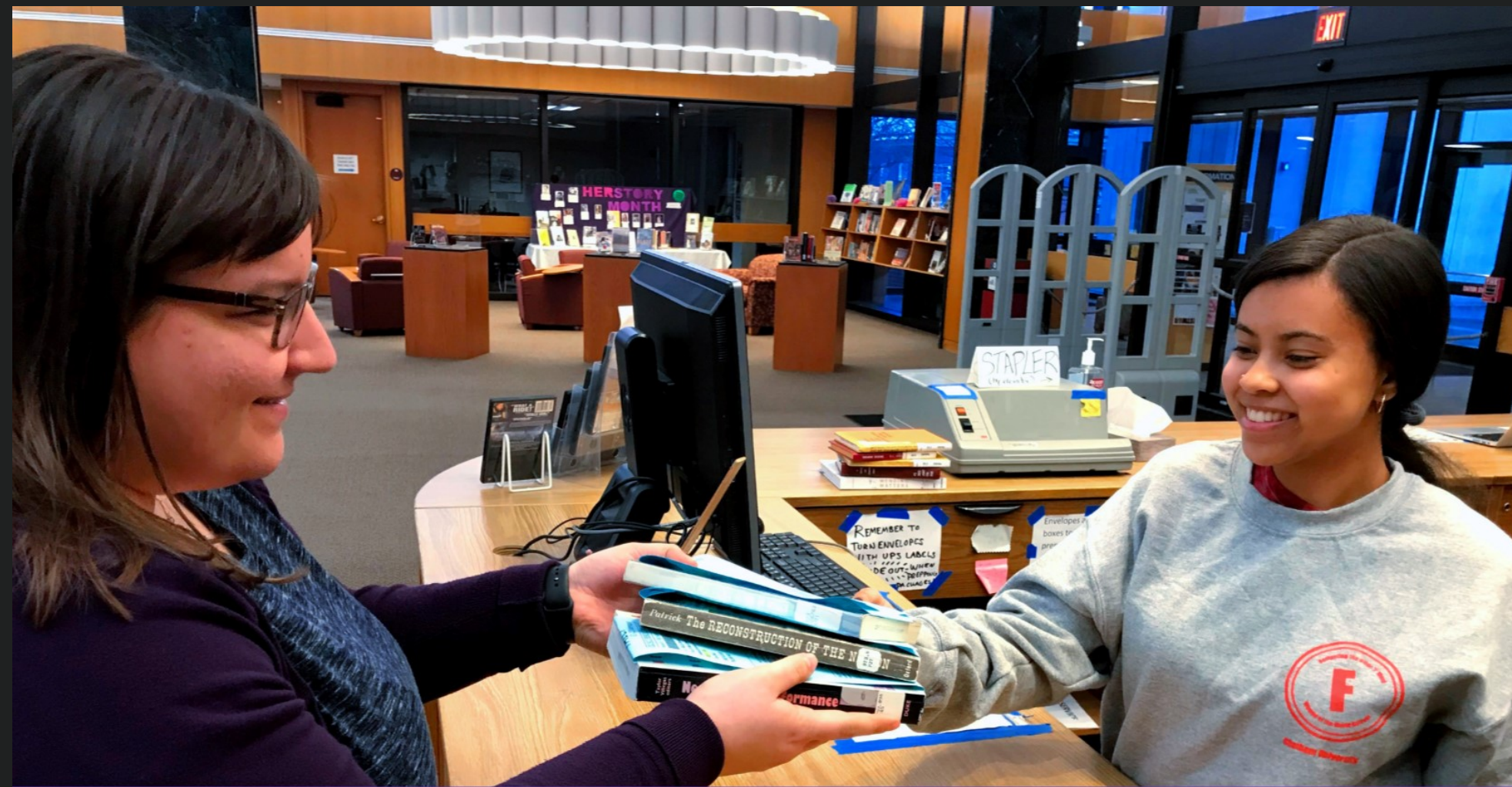
JKM Librarians during a weekly staff meeting over Zoom

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While working both from home and in the library building during the 20-21 academic year, librarians continued their weekly staff meeting schedule, but elected to use Zoom instead of meeting in person (due to both safety and scheduling concerns). Librarians maintained high levels of communication during the academic year in order to continue collaborative efforts and high levels of service to the Chatham community.



