

# OPEN DOORS, OPEN MINDS

University of Washington Libraries and Press  
All Staff Annual Meeting  
September 18, 2019

Betsy Wilson  
Vice Provost for Digital Initiatives and Dean of University Libraries

SLIDE: OPEN DOORS, OPEN MIND

Good Morning!

Welcome to the University of Washington Libraries and Press 2019 All Staff Meeting. It's great to have you here—whether you are sitting in Kane Hall or “zooming” in.

Just like clockwork, the rains have returned, the students are returning, and Husky stadium is filling up. That means it is All Staff time. I always look forward to today as we celebrate the cumulative power of your accomplishments. You are the stars. I am only the messenger.

So sit back and enjoy as we recount progress on the 2018-2021 Strategic Plan, hear from four colleagues in the spotlight, and participate in some long-standing traditions.

A dominant thread throughout the year has been the notion of “Open.” Open access, open educational resources, open data, open scholarship. All this openness requires open doors and open minds—the theme for today.

SLIDE: IT TAKES A LIBRARY;

If it takes a village to raise a child, it takes a library to put on an All Staff meeting. I am so appreciative of the contributions that each made (their names are on the screen):

(UPDATE)

Join me in thanking them. <Applause>

SLIDE: 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. I call it the “March of Time.” Those of you with a few years under your belts know the drill. For our newer colleagues, here’s how it’s done.

As a community, we range from those newly arrived to old geezers and geezettes with decades of experience. Regardless of when each of us arrived, we share a commitment to connecting people with knowledge.

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

(HIT ENTER FOR EACH)

- Over 50 years
- Over 40
- Over 30
- Over 20
- Over 10
- 5-10 years
- 1-5 years

You may now be seated.

<PAUSE>

Will you please stand if you have been with the Libraries for less than a year?

<Applause>

You, too, may now relax and sit.

SLIDE: WELCOME NEW STAFF

We welcome a sizable and splendidly talented class of new staff. Their names are listed on the screen. May you continue to grow and learn and rise up in 10, 30 or even 50 years.

SLIDE: RETIREE COMMUNITY

This year, our retiree community grew by 9.

We thank these colleagues for literally centuries of cumulative service. Their legacy is large and their influence lasting. We stand on their shoulders.

We hope they know they will always be part of the Libraries.

(Today, I would like to welcome back several retirees who are joining us.)

SLIDE: TODAY'S PROGRAM

For the second year, we are using CART real time captioning as part of our commitment to equity and accessibility in its broadest context.

If you are following on Zoom, just push the button on your screen for the captioning.

Today I'll be sharing highlights of our accomplishments in the context of our Strategic Plan. I will be joined by colleagues who will be shining a special light on a four different strategic directions.

I will only be able to highlight a portion of our collective work. As I say every All Staff, there is not enough time to do all the work justice, so see this as a representative snapshot.

Let's start with why we are here and to what we are committed.

## SLIDE: MISSION

We are a mission-driven organization and that mission is clear.

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

## SLIDE: VISION ENRICHED

Our vision is compelling and bold:

*The University of Washington Libraries will accelerate inquiry, creativity, and learning for global impact and the public good. We will advance student success, catalyze world-class research, amplify the diverse voices of our communities, and empower faculty, staff and students to experiment fearlessly and create new knowledge.*

## SLIDE: VALUES EMBRACED

Our values are core to what we do and who we are, and we embraced them together.

*User-centered  
Collaboration  
Equity  
Creativity  
Sustainability*

## SLIDE: STRATEGIC PLAN

This was year one of our 2018-2021 Strategic Plan, and we began delivering on our key strategic directions:

- Advance Research for the Public Good
- Enrich the Student Experience
- Enhance Equitable Environments for Research, Learning and Working

- Accelerate Scholarship and Learning through Responsive Collections, and
- Grow as a Learning Organization.

Each of you played a role in our success this year. I hope you will see yourself in many of today's highlights.

