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Copley Library Annual Reports

Copley Library

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2022

## Copley Library Annual Report 2021-2022

Helen K. and James S. Copley Library, University of San Diego

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HELEN K. AND JAMES S. COPLEY LIBRARY

# ANNUAL REPORT

2021-2022



# The Library Through a Pandemic Lens

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## Copley Library: Evolving After the Pandemic Surge

### WE'RE BACK! COPLEY AND THE TEAM SURVIVED THE PANDEMIC.

Our biggest challenge was opening a newly renovated library during the first global pandemic in over a hundred years. Indeed, after three years of planning, it was disconcerting to open a building with university-wide Covid restrictions that limited seating capacity, required all users to wear a mask, and stipulated a strict no food or drinks policy. The university's restrictions were challenging for both students and library staff.

But Fall 2022 has brought normalcy back to campus, and students have emerged from their Covid malaise. Once again, Copley Library is buzzing with students. It is wonderful to have students roaming the building, and they have found their favorite spaces throughout the library, from the desks in the Camino stacks to the Journals Reading Room to Copley Lounge or the Mother Hill Reading Room. The strangest Copley endemic trend is that students do not talk in the areas designed for collaboration on the ground floor. After being enclosed with family members for months, students may seek solace in the library. Recent library articles report that students favor quiet study over collaborative spaces. I'm glad we included space in the new facility to support both collaborative and individualized study.

In this annual report, you'll read about how Digital USD, our institutional repository, assisted the University Archivist with answering research questions when our collection was stored off campus during the pandemic. Copley also moved workshops online, and attendance has increased. We will continue to offer some workshops virtually. The Reference librarians used Springshare's 24/7 national chat reference service. It became popular for librarians teaching synchronously to record an instruction session for students to view asynchronously later. However, the collection development model flipped from print books to electronic resources, including Associated Students' switch to BibliU's e-textbooks. DVDs are gone, and streaming media is the new medium. Our involvement with open access collection development initiatives is growing. Delivering books curbside throughout Covid was popular, but the return to campus ended this service. Users prefer to pick up their books in the library. Hiring librarians with specialized skills has become difficult in California, possibly related to Covid fallout. We've returned to in-person meetings to foster discussion, but occasional virtual meetings happen.

The pandemic brought management issues, such as equity and hybrid schedules, to the forefront. For many academic libraries, hybrid work schedules further exacerbated the distinction between staff and librarians. I tried to avoid inequitable treatment among employees by developing a remote work policy for librarians and staff. Ensuring a remote work option for our remarkable staff is essential.

The biggest lesson I learned during the pandemic is students, not books give meaning to Copley. With the Covid numbers lower, the library's gate count is up. Our new group study rooms are filled daily with students collaborating on assignments and projects. It's a delightful sight to see and exemplifies why library personnel love working in academic libraries. It's all about the students.

**Theresa S. Byrd**

**DEAN OF THE UNIVERSITY LIBRARY**



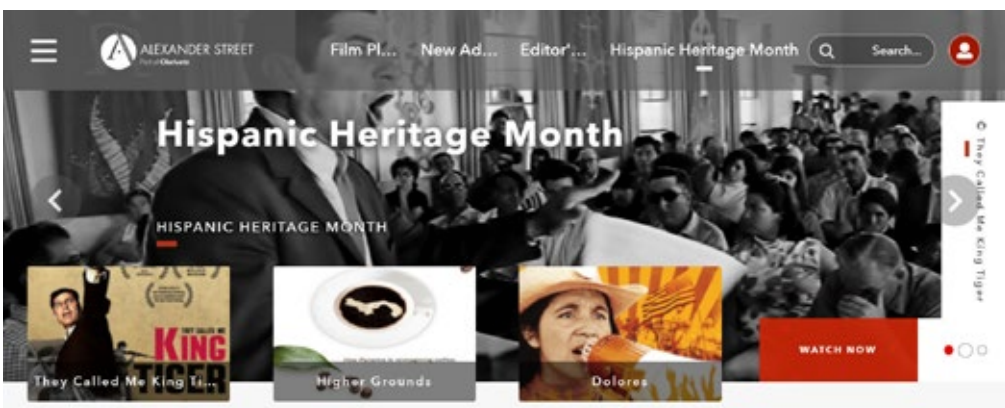


# Students Return to the Classroom but Streaming Video Prevails

**CLASSROOMS MAY BE FULL OF STUDENTS AGAIN,** but from a collections perspective, online materials still reign supreme. This is particularly true of the College of Arts and Sciences' undergraduate courses that have many faculty requesting curricular materials in this engaging medium. Copley sometimes receives film requests that are not authorized to be streamed by academic libraries (known as institutional licensing), hence DVDs still play an important supplementary role in the classroom. For film-focused courses, students

physical reserves is not popular with students, which necessitates the need for the pricier streaming format.

While there is a lot of additional labor involved with securing streaming video licenses, cataloging, and keeping track of expiration dates, it is encouraging to see popular suppliers like Kanopy adding more perpetual licensing options. As academic libraries like ours demonstrate that we need all genres of streaming media, it has resulted in vendors consistently adding more content. For example, Kanopy recently secured an agreement with the BBC. The library has been instrumental in supporting notable curricular materials, from the classic film "2001: A Space Odyssey"; to the critically acclaimed contemporary film "Shoplifters"; and the powerful documentary discussing social justice "Dorothy Day: Don't Call Me a Saint." What remains a challenge is fulfilling requests for exclusive content on home viewing platforms like Netflix, Hulu, Apple TV, and Amazon Prime, which have resisted supporting institutional streaming licenses.



are required to watch a large portion of assigned films in their own time. Faculty have informed the library that putting DVDs on traditional



# LESSONS LEARNED

## Pandemic Convenience Becomes Necessity

**THOUGH WE HAD BEEN OFFERING REFERENCE ASSISTANCE** via online chat for several years, this service was seen largely as a convenient adjunct to our in-person desk assistance. It was not until the pandemic forced us to pivot to online only services that we learned just how important chat could be in reaching our patrons as it became the primary way we had to offer research assistance. This included utilizing a screen sharing feature of the technology that we had previously explored, but seldom used pre-pandemic. While some libraries had to initiate chat services for the first time due to the pandemic, we were able to transition rather easily because of our considerable experience providing research assistance via chat.

The pandemic, however, presented an additional challenge for us as faculty, students, and staff dispersed throughout the country. How could we provide assistance to someone working in a totally different time zone from us? Libraries have a long history of working cooperatively to solve problems and share resources. This cooperative nature led to a solution in the form of us joining a newly launched chat cooperative to provide after hours service to our patrons. This academic global cooperative meant that librarians at other institutions throughout the world would be available to ensure that our chat service was available to students 24/7. We had previously explored after hours chat options, but the pandemic now made this type of service an urgent necessity. Though we are no longer in the same pandemic conditions, 24/7 chat continues to be a valuable service for our users. Given the university's burgeoning online only degree programs, we expect 24/7 chat to play an increasingly important role in providing research assistance services to our campus community.