# InterLibrary Loan Services



**E-ZBorrow** is for everyone at Chatham.  
Students, faculty, and staff too!



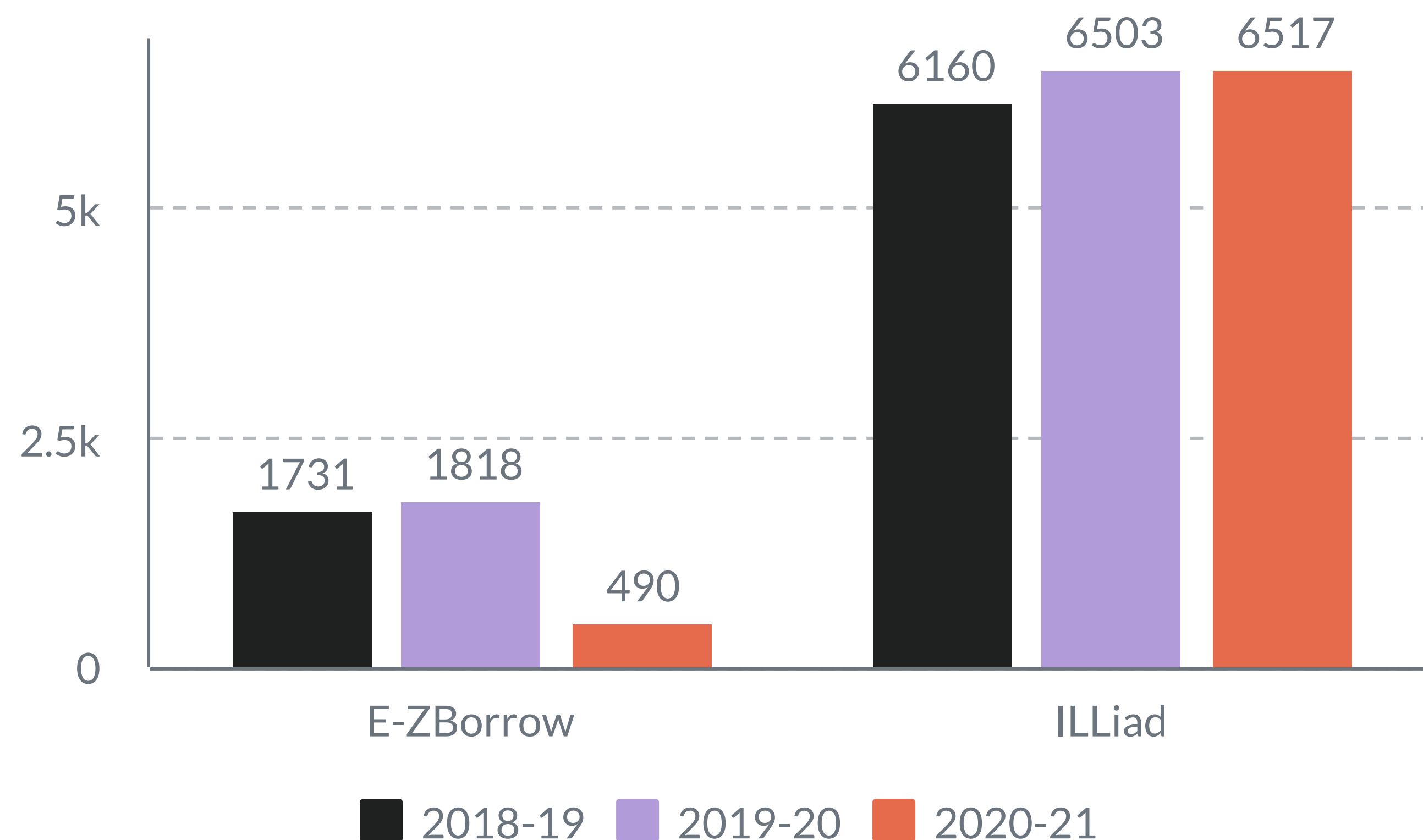
CHATHAM UNIVERSITY  
JENNIE KING MELLON LIBRARY

For more information, visit:  
[library.chatham.edu/borrowing\\_from\\_others](https://library.chatham.edu/borrowing_from_others)

The library added RapidILL in July 2019, which allows for unmediated article requesting. The ability to request book chapters via RapidILL was added in 20-21.

Interlibrary loan services make sure that needed materials gets to the correct user in a timely fashion. We use two systems, EZBorrow and ILLiad. EZBorrow is used for borrowing books from partner libraries. ILLiad is used primarily for journal articles, books unavailable through EZBorrow, and various other material types.

## Resource Requests, 2018-21





# Circulation



## Highest/Lowest Circulation by Subject

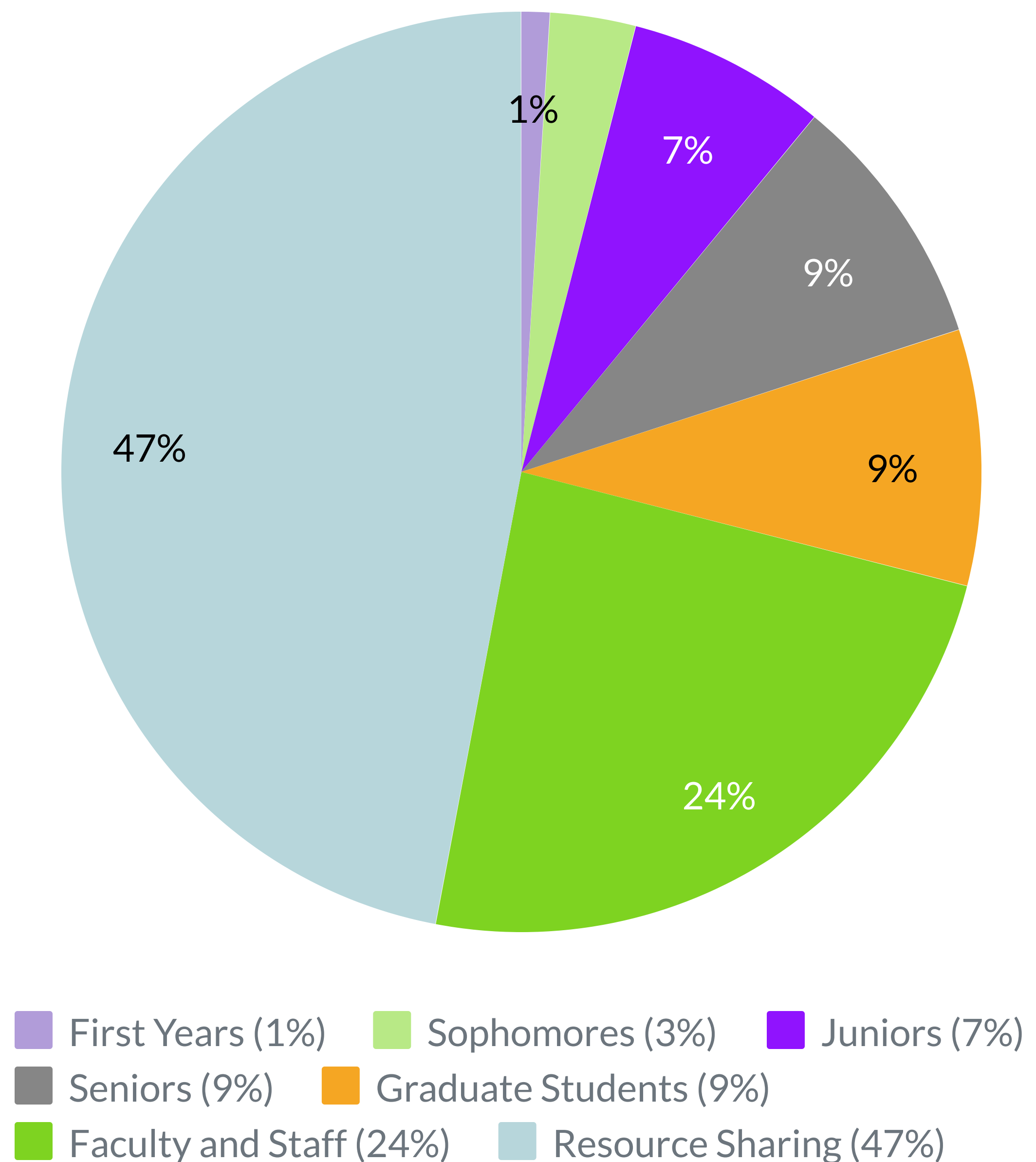
Literature 30%	General 3%
Social Sciences 23%	Science/Math 3%
Art 16%	Religion 2%
	Language 0%

Total items checked out in 20-21 decreased by 83.2% from the previous academic year. This is due entirely to COVID-19 changes. Less items were available for checkout (no room keys or Mac chargers), and fewer students were studying on campus.