#### SLIDE: ADVANCE RESEARCH FOR THE PUBLIC GOOD

*Strategic direction: Advance Research for the public good.*

We made progress on:

- Increasing access to and improving dissemination of UW scholarship
- Advancing digital and interdisciplinary scholarship
- Enhanced researchers' ability to measure and communicate their impact, and
- Expanded support for the entire research life cycle.

What are some of the ways we did this? I'll give you three examples.

#### SLIDE: HIGHLIGHTS

The Health Sciences Library and the NNLM PNR provided trailblazing support for REDCap and Leaf programs by partnering with the Institute of Translational Health Sciences (ITHS) and the Department of Medical Education and Biomedical Informatics (BIME) to offer technical support via a ticketing system and classes through TRAIL (Translational Research and Information Lab). 9,505 REDCap tickets (or questions) were answered, and 256 individuals attended library-taught REDCap classes.

Verletta Kern and Robin Chin Roemer edited the 2019 publication "The Culture of Digital Scholarship in Academic Libraries." This sure to be a library best-seller features chapters written by UW Libraries authors and uses the UW as a kind of case study and sometimes exemplar for digital scholarship.

Assessment and Planning conducted a survey of STEM and Health Sciences faculty and graduate student research needs. The survey was distributed to over 3,500 faculty and 8,000 graduate students. The response rate for graduate students was 18%, and 19% for faculty. The survey provides valuable information about engagement with Open Access publishing issues, student and faculty needs for research and publishing support, and the impact of the Libraries on research. Survey data has already been used by Health Sciences liaisons in considerations about resources for faculty and students.

Now I would like to introduce our first spotlight speaker—Liz Bedford. Liz tell us about our progress on open access publishing—a key to opening doors in a sustainable way as we advance the public good.

SLIDE: SPOTLIGHT ON OA

*Liz to podium and has slides*

*Betsy back to the podium. Thank Liz.*

SLIDE: ENRICH THE STUDENT EXPERIENCE

Strategic Direction 2: Enrich the Student Experience.

We made progress on:

Open Educational Resources

Invest in scalable, sustainable technology rich teaching

Success of diverse student populations, and

Develop and advocate for new and evolving library spaces.

What are some of the ways we did this? I'll give you five examples.

SLIDE: HIGHLIGHTS

UW Bothell, UW Tacoma, and the Odegaard Undergraduate Library each delivered reading programs for students focused on equity.

UWB's Library's Community Reads Team hosted three well attended events this year. The purpose of the Library's Community Reads (CR) program is to facilitate quarterly events around common books or other media. They chose readings which cultivated productive discussion in the campus community around equity, social justice, and diversity.

The Recommended Reads for Equity collection was completed, which features crowdsourced recommendations that populate a new book collection in Odegaard, ultimately creating a lasting legacy of UW's commitment to and interest in equity.

During the summer of 2018, UW Tacoma Library and UW Tacoma's Center for Equity and Inclusion (CEI) began work on a book club based in young adult fiction and focused on issues of social justice. (UWT)

Pop-up programming in Odegaard reached hundreds of students per session. These sessions fostered direct connections with diverse groups of students and strengthened connections with other UW units around topics of student success, including wellness, compassion, resilience, and sustainability.

Dawg Daze events reached 3000-4000 students at the beginning of the academic year and were coordinated and staffed by many volunteers across Research and Learning Services. Events included the Dance Party, the Triwizard Trivia Tournament, Transfer Student Tours & Social, the Tech Expo, a MediaArcade open house, and a Science film festival. Events were sponsored by the undergraduate-supporting Parents Fund for Collections and Programs, the Allen Endowment, and the UW Office of First Year Programs.

And, maybe my favorite. The East Asia Library: offered karaoke sessions for Language Learning; Karaoke makes the hard work of learning a foreign language fun and easier. Through this initiative, we enriched students experience by increasing the opportunities to learn in a creative environment while simultaneously utilizing library space to optimize student learning.

