



# *Wolfgram Memorial Library*

Annual Report - Executive Summary - 2023-2024



# 2023-2024 was a year of goal-setting & growth in Wolfgram Library:

The library worked together to advance our reputation for providing services, resources, and physical space to our patrons. Library faculty and staff leaned into learning about generative AI and developed skills and knowledge to help guide patrons through this new information landscape. Within these pages, the executive summary shows - at a glance - the collections, collaborations, and accomplishments of Wolfgram Memorial Library in the 2023-2024 fiscal year.



Welcomed  
**79,638**  
patrons



**3,865**  
study rooms  
reserved for  
**9,700+**  
hours

Answered  
**3,841**  
questions



resource sharing delivered  
**3,581** books & articles  
thru EZBorrow & ILLiad

Widener University Archives'  
Digital Collections had  
**99,168**  
page views

# Our Collection

**110,251**  
Books



**1,107,091**

eBooks

**26,514**

Journal Subscriptions



**86,782**

Streaming Videos



**31**

Board &  
Card Games

**20** Mac & PC  
Laptops2Loan



**260**

one-on-one  
research consultations

**2** published  
articles



**10**

presentations  
delivered

**150**

conferences &  
webinars attended



**153**  
information  
literacy  
classes

**2,973**  
students

*by seven librarians*





# *Welcome to Wolfgram*

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Throughout the 2023-2024 fiscal year, Wolfgram Memorial Library experienced significant changes and developments aimed at enhancing our services and operations. One of the most notable changes was the hiring of a new Executive Director. Molly Wolf, who served as the Interim Library Director, was promoted to the Executive Director role bringing a fresh perspective and new leadership to the library. Additionally, Heather Burychka was hired as a Research & Instruction Librarian and the new Information Literacy Coordinator, adding valuable teaching expertise to our team.

The library embarked on phase II of the comprehensive collection management project, which aims to improve the organization and accessibility of our resources, and free up space for other student-centered initiatives. Paused in April 2024, phase II removed 36,016 items from the Circulating Collection.

Our network and collaboration with other libraries were strengthened when we joined the Pennsylvania Library Association as an institutional member. Additional collaboration with other Widener departments resulted in the creation of the AI Mindspace, a series of self-directed AI learning labs, as well as the first Drag Story Hour for Banned Books Week.

The search for a new Head of Research & Instructional Services was initiated, and although we spoke with many accomplished librarians, the search was not completed in the 2023-2024 fiscal year.

Several library departments were renamed to better reflect their evolving role and the work they do: Research & Instructional Services (RIS) became Research, Instruction, & Outreach (RIO); Technical Services became Collections & Resource Management; and Resource Sharing became Resource Sharing & Interlibrary Loan.

Everyone was shocked by the popularity of the Longwood Gardens passes we began lending in April. Both passes were checked out within 14 minutes of being introduced to the Widener community.

We also began the implementation of a new Library Management System (LMS) to streamline our operations and improve user experience. This was a complex process that required extensive collaboration across various departments, in and out of the library and across all three Widener campuses.

The library faculty and staff leaned in hard to learning about AI and large language models, attending many webinars, conferences, and workshops. The library faculty read, as a group, the book *The Rise of AI: Implications and Applications of Artificial Intelligence in Academic Libraries*.

The close of the 2023-2024 fiscal year saw the Wolfgram Library saying goodbye to Senior Cataloging Assistant Carole Diorisio and Cataloging Assistant Diane Reed, who both retired after many years of service to the University.

All of this work reflects our commitment to continuous improvement and our dedication to serving the Widener community. We look forward to another productive year ahead.