Total  
Checkouts,  
2020-21

1,750  
Items

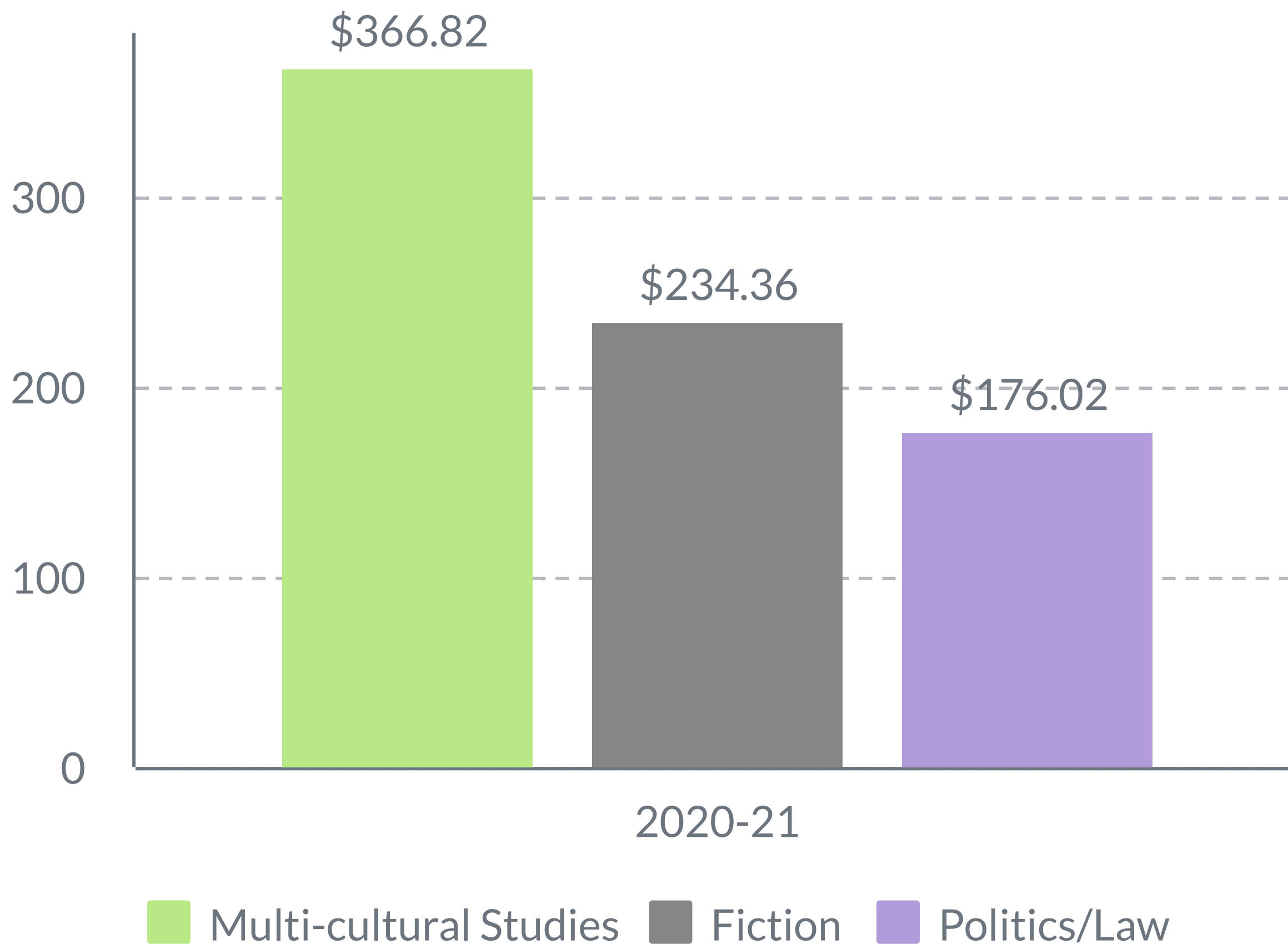
## Circulation % by Patron Type, 2020-21





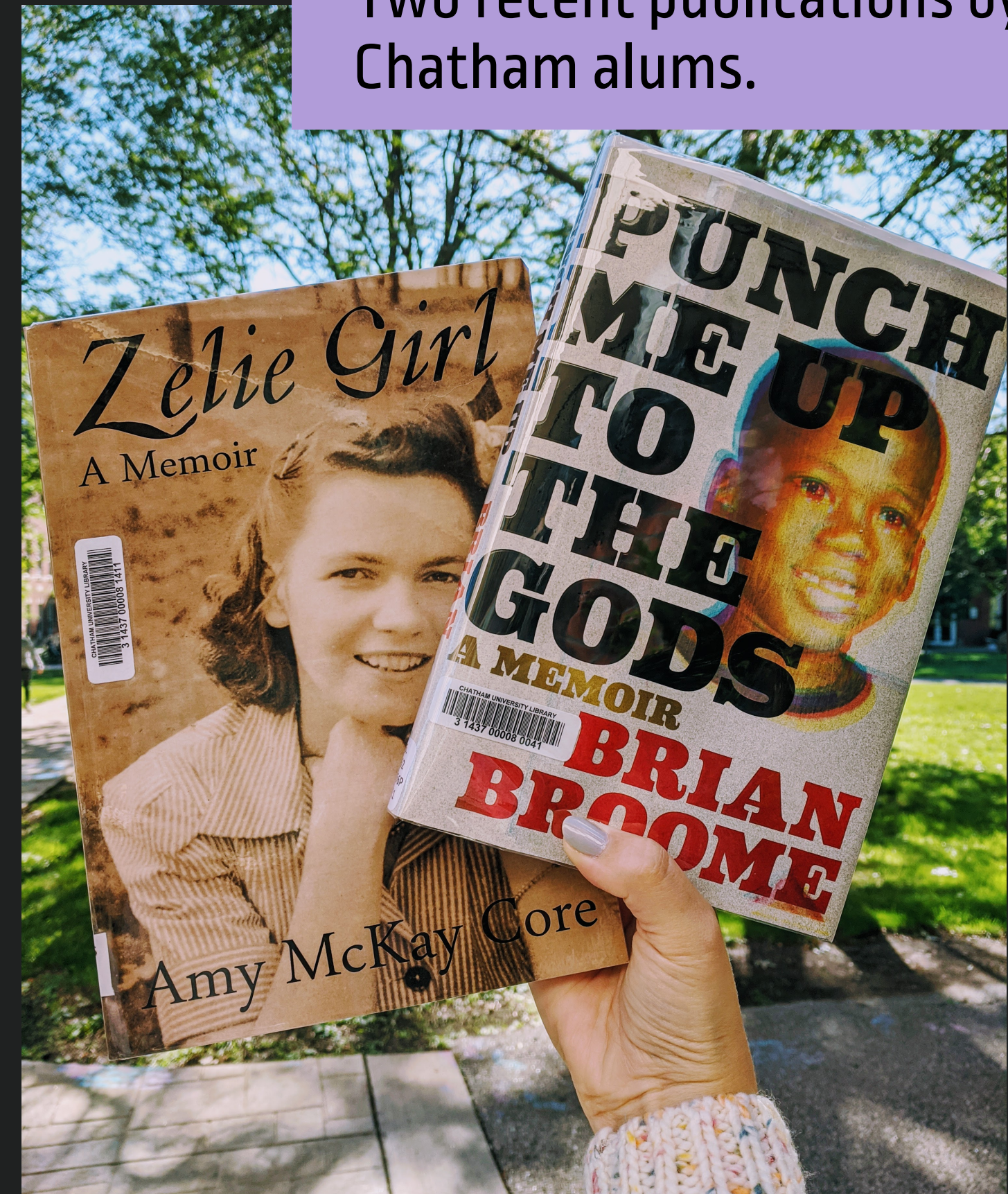
# Collection Development

Greatest Amount (\$) Spent on Materials by Subject



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In 20-21, the library focused on adding to and updating items in multi-cultural studies. This was in response to Chatham's growing focus on DEI work, and feedback from students.

Two recent publications by Chatham alums.



