

CELEBRATE AND CREATE  
University of Washington Libraries and UW Press  
All Staff Annual Meeting  
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Good Morning! Welcome to the University of Washington Libraries and UW Press 2018 All Staff Meeting. It's great to have you here—whether you are sitting in Kane Hall or “zooming” In—whether this is your first All Staff or your 10<sup>th</sup>.

It's that time of year when the students come back, the rain comes back, and we come back together to *celebrate* what we have done over the past year and to *create* what we will do in the next.

*Celebrate and Create*—a fitting theme for the 2018 All Staff gathering.

If it takes a village to raise a child, it takes a library to put on an All Staff meeting. And, that village of contributors continues to grow each year. Join me in thanking them.

### **March of Time**

My predecessor Betty Bengtson taught me many things, including the importance of *celebrating* milestones. Betty started a tradition that is now over two-decades old--the “March of Time”

As a community, we range from those newly arrived to the wizened with decades of experience. Regardless if we arrived in 1968 or just this month, we share a commitment to connecting people with knowledge through the work of the Libraries and the Press.

Would you please stand and remain standing if you have been with the UW:

- Over 50 years

Let's pause for a moment to *celebrate* Sandra Kroupa—Rare Book and Book Arts Curator. She has served the University, and all who love learning, books, and the arts for five decades. She has built our Book Arts Collection into one of the most *celebrated* in the country. And in doing so, she has nurtured a generation of artists and influenced countless students in life changing ways.

Thank you, Sandra.

Would you please stand and remain standing if you have been with the UW:

- Over 40 years
- Over 30
- Over 20

- Over 10
- 5-10 years
- 1-5 years

You may now be seated.

Will you please stand if you have been with the UW for less than a year? Like the University, you are our largest “freshmen” class in recorded history. I wish each of you long and enriching careers at the UW. May you continue to grow, learn and rise up in 10, 30 or even 50 years as leaders in a future we cannot even begin to imagine. You, too, may now relax and sit.

This year, our retiree community grew by 21—another record in a record setting year. We thank these colleagues for 562 years of cumulative service. That’s over half a millennium. Maybe we should call them the original Millennials. I salute all of our retirees and wish them all good things in a retirement that is well earned. Today, I would like to welcome back several retirees who are joining us. Will you please stand so we may recognize you?

As we mark our time together, let us remember one who is not with us today. Charles Chamberlin served the UW for over 37 years, starting as the Head of Libraries Personnel and retiring in 2012 as Senior Associate Dean and Librarian Emeritus. He continued to work part-time post retirement as the Senior Associate for Budget and Administration until his passing on April 4 in his beloved Suzzallo. Each of us is a better person for having known Charles. We will always remember his kindness, compassion, and love of the UW and its people.

Today we are using CART real time captioning for the first time as part of our ongoing efforts to ensure equity and accessibility in its broadest context. The program will be divided into two parts. In the first segment, I will share sampling of the year’s highlights, including a spotlight on the UW Press. The second part, members of the strategic planning team and a Cabinet panel will focus on resonance, creativity, and strategic priorities 2018-2021.

### **The Year in Review**

I will only be able to point to a small portion of our collective achievements today. In order to do justice to the entire range of achievement, the Libraries and the Press will be publishing full annual reports later this year. Look for them in your mailbox.

Over the past year, our strategic planning process reaffirmed that our mission is clear and aligned with the University.

*We advance discovery and enrich the quality of life by connecting people with knowledge.*

What impact did we have this past year?

A major achievement comes after years of work by many faculty and librarians. In May, the Faculty Senate and President Cauce approved an open access policy. This policy enables faculty to keep copyrights to their scholarly articles, while simultaneously sharing their research openly with the world. Earlier in the year, the Associated Librarians of the UW passed a similar policy. We led by example by

walking our talk. An implementation team is being formed and you will hear more about the work ahead to turn policy into practice.