**Prepared by: Molly Wolf,  
Executive Director, Library**



# *User & Access Services*

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Teresa Edge, MLIS, MA  
Head, User & Access  
Services

- On May 21, 2024, Wolfgram library launched a new integrated library system, FOLIO. This was a result of many staff hours dedicated to planning and training by all team members. This change required a complete review of policies and procedures throughout our department and a collaborative effort to adapt and ensure a great experience for our patrons.
- Information Desk transactions essentially doubled over the previous year.
- Checkouts of items increased 18% overall. Circulation of study room keys and dry erase marker sets continue to be the most popular transactions. Laptop loans and course reserve items were also popular. Four games were added to the board game collection.
- In Spring 2024, two passes for free visits to Longwood Gardens were added to the collection and immediately proved to be in high demand.
- Study rooms continue to be very popular. Total bookings increased 14% and hours booked increased 20.5% over last fiscal year.
- The number of patrons visiting the library increased this year. In addition to members of the university community, this also included Chester community members, alumni and guests from other colleges.
- The library employed 17 library student assistants during the year, for a total of 4649 hours. Most were Federal Work Study grant recipients. Graduate Student Assistants have proven invaluable in meeting staffing needs, especially for evenings and weekends.





# *Collections & Resource Management*

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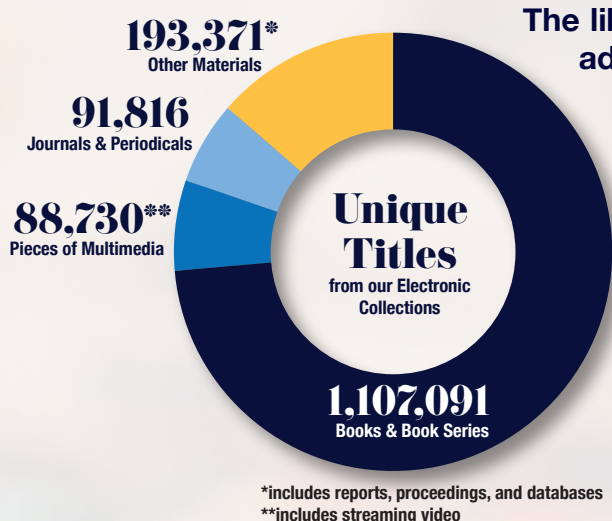
Roz Goldstein, MSLS  
Head, Collections &  
Resource Management

**2023-2024 was a year of great transitions, beginning with a departmental name change and ending with two staff retirements.**

- The former Technical Services Department was renamed the Collections and Resource Management Department, incorporating the Resource Management Department into the new name. The combined departments are responsible for: book, serial and database acquisitions; cataloging and processing of all materials added to the library collections; processing and de-accessioning materials removed from the library collection; managing the library's online systems; and all ILL functions, including ILLiad and EZBorrow.
- This was the first of many major changes to this department over the course of the year. In the spring of 2024, along with the Delaware Law library and the Commonwealth Law library, Wolfgram Library migrated from the Sierra library system to FOLIO. FOLIO is an Open Source Library System, managed by EBSCO, our vendor for many of our resources. As part of this migration, we upgraded to the new Discovery User Interface. Our WebPac public catalog was replaced with the new Classic Catalog, featuring a cleaner, less cluttered modern display.
- Along with our new library system, the 3 libraries acquired Panorama, a new statistical dashboard that will streamline our data gathering, providing for more consistent statistics. Next year, the data in this report will be pulled from Panorama, once we have a full year of statistics.
- The two cataloging department staff members, Diane Reed and Carole Diorisio, accepted the University's VIP program and retired at the end of June, leaving a gap in our workload and in our hearts.
- The circulation weeding project continued with Phase II during FY24, we were able to remove 33,226 older, un-used titles from the collection.
- In FY24 we added a read and publish agreement with the Association for Computing Machinery (ACM). Our faculty can now add ACM journals to the Open Access agreements provided by Wolfgram Library, joining ACS and Cambridge University Press.



# New Resources



The library acquired many new materials in this fiscal year. We added eight new games to the game collection available for circulation. Additionally, 403 new titles were purchased for the library collection – 153 eBooks and 250 print titles.

Beginning in January 2024 we upgraded our Elsevier ScienceDirect journal subscription to the Freedom Collection, giving us more than 1,200 additional eJournal titles and adding more years of coverage to some of our ScienceDirect collections.

The full-text eBook data showed that this year there were 1,107,091

unique titles of the 1,874,527 managed titles among our various electronic resources, the usage data of all of the eBook collections showed a relatively low 23,659.24

The full-text eJournal data showed that there were 82,866 unique titles of the 177,177 managed eJournal titles among our various electronic resources. Of the 82,866 eJournal titles, 26,514 were included in our subscriptions. The usage data of all of our eJournal collections showed our overall usage is still quite low at 152,288.