The total # of new titles received, 2020-21:

- 65 circulating books
- 1 ebooks
- 14 CDs
- 600+ gifts, primarily from a large CD collection donation



# Collection Development

**The library subscribes to 77  
databases that provide access to:**

**465,008** Full Text E-Journals

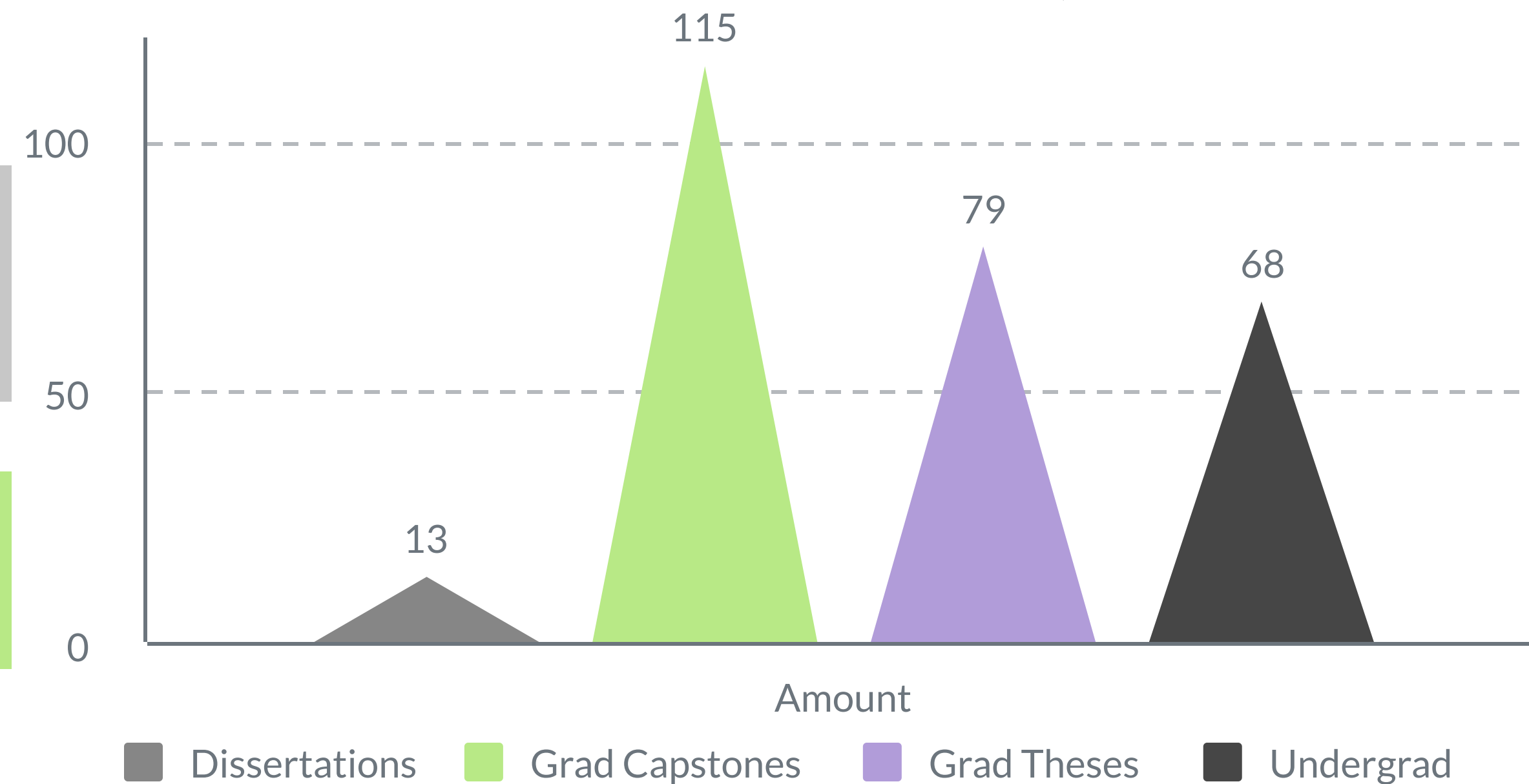
**548,884** Full Text E-Book Titles

The top searched individual  
databases for 2020-21 were:

- CINAHLComplete
- PsycINFO
- Academic Search Premier
- Science Direct



Student Publications Added, 2020-21



**81,114** Discovery Database  
Searchs

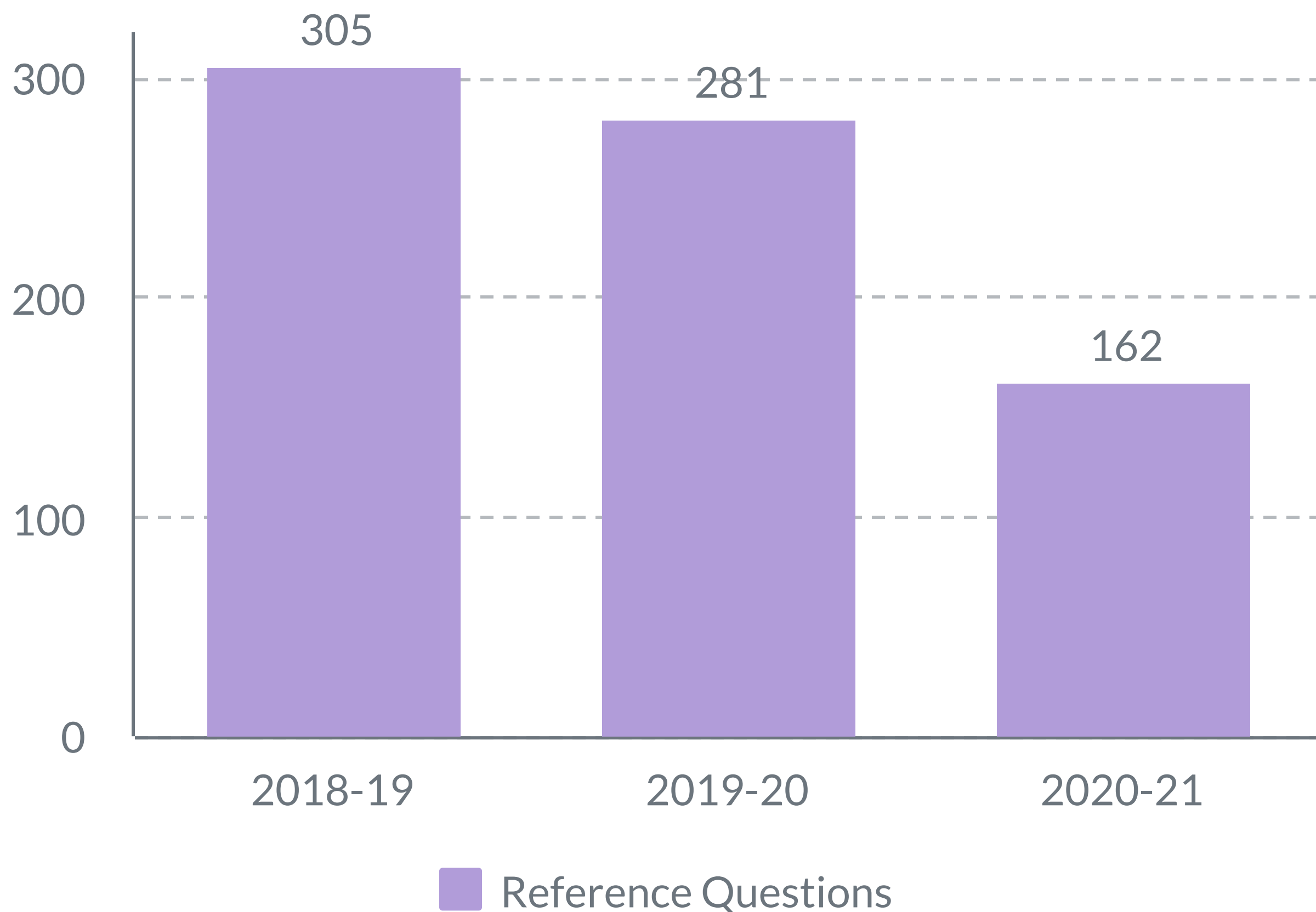
One new database was added to the  
library's holdings in 2020-21: **Acland  
Video Atlas of Human Anatomy**

The Pittsburgh Post-Gazette was also  
moved to full digital access.