Another area for working open were our efforts to support digital scholarship. We've taken a somewhat diffuse and certainly inclusive approach, and have established a tri-campus working group as well as focus a renewed focus on shared services and structures. I am excited about a forthcoming 2019 ALA book called *The Culture of Digital Scholarship in Academic Libraries* edited by Verletta Kern and Robin Chin Roemer. The book provides a case study of the UW Libraries with chapter contributions from 11 UW librarians and staff.

We (the Libraries and the Press) are uniquely positioned to help create a robust open scholarship cultures and infrastructures at the university. We are proven collaborators. We understand the research lifecycle, scholarly publishing, and digital technologies. We not only connect people with knowledge but with each other, which is foundational for productive digital scholarship.

Equity, diversity and inclusion played a significant role in our work and will receive more of our energy in the coming year. The range of equity work begins with *Recommended Reads for Equity* to the high school internship program to exhibits and pop-up experiences to oral history projects and archives to the Mellon-funded University Press Diversity Fellowship program. The fellowship program has been so successful, that Mellon has invited the Press to submit a proposal for more fellowships.

#### *Collections & Content*

An enormous amount of work goes on behind the scenes to connect people to knowledge. As former provost Jerry Baldasty said, "The Libraries has the raw materials of truth" and it is our obligation to make them available for generations to come.

We did Provost Baldasty proud:

- 54,000 items were cataloged
- 31,000 gift items were received
- 8,000 items were treated by Preservation staff, and
- 280,000 monographs committed to HathiTrust

We also collaborated with funders and other institutions to find shared solutions. We welcomed Claire Kenny as our first Associate Conservator for Paper and Photographs. This three-year, joint appointment between the Libraries and the Henry will significantly advance the development of shared conservation services.

In the second year of the Allen Transformation fund, we drafted *Guiding Principles* and a *Framework Checklist* providing us with a set of reference points to consider when weighing choices and investment decisions for open access initiatives.

We continued our involvement with two major shared print cooperative programs:

- We committed to retain nearly 400 titles for WEST. We also identified for de-selection 500 print serial titles due to our concerns regarding space limitations. The 500 titles are archived by other WEST libraries and have perpetual online access.
- We actively participated in CRL's Collections Services Policy committee, and the Print Archives and Preservation Registry Advisory Council

Always on the lookout for improving workflow, C&C:

- Reduced conservation treatment documentation time and standardized processes to develop consistent documentation amongst staff.
- Mainstreamed the pilot to quick catalog eBooks and transition record-loading for monographic collections to ARCS, and
- Reviewed workflows for print serials receiving, starting with ARCS and including those workflows that touch other units (CAMS, Preservation, shelving locations).

Our digital footprint continues to grow bigger as evidenced by the impressive statistics on the screen. Staff in nearly every unit had their fingerprints on the footprint. From selection to acquisition to cataloging to systems support to user services to instruction to preservation.

### *Research and Learning Services*

RLS was a buzz with a series of important ventures. The "How I Work Open" project allowed the stories of our faculty to be told. We made forward progress on the Data Repository at the UW (DRUW).

A cross-portfolio group defined and advocated for an Accessibility Coordinator position. Andy Andrews was hired in March and has been working across the Libraries to improve creation and management of accessible content.

The UX Cafe facilitated small scale, rapid usability testing with more users. We assessed our digital pedagogy approach. And, in an evidence based decision, we eliminated fines on overdue items much to our users' delight. Imagine a library without fines.

It was a time of major organizational transformation for RLS. The work of re-visioning RLS was monumental with far-reaching impact. This work was done within the context of changing user needs, emerging formats and access models, and a desire to leverage economies of scale within the RLS. The key findings of the task force are on the screen. Now, how to how to turn findings into action.