## Top 5 Journals

- 1 Children & Youth Services Review
- 2 PLoS One
- 3 Journal of Affective Disorders
- 4 Nurse Education Today
- 5 Child Abuse and Neglect

## Top 5 eBooks

- 1 Interpreting a Continent: Voices from Colonial America
- 2 Inside Out & Outside In: Psychodynamic Critical Theory & Psychopathology in Contemporary Multicultural Contexts
- 3 Aphasia & Related Neurogenic Communication Disorders
- 4 Educational Psychology: History, Practice, Research and the Future
- 5 Angels in America: A Gay Fantasia on National Themes



# *Research, Instruction, & Outreach*

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Jill Borin, MLIS, MA  
Head, Archives &  
Distinctive Collections  
Interim Head,  
Research, Instruction, &  
Outreach

During the 2023-2024 fiscal year, Research & Instructional Services became the Research, Instruction, & Outreach Department. As outreach has become such an integral facet of our work, this name is more accurate. 2023-2024 was a very productive year for the Research, Instruction, & Outreach Department. Our numbers increased in almost every category that we measured. We had over 100 more transactions with patrons, with chat remaining the most used method of communication. The number of office consultations increased slightly. When limiting to transactions at the Research Desk, we saw an increase overall and a rise in the number of in-person transactions. This data proves that patrons continued to value using this visible service point for research assistance.

More remarkable growth occurred with Synchronous Information Literacy Instruction in this fiscal year. The ASC 101 program started in the Fall 2023 Semester and library instruction became a vital part of this new initiative. Librarians offered four instruction options during the inaugural year and were able to provide some level of instruction in 70% of all ASC 101 classes offered. As a result, librarians taught 60 more classes and reached 1,603 more students than in the previous year. Building on that success, librarians worked in the spring and summer to enhance our instruction programs.

It was clear that subject guides have retained their value among Widener patrons. In fact, pageviews for subject guides increased by over 20,000 for 2023-2024. The APA 7th Edition Guide still took the top spot as the most viewed guide, showing a growth of over 3,000 views

alone. Other style guides ranked among our top five most viewed with a gain reflected in some of them. Database Tutorials not only continued to rank among our top five most viewed, but this series of guides received more views than last year. As librarians continue to use these guides as teaching tools, their usage will increase even more.

These impressive statistics demonstrate that students, faculty, and staff used the services and resources provided by the library in record numbers during 2023-2024. The library's most remarkable achievements this year resulted from the growth in the number of library instruction classes taught by librarians, especially for ASC 101 classes. The continued refinement of the library instruction program will provide additional opportunities for promoting student success at Widener.



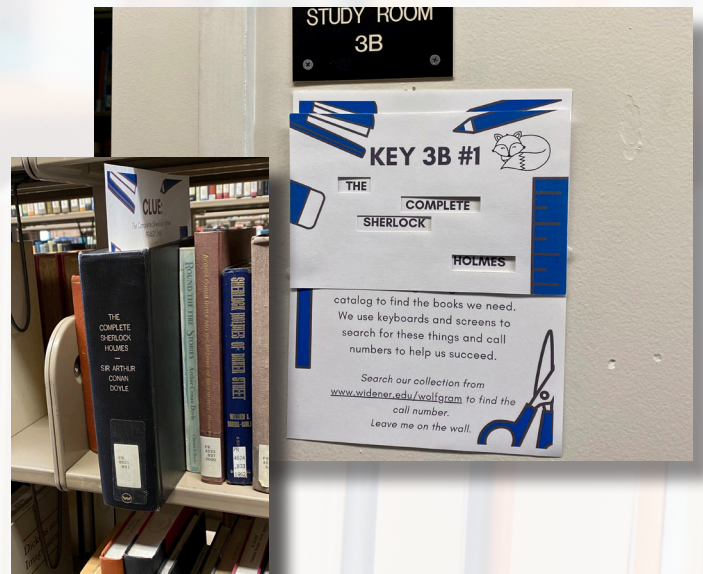
# Having Fun with ASC 101

The 2023-2024 academic year brought more new students to Widener than ever before. Part of their new curriculum was a first-year course from the College of Arts & Sciences named ASC 101. The course is part of a program designed to transform students by developing new ways of being, knowing, and doing.

