

PUBLIC SERVICES

Circulation Services
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User Engagement

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Public Services had a very successful 2018-19 year. The biggest project is the library-wide inventory project that is still on-going. I worked with Circulation Services staff to begin planning for this project in August of 2017 and have since completed inventory of the “Stacks” items on the 1st and 3rd floors. Circulation staff have completed inventory for the 2nd floor with the exception of the “M,” “Q” and “P” sections of which the Circulation staff are still working on. Public Services staff collaborated with several Technical Services departments to work on this project.

Public Services hosted an event that had a significant number of attendees including faculty, staff, and students. During Freshman Welcome Week in August of 2018, the Head of User Engagement and I hosted a Pups and Popsicles event. Pet Partners of Acadiana participated and 200 popsicles were donated by Pops and Rockets out of Lake Charles, LA. An estimated 450 incoming freshman attended this event. There was also media coverage by local news stations as well as *The Daily Advertiser*.

The Head of User Engagement and I attended a university-wide programming meeting to make more connections for collaborative opportunities between the library and other campus departments. Several connections with members of departments across campus were made at the meeting.

There have been a couple of changes to the EDS platform and the online catalog that effected access to our materials. Several complaints from our library users about the “Request ILL” link for ebook records in EDS had been received by the Reference and Research Services staff. Ebooks cannot be requested through our Interlibrary Loan service, so I worked with library Systems staff to have that link removed from EDS.

In the switch to the new Enterprise catalog, library patrons lost the ability to renew items online. The Head of Circulation Services and I are still working with Systems staff, University IT and LOUIS to get this issue resolved. In the meantime, library users can call the Circulation Desk or come by in person to renew their items.

Reference and Research Services staff also faced several issues with access to the IEEE database. To resolve these issues, members of the library Systems department worked with

campus IT to create a log in procedure for all of our library users, on- and off-campus. This new procedure was implemented in the early summer 2019, and there have not been any issues or complaints from our patrons about this process.

I worked with library Systems staff to add a “Public Services” page to the library’s website that provides brief descriptions of each of the departments in this area and provides links to those departments and services.

In response to several instances of library users vaping in the building, I worked with library Systems staff to add a link to the library’s website directing users to the University’s tobacco policy. I have also worked with the library’s Signage Committee to consider additional signage on the main entrances to the building regarding this issue. I consulted with University Police and the Dean of Students office to determine how to address this issue. I worked with Circulation Services to create a message that was repeated over the intercom system during finals week in the fall of 2018 to remind students that vaping was not allowed in the building.

There were also issues with students bringing their pets into the building. After consulting with the Dean of Students Office and the Office of Disability Services, the University’s pet policy was added to the library’s website. I also created a procedure for Circulation Services staff and Reference and Research Services staff to follow when they discover that patrons have their pets in the building.

In late summer 2018, I created a library survey that would be given out in print form and electronically to library users. The survey was used to determine what types of services, spaces and resources are used by patrons. There were 10 questions, including a comments section. In total, 523 people were surveyed including 476 students, 5 alumni, 29 faculty, 12 staff and 1 that identified as other. 485 copies of the print survey were given out by Circulation and Reference staff. Candy was offered as an incentive for returning the completed surveys.

I also worked with our Head of Instruction and Head of User Engagement to create an electronic version of the survey on Survey Monkey. The Head of User Engagement helped to promote the electronic survey through the library’s social media accounts. There was also a version of the survey on Survey Monkey. Through this site, 118 people completed the survey, including five respondents who reached the survey via the library’s social media posts.

The survey helped the Public Services staff to learn a lot about student needs and the way that they utilize the library spaces, services and resources. An overwhelming majority of the comments were based on library spaces and the needs for whiteboards and vending machines. The Interim Dean and I met with Chandler Harris, SGA President for 2018-19 to discuss the possibility of SGA providing funding for new whiteboards. SGA agreed to give the library \$1500.00. We were able to purchase three whiteboards with those funds. The whiteboards were damaged in shipping, so the vendor agreed to replace all three. The original boards were not damaged beyond repair or use, so the library ended up with six whiteboards for student use.