And we held a Friends of the Libraries funded competition in which students made videos of no more than one minute exemplifying one of the Libraries Core Values.

But don't take my word for it, let's watch one of the award winners.

SLIDE: VIDEO

SLIDE SPOTLIGHT ON OPEN EDUCATIONAL RESOURCES

We put emphasis on open educational resources this year and Lauren Ray will tell you more.

*Lauren to podium for four slides.*

*Betsy back to podium and thanks Lauren.*

SLIDE: ENHANCE EQUITABLE ENVIRONMENTS

Strategic direction 3: Enhance equitable environments

We made progress on:

Elevating voices of historically underrepresented communities  
Strengthening our contributions on equity and social justice  
Improving access through universal design and accessibility  
Fostering an equitable and inclusive culture in Libraries staff

What are some of the ways we did this? I'll give you a few examples.

SLIDE: HIGHLIGHTS

We partnered with Campus Human Resources to bring Prevention of Sexual Harassment training to Libraries staff. Three sessions were held, open to all staff with Zoom participation available.

We worked to become an accessible library in every meaning of the word.

The Libraries hosted "Supporting UW's Disability Communities: In the Library and Beyond," in collaboration with the D Center.



The Libraries, in partnership with UW Accessible Technologies, held a one-day Accessible Library Resource Day in October. Attendees explored accessibility best practices for online resources, working with vendors when procuring new e-resources, and building accessibility partnerships. The event was well-attended, 64 in-person, 30 via zoom, and included partners from academic and public libraries around the region.

With funding from the Student Technology Fee award, the Andy Andrews, our Accessibility Coordinator, led the review and deployment of accessible, height adjustable tables in all libraries on the Seattle campus.

We offered two Accessible Document Creation Workshops, in collaboration with UW IT. Attendees learned what it is like for someone who uses assistive technology to interact with a document that is not fully accessible and the requirements and responsibilities of document creators.

We engaged in equity-informed hiring practices this year, drawing on the UW's materials and best practices for hiring staff and faculty. These have included developing evaluative rubrics in advance of interviews; redacting candidate's name and location on materials in order to work against implicit bias; and offering questions to interview portions in written format, some in advance of the phone interview.

The UW Press received a large Mellon Foundation grant to continue its successful program to diversify academic publishing by offering apprenticeships in university press acquisitions. The Press welcomes Hanni Jalil-Paier as our newest Diversity Fellow.

Perhaps the most compelling argument for role of libraries in equity and social justice was made by a UWT student. In another one minute video award winner.

SLIDE: EQUITY VIDEO

SLIDE: SPOTLIGHT ON ELEVATING VOICES

I'd like to invite Anne Jenner to the podium to share some of the marvelous work underway to elevate the voices of underrepresented communities.

Anne?

*Anne to podium for 4 slides*

*Betsy back to the podium and thanks Anne.*

SLIDE; ACCELERATE SCHOLARSHIP AND LEARNING THROUGH RESPONSIVE COLLECTIONS

Strategic area 4: Accelerate Scholarship and Learning through Responsive Collections

Are goals are to:

Increase access to or acquisition of interdisciplinary and multi-format resources  
Improve collections access and discoverability  
Broaden multi-institutional partnerships  
Develop a scalable, strategic, and sustainable models of collection development, preservation and stewardship.

Let me share five examples of our work in this direction.

SLIDE: HIGHLIGHTS

Preservation, the Music Library and ITS staff completed the Friends of the Library grant-funded “Surfacing and Preserving Music Library Special Collections through a Pilot Collaboration” to conserve, digitize and deposit 53 rare Music scores into the HathiTrust, where they are now openly accessible.

The Libraries joined the Big Ten Academic Alliance (BTAA) Cooperative Cataloging Partnership to share cataloging expertise and costs to provide access to library collections in languages and formats that cannot be done in-house.

