

## Change and Opportunity

### SUNY OLIS Annual Report Academic Year 2022-2023

#### Welcome Letter: Change and Opportunity at OLIS

I am delighted to present our first annual report highlighting the accomplishments and impact of the Office of Library and Information Services (OLIS) during the years 2022-2023. OLIS faced abundant change this past year, actively demonstrating one of the defining pillars of our newly adopted strategic plan, navigating complex change. Like the campuses we serve, we addressed these challenges by developing a mindset of continuous improvement and innovation. Our combined efforts yielded a reconfigured governance structure, adoption of a new strategic plan, new research data collaborations, updated physical resource sharing services, additional professional development offerings, expanded use of Open Educational Resources (OER), and continued support for SUNY's campuses, 60 of which use the Alma library services platform and Primo VE Discovery Layer. The heart of our work is to provide a rich suite of information resources to the 363,000 students and 85,000 faculty and staff at our SUNY campuses. Your success defines our success, and we work each day to make a difference for the campuses we serve.

We take pride in aligning our work with the Chancellor's goal to create opportunities for all by making "SUNY the best system of public education in the nation." OLIS strives to realize the Chancellor's priorities throughout our work by providing access to accurate, affordable scholarly resources, universal accessibility, institutional repositories, data management, professional development, and additional systems support.

The accomplishments mentioned above are only a snapshot of the achievements we've made as an office during the past year. Through the dedication and hard work of our staff, OLIS has continued to thrive as a vital component of the State University of New York academic ecosystem. Looking ahead, we are excited to build upon our achievements and embrace new challenges and opportunities. OLIS remains committed to staying at the forefront of technological advancements, adopting emerging trends in library science, and continuously evolving to meet the dynamic needs of our users and the wider academic community. For the coming year, we are excited to discover how emerging technology trends such as generative artificial intelligence, chatbots, linked data, open data, open access, and controlled digital lending can be adapted and used in SUNY libraries.

In closing, I would like to express sincere gratitude to our dedicated staff, library partners, faculty, and students for their steadfast support and collaboration throughout the year.

Together, we have achieved major milestones, adapted to a changing landscape, and enhanced the academic experience for all. As we reflect on the accomplishments of the past year, we are energized and inspired to continue our mission of providing exceptional information services that empower and enrich the learning and research endeavors of our academic community. We look forward to another year of growth and innovation as we strive to be a catalyst for knowledge, discovery, and lifelong learning.

Sincerely,

Kim A Scalzo, Interim Senior Associate Provost for Digital Innovation and Academic Services

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## OLIS Vision

Helping SUNY libraries and affordable learning support programs maintain excellence, navigate change, and serve as an incubator to foster innovation and creative solutions.

## OLIS Mission

OLIS strives to support excellence and innovation in libraries and affordable learning programs by building collaborative learning networks, developing efficient shared services, growing and sharing campus staff expertise, and enhancing system-wide best practices.

### Who We Are

- 60 Alma campus partners
- 85 resource sharing partners
- 11 OLIS staff members
- 5 shared platforms (Alma, Primo, SDR, SOAR, Dryad)
- 5 communities of practice

### What We Do

- 1,973 completed support tickets, resulting in 1,258 hours of support
- 98% campuses use OER
- 85 of onboarding sessions
- 59 campuses part of SUNY opt-in collections contracts and ALL campuses part of SUNYConnect
- 16 Basecamp communities, 2 listservs

### What We Offer

- 5 million accessible intellectual print resources
- 200,000+ available SUNYConnect journal titles
- 24,000+ shared books and articles
- 120+ Ready-to-Adopt OER courses
- 446 training FAQs

## 2022-2023 Highlights

- Facilitating access for SUNY's 363,000 students and 85,000 faculty and staff to over 5 million print resources and 280,000 electronic titles that have been used over 14 million times.
- \$12 million in textbook savings costs for over 108,000 student enrollments
- Addition of 17 (external campus) Libraries to our resource sharing network, totaling 85 partners
- Launch of new OLIS governance structures including the OLIS Advisory Board and SUNY OER Services (SOS) Advisory Board

## OLIS 2022-2023 Initiatives

### OLIS Advisory Board

In 2023, OLIS launched an Advisory board “dedicated to providing guidance and support to the Office of Library and Information Services by leveraging [their] expertise, experience, and networks.” The Advisory Board will provide strategic guidance, share insights, and contribute to the development of our future initiatives. We believe these changes will enable OLIS to stay at the forefront of the library field and effectively address the evolving needs of our stakeholders, ensuring the long-term sustainability of OLIS. Advisory board members represent a variety of stakeholders across campus sectors, connecting the efforts of SUNYLA and OLIS, as well as the IDS project. In the wake of the SUNY Libraries Consortium (SLC) dissolution, the Advisory Board will be instrumental in creating operational frameworks, prioritizing strategic activities, and addressing crucial issues impacting libraries within SUNY.