Space was another concern mentioned in the survey's comment section. I worked with Circulation Services, Reference and Research Services, and the Interim Dean to open up additional study rooms, add individual study carrels from the graduate and faculty study carrels and relocate the Graduate Lab on the first floor to a smaller room so that the larger room could become a study room.

There was also a lot of discussion about the addition of vending machines so that library users could have access to food and drink options on the weekends and during hours that Jazzman's Café is closed. I worked with the Interim Dean and Auxiliary Services to have a drink machine and snack machine added to the Copy Center on the first floor.

Security of the building and library materials was also a concern during the 2018-19 year. The decision was made to add sounding alarms to all of the emergency exits on the first floor to discourage use of those doors outside of emergency situations. The addition of those alarms has served well as a deterrent and should provide extra protection for our library staff, building and materials.

The library was contacted by the director of the UL Life program in the summer of 2018. This program helps students with disabilities to find internships on campus. We added a UL Life student to our staff in the fall of 2018 and she continued to work for Circulation Services until her graduation in the spring of 2019. The library has offered to continue this partnership with the UL Life program.

Circulation Services

Circulation Services statistics show an increase of 992; from last year's figures of 16,320 to 17,312 for this year. The amount of fines collected is less by \$2,032.51 than the 2018-19 year.

The staff of Circulation Services have completed multiple projects over the past year, including, cleaning up non-expiring accounts, old employee accounts, etc. Circulation Services also began running End of Semester Notices. This notice is sent as an email to patrons with any charges, fines and/or upcoming due dates and begin going out two weeks before the end of each semester.

Circulation staff had new Library Hours signs installed at the front and back doors of the building. The Circulation Desk phone was set up to forward directly to "Hours" messaging during holidays and closures.

The Circulation Supervisor has also created an Instruction Manual for all Circulation Duties. This will help with workflow if Circulation staff encounters any issues or questions when the Circulation Supervisor is out of the office.

The Circulation staff collaborated with the Assistant Dean of Public Services and several other departments in the library to begin a library-wide inventory project. To date, inventory of the

1st and 3rd floors is complete and inventory of the 2nd floor is almost complete, with the exception of the “M,” “Q” and “P” sections. At this point, 638,289 items have been inventoried. In 2018-19, 1,593 items were sent to cataloging for record changes, 1,992 books have been withdrawn because they were missing barcodes, extra copies, or heavily damaged, and 993 have been sent to repair. In total 645,886, items have been inventoried, discarded, repaired, or modified since October 2017.

The front entrance gate count for the 2018-19 year was 967,648, a decrease of 9.6% over the 1,070,822 count from 2017-18. The back gate entrance increased 11% to 520,284 over the 2017-18 number of 463,054. For reasons unknown, the back gate malfunctioned in January 2019 and the gate had to be reset, so this number is actually higher than this count and the previous count.

Distance Learning & Online Services

This year, Dupré Library’s Distance Learning Services continued to evolve to service the needs of the University’s online learning community. The Head of Distance Learning Service’s primary responsibility is to meet the needs of the online community of both students and faculty in the area of distance education. As the library open educational resources specialist, the Head of Distance Learning Services works with faculty and university administration on implementing open educational resources for courses offered at the university.

As the departmental librarian for both the College of Business and College of Nursing and Allied Health Professions, the Head of Distance Learning Services provided reference and research services for distance students and faculty in these areas. Faculty needs primarily require resource location, tutorial and instruction requests, copyright concerns and integrating materials for their courses into the LMS. Student needs are focused on research collection and delivery, technology issues and access to materials.

For the fall 2018 semester the Head of Distance Learning Services was embedded in four course sections and was embedded in three for spring 2019. These all consist of upper level undergraduate and graduate courses. In the embedded role, the instructor enrolls the Head of Distance Learning Services as a fellow student in the Moodle course and includes links to his contact information as well as to the subject specific research guides on the library website. The majority of the reference duties have been focused on the students in these courses.