The Global Press Archive (GPA) is an initiative by East View Information Services in partnership with Stanford University Libraries and the Hoover Institution Library & Archives to digitize over 2,000 predominantly foreign-language newspaper

titles ranging in coverage from the late 19th century to present times. UW Libraries is supporting Phase 1 of the Global Press Archive as part of the “Charter Alliance.”

Preservation ensured long-term preservation and disaster planning for digital collections by leading the Artefactual/Archivematica software support pilot in collaboration with ITS and distributing content into Amazon Web Services and DuraCloud/Chronopolis for secure storage with replication.

We are in the throngs of negotiation three “big deal” journal packages - Elsevier ScienceDirect, Springer Nature, and SAGE - scheduled to end December 31, 2019. In March, we shared our thoughts on how our collective values inform our strategic planning as we consider the changing landscape of scholarly communication and our future negotiations with publishers. In April and May 2019, the Libraries established and publicly posted Licensing Principles and Expectations for Vendors. Within two months, the UW Libraries obtained public support statements from the UW Faculty. Most recently, UW Faculty joined the Elsevier Negotiations team and intensive work will ensue over the coming months.

SLIDE: GROW AS A LEARNING ORGANIZATION

Strategic direction 5: Grow as a learning organization

Our goals are to:

Improve communication

Transform working practices

Strengthen capacity for strategic decision making

Invest in staff development, recruitment and retention.

Let me give you four examples of our work in the learning organization

SLIDE: HIGHLIGHTS

A huge accomplishment was achieved when we launched the 2018-2021 Strategic Plan. It has been recognized on campus and across the nation as an exemplar of planning shaped by a sense of tenacity and creativity.

We welcomed the UW Press into the fold. Many parts of the Libraries (such as Advancement, Financial Services, and ITS) began providing support for the press in addition to initiating new collaborations.

The Staffweb migration was finally completed. Hip hip hooray with big thanks to Carolyn Aamot and all who worked to make this critical staff resource sing.

And, thanks to endowment funding, nearly a third of the Libraries staff (107 people in fact) were able to attend ALA when it was in Seattle.

#### SLIDE: SPOTLIGHT ON GROWING THE LEARNING ORGANIZATION

Who better than Bryna Lieberman, our fearless ODT leader, to shed some light on the great work underway in the learning organization. Bryna—the podium is yours.

*Bryna to the podium with 5 slides*

*Betsy back to the podium and thanks Bryna*

#### SLIDE: COLLECTIONS AND CONTENT SERVICES

I'd like to take a quick swing through the Portfolios and acknowledge some other important work that is moving us forward.

We successfully completed the second year of a three year Andrew W. Mellon Foundation Award for “Collaborative Paper and Photograph Conservation at the University of Washington Libraries and the Henry Art Gallery.” We have been invited to submit a follow-on grant that will build on the current work.

The UW Libraries became a cohort member of the Linked Data for Production: Pathway to Implementation (LD4P Phase 2) project being led by Stanford

Libraries. This is part of the Andrew W. Mellon grant to transition from current MARC-based systems to linked data-based workflows

The C&C portfolio stewarded the collection development, acquisitions, cataloging, and preservation of resources with total expenditures of \$18.8 million (Books \$5.6 million; Serials \$13.2 million)

#### SLIDE: COLLECTIONS AND CONTENT SERVICES

Let's roll some numbers that represent enormous contribution to our users and research community.

53k items cataloged

27k gift items processed

11,000 items treated

4500 authority records enhanced or created in the CCP

Behind every number is one of you bringing your expertise to bear. What looks like magic to our users, is actually hard and focused work—and I thank you.

#### SLIDE: DIGITAL FOOTPRINT

Our digital world continued to grow

1.8 M Alma records

1.3 m e-books

330,000 e-journals

And 887 electronic collections

#### SLIDE: RLS

The Research and Learning Services portfolio completed a series of high impact efforts.