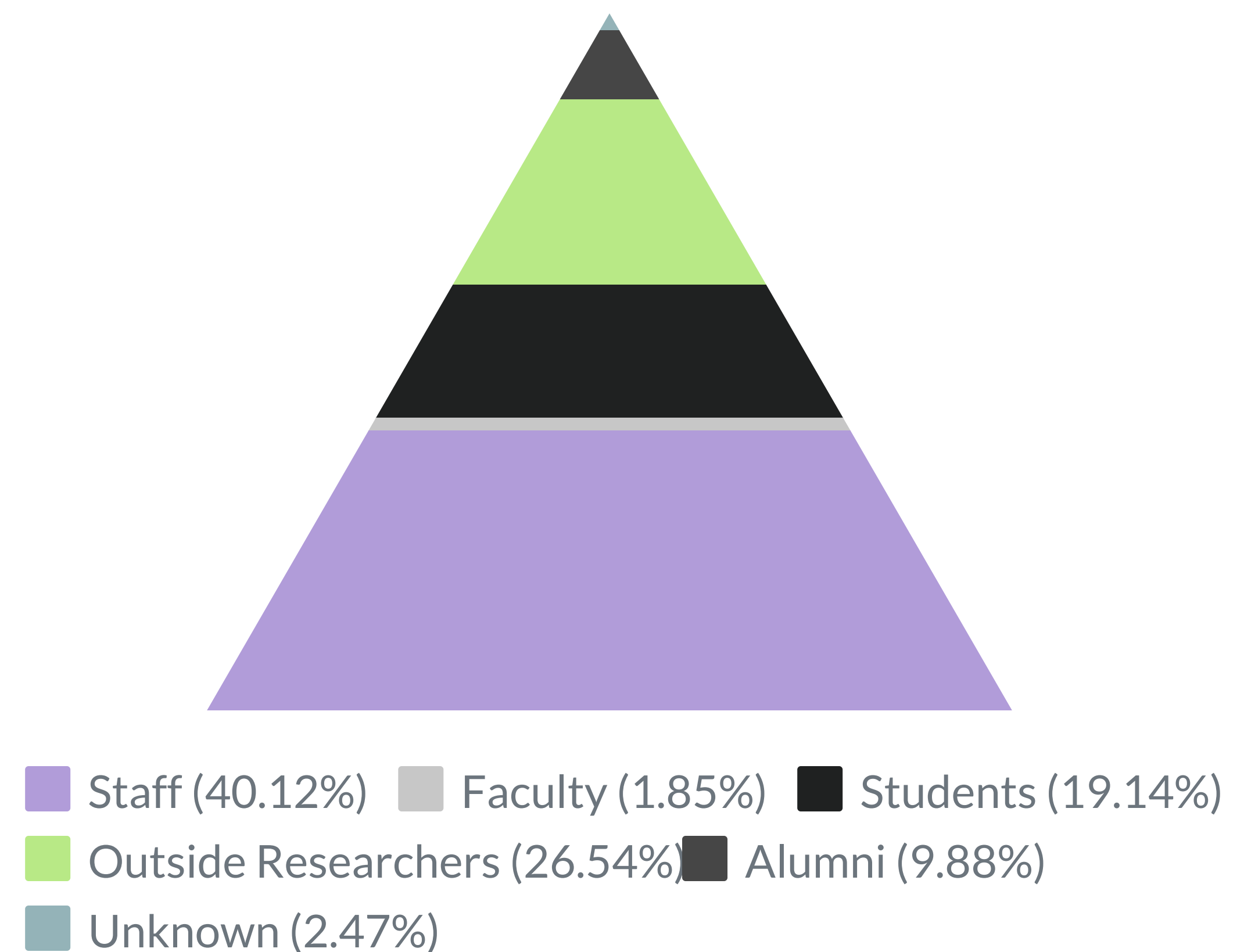


# University Archives & Special Collections: Reference

## Archives & Special Collections Reference Stats



## Total Reference by Patron Type, 2020-21



The number of reference questions, consultations, and consultation hours in the University Archives decreased from the previous year. This is likely due to COVID-19 and the changes it brought to Chatham's campus. Chatham staff and outside researchers continue to be the largest group of archives users, together accounting for 67% of all research questions.



# University Archives & Special Collections

## Smithsonian Learning Lab

In 20-21, the Archives participated in the Smithsonian Center for Learning and Digital Access' Civic Discourse Institute, a virtual gathering aiming to advance digital teaching and learning strategies for K-12 educators through use of the Smithsonian Learning Lab.

Two collections featuring material from the Chatham Archives & Special Collections are featured in the Learning Lab: The Civil Rights Movement at Chatham University and American Melting Pot (Chatham University Archives).

While the audience for these two collections includes middle and high school age students, the Chatham Archives looks forward to facilitating the creation of additional Learning Lab collections through collaborations with Chatham students and faculty.



## COVID-19 Collection

The Archives launched the COVID-19 Collection Project as an effort to document the impact of the pandemic on the Chatham community. It invites students, faculty, staff, and alums to share their thoughts and experiences. Donated stories, writings, artworks, photos, and videos will be preserved alongside archived websites and public statements showing the university's response efforts. This project is open to contribution for as long as the pandemic is affecting the lives of the Chatham community.



# Library Spaces During COVID



In-library displays that would normally be placed in the first floor lobby area were put on hold in 20-21 in favor of distanced study space, as shown here.

Library spaces are used for a variety of reasons. Group study rooms are used for study, meetings, and faculty office hours. The vestibule and porch provide excellent spots for therapy dogs, community tabling, etc. The lobby provides a welcoming event space for all Chatham departments. All library building spaces saw a decrease in use due to COVID-19 closures and regulations. There was a **58% decrease** in the # of hours reserved for group rooms.

## Filming The Chair

During the winter and spring months of 2021, Chatham's campus served as a filming location for Netflix's *The Chair*, starring Sandra Oh. The JKM Library building played a prominent role in filming and appeared in many shots of the finished edit of the show. Library staff assisted with the shoot both directly on set and more indirectly with logistical assistance. It was a fun new use of the library space during a time when it was already in less use by students due to COVID-19.



The JKM Library's first floor transformed into Pembroke University for Netflix's *The Chair*.



# Library Spaces in Transition

Beginning in the summer of 2021, the library building saw the the early stages of multiple constructions projects. These projects were to create new spaces in the library building for the Immersive Media department (which will include a high tech classroom), exhibition space for the Holocaust Center of Pittsburgh, and a new room to house the library's Curriculum Collection. These projects are ongoing and are expected to be finished in the 21-22 academic year.



Phases of construction in the basement of the JKM Library building, preparing for the inclusion of the Immersive Media department.