Despite being able to respond quickly to the challenges posed by the pandemic, we learned that it is important to plan ahead for these types of situations so that we are not caught off guard in a crisis. Going forward we will need to be more intentional in having pre-existing plans designed to respond to a variety of potential service issues.

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**Libraries have a long history of working cooperatively to solve problems and share resources.**

# DON'T PANIC! Digital Initiatives in a Pandemic

**YOU MIGHT THINK THAT A UNIT NAMED DIGITAL INITIATIVES WOULD BE WELL-SUITED TO WEATHER A PANDEMIC.** After all, the majority of our work takes place in a digital environment and can be conducted at any physical location, as long as there is access to a computer.

Indeed, we were fortunate. The university's open access digital institutional repository, **Digital USD**, is a cloud-based platform that requires only an Internet connection and

approved credentials to log in. Thus, it was easy to hop on to the system to upload materials, review submissions, and fine-tune existing collections - all while working remotely.

But we did encounter some challenges. Because we process and ingest a large amount of **University archival collections** into Digital USD, we frequently use scanning equipment to digitize these print items. We have flatbed

scanners for routine scanning as well as a large, specialized "Bookeye" machine for things that require special handling. Working remotely meant that our scanning activities ground to a halt.

However, we were able to shift our focus to other projects, especially born-digital collections that didn't require any scanning. For example, the timing of the pandemic was fortuitous in that we had embarked on a project to deposit all retrospective **dissertations** into Digital USD. These dissertations were already in a digital format, so everything else - such as obtaining the authors' permission, assigning metadata to each one, and then ingesting them into the repository - could be done using digital tools like e-mail, Excel, Google Drive, and of course Digital USD.

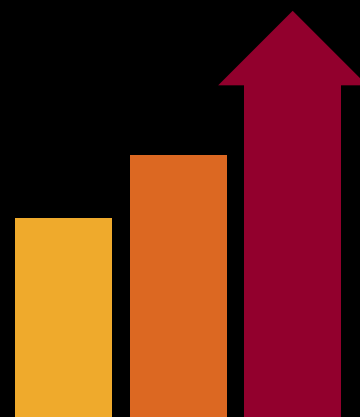
Another way that we pivoted our work was by targeting faculty and student scholarship for inclusion in Digital USD. Again, these

materials are born-digital items, most typically Word document files or PDFs. Through outreach and educational efforts, we recruited things like **zines created by students in Ethnic Studies courses** and **publications by faculty members in the Kroc School of Peace Studies**.

All in all, the pandemic brought both challenges and new opportunities for the Digital Initiatives unit. We saw first-hand how important good communication is when everyone is working from different places, and we learned to be intentional about scheduling check-ins over Zoom or by phone. Likewise, we enjoyed the benefits of thinking creatively to adapt our work to a new reality. Although we are now back on campus, our hope is that we will retain an ethos of flexibility, teamwork, and innovation that the pandemic inspired.



# INFORMATION LITERACY INSTRUCTION: Resuming In-Person Classes and Growing Online Workshops

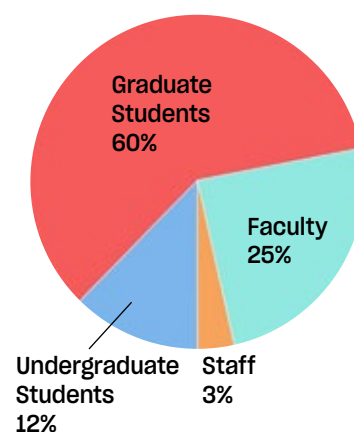


**COPLEY LIBRARY SAW INSTRUCTION NUMBERS TRENDING TOWARD A RETURN TO PRE-PANDEMIC LEVELS IN 2021-22.** With in-person learning resuming at USD in Fall 2021, so too did the efforts by subject librarians turn to information literacy instruction in the classroom. Last year, the library's subject specialists taught 188 course-integrated instruction areas across the undergraduate and graduate disciplines, a 26% increase from the number of sessions the previous year. Even a modest increase like this can greatly expand the number of students receiving information literacy instruction, as 3529 students were served in 2021-22 compared to 2759 students the year before. One reason for the rebound in library instruction could be the streamlined process for requesting instruction using the [online form](#) introduced just prior to the pandemic. The biggest change in instruction overall, however, was in library workshops.

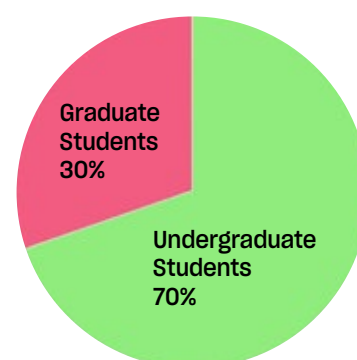
Out of necessity, library workshops were held online during the remote period. While the total number of library workshops initially dropped the year USD pivoted to remote learning, the number of students attending workshops increased. This increase continued in 2020-21, the fully remote academic year, and on into 2021-22. Both the number of workshops offered and the number of attendees increased. While the library held just two more workshop than the previous year - for a total of 44 workshops - the number of attendees surged to 558 from 408 in 2020-21. Many of these attendees were for workshops offered online.

One of the big lessons learned about online library instruction during the pivot to remote learning was that students like the Zoom platform for its convenience. This was especially true for workshops covering general topics like citation styles and citation management tools that aren't course specific. The library continues to hold workshops online, especially ones aimed at graduate students, whose schedules juggling academic and work life benefit from the flexibility the online mode allows. While course-integrated instruction was generally commensurate to the number of undergraduate versus graduate students at USD, graduate students were a large majority of workshop attendees last year. Copley librarians will maintain and grow their classroom instruction offerings, of course, but online instruction for workshops appears to be a popular service that will continue to be a part of our instruction programming going forward.

**WORKSHOPS  
AUDIENCE**



**COURSE-INTEGRATED  
INSTRUCTION AUDIENCE**





# Moving Forward with **EMBEDDED LIBRARIANSHIP**



**DESPITE THE PANDEMIC, EMBEDDED LIBRARIAN SERVICES CONTINUE TO GROW AT THE UNIVERSITY OF SAN DIEGO'S COPLEY LIBRARY.** At USD, the three embedded librarian (V. Dozier, Karen O'Grady, and Jennifer Bidwell) have permanent offices in and support the teaching, research, and service efforts of their respective school's faculty, staff, students, and affiliates. These librarians are also sometimes deeply embedded in specific courses or programs within their schools (e.g., co-teaching responsibilities or multiple interactions for research projects). The schools and the semesters their embedded librarians arrived are below.