The Summer 2018 edition of Graduate Student Research Institute (GSRI) enrolled more than 260 students, and cohorts were supported by subject librarians, LibID, and others.

We enhanced the user spaces of several of our libraries—a Friday Harbor remodel, upgrades to GMM, Music, Engineering and OUGL, and the development of the Foster Business Commons.

Learning Services rolled out Canvas-based content to support the Expository Writing Program, and this modular content may be repurposed to replace/supplement others' in-class sessions, or provide basic building blocks for liaisons to flip sessions.

The Sciences Liaison Team worked with members of the Social Sciences Liaison Team and the Diversity, Equity, and Inclusion Division of the College of the Environment on an Environmental Justice project. This included a LibGuide on the topic and featured an exhibit case as part of the larger Earth Day exhibit created by the Team.

#### SLIDE IMPACT: SAVING LIVES

Interlibrary Loan is always receiving kudos for their amazing service, but did you know that they are actually saving lives?

A UW Medical Center doctor recounted how 45 minutes before surgery they realized that there was an article that could help them perform the surgery better. They submitted a request and we delivered the article in enough time for them to read the article and get the technique down before surgery. The doctor told us that if it wasn't for us they weren't sure if they would have had a successful surgery.

Way to go ILL!

#### SLIDE DISTINCTIVE COLLECTIONS

Special Collections had a banner year.

After digitizing the film of the infamous debate between Professor Giovanni Costigan and William F. Buckley, they debuted it at a special community viewing. Buckley had met his match.

Together with community partners, the Labor Archives of Washington (LAW) staff coordinated the Solidarity Centennial exhibit, part of the community commemoration of the 100th anniversary of the 1919 Seattle General Strike, in addition to robust programming.

Special Collections also digitized the UW News and Information photo files—a great resource for Husky history.

SLIDE; EAST ASIA AND INTERNATIONAL STUDIES

Our East Asia and International Studies librarians pushed the envelope.

Azusa Tanaka continued transformative work on Japanese military maps

Judith Henchy helped develop an international librarianship course in the iSchool.

Michael Biggins was the co-PI on a project to establish a translation studies program at the UW.

SLIDE: HSL

The Health Science Library was hopping. From facilitating legislation for veterinarians to join HEALWA to curricular integration to authoring a virtual reality primer to new NNLM/PNR funding for data sciences to technology upgrades to the Pacific Room, it was a full year.

SLIDE: UW BOTHELL

Bothell is always doing such inspiring things. I already mentioned the Community Reads program, but just consider the Adult Transitions Program, the Feminist Community Archive of Washington, and the oversubscribed un-conference on student transition from high school to college.

SLIDE: UW TACOMA

In the city of destiny, UW Tacoma received two strategic impact grants for open access and OERs. They launched a successful 3-D print service. And especially noteworthy, they received their first new staff position in over a decade which allowed them to increase hours (something that was a high priority for students).

SLIDE: UW PRESS

This year marked the first full year of our partnership with the UW Press. They crafted an elegant and compelling strategic plan that aligns with the Libraries. I recommend it to you.

SLIDE: UW PRESS

They continued their high quality publishing with 54 new books, 13 new paperback and shared distribution.

SLIDE: UW PRESS AWARDS

And, they won some significant awards. Congratulations UW Press!

SLIDE: ADVANCEMENT

Our amazing Advancement team worked tirelessly to increase awareness of the value the Libraries and the Press bring to the university and the world and to garner the resources we need to achieve our vision.

And boy do these numbers rock!

125 endowments

\$29 million dollars raised during the current campaign

We have reached 117% of our goal with a year to go

\$3.3 m annual gifts from 2000 donors were raised last year

32 student scholarships—up 20 in 3 years

Libraries Unbound raised funds for the future Open Scholarship Commons

And there was a great turnout for the Libraries/Press author event with David Williams down in the desert



#### SLIDE: ENGAGING EVENTS

And, engage the community we did. From the Suzzallo Gala to playwright Yusef El Gundi to Amy Tan unbound, it was a great year.