All students take ASC 101: Thinking Through during their first year. Each ASC 101 class explores a pressing question - a question of great significance that asks us to engage with the big issues that shape our world, our ways of relating to each other, or our ways of producing and sharing knowledge. Each course also featured an embedded librarian. The librarians provided three different modalities to support this course: an in-person scavenger hunt, information literacy instruction, and customized Subject Guides. We taught a total of 52 sessions, with 16 scavenger hunts and 34 information literacy instruction classes.

The scavenger hunt was designed to introduce students to the building and its resources through a series of clues and riddles. To complete the activity, students revealed hidden messages, learned about call numbers, and retrieved a book

from the library's collection. Featured resources included the mindfulness table, study rooms, and the board and card game collection.



## Subject Guides

Our subject guides offer subject-specific research information that highlights databases, books/ebooks, web resources, and reference titles. Our popular “How-to” guides cover topics like citation styles, inter-library loan, and evaluating web pages.

over  
**124,000**  
total views

### Top 10 Most- Viewed Subject Guides

- |   |                               |    |                                    |
|---|-------------------------------|----|------------------------------------|
| 1 | APA Style Guide - 7th Edition | 6  | Evaluating Online Resources        |
| 2 | AMA Style Guide               | 7  | Library Resources                  |
| 3 | ASA Style Guide               | 8  | Research Poster Design             |
| 4 | Database Tutorials            | 9  | Children's Literature              |
| 5 | Zotero Tutorial               | 10 | Sizism, Fatphobia & Fat Liberation |



# Outreach & Collaboration

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Kristina I. Dorsett, MSIS  
Outreach Coordinator

**Outreach for the 2023-2024 academic year at Wolfgram Memorial Library focused on elevating the levels of engagement established in previous years through diverse programming, thoughtful displays, and a consistent social media presence.**

We produced 9 events including performances, webinars, and support during finals. Our displays featured items from our collection along with student scholarship to create an environment in the library that is welcoming and stimulates academic conversations on campus. Our social media platforms continued to grow with new subscribers and followers on all our accounts for the library and the Widener University Archives.

The executive summary of our annual report was updated earlier in the Spring 2024 semester than the year before. This gave us an opportunity to give more current statistics to potential students and the university's executive leadership. This year's summary highlighted the variety of study and instruction spaces available in the library including the Information Literacy Classroom (ILC) and ICU study room. We also featured the professional development work done by our faculty librarians.

Live events during the 2023-2024 academic year brought new faces to

campus and promoted the librarians' expertise in information literacy. The Spring semester's Spotlight Series saw over 150 registrants across three webinars.

Two highlights from our displays this year featured student work. The "I Did That! Student Scholarship at Widener University" display was a joint effort between library outreach and the Widener University Archives that promoted our student scholarship digital collections. The community coloring pages for Widener's 2023 Week of Belonging were displayed on the main level. Both displays brought students, their families and friends into the library and created a sense of community and belonging in our building.

The library's social media platforms continued to reach a large audience through posting consistently. Our live events were recorded, when possible, captioned and posted to YouTube. We also had our first cart naming contest through Instagram and TikTok with our winner being named "Trolley Carton."



**LGBTQ+ OPEN MIC**

FRIDAY, APRIL 12 5PM  
WOLFGRAM MEMORIAL LIBRARY

JOIN WIDENER FOR ITS 4TH ANNUAL LGBTQ+ OPEN MIC TO CELEBRATE THE GLEN DAY OF NO SILENCE WITH AN EVENING OF PERFORMANCES THAT MAGNIFY LGBTQ+ VOICES

WANT TO PERFORM? REGISTER @ LINK IN BIO

**DAY OF SILENCE**

## Focus on Finals with Wolfgram

### Hours of Operation

Sun, Dec. 3rd.....Noon - 1am  
Mon, Dec. 4th - Fri, Dec. 8th .....7:30am - 1am  
Sat, Dec. 9th .....10am - 1am  
Sun, Dec. 10th .....Noon - 1am  
Mon, Dec. 11th - Thur, Dec. 14th....7:30am - 1am

#### Snacks

Starting Sunday, December 3, we will provide snacks each night until Thursday, December 14th.