We extend our heartfelt gratitude to each member of the 2022-2023 Advisory Board for their time, thoughtfulness, and efforts in helping OLIS in its mission to empower SUNY libraries including:

- Jennifer DeVito, Director of Access & User Services, Stony Brook and SUNYLA President 2022-2023 (SUNYLA Representative)
- Bonnie Gallagher, Acting Associate Dean for Instruction and Learning, Dutchess Community College (Community College Representative)
- Jennifer Jensen, Scholarly Communication Librarian, SUNY Oneonta (Comprehensive College Representative)
- Jill Kehoe, Library Director, Maritime College (Technology College Representative)
- Jamie Saragossi, Interim Associate Dean for Collection Strategy and Management, Stony Brook (Doctorals Representative)
- Mark Sullivan, IDS Project Executive Director (IDS Representative)

### DEI and Accessibility Foundational Work

#### Commitment to Accessibility

OLIS is committed to ensuring digital accessibility for everyone, continuously working toward applying relevant accessibility standards, and improving the user experience. With nearly 6,500 visits, our Accessibility LibGuide (available at <https://sunyolis.libguides.com/sls-accessibility>) makes available best practices, training videos, and toolkits that serve as an invaluable resource for our campuses. The SUNY Library Vendor Repository, nestled within the Accessibility LibGuide, includes VPATs (Voluntary Product Accessibility Template®), current accessibility conformance reports, 80 vendor accessibility reviews, and top-level accessibility testing of library research platforms. The Library Accessibility Toolkit, jointly developed with SUNY EIT Accessibility Office in 2020, provides campus staff with customizable templates and training.

#### Diversity, Equity, and Inclusion Initiatives

Partnering with Empire State Library Network (ESLN), OLIS launched a Diversity, Equity, and Inclusion Task Force in 2021 and continues to lay the groundwork for academic libraries within SUNY to continuously curate spaces, foster belonging, and provide services and resources that equitably support communities. Highlights of this work include training from DeEtta Jones Inclusive Managers Toolkit and Dr. Kawanna Bright workshops and multi-part consulting hours, a collaborative DEI Certificate Program

from CPD, DEI mini grants, and Lumen Circles 9-week Belonging and Inclusive Teaching Fundamentals Fellowships.

### **OLIS Strategic Plan**

- Data-Informed Decision making
  - Establish a holistic practice of systematic and continuous programmatic assessment to more fully understand and support the needs of campuses. Create opportunities to collaboratively form governance structures and goals to annually re-examine the needs of OLIS and its campus stakeholders.
- Partner with Libraries and Institutions Navigating Complex Change
  - Build support structures for librarians and library leaders facing complex change within their libraries and institutions. Help libraries continue to meet student, faculty, staff and institutional needs while navigating change.
- Foster Networks, Collaboration, and Campus Faculty and Staff Development
  - Leverage existing relationships with campuses to identify strengths and expertise that can be applied more broadly across the SUNY system.
- Support Student and Faculty Access
  - Empower students and faculty by providing access to resources and professional development opportunities that can improve teaching, learning, research, and advancement.

### **SUNY OER Services**

SOS works directly with SUNY campuses and faculty to provide assistance and knowledge, supporting the adoption and sustained use of OER as drivers of faculty choice and student success. The work of SOS is supported by \$4 million in annual funding from New York State. Since 2017, SOS has supported work on 59 campuses resulting in over \$90 million in estimated student textbook cost savings.

- 59 supported campuses
- 24,990+ classes taught with OER
- 3,000+ faculty members
- 844,373+ student enrollments
- \$90 million dollars in savings

### **SOS Advisory Board**

This year, we launched the SOS Advisory Board to gather feedback and solicit input from leaders in OER and open pedagogy, strengthening the mission of OER Services. The Advisory Board is comprised of experienced OER leaders from various SUNY stakeholder groups, including administrators, OER campus leads, faculty governance, and SUNY Online. The Advisory Board works with SOS staff to provide thought leadership around system-wide OER efforts and to ensure continuous support for the growth and sustainability of OER and other affordable learning initiatives across SUNY.

