Introduction

The Mardigian Library and Stamelos Gallery Center continue to manage the challenges of COVID-19 by creating opportunities to better serve the campus community. In August of 2021, the Mardigian Library reopened our doors and our stacks to in-person services for the first time since March 2020. From August 2021 through April 2022, the Mardigian Library was only accessible to current University of Michigan - Dearborn students, faculty, and staff. In addition to this, the Mardigian Library had some limited in-person hours and days. The full library building was open Monday through Thursday, 9:00 a.m. to 9:00 p.m., and on Sunday from noon to 9:00 p.m. The library offered virtual services on Fridays from 9:00 a.m. to 6:00 p.m., and we remained closed on Saturdays. The return of a significant number of classes to in-person, on campus instruction required a shift in practice from the librarians as they also continued to support students and faculty who were engaged in remote or hybrid classes. The resulting year, with a mix of on-campus and remote support of students and faculty provided a glimpse into the future, and gave us lots of information and insight into how to move forward with our research education efforts in this new environment. The onset of the COVID-19 pandemic forced changes to what and how we provide access to resources. We now continue to order ebooks more heavily than physical books. The Stamelos Gallery hosted a variety of class visits to the gallery coordinated by the Curator and faculty members, including painting, drawing and design students analyzing works on display, writing students creating poetry and essays about works on display, and art history students interviewing department staff for oral history projects. In addition, a new Online Collections Database was created by the Registrar to facilitate remote research of the permanent collection by faculty, students, staff and the general public. The Mardigian Library continues as a partner in the Experience Plus initiative taking the lead on the digital storytelling project, More Than A Single Story: UM-Dearborn Speaks, and the Student Assistant Professional Development Program. As of mid-April 2022, the Mardigian Library and Stamelos Gallery began welcoming back guest visitors along with current students, faculty, and staff of UM-Dearborn. We provide full use of study space, group study rooms, computer labs, loanable technology including Chrome books, chargers, noise reducing headphones, printing services, Interlibrary Loan, and MelCat. We have hired a new Head of User Services (US), transitioned a User Services Supervisor to a full-time Library Technical Services (LTS) Librarian, and promoted a Student Assistant to a temporary US Supervisor. We also hired two new US Supervisors to fill vacancies left by resignations and transitioned a half-time US Supervisor to a full-time Evening Supervisor to meet the needs of our expanding hours.
User Interactions

As a result of extending open hours of operations, the library experienced a significant increase in gate count, circulation, and interactions with Mardigian Library users, compared to the previous year.

- Since the Mardigian Library was closed to visitors for the 2020/2021 academic year, there are no gate count numbers to compare this year’s total entrance statistics to the previous year’s, but for 2021/2022, the Mardigian Library recorded 98,639 entrances for the academic year.

- Overall circulation more than doubled in 2021/2022, compared to 2020/2021, with 8,590 total items checked out this year, compared to 4,185 total items checked out in 2020/2021, equalling an increase of 105.3%.

- The use of Group Study Rooms was not allowed in 2020/2021, but there were 1,027 recorded Group Study Room uses in 2021/2022.

- The use of reserve materials saw an increase of 1,146.7%, with 374 items checked out in 2021/2022, compared to only 30 checked out in 2020/2021.

- Loanable technology, such as chromebooks, calculators, and phone chargers, saw the biggest increase of all, with 728 checkouts in 2021/2022, compared to only 16 in 2020/2021, equalling an increase of 4,450%.

- Resource sharing services in 2021/22 increased in all areas, compared to 2020/21. For example, there were 50 Get This checkouts in 2020/21, but there were 205 in 2021/22; there were 538 ILL requests in 2020/21, while there were 653 in 2021/22; and there were 222 incoming MelCat checkouts in 2020/21, compared to 555 in 2021/2022.

The LRC transitioned to a hybrid work schedule and supported 4,998 students, faculty, and staff of the University in areas including coursework, research projects, collection development, and in research education sessions. Another significant step taken to respond to the challenges of the pandemic was the creation of “Virtual Walk-in” appointments. This was an attempt to make certain that students had the option to consult with a librarian for more in-depth discussions, similar to how they could walk-in to the LRC offices.