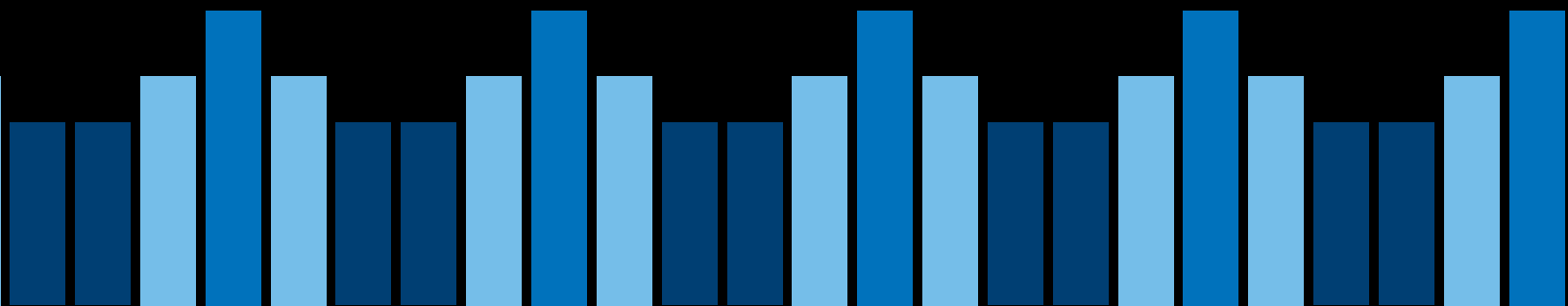
- Fall 2018 – The School of Education and Leadership Sciences (SOLES)
- Fall 2020 – Hahn School of Nursing and The Beyster Institute of Nursing Research
- Fall 2022 – Knauss School of Business

Embedded librarians are responsible for teaching all library instruction for their schools. The pandemic increased the number of synchronous virtual and asynchronous instruction sessions. Since USD's return to campus and the increase in online programs, embedded librarians added hybrid instruction to synchronous modality as some students opt to participate remotely for library instruction and workshops. The hybrid mode allows embedded librarians additional flexibility to increase research interactions with faculty, staff, and students. Since Fall 2022, embedded librarians cumulatively facilitated approximately 41 instruction sessions, 343 consultations (faculty & student), and 10 workshops on topics such as advanced search strategies for subject-specific databases, Pubmed, and APA 7th Style.

## **Updates from the Embedded Librarians**

SOLES library instruction requests remain strong with an observed increase in hybrid instruction and recording synchronous sessions for future asynchronous viewing. Hybrid synchronous sessions allow the best flexibility for faculty and students who may need to attend sessions remotely. Session recordings help those absent or who may need to rewatch to gain proficiency with covered content. As SOLES continues to increase online program and course offerings, more effort will be required to offer stable access to e-resources.

Since USD's return-to-campus directive, Professor Dozier observed an increase in pandemic-impact research trends across education, counseling, and leadership studies by faculty and students. For example, (1) how have telehealth services impacted therapy access for X population, or (2) what impact did return-to-campus mandates have on working parents or remote-work flexibility? Though currently a trending topic, there's a strong interest in understanding how the pandemic and its continued aftermath impact our lives. Copley's e-resources, such as *ERIC* and *Sage Research Methods Video*, are a go-to resource for researchers and practitioners interested in this—and other—topics.



The Covid-19 pandemic greatly impacted the Hahn School of Nursing and the Beyster Institute of Nursing Research. The school returned to both clinical and classroom in-person instruction, and similar to other schools on campus, Hahn has learned to utilize virtual instruction and resources in new ways. The Nursing Research Guide, located on Copley's website, has many of Professor O'Grady's frequently viewed instructional videos, which continue to be popular post-pandemic.

Professor O'Grady now provides in-person as well as virtual consultations and instruction. She leads tours of our beautifully renovated library to groups of students in both healthcare informatics classes and in nursing classes, including the Graduate Student & Faculty Lounge on the second floor and the 25 group study rooms. Though Professor O'Grady is embedded in Hahn, she also facilitates multiple PubMed workshops in Copley Library open to the entire USD community.

Professor O'Grady recently purchased a *Child and Adolescent Psychiatry* ebook package from Psychiatry Online to support the Psychiatric-Mental Health Nurse Practitioner (PMHNP) program. The package contains 19 e-books, available in the library's catalog. The package includes *The DSM-5 Pocket Guide to Child and Adolescent Health*, *Preventing Bullying and School Violence*, and *Autism Spectrum Disorders*. These titles will aid PMHNP faculty and students in on- and off-campus coursework and practice.

As the inaugural embedded librarian in the newly-built Knauss School of Business, Professor Bidwell's role, in the post-pandemic era, is a tremendous opportunity to innovate and develop programming for the students and faculty of the Knauss School of Business. Since Fall 2022, Professor Bidwell has visited in-person classes (e.g., BUSN 101) to discuss information literacy skills;

met with students for research consultations; and built rapport with business faculty and administrators. Starting in October 2022, Professor Bidwell will be hosting Student Hours at the Student Success Center and will be co-teaching a Bloomberg Terminals workshop with a Bloomberg representative in the Knauss School's financial lab. Bloomberg Terminals provide users with access to real-time global market information and financial news.

Copley Library continues to support Knauss' programs with collection development support, particularly with e-books to meet post-pandemic demand. A short sample of those titles are:

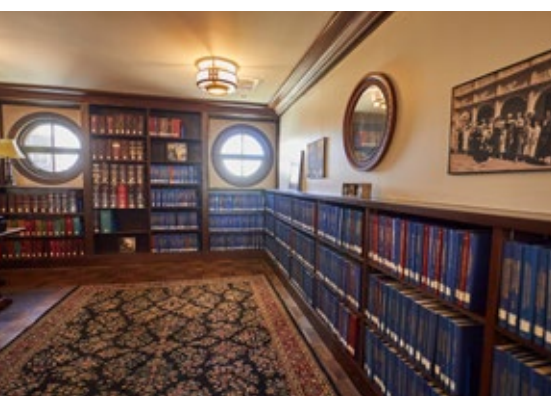
1. *Language Awareness in Business and the Professions*, edited by Erika Darics (2022)
2. *Business adaptation to climate change*, Jorge E. Rivera, Chang Hoon Oh, Jennifer Oetzel, Viviane Clement (2022)
3. *Inclusive business models: Touching lives and creating livelihoods*, Sourav Mukherji (2021)
4. *CyberStrong : a primer on cyber risk management for business managers*, Ajay Singh (2021)

In addition, the library subscribes to 29 business databases including the Wharton Research Data Services (WRDS), Statista, Passport, and many more. Over the next year, Professor Bidwell will continue to evaluate business-related resources and make recommendations for new subscriptions and purchases.