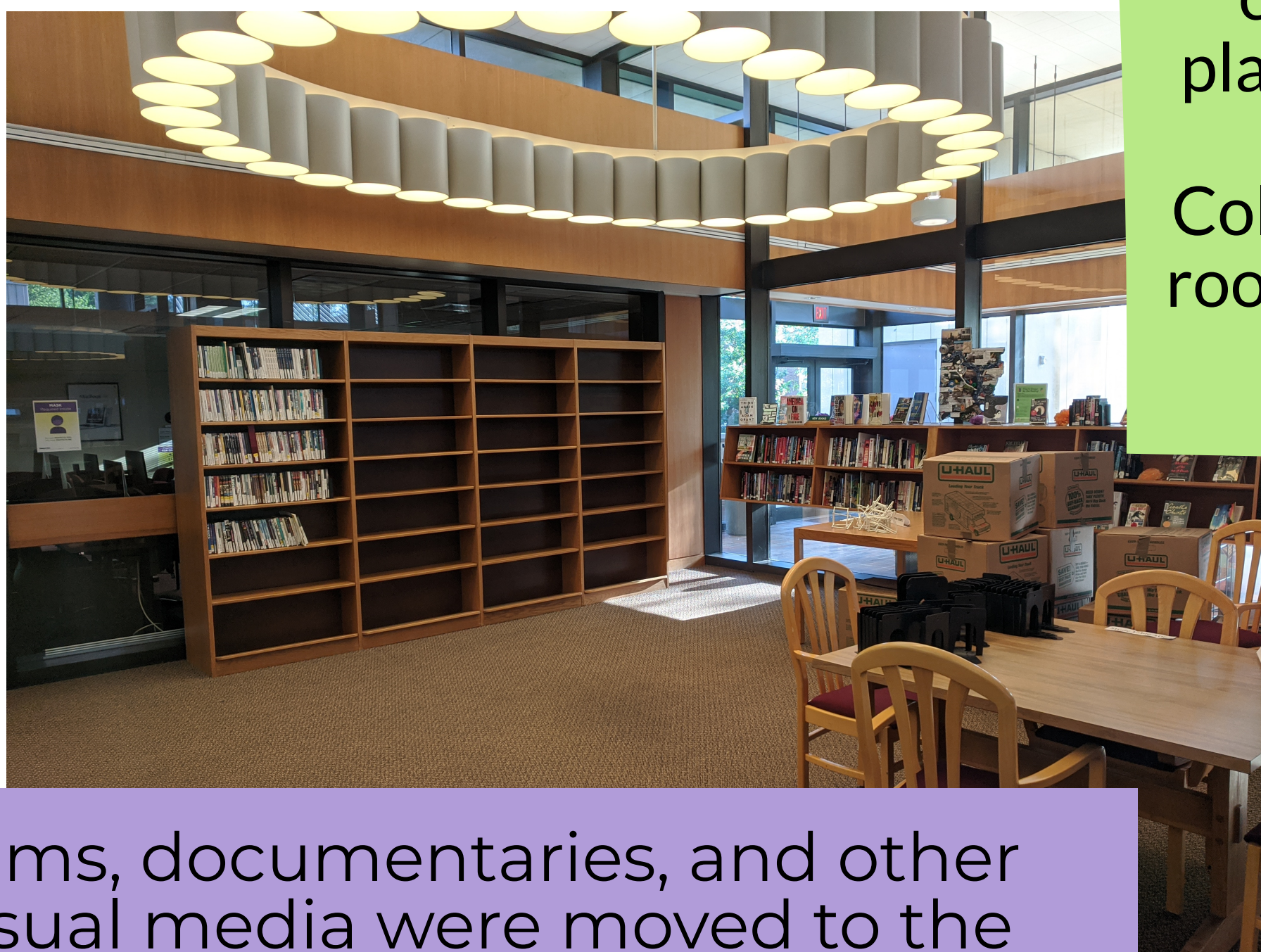
# Library Spaces in Transition

Space being prepared for the Holocaust Center.



A large section of the first floor of the library was prepared for the Holocaust Center of Pittsburgh's exhibition space. Three major library collections were moved to make this possible.

The reference collection was boxed and put into storage for the time being. The media collection was divided and placed in different parts of the library. The Curriculum Collection was moved to a new room in the large computer lab.



Films, documentaries, and other visual media were moved to the first floor lobby.



New Curriculum Collection space. This collection includes picture books, easy readers, middle grade, and young adult titles.



# Library Outreach

## Personal Librarian Program



"My daughter is a Chatham graduate, and one of the things I absolutely love about your library is that she received a letter in the mail from a librarian welcoming her to Chatham and introducing her to library resources before she even started class."

*~ Parent of Student, In Person*

The goal of the Personal Librarian Program is to increase student familiarity with and use of the library and its many resources. Incoming undergraduate and transfer students are paired with a Reference Librarian and receive letters in early August introducing each student to their personal librarian. Throughout the students' first two semesters at Chatham, the personal librarians send periodic emails about library resources and services.

"Thank you so much for this information! It's certainly very helpful as I am moving forward with research projects. I appreciate the work you do!"  
*~ Graduate Student, Email*



Library Spring 2021

### COVID-19 Policies & Services

[https://library.chatham.edu/services\\_covid19](https://library.chatham.edu/services_covid19)

## Outreach During COVID-19

The library continued to rely on existing outreach channels during COVID-19. These efforts included:

- Sharing library policy and service updates on social media.
- Increasing Personal Librarian emails to students.
- Creating a COVID-19 page on the library website, updated regularly with library policy and services (advertisement pictured above).
- Reaching out to faculty concerning virtual library services and digital course materials available to support them during the shift to virtual classrooms.
- Collaborating with other departments and Chatham communications to distribute important information to the community.

# Library Virtual Displays

To increase access to library resources, the library developed virtual displays that include digital library resources such as eBooks; documentaries and films for streaming; local, academic, and historic resources; podcasts, music, and more!

All content is accessible from home for Chatham community members. These displays are for a broader audience than our digital research guides.

Pictured here is the first page of the Native American & Indigenous Heritage Month virtual display.

## Native American & Indigenous Heritage Month

[Fiction/Literary Criticism eBooks](#)

[Biography/Memoir eBooks](#)

[Nonfiction/Essay eBooks](#)

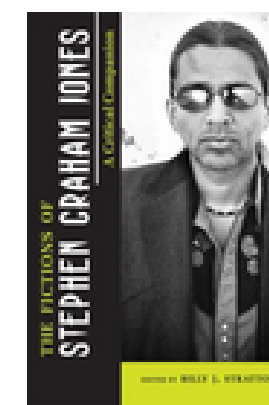
[Library eResources](#)

[Online Resources](#)

[Whose Land Digital Mapping Project](#)

[Diversity & Inclusion at Chatham](#)

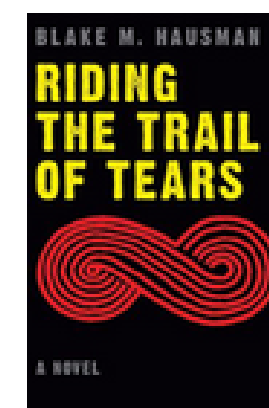
The first American Indian Day was celebrated in May 1916 in New York. Red Fox James, a Blackfeet Indian, rode horseback from state to state, getting endorsements from 24 state governments, to have a day to honor American Indians (CDC). In 1986, President Reagan issues a proclamation stating the week of November 23rd - 30th as "American Indian Week." It has since evolved into the month-long celebration of National American Indian Heritage Month every November. A proclamation is issued by the President annually to reaffirm the celebration. National American Indian Heritage Month is an opportunity to learn about, uplift, and celebrate the indigenous people and cultures of the Americas. Browse this virtual display to access fiction, nonfiction, and biographical eBooks, digital academic and local resources, films, documentaries, music, and more to celebrate and commemorate the month.