Current Board members:

- Michelle Beechey, Access Services and OER Librarian (Monroe Community College)

- Sophia Georgiakaki, Mathematics Professor (Tompkins Cortland Community College)
- John Kane, Center for Excellence in Learning and Teaching Director and Economics Professor (SUNY Oswego)
- Keith Landa, Director of the Teaching, Learning, and Technology Center (SUNY Purchase), and President of University Faculty Senate
- Katie Lynch, Officer in Charge of Academic Affairs (Rockland Community College)
- Erin Maney, Manager of Communications and Community Engagement (SUNY Online)
- Chris Price, Academic Programs Manager (SUNY Center for Professional Development)
- Nicole Simon, Engineering, Physics and Technologies Professor (Nassau Community College)

### OER Impact Grants

SOS offered the first OER Impact Grants to support significant advances in OER adoption, scaling, and sustainability of openly licensed educational content.

Fourteen SUNY campuses were awarded 19 total grants. Each grant awarded covers \$8,000 to \$30,000 for a specific project. Funded projects will provide qualitative and quantitative measures of student success; address issues of equity, diversity, inclusion, and social justice in educational resources; support collaboration with SOS partners; and scale OER use across departments and campuses. The Impact Grants could not have succeeded without the support of 38 peer reviewers who gave their time and effort reading and providing thoughtful feedback on the proposals. We look forward to future rounds of funding and continued expansion of OER use as a major driver of affordable learning opportunities for SUNY Students.

- 19 Funded OER Impact Grants
- \$300,000 SUNY OER Funds Distributed
- \$1.9M+ Estimated Student Savings

OER Funded Projects by Campus Type:

- University Center: 1
- Comprehensives: 13
- Technology: 1
- Community Colleges: 4

Quote from Impact Grant Recipient: “The grant was EXTREMELY helpful in ensuring that the faculty received the training they needed to use the OER and to work on prepping the course most effectively.”

Professional Development Totals for Workshops, Listening Sessions, Webinars, Library Spotlight Sessions, and Vendor Learning Engagements:

TOPIC	EVENTS	PARTICIPANTS
Anti-Racism	2	21
Collections	3	111
Communities of Practice*	42	670
Information Literacy	1	46

Management	4	194
OER	3	107
OLIS Updates	12	568
Open Access	2	212
Research Analytics	3	200
Resource Sharing/ELD	5	257
Textbook AFFORDABILITY	2	122
Vendor presentations	9	132
Total	88 events	2,640 participants

### Professional Development

Professional development is a cornerstone of our commitment to promoting excellence in library services. Throughout the year, we organize and facilitate a wide range of professional development opportunities, including workshops, webinars, training sessions, and our special lunchtime series, Spotlight on SUNY Libraries. Topics for this academic year focused on open access, OER, anti-racism, information literacy, management, research analytics, collections, and vendor connections.

Quote from Library Leadership Certificate Program member: “The feedback from all the instructors was very personalized and beneficial to my growth. I also enjoyed learning from my classmates and their projects. It was beneficial to hear from people at different institutions.”

### Communities of Practice

OLIS also fosters various communities of practice that encourage networking, collaboration, and the sharing of knowledge among the SUNY library community. These communities serve as platforms for professionals to connect, exchange ideas, and collaborate on projects, ultimately contributing to the overall improvement and innovation of library services across the SUNY system. Our communities of practice include Accessibility, Library Leaders, OER Campus Leads, Scholarly Communication, and New Directors.

In addition to OLIS facilitated communities of practice, SOS partners with Lumen Circles and SUNY Center for Professional Development to offer faculty professional development offerings at no charge supporting development of open pedagogy. This year, SUNY faculty members completed 277 multi-week Lumen Circles professional development sessions centered around the following themes: Active Learning; Belonging and Inclusive Teaching Fundamentals; Evidence-based Teaching; Online Teaching; Teaching with OER and Open Pedagogy; and Lumen courseware-based circles. Cumulatively, a total of 595 faculty participants have completed over 802 individual circles.

Quotes from Library Leaders Community of Practice participants:

“I love just having time at the end to bring up issues, large and small, that we may be dealing with.”

“This type of meeting is sorely needed to build community, pathways of communications, professional support, etc.”

Quote from New Directors Community of Practice member: “The new library director’s community of practice connected me to others in similar positions and underscored the fact that multiple libraries are working through the same challenges. Regular conversations with other directors helped me think through a variety of challenges and gain new perspectives. I was able to get to know colleagues at other institutions, which would have been much more difficult without the structure of this group. I’m grateful for the opportunity to be a part of the community of practice.”