## Conclusion

As Copley Library's embedded librarian roster grows, USD faculty, staff, and students will continue to receive high quality teaching, research, and service support in the multiple modalities and resource formats our campus now demands.

# Archives, Special Collections & Digital Initiatives Department **TURNED UPSIDE DOWN**



Top: Packing up! Middle: Under construction  
Bottom: Reading room after construction

## The Situation

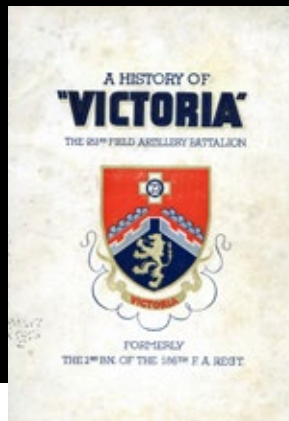
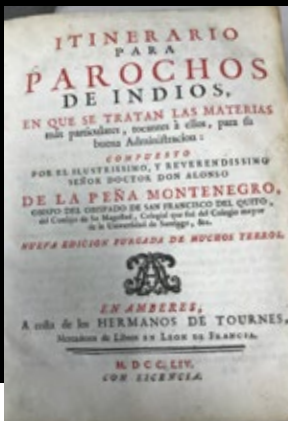
Our department experienced two disruptions at once: the pandemic and the second phase of the library's renovation. The dislocation of our workspace on top of the loss of access to our physical collections challenged us as never before. How could we provide our users with research assistance and access when our unique collections and our offices were physically separated and not even on campus? How could we continue to process archival records and finish digitization projects under these conditions? It was a tall order, especially since we had also lost half of our staff, making the hiring of two key positions - Processing Archivist/Records Manager and Digital Initiatives Assistant - a top priority.

## Digital USD to the Rescue!

We successfully continued to provide reference and research guidance by tapping into the wealth of information already available through our digital repository. Due to our previous digitization projects, especially the digitization of [university publications and reports](#), we had a solid foundation of material to draw upon. We also created a [research guide](#) to give users an overview of what was available digitally, how to navigate these virtual collections, and most importantly how to contact us for help.







During the pandemic, we were able to send scans of requested rare book pages.

## Compromises

What we found harder to provide was access to our physical collections. Sometimes we were able to scan material from our archival collections for researchers. Occasionally, we were able to allow USD researchers to access archival records in person.

Similarly, access to our rare books and manuscripts delivered mixed results since our reading rooms were closed and for much of the time under construction. We did, however, find ways to work around these limitations. Often, we were able to send scans of requested pages, or we were able to point researchers to digitized versions in the collections of [HathiTrust](#), the [Internet Archive](#), or [Project Gutenberg](#). Sometimes we were able to allow USD faculty and students to borrow or use in the library books from our “medium rare collection.” These are books transferred from the general stacks that were primarily published during the late nineteenth century to the present that remain in good shape.

## Lessons Learned

The pandemic taught us:

- To appreciate the value of our previous digitization work. It gave us the means to continue providing reference and research consultations during the pandemic.
- To recognize the limits of remote work and its reliance on digitization to provide sole access to our collections.
- To understand that processing and digitizing physical collections requires us to work in person on campus.
- To identify when digital projects and reference service can be done efficiently from anywhere with a secure Internet connection and the will to succeed.



Top: Rare books Middle: Archives  
Bottom: Archive box



# FLEXIBILITY AND COLLABORATION

## Ensure Access Services Success During Global Pandemic

Working in Access Services at Copley Library during the Covid-19 pandemic required our staff to be flexible and collaborative. Access Services personnel's nimbleness allowed us to maintain services and successfully transition to unveiling our renovated spaces on August 8, 2021. The staff's adaptability helped ensure service continuity throughout the pandemic. Not just in their willingness to revise workflows and daily routines for a hybrid environment but in their eagerness to adjust their schedules to operate Copley. We implemented a temporary team-based schedule to align with campus safety protocols that guaranteed we could run the library even if multiple staff members became sick. We had no onsite service interruptions from the time we implemented our team approach in the fall of 2020 through August of 2021 when we reopened the building. Access Services staff worked some days remotely and some onsite and always stood ready to pivot to meet service needs throughout the pandemic. They never wavered in their commitment to keeping the library open.

Collaboration was key to our success. We teamed up with our colleagues in Collections, Access, and Discovery to:

- **create quarantine procedures for returning library materials;**
- **develop a curbside book pick-up process; and**
- **redesign workflows to provide access to streaming media.**

Additionally, the Access Services staff partnered with Campus Mail Services to deliver books to confined students; assisted Associated Student Government in providing free, temporary access to e-textbooks; and worked with USD's Facilities Management staff to reconfigure library spaces and furniture to meet Covid distancing guidelines.

As pandemic restrictions slowly eased throughout 2021 and early 2022, hybrid learning environments and campus-wide mask mandates limited how patrons used Copley's physical spaces. Our new spaces are designed for high student usage, but

Covid deprived us of this outcome. Nevertheless, the building is bustling with students this fall after two years. The Covid no-eating and drinking policy and mask mandates are gone. The plexiglass barriers at service desks have been removed, and our new group study spaces have been transformed from individual study rooms to group study rooms, as the library renovation plan envisioned.

With no restrictions, it is amazing to see how happy students are in the library.

Access Services staff have used lessons from the pandemic to improve library services for the university community.

**Access Services staff worked some days remotely and some onsite and always stood ready to pivot to meet service needs throughout the pandemic.**



# SUCCESSFULLY NAVIGATING TOWARDS **SUSTAINABILITY**

## **THE COPLEY LIBRARY FACULTY AND STAFF, THROUGH THE PANDEMIC, HAS NAVIGATED THE EXCESSIVE WASTE OF MASKS, GLOVES, AND DISINFECTING WIPES SUCCESSFULLY.**

The library's Sustainability Committee has been mindful of the excess waste the pandemic clean-up and safety requirements introduced. We have been internally collecting discarded batteries in a key location where everyone in the library - faculty and staff - can easily discard their batteries. This work continues and was significant to our recertification through the university's Office of Sustainability. The library's battery disposal effort thus far has resulted in over 24 pounds of batteries being disposed of properly.

Another worthy project involved Jasmin de Unamuno coordinating with EnviroGreen Electronic Recycling Services LLC to collect and dispose of the library's VHS tapes. The Committee had been asked to evaluate and make recommendations on the disposal of hundreds of VHS tapes. Once the situation was studied, it was determined that we needed an off-site vendor to assist in this process. We successfully recycled and disposed of 11 boxes of VHS tapes, totaling 308 lbs and the library's budget covered the costs of this proper disposal.