#### Mindfulness Table

Take a break with our coloring supplies. Create your own masterpiece or collaborate on our community coloring page. While you're here, vote your favorite artwork for Masterpiece of the Semester.

#### Pride Play Pen

Selections from our Games Collection and Pride Rec will be available in the main level atrium

#### Stacey's Sensory Space

Relax your muscles and your mind with sensory toys and activities.

#### Puzzle Table

Once part of our Mindfulness Table, the puzzles have been so popular we

#### Stress Re-DUCK-tion

Find the ducks hiding around the library for a chance to win a lucky prize!

### The Freedom to Read with Sabrina Baeta

Oct 5 @4pm

facilitated by PEN America

This Banned Books Week, explore the Freedom to Read with our webinar featuring Sabrina Baeta, a program consultant with PEN America.



Register for this virtual webinar to receive access via Zoom.

Sponsored by the Center for Education and Wolfgram Memorial Library

**LET FREEDOM READ**

ALA American Library Association  
ALA.ORG/BBBOOKS



**9 live events**

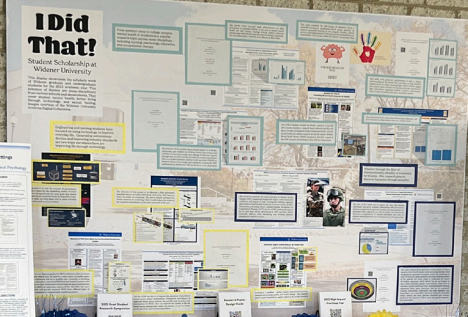
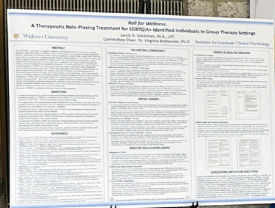
"I've been readin' from 9 to 5"



WOLFGRAM CART CONTEST - SPRING 24

#### I Did That!

Student Scholarship at Widener University



**8 physical displays**





# Archives & Distinctive Collections

Jill Borin, MLIS, MA  
Head, Archives &  
Distinctive Collections  
Interim Head,  
Research & Instructional  
Services

Kayla Van Osten, MLIS  
Assistant Archivist

**2023-2024 was another productive year for the University Archives. While we were not able to report higher numbers than last year in some categories, we did show growth in others. Off-campus researchers generated the majority of the questions asked, followed by alumni. The majority of researchers communicated with the Archives through eMail as we received 89.2% of our research questions using this method. The amount of pageviews for our Archives Online Catalog increased. Our physical collections grew modestly to 1975.4 linear feet. We added more image, video/audio and document files to our collection as well.**

Kayla Van Osten uploaded the Alonzo P. Jefferis Journal in September 2023. This exhibit, representing the culmination of a five-year project, makes available a cadet's first-hand account of life at Pennsylvania Military when it was located in West Chester and Upland. The archives did not have an account such as this that provided in-depth information about the institution's early years. This was also a collaborative project, as Patty O'Hara was instrumental in transcribing the passages written in English and Kayla translated and transcribed the passages written in French. Kayla also processed and uploaded images for the 1973 PMC 50th Anniversary exhibit to the Digital Collections site.

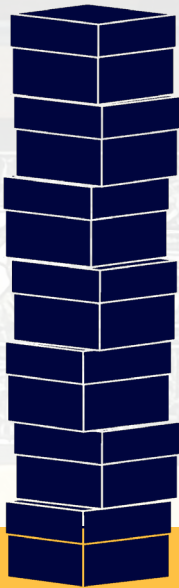
While we added new digital content to many of our digital collections, our collections of student

scholarship experienced the most growth. In 2023-2024 we added 235 works of student scholarship, 21 more contributions than last year. The collection includes posters and digital presentations from Student Project Day, High-Impact Practices Fair, Occupational Therapy Capstone Symposium, and Graduate Student Research Showcase. We also added more Engineering Senior projects, doctoral dissertations, master's theses and Doctor of Nursing Practice Capstone Projects. All the collections featuring student scholarship continue to rank among our top ten most viewed collections, which is very encouraging. I am confident that we will continue to increase the amount of student scholarship that we collect and share as it has such tremendous value.