The acquisition of physical items has made a bit of a comeback. We cataloged 249 more book titles this year than we did in 2020/21, adding 551 titles and 618 volumes. There was a 15% increase in the growth of our e-books collections and we have access to 155,452 ejournals. In keeping pace with more remote use of e-resources, this was up from 152,113 at the end of 2020/21.
The Stamelos Gallery Center was able to open once again and hosted three exhibitions in the gallery over the last year as well as educational programming to complement each. A total of 103 artworks were acquired for the permanent collection during 2021-2022. In addition, an art history student was hired to work on projects supporting the gallery and to provide the student with a well-rounded, hands-on experience in museum work.

Key Projects

Customer Service & Breaking Down Barriers
User Services initiated two projects to remove barriers to access for library users. We moved audio visual materials from behind the Library Info Desk, and locked in the Gemtrac, to open shelving in the second floor stacks, where the materials are available to be retrieved directly by library users. We are in the process of eliminating daily and hourly late fines, putting us on course for a policy that will be in line with the University of Michigan Ann Arbor and Flint campuses.

Wiki Edit-a-thon
With over 1.5 million biographical pages in Wikipedia, regrettably, less than 20% are dedicated to women. Additionally, those pages which are focused on women are less often linked to from other relevant articles, lowering their likelihood of being browsed. They also tend to have less complete "infoboxes" which leads to less discoverability through search engines.

On March 8th, the library hosted a Wikipedia edit-a-thon in the Active Learning Classroom to help remedy those issues. This event, in honor of International Women’s Day, and led by the Engineering, Computer Science and Mathematics Librarian, focused on the pages of women in STEM fields. The engineering sorority, Alpha Omega Epsilon, assisted with marketing the event and providing snacks. We plan to host future events of this sort in different academic areas.
**Faculty Workshop Series**

This series of four workshops, spread across the fall and winter terms, offered faculty a chance to get to know librarians and library staff, become familiar with library services and support available to them, and ask any questions they might have about the topics or about library services in general. Topics included “Advanced library research,” “Using library materials in your classroom,” “Citation and Data Management,” and “Publishing resources.” Librarians and staff from across the Mardigian, collaborated to create and present the content. 44 faculty members representing all four colleges on campus attended the workshops, and overall feedback was overwhelmingly positive, making this pilot project a success. The Mardigian Library plans to offer these four workshops again next year, and hopes to build on this model to add additional topics of interest to faculty members in the future. For more information on this initiative please visit:

https://guides.umich.edu/MLfacultyworkshops

**Updated Archive Server**

To provide a central home for more than just oral histories, the original scope of the omeka server was expanded to include exhibits and archives. The server was renamed to archive.umich.edu and the site rebranded to UM-Dearborn Archive. Each of the three collections (archives, exhibits, and oral histories) now have their own main pages (with corresponding graphics), which can be linked to directly, to list their specific content.

**Michigan Iranian American Oral History Project**

After several months of collaboration with Professor Cam Amin, Professor of History, we launched the Michigan Iranian American Oral History Project (MIAOHP) in December 2021. The project utilized the following tools/resources administered by the library: Mardigian’s MiVideo channel, OHMS (Oral History Metadata Synchronizer), and Omeka (web publishing platform). We provided support and troubleshooting to Professor Amin and his students as they prepared the interviews and with creation of the pages in Omeka to display them.
Looking Ahead
User Services’ primary goal is to assist with the successful expansion of in-person hours and services, without compromising the progress we’ve made on our virtual services, which has resulted in increased flexibility and accessibility. For fall 2022, our in-building hours will increase, so that we will be closing at 10:00 p.m. on Sunday through Thursday, instead of 9:00 p.m., and the building will be open on Fridays again, from 9:00 a.m. to 6:00 p.m. Another goal is to continue with the rollout of our change in fine policies, specifically eliminating hourly and daily late fines, which will remove barriers to access among current students and alumni.

The Library Research Center and User Services will continue to collaborate on engaging, educational student events including in-person drop-in sessions introducing the library and various research education topics.

Future projects for Library Technical Services include a Library Website Refresh and a redesign of the Online Public Access Catalog (OPAC).

The Gallery hosted the first in-person public event since before the pandemic on Thursday, August 4, 2022- Conversations in Glass: Selected Works by JB Wood exhibition and closing reception with guest artist lecture by JB Wood. Upcoming exhibitions are planned through the beginning of 2024.

The Mardigian Library will conduct a refresh of our Strategic Mission and Vision during FY2022-23. We will work with a consultant to gather input from library staff and to conduct listening sessions across campus to gather ideas.