An implementation process was launched to transition the RLS organizational structure from being defined by spaces and buildings to being defined by teams of people who perform similar work to reach shared objectives. Access Services expanded to include a new Branch Operations Services. Staff in the branches who had previously reported to individual Branch Head librarians were brought into one team. Reference and Research Services was renamed Research Services, and expanded to include the Branch Heads and all librarians and Graduate Assistants who work in the Branch Libraries. Three new subject

liaison teams were formed. The new subject liaison team model creates teams of experts in broad academic disciplines.

OUGL expanded to include Instructional Design and Outreach Services and was re-envisioned into Learning Services. Learning Services is comprised of OUGL Access and Building Services, Curriculum Support Services, Instructional Design and Outreach Services, and Student Success Services.

I'd like to acknowledge Cynthia Fugate, Chelle Batchelor, and the Implementation Teams for vision and plain hard work. Kudos to all RLS staff. The model has received interest from other large research libraries across the nation. I would be remiss if I did not give a shout out to Mel Desart for his leadership for many years as Head/Director of the Branch Libraries. (Hey Mel, I-L-L)

### *Distinctive Collections*

Distinctive Collections brought us distinction, once again. In Special Collections, the highlights included:

- Receiving matching funds from the College of Built Environments to continue our part-time Architectural Drawings Archivist
- Procuring the KIRO TV Videotape Collection
- Shaping a new Technical Services Division
- Accepting the Richard V. Correll prints and papers for Labor Archives, and
- Spreading the good work of "We Are History Keepers"

The East Asia Library celebrated its 80 year anniversary to much fanfare. We completed our participation in the Ithaka Faculty Survey of Asian Studies and will be mining the results to better support emerging needs. Our visiting librarians program in the East Asia Library welcomed colleagues from Japan and Korea. In the collections arena, we added 7200 Slavic/Eastern Europe monographs despite supply chain challenges and 400 rare Ottoman works.

### *Health Sciences*

HSL participated in and hosted the School of Medicine Accreditation study and site visit, showcasing the new TRAIL space and the important role the library plays in student and faculty success. We received a grant supplement from NIH/NLM for *All of Us* program community engagement. RedCap took flight, with HSL ramping up from handling zero to over 5,000 RedCap support questions in one year. With an IMLS grant, HSL built a Virtual Reality and Augmented Reality program studio for surgical care teams to simulate cardiac surgery in a library environment. A primer has been published for other libraries interested in building such programs.

### *Bothell Library*

The Bothell *Community Reads* hosted a winter reading of "On Tyranny: Twenty Lessons from the Twentieth Century" and spring reading was "So You Want to Talk about Race." Gratis copies of the books were available thanks to a UW Race and Equity grant. Bothell launched an initiative that adapted the basic principles of the national #IllGoWithYou campaign to provide support and non-violent buffering for transgender, genderqueer, gender-nonconforming individuals, or anyone concerned with their safety in gendered restrooms. We contributed to the Washington Prison History Project team,

headed by UW professor Dan Berger. We provided research and instruction, archive building, and digital scholarship consultation. The work has resulted in a book forthcoming from the UW press.

### *Tacoma Library*

Tacoma launched the first full year of the expanded textbook pilot covering all programs/schools. For textbooks of \$75.00 or more, a copy was automatically added to course reserves. The Textbook pilot team led by Hannah Wilson was one of two inaugural winners of the UWT Team of the Year Award! The Library continued to expand the reach of UW Tacoma Digital Commons. The number of works deposited or shared topped 6,500 items, including faculty scholarship, outstanding student work, campus documents, journals, and more. The Library is working with Professor Charles Williams on an oral history project that explores the founding and early development of UW Tacoma. The oral history, *Founding Stories*, will be launched this fall with twelve interviews with founding faculty and staff and community leaders.

### *UW Press*

Bringing the Libraries together with the UW Press is definitely one of the year's greatest highlights. We share a similar mission and our complementary strengths have the potential for high impact. Larin McLaughlin, Editor and Chief, will you turn a spotlight on the Press?