## Research Data Management

### Building RDM Communities

In 2023, we began building Research Data Management communities through task and user groups. As part of our work, we conducted an environmental scan of existing research data services on campuses. The scan highlighted areas of concern in staffing, financing, technical skills, digital preservation focus, researcher perspectives of data ownership and sharing, data analysis skills, data security concerns, total campus data output, and legacy datasets. The campus conversations showed a need for additional training, shared models for assessing institutional readiness, and building campus capacity for supporting research data.

### Research Support

OLIS partners with the Office of Research, Innovation, and Economic Development (ORIED) to support several research data activities. ORIED is coordinating system-wide integration efforts to leverage use of ORCID (Open Researcher and Contributor ID) to support federal efforts in use of persistent researcher identifiers as well as providing tools for students, faculty, and researchers to better share the efforts of their scholarly endeavors. OLIS co-sponsored a summer webinar series focused on ORCID at SUNY reaching over 430 attendees and created additional ORCID online training materials. Through OLIS-provided subscriptions to SciVal and Scopus, ORIED also created data analytics dashboards designed to locate, track, benchmark, and analyze research performance across the SUNY system.

### Launch of Dryad Data Publishing Repository

As part of our commitment to fostering a culture of data sharing and open science, OLIS has successfully launched the second Dryad instance for consortia. Dryad <https://datadryad.org/> is both an open data publishing platform and a community committed to the open availability and routine re-use of all research data. Our implementation of Dryad allows our researchers to store, share, and publish their research data in a secure and standardized manner, promoting transparency, reproducibility, and the long-term preservation of valuable research outputs. With our Dryad membership, we are building upon an existing resource where over 580 SUNY researchers have deposited 336 datasets since 2019. By partnering with Dryad, we are empowering researchers with access to a robust publishing and data reuse platform that aligns with global data standards and provides a seamless integration with existing research workflows.

## SUNY Repositories

OLIS manages and provides access to two robust repository environments designed to help SUNY campuses capture and preserve their local campus history and the outputs of their scholarly and creative activity. SUNY Digital Repository (SDR) <https://dspace.sunyconnect.suny.edu/>, launched in 2005, is a centrally managed online digital repository that stores, indexes, and makes available historical and special collections from SUNY campuses and SUNY System Administration. SUNY Open Access



Repository (SOAR) <https://soar.suny.edu/>, launched in October 2020, is an open access digital repository created specifically to house original creative and research-based scholarly works by faculty, staff, or students of SUNY institutions, as well as collections for SUNY System Administration and SUNY Press. Forty-two SUNY campuses maintain collections in SDR, and twenty SUNY campuses maintain collections in SOAR.

In 2022-2023, OLIS completed significant work, bringing nine new communities online, implementing two modules that expand the audiovisual and statistical record-keeping capabilities of the repositories, improving the batch uploading process, increasing holdings, and expanding onboarding and outreach to SUNY offices, campuses, faculty, and students.

REPOSITORY	ITEMS	AUTHORS	TOTAL ANNUAL USAGE
SUNY Digital Repository (SDR)	31,797	13,359	619,988
SUNY Open Access Repository (SOAR)	8,851	16,100	600,640

## SUNY Library Services

SUNY Library Services (SLS) supports a shared library services infrastructure through resource sharing, shared collections and procurement, electronic resources, discovery, staff orientation, and extended support. During 2022-2023, SLS focused on changes to physical and electronic materials delivery, updates to SUNYConnect offerings, and increased orientation opportunities for new SUNY campus colleagues. SLS provides extensive training guides, FAQs, and collections support for system-wide content online at <https://sunyolis.libguides.com/sls>.

Quote from Alma user: “Every time I make a change in Alma I’m still a bit terrified but always less when I’m using your documentation -- & just knowing you are here helps a ton.”

## Resource Sharing

OLIS remains committed to fostering collaborative initiatives in resource sharing. By leveraging the collective network of institutions partnering in our Alma resource sharing network, we have empowered our students and faculty by providing faster and more convenient access to a wealth of resources beyond our individual collections. These collaborative efforts have not only enriched the academic experience but also optimized resource allocation, reduced redundancy, and maximized the utilization of available materials. OLIS will continue to prioritize and explore innovative resource sharing models, ensuring that our academic community benefits from a robust and interconnected library ecosystem.

It was an extremely active year in the resource sharing space. We expanded our peer-to-peer network, transitioned away from a central courier contract, and engaged in a successful e-book ILL pilot.

This year, SLS added 17 institutions totaling 85 SUNY and external resource sharing partners. Through this network, OLIS facilitated the sharing of over 24,000 items, an increase of 15% over 2021-2022.