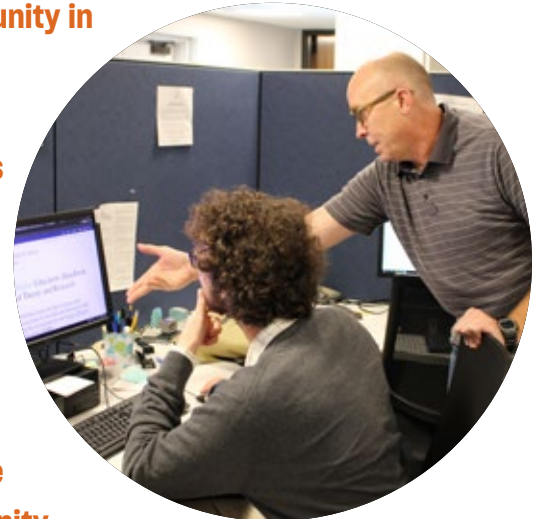
The Sustainability Committee has regularly collaborated with the Social Media Committee, the ongoing effort is to provide them with select content to promote our Sustainability and Environmental databases, books, and other materials during the Spring Earth Day campaign. This carefully **curated** list became more important during these pandemic years.

The committee has continued to meet virtually as that is conducive to a reduced carbon footprint and scheduling flexibility. Our recent review of the library's Green Office processes has resulted in the library achieving our goal of campus Green-Office Certification Platinum Rating. The Sustainability Committee is thrilled for this achievement and appreciates the support of the library as a whole in reaching this goal.



# The Collections, Access, and Discovery Department – Great Service, Greater Understanding

When Copley Library fully reopened to the USD community in August 2021, the staff in the Collections, Access, and Discovery Department were prepared. Most of us had staffed the building during the limited student access allowed the previous year, with few students on campus to enjoy it. Nevertheless, whether working on circulation activities, electronic reserves and resources, interlibrary loan, or cataloging and acquisitions, we were in the building to support the physical and virtual campus. With the return to onsite instruction, we welcomed the idea of the USD community finally experiencing all the new resources in our recently renovated building. Throughout the school year, the campus emerged from pandemic isolation while still enforcing some Covid protocols. And the department discovered some lifelong lessons about what we mean to campus and each other.



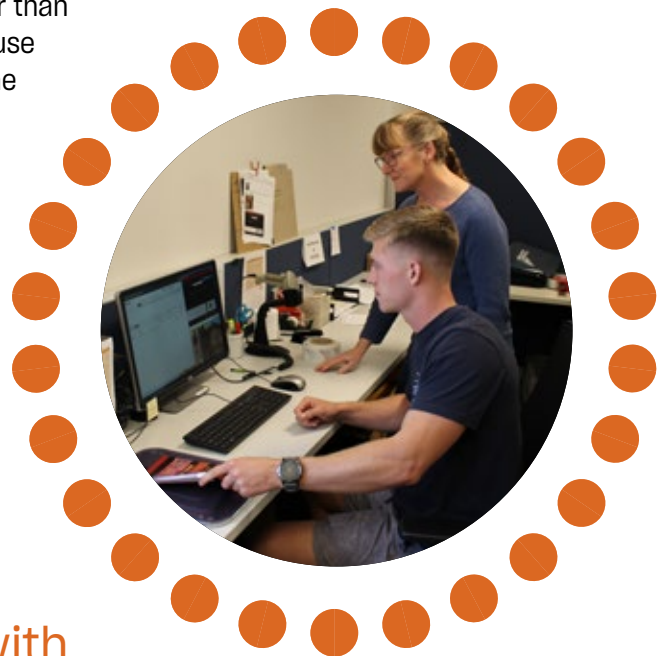
First, the library is a “sanctuary” for scholars. One definition of sanctuary in the Oxford English Dictionary is “a place that offers refuge.” We found that students wanted and needed the new ways we now offer to use the space, whether to book a group study room for collaborative projects, to enjoy one of the many new areas of individual study, or even to reserve a seat in our Zoom room for virtual endeavors. After spending over a year in total or semi-isolation, students not only sought the steady hum of intellectual activity in the library, they also sought out a beautiful place to enjoy the individual study to which they had become accustomed. Interestingly, the use of specific Covid services, like curbside pickup, dropped off significantly as building activity increased, and our main service desk once again became the preferred point for materials to be checked out.

“...our department now bends toward each other for inspiration and support.”

Paradoxically, though, we noted throughout the academic year that the library is also more than just a beautiful building filled with printed books and study areas! Faculty were happy that we continued to support their digital curricular and research library needs. Their frequent requests for online library materials reinforced the likelihood that this trend will continue. Likewise, students used our databases, streaming videos, and e-books wherever and whenever they needed them. Our social media kept them in the loop about library workshops, outreach events, and even our 24-hour access during finals.

Finally, as a team of over a dozen full-time USD employees, along with a handful of part-time and evening staff and a cadre of student workers, our department now bends toward each other for inspiration and support. Put simply, we now know and respect each other's work better than we did. From working hybrid schedules to enforcing mask use and other policies, our collaboration during the height of the pandemic allowed us to keep the library open, safe, and relevant during all regularly scheduled hours. But it took all of us to make that collaboration successful. By showing care and consideration towards the work we needed to do, we never closed unexpectedly or turned away requests for help with our electronic resources at any point during the pandemic due to staff illness from Covid. And throughout, we shared skillsets and projects within the department to maintain the best experience for everyone who needed us, in person or virtually.

“...the library is also more than just a beautiful building filled with printed books and study areas!”







# Baja California Human Rights Commission ARCHIVES PROJECT

**During the pandemic, the State of Baja California Human Rights Commission Archive's (CEDH) scanning digitization was on hold. This project continues to be valuable and meaningful, not only because it will provide border scholars globally information on the types of Human Rights abuses reported in Baja California, but also because it will showcase another ongoing University of San Diego collaboration with a Mexican State government institution.**

After a successful pilot at CEDH during the summer of 2017, which the Dean of the Library funded, it was decided the library should seek funding to digitize the archive's oldest files before these were destroyed. In April 2020 and December 2021, the library was awarded two grants from the Center for Research Libraries (CRL) - Latin American Materials Project (LAMP) to continue digitizing the cases for eventual online access. Phase 1: Digitization was strategically essential because, ultimately, all the CEDH's cases will be ingested into Digital USD, the university's repository, to enable global access to borderlands researchers worldwide. There are many assumptions about what Human Rights Commissions do, especially the one for Baja California, Mexico. Through this collection, once it has been made public, researchers will see the evolution of the types of cases reported from the early 1990s through 2010 at one of the world's busiest international borders. The violations range from being denied access to work, to the elderly being prevented from their pensions or healthcare, to being stopped by the police arbitrarily.