153 direct email requests from students for reference related information were received. This was an increase of 10% over the previous year. The Head of Distance Learning Services conducted 15 phone consultations with nursing students. There were 19 nursing related questions entered into Gimlet from Jul 1, 2018 to June 30th, 2019. Statistics for virtual reference through the library chat feature show questions related to “nursing” more than doubled from 2017-2018 (117) to 2018-2019 (272).

The Library’s Distance Learning Appropriations Committee continued to use 222002 account funds sources from student fees from online and hybrid courses acquired by the Office of

Distance Learning. This provides monies for the purchase of databases and journals to support specific online programs. This amount available to the library for purchases from this fund is \$100,000 annually.

This was a challenging year budget-wise for purchases made through the distance learning fund. It was the first year we began to feel the impact of the transition from the Office of Distance Learning providing a 20% of student fee contribution to a lump sum amount of \$100,000. This reduction in overall funding required a detailed look into the purchases made with these funds.

Meeting with faculty from Nursing and Business as well as the Distance Learning Appropriations Committee, we prioritized the journal titles and databases that would provide coverage to the greatest number of students in an effort to reduce the impact on research needs any subtraction of resources would cause.

As a result of this evaluation we were forced to make cancellations which resulted in a reduction of journals purchased from 16 (2017-2018) to 6 (2018-2019). The journals subscribed to through this fund are nursing journals and the Head of Distance Learning Services worked directly with the Dean's Office in the College of Nursing to determine titles that could be subtracted. Given the small number of titles Distance Learning Services subscribes to it was determined that future renewals for these titles would become the responsibility of Dupré Library and not Distance Learning Services since the electronic resources and serials department already manages all the other serial titles.

Database evaluation for renewal fell primarily to the responsibility of the Distance Learning Appropriations Committee which provided a priority list. Multidisciplinary databases such as JSTOR, Project Muse, and EBSCO Academic eBook Collection were determined high priority based on impact and reach but also contribute to nearly half of the purchasing budget. We ended up having to cancel 5 databases from our list and transferred 3 to library funding. The relevant colleges who would be affected by identified subtractions were nursing, business, education and music.

Each college dean's office was contacted regarding this situation and were asked to contribute distance learning fees that they received directly from the Office of Distance Learning for the purchase of relevant databases to their area of study. Nursing and Music were both able to contribute funds to the renewal of databases relevant to their areas while Business and Education were unable to provide funds for renewals. With yearly price increases and a flat rate of monies from the Office of Distance Learning affecting the annual budget, the Head of Distance Learning Services will continue to reach out to individual colleges to encourage the use of their distance learning fees for the purchase of library resources.

The use of open educational resources at the University continues to be an increasing role in the position of the Head of Distance Learning Services. This department has been involved with LOUIS, our library consortium, as a project lead and curator for their OER microsite scheduled

to go live in the fall of 2019. Through this program we have sourced open educational materials for 278 courses in the Louisiana common course catalog. Once finished, the site will provide a single source research portal for faculty teaching in Louisiana to identify relevant open resources to implement in their courses.

Through the Open Textbook Network and LOUIS, Dupré Library hosted a workshop for faculty interested in open educational resources in February 2019. This program offered faculty a stipend for attending workshop and reviewing an open textbook. As a result of this workshop, a faculty member sourced, and is implementing, an open textbook in their course, saving students the cost of instructional materials each semester.

In September 2018, the Head of Distance Learning Services presented at the annual LOUIS Users Conference in Baton Rouge on the *Successes and Challenges of Implementing Open Educational Resources at UL*.

In February 2019, the Head of Distance Learning Services presented at the Louisiana Board of Regents, For Our Future Conference with Claire Arabie and Robert Viguerie on *A Graduate Program's Experience with OER*.