<Larin's presentation>

### *Advancing the Libraries and UW Press*

People invest in institutions and causes in which they feel passionate. This year over 2400 individuals invested in you and the public mission of the Libraries and Press.

We worked together to raise \$1.6 million, including the establishment of several new endowments. We now have nearly 100 endowments with a combined year-end market value of over \$51.1M. Our combined annual endowment distributions and annual gifts provided over \$3.2 million for collections, programs, services, and staff. And, we "this close" to our campaign goal of \$25 million—two years ahead of schedule.

### *Engaging Events*

What an array of community events was held!

The 550 donors who attended the University's Gala were awestruck by dinner in the Suzzallo Reading Room. The Libraries Facilities team once again worked their magic in making this massive undertaking possible. And, thanks in part to Sheryl Stiefel, those who gathered concluded the evening by singing *Bow Down to Washington* with updated gender inclusive lyrics.

At the Dean's Circle Dinner, Susan Peskura was awarded the Volunteer Service Award for her many years working with our image collections. Joe Janes, iSchool professor and author of *Documents that Changed the World*, entertained over 200 people who attended the Friends annual event.

The East Asia Library celebrated its 80<sup>th</sup> anniversary in style. Distinguished guests, Libraries staff and retirees, and the greater community celebrated the past, present and future of one of the nation's oldest and most respected East Asia Libraries. We celebrated the 50<sup>th</sup> monthly Booksori, a popular Korean-language community focused program.

The 13th Annual Literary Voices featured award-winning science fiction writer Ted Chiang. Again—more records—a record number of attendees, table authors and funds raised for the Libraries Student Employee Endowed Scholarship Fund. This year's rebranded event on May 2—Libraries Unbound—will feature author Amy Tan. The focus of the fundraising will be for Libraries and Press strategic innovation and creativity.

Student success was the focus of many successful events. The Lunar New Year and Compassion and Resilience Pop Ups created a spontaneous welcoming space within OUGL for students. We bestowed another round of Library Research Awards to amazingly talented undergraduate students as their proud professors looked on. We introduced new students to the libraries through a variety of open houses and orientations, and through the Dawg Daze signature events—the Harry Potter Tri-wizard Trivia Tournament and the Dance Party in Odegaard. The Storytelling Fellows digital cohort workshops for graduate students ran throughout the year.

#### *Notable Exhibits*

Our libraries were awash with many tantalizing exhibits with companion events and programming. A terrific array of exhibits this year. Who can forget?

- Comics, Global and Local
- The Age of the Kampuchea Picture
- Politics, A Woman's Natural Sphere
- All Over the Map
- Revolution and Evolution: OMA&D's 50th
- Back to School
- East Asia Library Timeline
- Captured in Ink
- Japanese Imperial Maps
- Disability Rights
- Beautiful Island (Taiwan)

#### *Assessing the User-Centered Library*

We successfully completed the 2018 In Library Use Survey: 4408 surveys returned from 12 libraries. The survey included new questions about type of work happening in the Libraries and user preferences for spaces. We conducted assessments for GMM, Media Arcade, Math, and Engineering spaces which provided actionable information on space use through detailed counts and observations. Interactive dashboards and reports like one on the screen enabled us to more easily identify areas for improvement.

#### *Administrative Services*

After a great deal of work since 2012, the *Librarian Personnel Code* was finally revised and approved in November by the Provost. Hats off to our AORP (Laura Lillard) and current and past co-chairs of the Librarians Personnel Committee along with the UW's Academic Personnel to get the revisions made and approved.

Bryna Lieberman joined us as our new ODT Specialist. You can find her in the "owl office" when she is not out and about working with us all.

HR kept very busy managing a record number of new hires, retirements, and resignations.

Financial Services managed 305 budgets with \$41 million expenditures

In another cross-portfolio effort, we migrated to a next-generation staffweb system thanks to the hard work of ITS&DS, the Intranet Operations Group, and the indomitable Carolyn Aamot. Everyone is to be commended for revising hundreds of pages and reorganizing content.