Resource sharing:

YEAR	BOOKS	ARTICLES
2021-22	18,964	2,162
2022-23	21,476	2,620

Resource sharing partners include all 60 SUNY campuses and the following non-SUNY Partners:

- American University
- Brandeis University
- Canisius College
- Central Connecticut State University
- Eastern Connecticut State University
- Naugatuck Valley Community College
- Three Rivers Community College
- California State University, Chico
- California State University, Fullerton
- California State University, Humboldt
- California State University, Northridge
- California State University, Sacramento
- East Tennessee State University
- George Washington University
- Gettysburg College
- Hamline University
- Ithaca College
- Marymount University
- Nazareth University
- Regent University
- Southern Oregon University
- St. John Fisher University
- Susquehanna University
- University of Central Florida
- West Point
- Florida Gulf Coast University

## Financial Savings

By capitalizing on the scale and value of our procurement practices and our shared systems and services approach as a consortia, together we have realized a total savings of nearly \$7.1 million. Our realized savings represents shared collection agreements, shared repository offerings, resource sharing services, and system support.

\$7.1 Million in savings = \$5.95 Million Collections (spanning full contract coverage dates) + \$510,000 systems + \$730,000 support

## Shared Collections and Procurement

A core service SLS provides for SUNY campuses is collection procurement and management support. Wide-ranging benefits of these services include:

- Subscription fee discounts, central licensing, renewal management, and central invoicing

- Central management of resources in Alma
- Support across the life cycle of the subscription, including technical support and troubleshooting, implementation coordination, and vendor communication.

Since 2020, SLS has seen a 150% increase in active procurements. SLS has secured \$5.9 million in savings on \$19 million in active procurements, resulting in nearly 24% savings through central licensing. This year SLS added Academic Video Online Collection, a database of nearly 70,000 streaming videos, to SUNYConnect, the premier SUNY-wide collection to which all campuses subscribe.

### E-Resources and Discovery

SLS works with our SUNY campus libraries to ensure they are getting the most value from their electronic resource subscriptions by providing technical support for the activation, troubleshooting, and statistical review of e-resources.

In 2022-2023, SLS answered 291 electronic resource and collections-related questions, saving an estimated 250 hours of campus staff time. Sixty five percent of tickets are answered by SLS within an hour, and 91.3% are answered within 12 hours, leading to faster resolution of high priority outage issues that prevent students, faculty, and staff from accessing vital research materials. Additionally, SLS coordinated and generated documentation for SUNY-wide changes to JSTOR and centrally managed Gale e-books. SLS also expanded discoverability for collections, such as the New York Times site license. We formed an e-resources librarian cohort to explore technically complex e-resources troubleshooting and implementation issues in a collaborative learning environment.

Quote from Collection Development Librarian: “I appreciate the help from you and the rest of the SUNY Library Services team. I am very thankful for these shared SUNY license opportunities -- strength in numbers!”

Quote from Library Director: “I really appreciate your help. You all are such a valuable part of our team. I don’t know what we would do without you :-).”

Quote from Serials and Electronic Resources Librarian: “This saved me a lot of time trying to figure this out. I appreciate it!”

### Orientation Support

SLS provides high-level, job-specific learning paths and sessions to review SUNY-specific processes, system-wide shared technologies, and core collections information. Orientation is designed to welcome and inform new campus staff. Since May 2022, SLS has helped train and orient 28 new positions across 19 schools in 85 sessions.

To help acclimate librarians new to the e-resources space, we formed an E-Resources Librarian Cohort. Designed as an open forum to review some of the more complex technical tasks associated with e-resource librarian roles, such as authentication, troubleshooting and implementation tasks, it provides a method for collaborative learning.

## Moving Forward: 2024 and Beyond

As we look ahead to the upcoming year, OLIS is dedicated to connecting campuses to support and empowering libraries to fulfill information access and sharing needs. Aligning with our strategic priorities, OLIS plans to:

- Connect information literacy needs with Brightspace DLE training
- Expand professional development offerings based on survey responses for campus needs
- Increase cataloging services support, opportunities, and updates for more inclusive representation
- Foster opportunities for strengthening data sharing networks
- Refine strategy for open access and digital archival repositories to meet campus needs
- Build upon foundational accessibility and diversity, equity, and inclusion work

We look forward to working with all of our stakeholders in the upcoming academic year.

Website: <https://sunyolis.libguides.com/olis>

Contact us: [info@sunyolis.libanswers.com](mailto:info@sunyolis.libanswers.com) or [oer@suny.edu](mailto:oer@suny.edu)