In March 2019, the Head of Distance Learning Services presented at the Louisiana Library Association's annual pre-conference with Thomas Diamond, Allison Gallaspy, Andrew Tadman, and Natalie Denby on the topic of *Business Librarianship-Helping Researchers and Entrepreneurs Navigate the World of Business Information*.

Instructional Services

Instruction is a collaboratively provided service that involves dedicated coordination between library departments and between library faculty and faculty serving in other colleges and programs throughout the university. Each university college and department is supported both by a departmental librarian and by the Instructional Services Team. In the 2018-2019 school year, 10 Dupré Library faculty members and one Graduate Assistant for Instruction and Reference made at least 6,122 student contacts through 353 classes, outreach sessions, individual research requests, embeds and tours. In addition to 283 library instruction classes, Dupré librarians provided 31 one-on-one research sessions, led 18 Ernest J. Gaines Center, archives, and general library tours, and gave 19 outreach presentations in the 2018-2019 school year.

Interlibrary Loan

The State Library of Louisiana implemented a new tracking system in November 2018 to assist Statewide Delivery in more timely deliveries. After a few expected kinks in the system it seems to be working pretty efficiently.

Tiffany Thomas resigned from her position effective November 19, 2018. That position remains vacant. The Head of Interlibrary Loan has taken on the responsibilities held by Tiffany's position.

Interlibrary Loan received a most pleasant visit from Zee Zee Zamin (LOUIS System), on December 5, 2018, giving the department an overview of some of the functions in ILLiad. Zee Zee Zamin stated that she learned a few tips from the Interlibrary Loan staff. ILLiad was upgraded to version 9.0.3 on April 30, 2019.

JoAnn Wiltz (Collection Development) has graciously agreed to be trained to assist the Interlibrary Loan department from time to time. The Head of Interlibrary Loan wants to thank Susan Richard, Blair Stapleton and Andrea Flockton for agreeing to this arrangement. Daniel Phillips and Yolanda Landry truly appreciate the additional help. The training for JoAnn began in June 2019.

Daniel Phillips continues to volunteer at the University's radio station, KRVS on his own time.

The Interlibrary Loan staff fielded 2,176 requests to borrow items from other institutions, a 14.3% decrease from 2017-18 borrowing totals. The staff received 3,356 requests to loan materials to other institutions, a 26.7% decrease from the 2017-18 totals.

Reference and Research Services

The Reference and Research Services department provides informational resources in support of the university's academic and research programs. Staff provide professional and expert reference assistance and instruction to library patrons in their research or information-seeking processes through face-to-face interactions at the reference desk, and via telephone and electronic reference services.

The department continues to experience frequent turnover in personnel. Through the course of the fiscal year, the department welcomed two new members while two resigned their positions. This constant change in personnel puts a strain on remaining employees, increasing the amount of time they spend each week staffing the Reference Desk. Work on other projects is also delayed due to reduced staff.

Prior to the start of the fall semester, three study tables and four cubicles were added to the reference area. The new study spaces, well received by students, have increased foot traffic in the department.

The number of class reservations in the Reference Online Center (ROC) computer lab decreased by 63% (from 46 to 17). Academic departments reserving the lab for class instruction included English, Sociology, French and the university's Upward Bound program.

The decrease in reservations is likely due to the limited number of functioning computers available in the ROC lab. One-by-one the computers in the lab began to fail, and were removed but not replaced. Staff submitted a STEP grant requesting funding for equipment replacement in the lab. Funding was denied due to plans to move the lab to the university's sustainability plan. Until that occurs, the lab is now fully functional thanks to the relocation of computers from the Bibliographic Instruction Lab to the ROC Lab.

As requested by staff, an instant messenger on-call schedule was implemented during the fall and spring semesters. A staff member would log in to the Library H3lp platform from their office computer and be available should the person working the reference desk need to transfer an incoming chat. Availability was Monday – Thursday, from 11:30 am – 1:30 pm. Due to low volume of transferred chats, the system was discontinued and staff will revisit reinstating the schedule if need arises.