From April to July 2021 and again from March to September 2022, a team of Mexican nationals worked alongside Copley's Dr. Alma Ortega in digitizing Human Rights cases. The team also helped the CEDH pack hundreds of boxes for recycling to alleviate overcrowding. Once the cases were digitized, part one of Phase

2: Ocular Character Recognition (OCR) and Anonymization started. The OCR process began in early September and was finalized at the end of October 2022. The goal was to complete the project in three years, but Covid-19 slowed down everything. The pandemic taught Dr. Ortega that the best laid plans often go awry. Dr. Ortega will apply for a third LAMP grant in early 2023 to perform the anonymization and metadata application phases to complete the project in 2024.

**This type of commitment fits with Copley Library's mission and core values of equity and community engagement.**

Through her collaboration with the CEDH, Dr. Ortega has learned to fully appreciate the work carried out by the commission's lawyers, who treat every case with respect and seek to maintain their clients' dignity. This type of commitment fits with Copley Library's mission and core values of equity and community engagement. Copley Library looks forward to strengthening our relationship with the Baja California Human Rights Commission to allow scholars access to these cases as soon as 2024. Dr. Ortega's Covid lesson: the border closure upended scholarly projects.

# Pontem Partnership Resumes

Librarian Martha Adkins assists students in finding and evaluating sources.

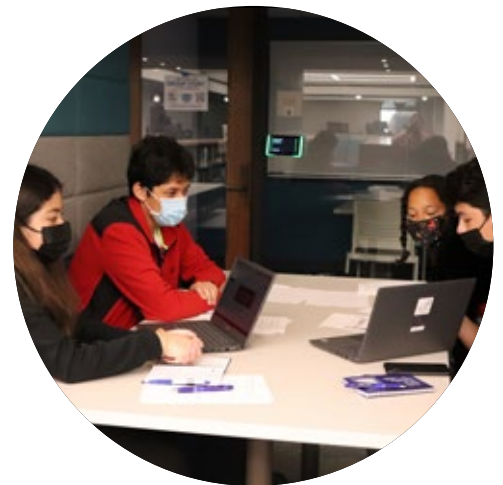


**WHILE THE Covid-19 PANDEMIC PREVENTED COPLEY LIBRARY FROM HOSTING ITS SECOND ANNUAL RESEARCH DAY** (see the [Spring 2019 issue of Copley Connects](#) for more information on the inaugural event) with the participating Catholic Middle Schools in 2020, the Pontem Partnership itself remained an ongoing initiative during the remote period. Prior to the pivot to remote learning, librarians had been busy meeting with Pontem Path Director Sean Green and the principals and teachers from St. Rita's School, Our Lady's School, and St. Katharine Drexel Academy to plan the second annual Copley Library Research Day. The Pontem Path is USD's Catholic bridge program focused on college readiness. Although the Covid lockdown meant the library's activity had to be curtailed, we maintained a connection to the Pontem Path by working in a remote research instruction session with high school students who had continued in the program and offered library cards to middle and high school students in the program so that they could borrow our circulating print materials. When the university returned to in-person learning, we were ready to build on the partnership after waiting more than two years.

The 2022 Copley Library Pontem Partnership Research Day was held last May. The theme was research through a social justice lens with an emphasis on homelessness and housing insecurity in San Diego, a topic we'd settled on with the school principals and teachers back in 2020. In addition to our continued partnership with Admissions - whose personnel led parents of participating students through the university admissions process, spoke about the [Torero Promise](#), and gave a campus tour - we were fortunate to have Provost Gail Baker deliver opening remarks and Vice President for Student Affairs Charlotte Johnson attend. Political Science and International Relations faculty member and Changemaker Hub Director Mike Williams spoke with the students on the topic of homelessness. Dr. Williams is part of the university's Urgent Challenges Collective that focuses on homelessness and housing affordability. We also had one of our graduating senior work study students assist with instruction on source selection and evaluation with the Copley librarians. The morning concluded with lunch in the Inner Courtyard of Mother Rosalie Hill Hall. The library looks forward to welcoming our Pontem Partnership students again next spring and reaffirming our stated [strategic priorities](#) of "Strengthening the library's connection to the campus and local community" and to "Solidify[ing] and expand[ing] upon partnerships with Roman Catholic organizations."



From left: Library student worker Kanuri Roundtree with librarians Christopher Marcum, Steve Staninger, Karen O'Grady, Hugh Burkhardt, and Martha Adkins



Students hard at work on their research projects.

# 2021-2022 Roy and Marian Holleman \$1,000 Copley Library Student Assistant Scholarship

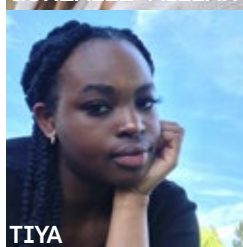
**ESSAY PROMPT:** If you could change or add services to those currently offered by Copley Library during the pandemic, what would these services be? Please describe how these service improvements would help students to succeed at USD.



GONZALEZ-MILLAN

**Cynthia Gonzalez-Millan:** I am currently a first year student and I am majoring in Mechanical Engineering with a minor in computer science. This summer I am planning on heading back home and taking a few summer classes to get a jump on my major. I will also be working part time as a classroom assistant teaching STEM to low income youth in my area.

**TITLE OF ESSAY:** Improving Copley one voice at a time.



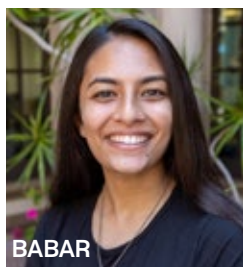
TIYA

**Chantelle Tiya:** I am a rising sophomore, graduating with the class of 2025. I am a Pre-Dental student majoring in Ethnic Studies. This summer I will be traveling to Kenya, my home country, to visit family. I will also be shadowing dentists in order to prepare for dental school!

**TITLE OF ESSAY:** "Why Printing at USD and All University Campuses Should Be Free."

## COPLEY LIBRARY Undergraduate Research Award 2022

The Copley Library Undergraduate Research Awards were established to recognize students' exceptional research papers using library resources and services. Applicants submitted a reflective essay describing their research process as well as a letter of support from the faculty member who taught the course or served as a research mentor for which the paper was completed. A panel of USD faculty members evaluated all applications. Below are the selections made by the Review Panel for this year.