# University Archives

## Top 10 Most-Viewed Digital Collections



- 1 Yearbooks - Widener College & Widener University -- 1973-2010
- 2 Widener University Digital Repository
- 3 Widener University Student Scholarship
- 4 Alumni - Distinguished
- 5 Yearbooks - Pennsylvania Military College & PMC Colleges -- 1900-1972
- 6 Brandywine College
- 7 Chester -- George Raymond Papers
- 8 Widener Engineering Senior Projects
- 9 Caps & Uniforms
- 10 Buildings

**1,975**  
total linear ft.  
of artifacts

**169**  
new pieces of  
student scholarship

**37**  
questions  
answered

# Sexuality Archives

The 2023-2024 fiscal year was one that saw more visits to both the Sexuality Archives and the Sexuality Archives website. Four ASC101 classes and 1 Gender and Women's Studies classes came to the Sexuality Archives to learn about the mission and work of the Archives and to explore the collection. Two other groups, not from the Widener community, also visited the archives this year.

Traffic on the Sexuality Archives website has increased tremendously from fiscal year 2022-2023. In 2022-2023 Google Analytics reported 683 users of the Sexuality Archives' website and 782 sessions. This year Google Analytics reported 817 users with 14,248 events. This increase can be attributed to the increased number of students aware of both the archives and the archives' website and more classes requiring students to use the website to find materials for class projects and papers. Additionally, Google Analytics changed the metrics they track and "sessions" and "events" are not necessarily equivalent.

Donations to the Sexuality Archives are up this year although less items have been catalogued because time and resources were focused on completing phase two of the comprehensive collection maintenance project.

Although the Sexuality Archives maintains a social media presence on Facebook and Twitter, there have been no posts on either platform since 2020. Despite our inactivity, our number of followers has remained steady.

Prepared by: Molly Wolf

received  
**830**  
donations

acquired  
**291**  
new items

**817**  
website  
visits





# *Professional Development*

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Jill Borin, MLIS, MA  
Head, Archives &  
Distinctive Collections  
Interim Head,  
Research & Instructional  
Services

**During the 2023-2024 fiscal year, library Faculty and Staff participated in all aspects of professional development, scholarly activity, and service. Librarians presented at virtual, regional, state and international conferences this year. On-campus, Librarians shared their research at two Provost Scholarship Hour events. Library Faculty and Staff achieved great success with their reimagined Spring Spotlight Series. Working collaboratively, they offered three virtual workshops on the themes of Artificial Intelligence, Evaluating Online Information, and Plagiarism. Over 80 members of the Widener Community attended these workshops live and the recordings on the Library's YouTube Channel generated over 80 views. Kayla Van Osten continued to write for the Pennsylvania Library Association's College and Research Division blog, contributing two pieces this year.**

Increased teaching obligations, especially those required for ASC 101 classes, reduced the ability of library faculty to present at professional conferences or attend them in-person at the same high levels as last year. Yet, Library Faculty maintained their connection to current scholarship in other ways. They participated in over 100 External Virtual Webinars, Conferences, Workshops, and Courses in 2023-2024. This reflected a dramatic growth from the previous year. Library staff also took opportunities to attend External Virtual Webinars, Conferences, Workshops, and Courses and increased their participation slightly compared to 2022-2023. It was clear in this year that both groups sought these virtual professional forums to inform their future work, as many of them focused on Artificial Intelligence and the transition to the Folio Library System.

Librarians increased their level of service compared to the previous year. Library Faculty continued to serve on all of the Faculty Council Committees for which they were eligible. They served on over 20 additional University Committees representing a wide range of important University initiatives. Professional Organizations continued to benefit from the leadership of Widener Librarians, including PALCI, PACSCL and TCLC. With their high level of professional development and activity, Widener University Library Faculty and Staff demonstrated their commitment to learning and sharing the tools that will help this library confront new challenges. With their focus on service, at all levels of the University and in Professional Organizations, Librarians showed they are poised to help shape the future as well.