Weeding of the reference collection (call numbers A-G) has resumed. The Head of Reference and Research Services compiled a list of proposed titles for withdrawal or relocation within the library. Several library faculty reviewed the list and provided feedback. Reference staff members began removing volumes from the Reference and General Collection shelves and sent them to Cataloging or Serials for further action. The remainder of the collection will be weeded as time permits.

From July 2018 – June 2019, the number of in-house reference transactions decreased from 8,430 to 5,591, a decrease of 34%.

Prior to the 2018-2019 fiscal year, there was no clear descriptive coding scheme to guide staff in assigning a question type in Gimlet, and the use of the categories was largely subjective and left to the staff member to decide. This resulted in a number of incorrectly categorized transactions. To ensure consistency and improve accuracy in the assessment of reference services, a coding scheme was developed and implemented at the start of the fiscal year. The number of categories reduced from ten to seven.

The Reference and Research Services staff provides reference assistance and instruction to University students, faculty and staff and to the public. Statistics kept monthly track the classification of the patron asking a question. The categories include Student, Faculty/Staff, and Unknown. Students as an overwhelming 85% of questions.

Reference Effort Assessment Data (READ) Scale scores help measure the type and complexity of reference questions asked, and highlights the knowledge and skills used by the staff member to answer a question. The majority of reference transactions received a score of one, which require less than 5 minutes and little knowledge and effort by staff to answer.

From July 2018 to June 2019, the number of completed electronic reference questions (instant messaging, text messaging and email) increased from 2,342 to 3,380, an increase of 44%. Reflected in this report are the number of IM/SMS questions answered via the library's IM service, Library H3lp and email.

There were 339 responses to the library's Virtual Reference Survey from July 2018 – June 2019, up from 53 the previous fiscal year. The increase is due to users automatically receiving a link to the survey in their chat window upon termination of the chat.

Responses to the survey were overwhelmingly positive. Most patrons indicated that librarians responded promptly to virtual chat questions, rated the quality of librarian answers as “excellent,” and said they would use the service again for future questions. Quantitative data from survey responses is included in the graphs below.

Included in this report are usage statistics for the Reference Online Center (ROC) web page and one access point to the library’s electronic databases. Compared to the electronic databases web page, total page views for the ROC web page accounted for 23% (25,406 of 121,791) of all recorded page views.

Staff carefully inspected each reel of the Times Picayune and Advocate microfilm holdings looking for signs of mold and vinegar syndrome. The inspection resulted in a significant loss of holdings of the Times Picayune with 57% (1,215 of 2,112) contamination. The Advocate fared better with only 9% (148 of 1,626) contamination. The remaining holdings, while mold-free, show the beginning signs of vinegar syndrome. Staff separated the contaminated reels from the rest of the collection to prevent further contamination and will periodically inspect and discard reels as needed.

The Head of Reference and Research Services and the Library Specialist Supervisor consulted with the university’s Associate Director of Public Safety for guidance on proper disposal of contaminated film. As part of the university’s contract with vendor Clean Harbors, the company made three pickups of the contaminated film during the fiscal year with films in states of extreme deterioration given priority. So far 1,074 reels of film were disposed of, while 289 wait for pick up. A new vendor will begin film disposal in the coming fiscal year.

Contaminated microfilm cabinets are removed following each film pickup. Upon removal, staff discovered several return vents in the floor directly underneath. As these cabinets have been in place for more than 10 years, the lack of airflow may have contributed to film deterioration.

Staff continue to update the Advertiser Obituary Index. The index was migrated from Microsoft Access to a Google sheet to allow for simultaneous updates by multiple staff members. This new format will ease the process of making the index available for searching by users on the library’s website.

The library is no longer receiving print copies of the *Daily Advertiser*. The Head of E-Resources & Serials is researching replacement options as well as options for digital access to other Louisiana newspapers.

