

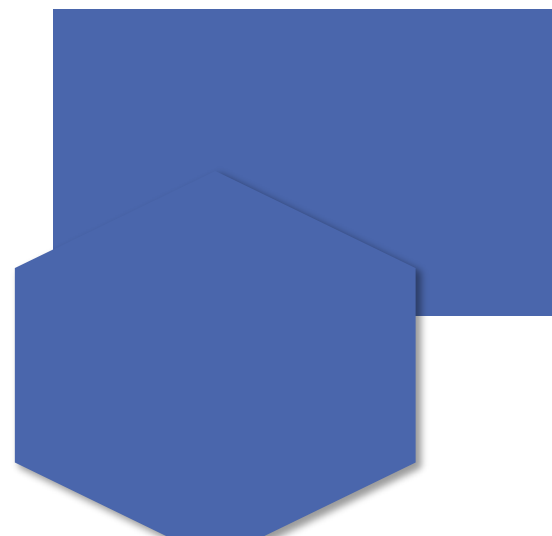


# [DUPRÉ LIBRARY TECHNICAL SERVICES]

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[Annual Report FY 2018-2019]

Sheryl M. Curry  
August 2019





## General

**Staff:** Technical Services observed many changes and accomplishments among staff this year. Special Collections had the most changes, with a new Digitization Archivist and changes in Civil Service staff. The E-Resources and Serials Department benefitted from a new Head of the Department, Michael Mitchell, and Andrea Flockton, Head of Collection Development, observed fifteen years of employment with the Library. Other accomplishments are listed in the specific department summaries.

**Networked printer:** Delivered to Technical Services in March 2019, this multi-tray printer is being used for copies, scans and printing for both general and secured purposes. Other departments are utilizing the printer as well. The Library is saving money on ink by reducing the need for individual printers.

**QEP Participation:** Sheryl Curry was appointed member of the UL QEP Development and Implementation Committees. The final topic chosen, Undergraduate Research (named Advance), features research-intensive programs and activities. Library instruction and the IR are integrated as essential components. This is ongoing.

**LOUIS Activities:** Longtime members Jaime Barrilleaux and Cathy Sicard left, with new staff hired, including Mighan Johson and Victor Sanchez. In the late spring LOUIS staff member Laurie Blandino launched an educational and entertaining newsletter, *LOUIS Lately*. Through the work of LOUIS and the Louisiana Board of Regents, all of its sites gained access to multiple ebook collections for no-cost or low-cost. Some of the collections are Project MUSE EBA, JSTOR Backlist EBA, and Oxford University Press EBA. LOUIS also upgraded several EBSCO databases for its sites. It promoted the use of its recently acquired SIRSI application, BlueCloud Analytics. This was frequently utilized by the Library for various purposes, including a live visualization of collection by item type, general collection totals and much-needed identification of specific groups of records.

## HIGHLIGHTS OF THE YEAR:

Changes in Staff

Switch to EBSCO

Switch to Enterprise

Library Book Budget

Institutional Repository

Lab Upgrades

Library in QEP

SACS

GOBI ebooks

Security Upgrades





## CATALOGING

Accreditation projects, changes in staff, more training, new books

Longtime staff member, Kim Miguez, retired in January 2019. Mallory Blair was promoted to Kim's position and took on most of Kim's prior duties. Mallory's previous position, Library Specialist 2, remains unfilled. Using her Professorship funds, Janelle Zetty purchased training for her and her staff, equipment, books for library reference and used funds for travel. The cataloging staff processed new books, undertook inventory duties and continued working with the Reading Center. Ms. Zetty and Laurie Vanderbrook worked very hard on configuring both Enterprise and EDS, resolving some difficult issues. She also made improvements to WorkFlows processes, cleaned up old records, and collaborated with the Louisiana Room, CCMC and the Gaines Center for improved access to the collections. Ms. Zetty gave a joint presentation with LOUIS staff on Enterprise at the annual SIRSI COSUGI Conference in March. She received a University of Louisiana at Lafayette 2018-2019 Travel Grant (R1) to give this presentation. She hosted a well-attended round table on cataloging at the annual LLA Conference in March and submitted several entries to the **Online Biographical Dictionary of the Woman Suffrage Movement in the United States**. Ms. Zetty contributed a short article on utilizing BlueCloud Analytics to identify specific groups of records to the **LOUIS Lagniappe Newsletter**. She was Vice-Chair, Chair-Elect of the LLA Subject Specialists Section, served on the ALA NMRT Local Information Committee and participated in other vital organizations.