# LOEX Fall Focus 2023

## “Thinking Through” a Model for Library Support of a New General Education Course

Teresa S. Edge : Head of User & Access Services  
Jill M. Borin : Interim Head of Research & Instructional Services;  
Head of Archives & Distinctive Collections

Wolfgram Memorial Library



# 200

conferences  
& webinars  
attended by  
faculty & staff

# 10

Faculty  
Presentations

## LESSONS LEARNED

*from the*

## MINDFULNESS TABLE

Kristina I. Dorsett  
Provost Scholarship Hour  
Nov 9, 2023

## Publication & Presentation Titles

- I did that: Student scholarship at Widener University
- “Thinking through” a model for library support of a new general education course
- Plagiarism: What it is and how to prevent it
- I did that: Student scholarship in academic libraries
- Evaluating online sources for misinformation and bias using lateral reading
- Focus on finals with Wolfgram
- AI in academic: Ethical uses for new technology
- Sexuality IRB Resource Repository (SIRBRR): Creation and curation
- Information sessions for faculty: Reducing the cost of required texts for your students
- Quiet quitting
- Lessons learned from the mindfulness table
- Library work and public perception



# ***Social Media***

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## ***Library***

@WolfgramLibrary  
616 Followers



@WolfgramLibrary  
55 Followers



Wolfgram Memorial  
Library  
532 Followers



@WolfgramLibrary  
136 Subscribers  
172,578 views



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## ***University Archives***

@WidenerArchives  
1,042 Followers



@WidenerArchives  
305 Followers  
1,127 Tweets



Widener University  
Archives  
210 Followers



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## ***Sexuality Archives***

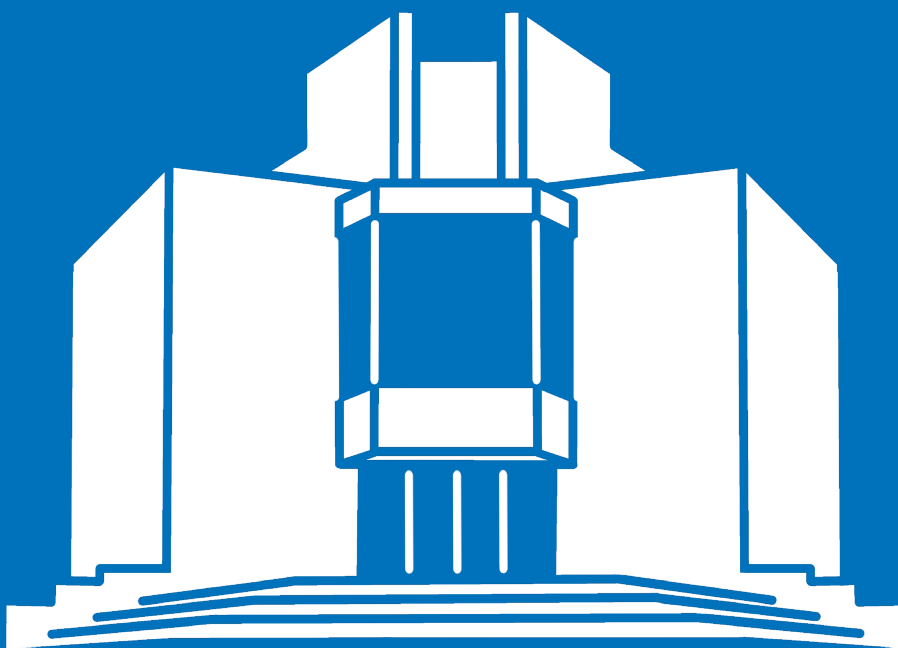
@SexualArchives  
1,860 Followers



Widener University  
Sexuality Archives  
527 Followers



# ***Get Research Support Anywhere***



***Wolfgram Memorial Library***  
**One University Pl  
Chester, PA 109013**

**ask@widener.libanswers.com  
www.widener.edu/wolfgram  
610-499-4066**