Here's a little more reason why HR was so busy in the first year of WorkDay. They handled:

- 38 recruitments
- 39 permanent hires
- 27 temporary appointments
- 17 resignations
- 20 retirements
- 131 new student hires

### *Libraries Facilities*

This was the year of drip, drip, drip. There were leaks seemingly everywhere: Government Publications stacks, Baker stacks, and the 4<sup>th</sup> floor of Suzzallo with the ever-present visqueen. The work of Facilities, Preservation, and Access Services to minimize damage was awe-inspiring.

We enhanced staff space in both the BE and Health Sciences libraries. OUGL 220 had a technology upgrade and the instillation of some amazing blinds. Friday Harbor Library received a long-awaited facelift thanks to a gift from the Allen Foundation. Suzzallo Starbucks became the destination place even though the floor had to be redone four times.

### *Professional Leadership*

Your contribution to the furthering the profession and its knowledge base is reflected in the:

- 11 Credit Courses taught
- 133 Presentations at Conferences
- 43 Publications
- 8 External Grants



## 35 Committee/Organization Chairs/Officers

### *Award Winning Staff*

Once again, you received awards and national and international recognition. Zhijia Shen was selected as the Chinese American Librarians Association Distinguished Service Awardee. Michael Biggins was appointed the Honorary Counsel of Slovenia. Lauren Pressley began her term as the Association of College and Research Libraries president. And, as mentioned earlier, the UWT Access Services Team won the UW Tacoma Team of the Year Award. The 2018 Distinguished Librarian Award went to Lesley Hurst, Head of Teaching and Learning at Bothell Library. Leslie was recognized for her leadership in creating a community of teachers and thinkers in developing models to assess information literacy.

Join me in congratulating all our awardees.

We have many milestones to celebrate today.

Reappointment and promotion for librarians requires high levels of achievement, detailed documentation, rigorous peer review, and an equally rigorous review by the Dean and Provost. We congratulate Whitney Buccione, Laura Dimmit, Chelsea Nesvig, Anne Pepitone, Morag Stewart, and Emilie Urbancic who were promoted to the Senior Assistant rank. We congratulate Andrea Ball, Alyssa Berger, and Jessica Jerrit who were reappointed to the Senior Assistant Librarian rank. We congratulate Anne Jenner who was promoted to Associate Librarian, and John Danneker and Carolyn Martin who associate librarian rank was made permanent or continuing. We congratulate Jennifer Ward who was promoted to Librarian, the highest rank a librarian can attain.

### *Celebrate Now Create*

We have much to *celebrate*, but now it's time to *create* with our new strategic plan. Jason Sokoloff—the hardest working man in the biz of strategic planning—take us to the second part of our program.

<Jason's introductory remarks and a panel of Assistant and Associate Deans, each engaging one strategic direction of the new Strategic Plan 2018-2021>

Thank you, Jason, members of the Strategic Planning Working Group, and Cabinet for your participation today--and to all of you. I'm excited to implementing the plan and determining what new actions we need to pursue to achieve our goals, and maximizing our impact on our institution and communities.

We started today with the March of Time by standing up. Let's bring it to a close by sitting back and enjoying another tradition--the "library movie."

<Movie>

A round of applause for this year's producers and directors Matthew Allen., Theresa Mudrock,, and Kian Flynn.

We are privileged to work at such a great university with so much opportunity and important work ahead. In the coming year, we will:

- advance research for the public good;
- enrich the student experience;
- enhance equitable environments for research, teaching and learning;
- accelerate scholarship and learning through responsive collections; and
- grow as a learning organization.

I am inspired by your collective efforts and the positive impact you have had and will continue to have on the lives of faculty, staff, students, and the community.

Congratulations on another great year! Be sure to pick up a special copy of the new strategic plan as you leave. Now, let's go open the doors! The New Year begins.