**The Fictions of Stephen Graham Jones: A Critical Companion** by Billy J. Stratton (Editor)

ISBN: 9780826357687

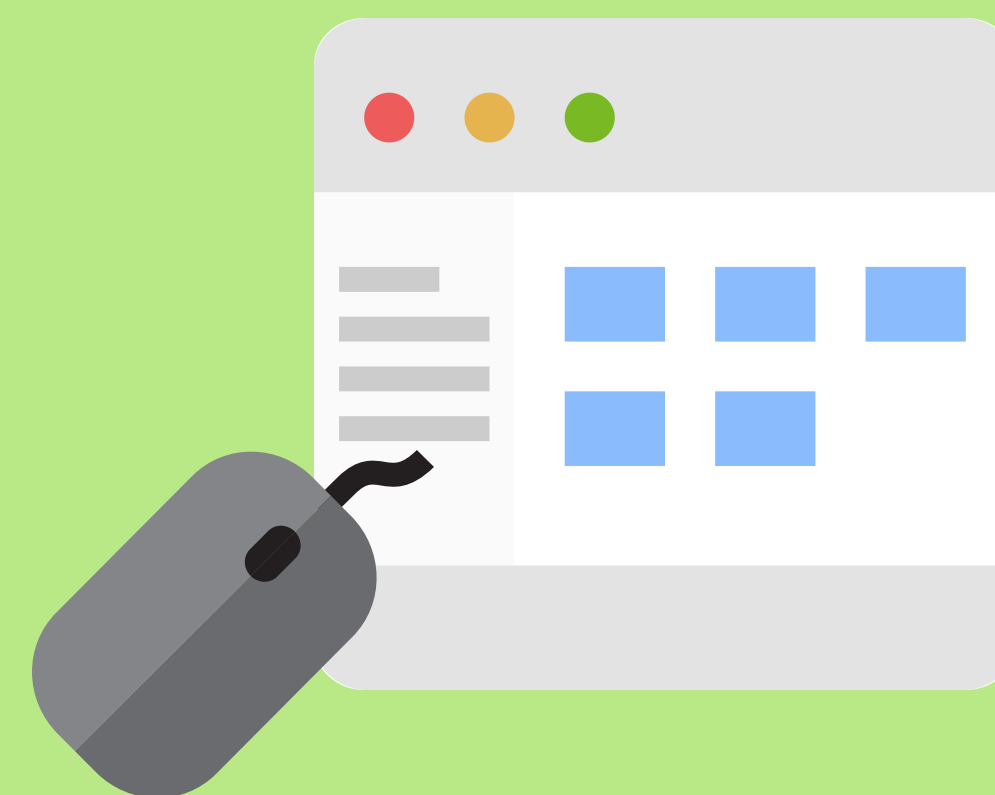
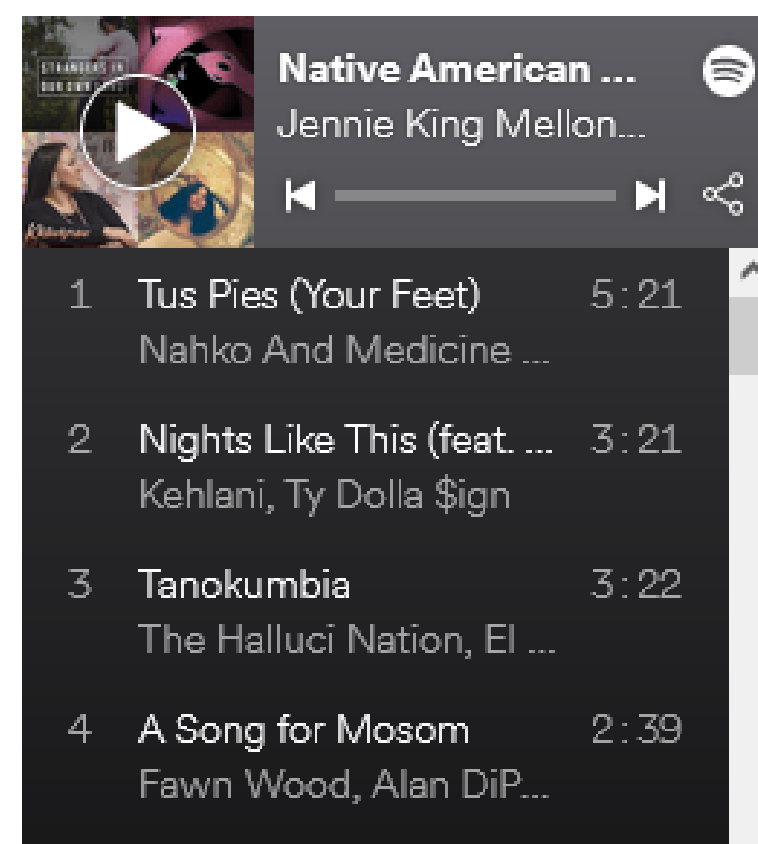
Even as Stephen Graham Jones generates a dizzying range of brilliant fiction, his work remains strikingly absent from scholarly conversations about Native and western American literature, owing in part to his unapologetic embrace of popular genres such as horror and science fiction. Steeped in dense narrative references, literary and historical allusions, and experimental postmodern stylings, his fiction informs a broad array of literary and popular conversations. The Fictions of Stephen Graham Jones is the first collection of scholarship on Jones's ever-expanding oeuvre. The diverse methodologies that inform these essays—from Native American critical theory to poststructuralism and gothic noirism—illuminate the unique complexity of Jones's narrative worlds while positioning his works within broader conversations in literary studies and popular culture. Jones challenges at every turn the notions of what constitutes Native American literature and what it means to be a Native American writer. Contributing editor Billy J. Stratton foregrounds these heavily contested questions and their ongoing relevance to readers and critics alike.



**Riding the Trail of Tears** by Blake M. Hausman

ISBN: 9780803239265

This is Native American fiction in a whole new world. A surrealistic revisiting of the Cherokee Removal, Riding the Trail of Tears takes us to north Georgia in the near future, into a virtual-reality tourist compound where customers ride the Trail of Tears, and into the world of Tallulah Wilson, a Cherokee woman who works there. When several tourists lose consciousness inside the ride, employees and customers at the compound come to believe, naturally, that a terrorist attack is imminent. Little does Tallulah know that Cherokee Little People have taken up residence in the virtual world and fully intend to change the ride programming to suit their own point of view. Told by a narrator who knows all but



## Most Popular Virtual Displays, 2020-21

- Whose Land Are You On?: 19,491 views
- Black History Month: 526 views
- Day of the Dead: 519 views
- Black Lives Matter: 348 views
- Summer Reading: 317 views