BABAR

### 400 LEVEL COURSE/INDEPENDENT RESEARCH

#### Award Winning Paper (\$700)

**Sarah Babar**

*Falling Through the Cracks: Black and South Asian Muslim Survival and Solidarity.*



ONKEN

### 300 LEVEL COURSE

#### Award Winning Paper (\$500)

**Rebecca Onken**

*The Peacock Dress: The Language of British Imperialism in India, 1899-1905.*

### Honorable Mention

**Olivia Sutton**

*Contexts and implications of Charles Dickens's depictions of suicide in Bleak House.*



SUTTON

Each awardee received a letter of commendation from Dr. Byrd, Dean of the University Library, as well as a certificate of recognition. In addition, these award-winning papers have been added to our [Digital USD](#) online repository in order to make these scholarly works easily discoverable and accessible to a wider audience.

**Congratulations to the 2022 Undergraduate Research Awards winners!**



# Copley Library

## STUDENT EMPLOYEES FY 2021-2022



### ALLEN BAYTOP INTERN

Alessandra Olmedo  
Robles

### FWS- ARCHIVES

Marissa Hernandez-  
Torres

### FWS- TECHNICAL SERVICES

Julian Barajas  
James Carroll  
Samuel Diercks  
Montserrat Ventura

### FWS- SOLES (V)

Javen Maravilla Torres

### FWS- ACCESS SERVICES

Abigail Hynes  
Aleksandra Davies  
Amara Brooks  
Aracely Aldana  
Carlie Hall  
Cecelia Baker  
Chantelle Tiya  
Cynthia Gonzalez-Millan  
Helia Tabatabaei  
Izabella Garfias  
Jayson Winstead  
Julian Williams



Kaile Stone  
Kanuri Roundtree  
Kelise Shaw  
Lauren Hess  
Mayte Guzman  
Michael DePaula  
Molly Murray  
Raul Flores Torres  
Samantha Anciano  
Samantha Lee  
Scarlett Cai  
Sherry Khalil  
Thanya Hawkins  
Victoria Valdez  
Vida Vousoghian  
Will Allen  
Wisdom Choice  
Ximena Moreno Jose  
Yves Shen

### ROTC

Regina Czerewko  
James Estillore  
William Gable  
Michael Mack  
Garret Schrantz  
Cameron Williams

### GRADUATE STUDENT WORKERS

Ankit Shah  
Emily Carter

### PART-TIME, TEMPORARY WEEKEND SUPERVISOR

Michelle Wambui Kamau  
Myesha Henderson



# LIBRARY FACULTY Scholarship

## PRESENTATIONS

**Burkhart, H.** (2022, June 1). *College Readiness and the Academic Library: Community Partnerships and Campus Connections*. [Lightning Talk]. SCELCapalooza 2022 Pre-Conference, Virtual. <https://vimeo.com/716151264/b8ec95d454>

**Fullmer, M.,** & Schumacher, S. (2022, March 29–31). *Disrupting our teaching: Visual literacy and social justice*. [Conference presentation]. The Visual Resources Association Conference, Baltimore, Maryland.

**Fullmer, M.** (2022, May 21–24). *Streaming video plucked from obscurity: a solution to the needle in the haystack*. [Conference presentation]. The Acquisitions Institute at Timberline Lodge Conference, Mt. Hood. Oregon.

**Fullmer, M.,** & Schumacher, S. (2022, May 26). *EAC Community Hour: Visual Literacy and Instagram through a #SocialJustice Lens*. [Conference presentation]. Visual Resources Association EAC Community Hour, Virtual.

**Dozier, V., & Adkins, M.** (2022, June 16). *When DEIA Meets Faith in Heightened Tensions: DEIA Initiatives at Catholic-serving Institutions*. [Presentation]. American Theological Library Association, Virtual.

**Dozier, V., Nann, A., & Adkins, M.** (2021, October 6). *When DEIA Meets Faith in Heightened Tensions*. [Poster Presentation]. Reimagining Libraries Through Critical Libraries Practice meeting, Virtual.

**Makula, A.** (2022, April 8). San Diego Lowrider Archival Project. [Poster Presentation] XVI Recovering the US Hispanic Literary Heritage Conference, Virtual.

**Makula, A.** & Perine, A. (2021, September 22). *Looking Back, Moving Forward: Managing a Retrospective Dissertation Project*. [Presentation] US-ETDA Conference, Virtual.

**O'Grady, K.** & Sharifi, C. (2022, September 7–9). *Everything you've always wanted to know about nursing librarianship but were afraid to ask* [Lightning talk]. Health Science Librarians of Illinois (HSLI) Annual Conference, held online. <https://hsli.org/conference/>

**O'Grady, K.** (2022, January 28). *"I love your video!" using Zoom to teach asynchronously* [Virtual presentation]. (Southern California Instruction Librarians) SCIL Works 2022 Conference: Instructional Mix-tape: Mixing Tracts from In-person and Online Instruction, held online. <https://carl-acrl.org/jg/scil/scilworks/2022/>

**Ortega, A.C.** (2021, December 7). *Saying No: Harassment Intervention at the Library*. [Conference Presentation, Panelist]. ALA Committee on the Status of Women in Librarianship (COSWL), the Association of College and Research Libraries (ACRL), Women and Gender Studies Section, and the Social Responsibilities Round Table (SRRT) Feminist Task Force, Virtual.

**Ortega, A.C.** (2021, December 21). *Estilo Chicago-Deusto para Historiadores*. UABC Mexicali, Facultad de Ciencias Humanas.

**Ortega, A.C.** (2022, May 21–24). *Integridad Académica y el Estilo Chicago-Deusto para Humanistas*. UABC Mexicali, Facultad de Ciencias Humanas.

**Ortega, A.C.** "International Book Fair Book Buys for Inclusive, Diverse Collections, and Social Justice" [Panel Presentation]. Acquisitions Institute at Timberline at the Timberline Lodge, Oregon.

**Turner, L.** (2022, June 30). Library Projects: How focusing on mission and scope contributes to project success. [Presentation]. ACRL Technical Services Interest Group Summer Meeting 2022, Virtual. <https://connect.ala.org/HigherLogic/System/DownloadDocumentFile.ashx?DocumentFileKey=57f33ea0-2c72-4f84-9814-b2216a8739e2&forceDialog=0>

## PUBLICATIONS

**Fullmer, M.,** Thompson, D.S., Beene, S., Greer, K., Wegmann, M., Murphy, M., Schumacher, S., & Saulter, T. (2022). A proliferation of images: Trends, obstacles, and opportunities for visual literacy, *Journal of Visual Literacy*, 41:2, 113–131, DOI: 10.1080/1051144X.2022.2053819

**Makula, A.** (2022). Power, Profit, and Privilege: Problematizing Scholarly Publishing. <https://opentext.ku.edu/pppscholarlypublishing/>