#### SLIDE: UW PRESS EVENTS

The press outdid themselves with over 100 author events. That's about one every three days, by my calculations!

#### SLIDES: NOTABLE EXHIBITS

We continued our strong tradition of quality exhibits throughout our libraries.

Who can forget the array of exhibits? Captured in Ink to Herstory to book illustrations.

#### SLIDES: MORE NOTABLE EXHIBITS

But wait, there's more. The 100<sup>th</sup> anniversary of the general strike. Chinese railway workers. Polish resistance. Something for everyone.

#### SLIDES: NEW FACES IN THE CROWD

Libraries HR provided non-stop support for us as they handled recruitments, retirements, hundreds of student hires, and much more.

#### SLIDES: WE COULDN'T DO IT WITHOUT YOU

Facilities services—what can I say. They are always there when we need you—an injured owl in the arcade passage, no hot water, a desk to be moved, a room to set up, fabulous events, and the list goes on and on. Everything they do is done with a smile and utmost professionalism.

Admin Services provided so much of our infrastructure and foundation—from HR to Assessment and Planning, Financial Services, and Communications. In fact, we welcomed our newest employee and Communication Director-- Sandy Hawley.

And, I have already sung the praises of Advancement, but could sing them again (but I don't sing).

#### SLIDE: PROFESSIONAL LEADERSHIP

Not only did you make strong contributions throughout the Libraries and within the University, you lead professional associations and contributed to the knowledge base through presentations, publications, grants, and organizational governance.

#### SLIDE: AWARDS

There was an abundance of awards and recognition bestowed upon the Libraries staff.

Steve Hiller is the man when it comes to assessment—a career award. Sion Romaine took a major prize in acquisitions. Sandra Kroupa was duly recognized for her inspiring career. Azusa Tanaka was a Mover and Shaker. Zhijia Shen served as president of the Council on East Asia Libraries. And Lauren Pressley put her mark on the Association of College and Research Libraries presidency.

#### SLIDE: DISTINGUISHED LIBRARIAN

We were all proud when President Cauce and Provost Richards presented the Distinguished Librarian Award to Hyokyoung Yi. Hyokyoung received the award for her “out-of-the-box creativity and administrative acumen.” She was praised for her generous mentorship of new librarians and librarian interns from Korea; her exceptional record of grants and fund-raising; her international leadership in making, for the first time, important research materials openly and freely available worldwide; her work in equity, diversity and inclusion; and her steadfast commitment to accelerating discovery, scholarship, and student academic success.

<Applause>

We have many other 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.

SLIDE: CONGRATULATIONS

We congratulate Reed, Sally, Crystal, and Madison who were promoted to the Senior Assistant rank.

SLIDE: CONGRATULATIONS

We congratulate Madeline and Penelope who were reappointed to the Senior Assistant Librarian rank.

SLIDE: CONGRATULATIONS

We congratulate Jenny and Azusa who were promoted to Associate Librarian.

SLIDE: CONGRATULATIONS

We congratulate Leslie, Maureen, Lisa, and Lauren who were promoted to Librarian, the highest rank a librarian can attain.

<Applause>

Whew! Quite a year all around wouldn't you say? I can't wait to see what we will accomplish together this year.

SLIDE: MOVIE THEATER

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."

SLIDE: SUZZALLO

<VIDEO: LIBRARY MOVIE>

A round of applause for this year's producer and director Matthew Allen.

SLIDE: PHOTO OF STUDENT WALKING THROUGH DOOR

We are in such a special place with so much potential and important work ahead. We enjoy courageous university leadership, amazing students, superlative faculty, and a library staff that is world-class. We have a pivotal role to play in opening doors and opening minds. You do this day in and day out. The work you do really matters. It changes lives. Actually, it saves lives.

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! And thank you.

Now, let's go open the doors and open minds! They are waiting for us.