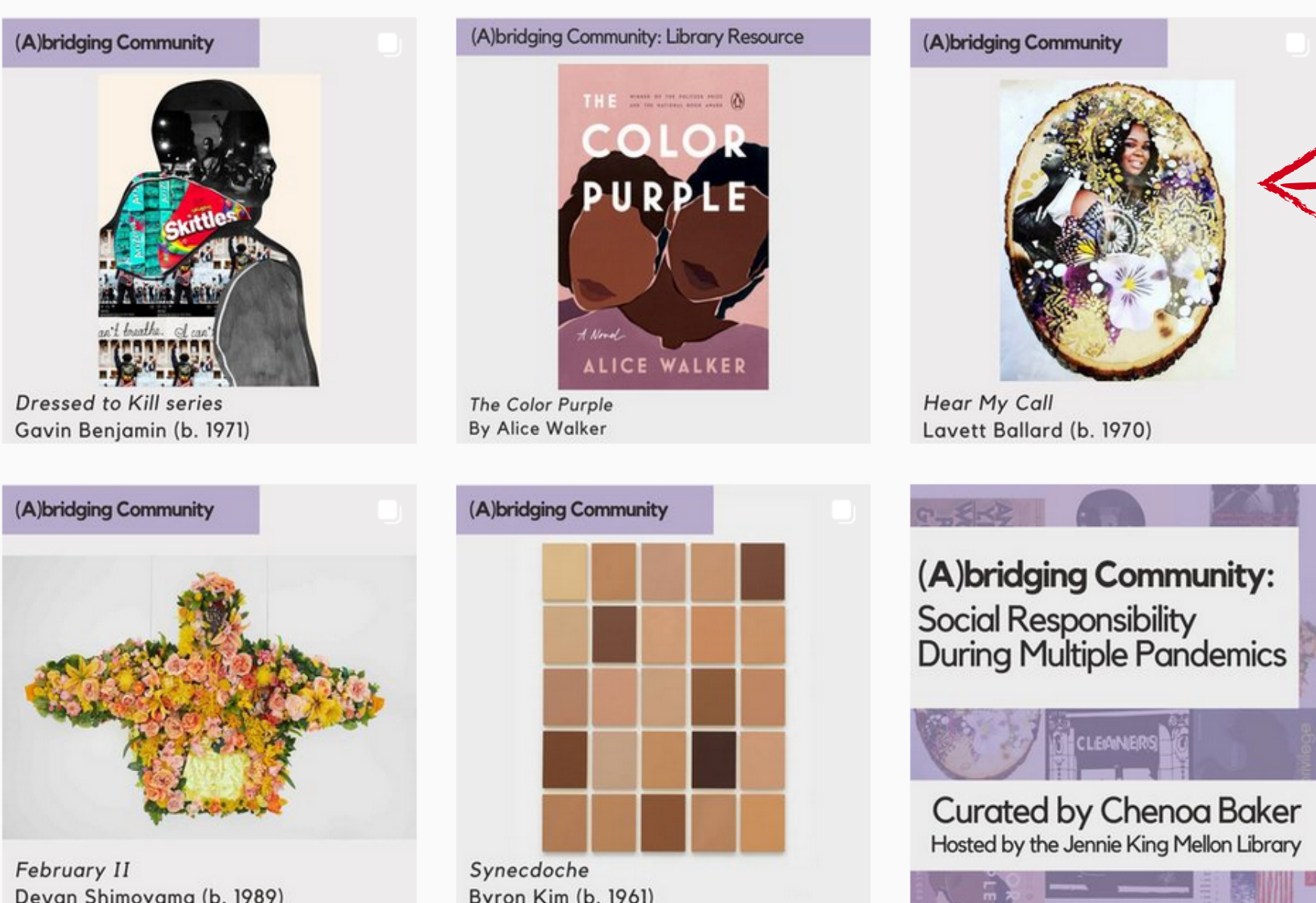
# Library Social Media



The library's well-established social media platforms (Instagram, Facebook, Spotify, YouTube) took on a greater role during 20-21 as communication, collaboration, and academic tools. The library:

- Posted all changes to the library building, resources, and services.
- Increased the number of posted video tutorials on library resources.
- Participated in university-wide social media efforts, such as the Day of Giving campaign and the Student Worker Appreciation Week social media contest.
- Hosted digital displays and exhibits on the library's social media platforms, including an interactive display and a collaborative art and resource exhibit with a student in response to current events.
- Used social media as an informal way to connect with students, like with the popular Black Joy playlist created for the library's Spotify account.

“I follow the library on social media, and I felt like I always knew what the library was doing [re COVID-19 procedure].”  
~ Faculty, In Person

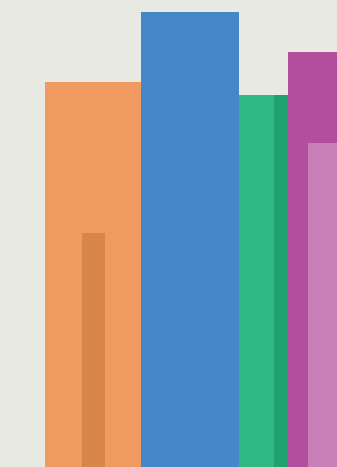


“Why don't we talk about @jkmlibrary more? They made a Black Joy playlist on Spotify. Yes I am crying tears of joy [cry face emoji].”  
~ Student, Instagram Story





# Staff Accomplishments



## Jill Ausel, Library Director

- Served on the Chatham Diversity, Equity, and Inclusion subcommittee, focusing on professional development
- Served on the Chatham Information Literacy subcommittee focusing on the library rubric

## Jocelyn Codner, Reference & Outreach Librarian

- Presented on "Transitioning Between Types of Libraries" panel at PaLA College and Research Division 2021 Spring Workshop
- Served on Chatham search committee for new position of Assistant Director of Interfaith Cooperation and Diversity, Equity, and Inclusion

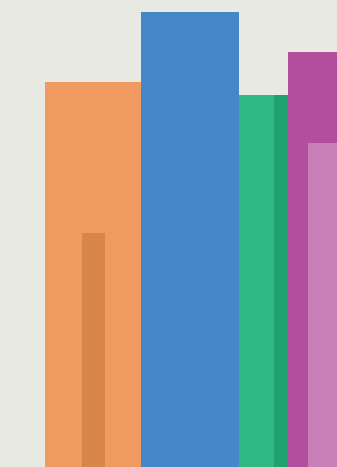
## Dana Mastroianni, Reference & Electronic Resources Librarian

- Served as Campus Partner for Affordable Learning PA
- Served as Chair of Affordable Learning PA's Assessment & Data Working Group
- Served on the University Curriculum Committee





# Staff Accomplishments



## Daniel Nolting, Head of Technical Services

- Served as member of Graduate Program Committee
- Developed source code for digital dashboard product for libraries and shared with Greenville University library (currently also in use at the JKM Library)
- Authored and published new science fiction novel, *Talons - SR3* (available for purchase on Amazon)

## Molly Tighe, Archivist and Public Services Librarian

- MARAC Steering Committee, Communications Committee Co-chair
- Grant reviewer for National Endowment for the Humanities Preservation Assistance Grant Program

## Kate Wenger, Head of Access Services

- Served on the PALCI E-ZBorrow Advisory Council
- Served on University Assessment Committee
- Served as leader of the Information Literacy Rubric Review Team



# Thank You

Have a question  
or a comment?

**Contact us!**



➤ **412.365.1670**

➤ **jkmref@chatham.edu**

➤ **library.chatham.edu**