**Makula, A. & Turner, L.** (2022, March). "Toward Engaged Scholarship: Knowledge Inclusivity and Collaborative Collection Development Between Academic Libraries and Archives and Local Public Communities." *College & Research Libraries Web*. <https://doi.org/10.5860/crl.83.2.246>

**Makula, A.** (2021). "Open Access Campus Conversations Cohort"; "Donuts & Downloads" or (If Not Using Donuts) "Top Three in [The Name of Your IR]" and "Scholarly Communications and Open Access: An Introduction for Upper-level Undergraduates." In *The Scholarly Communications Cookbook* (eds. Brianna Buljung and Emily Bongiovanni). ACRL, 2021. Print. <https://www.alastore.ala.org/content/scholarly-communications-cookbook>

**Marcum, C.** (2022). Characteristics of Effective Outreach as Perceived by Library Student Assistants. *Journal of Library Outreach and Engagement*, 2(1), 40–55. <https://doi.org/10.21900/j.jloe.v2i1.917>

**O'Grady, K.** (2022, November). Zoombrarian: Using Zoom to provide personalized database instruction. *College & Research Libraries News*, 83(1) p. 31. doi:<https://doi.org/10.5860/crln.83.1.31>.

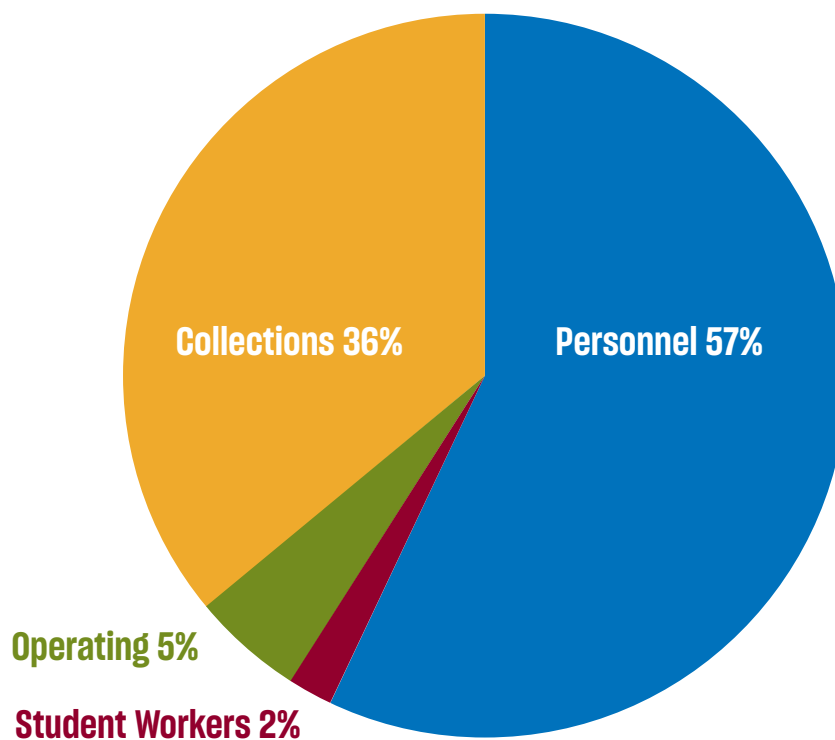
**O'Grady, K.** (2022). [Review of the book *Principles of Health: Nursing*, by P. S. Edens]. *CHOICE Reviews* 59 (9).

# LIBRARY

## Expenditures 2021-2022

### Library Expenditures 2021-2022

Personnel	3,045,367.15	57%
Student Workers	133,161.96	2%
Operating	270,303.34	5%
Collections	1,939,367.38	36%
Total Library Expenditures	5,388,199.83	100%



# Copley Library Stats

July 1, 2021–June 30, 2022

## COLLECTIONS

Books	518,167
CD's, DVDs, and other media	13,742
Number of databases	200
Number of e-periodicals	97,334
Number of e-books	355,731
Current print subscription	1,890
Archival and manuscript collections	2,492 linear feet
Archives and special collections	16,583 volumes
Finding aids	72
Digitization of archives/special collections material	4.95 Terabytes

## INSTITUTIONAL REPOSITORY

Total number of digital items	29,982
Total downloads to date	1,630,560 downloads

## REFERENCE AND INSTRUCTION

Instructional sessions	188
Students served	3,529
Workshops (faculty/staff/students)	44
Attendees (faculty/staff/students)	558
Individual student consultations	905
Faculty consultations	500
Archives/Special Collections consultations	35

Archives/Special Collection reference	20
Reference transaction	4,281
Subject guides	121
Subject guide views	24,299
Library Website visits	142,680
Study room reservations	11,935

## COMPUTER SERVICES

Dell Desktops	40
Bloomberg Desktop	1
Accessibility Station with Jaws Screen Reader Desktop	1
Mac Desktops	8
Macintosh Laptops	20
PC Laptop	10

## LAPTOP CHECK OUT

Mac Laptop Circulations	481
PC Laptop Circulations	332

# TOP 10

## CIRCULATION (7/1/21-6/30/22)

Copley Library visitors	243,551
Items circulated	33,220
Total ILL transaction	18,439
Total USD items loaned to other libraries	6,097
Total items borrowed from other libraries for USD library users	7,233
Circuit lending/borrowing	2,008
ILLiad lending/borrowing	7,728
Rapid ILL lending/borrowing	5,116
Document delivery	752
Items in ARES	5,064
Items accessed in ARES	47,615
Express books	2,833
Copyright clearance center requests	29
Print/media reserves items circulated	2,091
Print/media items added/removed	827
Associated Students textbooks circulated	614
Total Associated Student textbooks on reserve	250
Streaming media requests filled	388

## TOP 10 DATA BASES USED\*

\*BASED ON DATABASES A-Z SITE USAGE

- Academic Search Premier
- PsycINFO
- JSTOR
- PsycARTICLES
- Communication Source
- Education Source
- ERIC
- SocIndex with Full Text
- Los Angeles Times
- US Major Dailies

## TOP 10 CIRCULATING LC CLASSIFICATION SUBCLASSES TOTAL CHECKOUTS

- E History - United States
- PS American Literature - 1961-2000
- BX Christianity - Catholicism
- BT Christianity - Doctrine
- N Visual Arts
- BF Psychology
- RC Internal Medicine
- B Philosophy (General)
- BS Christianity - The Bible
- PS American Literature - 1900-1960





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**Jasmin de Unamuno, *Budget and Operations Manager***

**Copley Library**

**University of San Diego**

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**San Diego, CA 92110-2492**

**(619) 260-4120**

**[www.sandiego.edu/library](http://www.sandiego.edu/library)**

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**[www.sandiego.edu/library](http://www.sandiego.edu/library)**

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Friday: 7 a.m.-9 p.m.    Sunday: Noon-2 a.m.

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