Several projects are underway in preparation for the weeding of the microfilms collection. Unnumbered microfiche and microcard holdings will be checked for electronic availability in the library catalog or on reputable websites such as archive.org. The Head of Reference and Research Services is reviewing microfilm holdings to determine candidates for discard.

From July 2018 to June 2019, microforms usage decreased from 208 to 129, a decrease of 38%. The department saw an increase in usage at the beginning of February due to a scavenger hunt of English 101 classes and a History 490 assignment.

User Engagement

The Head of User Engagement & Instruction Librarian has two roles, a User Engagement Librarian and Instruction Librarian, with the primary responsibility being User Engagement. As an Instruction Librarian, the Head of User Engagement & Instruction works closely with the Head of Instruction to develop and implement a comprehensive literacy program. As the sole User Engagement Librarian, the primary responsibilities are to form collaborative relationships within the University community and to design and promote services and activities based on user needs. Inspiring returning users and attracting new users to the Library are done through the coordination of outreach efforts, social media and publicity. To aid in the designing and promotion of services and activities Users Engagement has been given a \$500 annual budget. The 2018-2019 fiscal year is the first year that User Engagement had a budget. The funds were primarily used to purchase food and supplies for various events. An additional \$161.36 of Foundation Funds were used on library promotional items.

There were forty-two instruction sessions with students ranging from high school to the graduate level and seven one-on-one reference appointments with graduate students. In addition to the instruction sessions, the Head of User Engagement and Instruction conducted nine tours of the Library to incoming freshman parents as well as one tour to a high school English class. The guided tours expose attendees to the facilities, services and resources that the Library has to offer.

Instruction sessions and research help are not limited to only students. The general public is welcome to utilize the library and its bountiful resources. The Head of User Engagement and Instruction Librarian worked with Lafayette General Medical Center (LGMC) and taught an introductory research class to the students in their Nurse Residency Program. There was also a partnership with the Hilliard Museum to create LibGuides for their exhibits. Each LibGuide provides information about the exhibit and museum along with suggested readings and viewings. There are currently eight exhibit LibGuides with a total of 1,535 viewings for the year.

The Grand Hallway has floor space and glass display cases available for exhibition purposes. Twelve exhibits and poster sessions were showcased of which seven were curated through partnerships with various UL departments, organizations and fellow librarians. Plans were made to host two traveling exhibits, one from Calcasieu Parish Public Library for June – August 2019 and another from The National World War II Museum in New Orleans for May – August 2021.

Throughout the year, twenty-two events were delivered with a total attendance of 2,949. Events were brought together through collaborations with University departments and organizations as well as community partners such as the Louisiana State Paranormal Society, the Louisiana Poet Laureate and the Lafayette Public Library. In addition to events held at the

Library, the Head of User Engagement and Instruction Librarian also attended campus outreach events: Get On Board Day, Preview Day, Student Orientation and the College of Education Research Symposium. During the course of the fifteen different outreach events, the Head of User Engagement and Instruction Librarian was able to engage with 138 people who had little-to-no knowledge of the Library's resources and services.

Along with organized events, the Library's users are given passive programming options that allow patrons to participate in activities at their own pace with minimal supervision. Library Therapy, a monthly passive program, allows users to anonymously express their opinions on a monthly theme or question. Library Therapy was available for nine months and received a total of 1,762 responses.

As Chair of the Publicity Committee, the Head of User Engagement and Instruction oversees marking and promotion to encourage interest in the Library. Seventy-seven announcements, in four categories, were publicized through the use of the University Calendar of Events, digital signs, flyers, Dupré Library News and Events rolls, community media outlets and social media.

Facebook, Twitter and Instagram continued to be the social media platforms for the Library. The Library has steadily grown its reach across all social media platforms including nine private Facebook messages. As of June 30, 2019, the Library had received 1,235 page likes on Facebook, 1,127 Twitter followers and 873 Instagram followers.