<b>Titles in the General Collection</b>	544,636
<b>Volumes in the General Collection</b>	945,870
<b>Electronic books (titles currently in SIRSI ECAT)</b>	493,975
<b>Total item count, all formats, all libraries</b>	<b>1,984,481</b>

<b>ACRL Books Physical Item Count</b>	954,489
<b>ACRL Electronic Books Item Count</b>	455,516
<b>ACRL Electronic Serials Item Count</b>	175,652
<b>ACRL Physical Serials Item Count</b>	320,365

<b>Print Monographs</b>	
New Titles added	2,154
Added Volumes and Copies	2,386
<b>Serials</b> ↓	



New Titles added	388
Added Volumes and Copies	3,267
<b>Total</b>	<b>8,165</b>

<b>Non-Print titles</b>	
<b>Total added</b>	<b>354</b>
<b>Gifts added</b>	
Print monographs	114
Added volumes & copies	23
<b>Total</b>	<b>137</b>
<b>Withdrawn titles</b>	
Titles	125
Volumes & copies	167
<b>Total</b>	<b>292</b>

**COLLECTION DEVELOPMENT**  
**Book Budget, GOBI System, Donations**

The Collection Development Department ordered and received approximately 649 new materials for the Library this year using an allocated budget of \$50,000. The College of Liberal Arts led the way in orders, with a total of \$27,193.25 being spent. In addition to material orders, library staff continued regular duties processing gift donations and handling requests.

The Department used funds from other sources and implemented a new method of ordering non-book materials. Andrea Flockton set up online ordering of e-books using the GOBI system, and about ten ebooks were ordered by Collection Development and Distance Learning using this process. MARC records are obtained for these titles and incorporated into the library catalog. Also this year the Library received 400 gifts from twelve donors. Approximately 150 of the books and CDs/DVDs/Records were added to the general collection. The Department spent approximately \$6,023.08 from restricted account funds on materials, spending larger amounts in Architecture, Math, English, Business, Modern Languages and Music.

<b>Material Orders by College</b>	<b>Total Amount: \$27,193.25</b>
<b>Restricted Accounts</b>	<b>Total Amount: \$6,023.08</b>
<b>Gift Donations</b>	
Books	375



Non-print materials	25
<b>Total Gifts Received</b>	<b>400</b>

## E-RESOURCES & SERIALS

### New Head of Department, Staff Operations, Switch to EBSCO Serials

As the new Head of E-Resources and Serials, Michael Mitchell has provided new direction in the department, which has benefited the staff and the operations of the library. Staff now meet regularly and are being cross-trained, especially with two pending retirements. They launched a comparison of the library's print journals to those that were accessible in online packages. They were also heavily involved in the library's general collection inventory project, correcting problems with print serials. To improve serials management, Mr. Mitchell added departmental procedures and information to a departmental wiki, developed tools for staff communication and added the library resources for OCLC Connexion and SmartPort. Serials completed the reorganization and cleanup of the physical areas in Tech Services that belonged to Serials.

The year experienced more changes to E-Resources & Serials operations. Due to inefficiencies, lack of communication and costly delays with the library's subscription management vendor, WT Cox, Mr. Mitchell and the upper administration made the decision to transfer the library's account to EBSCO, a leading provider of subscription services and databases. We expect a smooth transition for the annual fall subscription to the new vendor and a growing relationship with EBSCO. Other activities involved investigation of SIRSI eRM, an e-resources package. This was discontinued after Mr. Mitchell and SIRSI staff determined that it would not meet the needs of the library. With funds rising only to meet the cost of inflation, numbers of subscriptions and resources stayed stable. Total subscriptions increased due to the Library taking over Distance Learning journal subscriptions. The Library continues to increase its online full-text holdings in response to demands by academic faculty, thus continuing the reduction in physical journal collection size and space. Please note that Distance Learning database resource expenditures are excluded from this year's E-Resources & Serials Annual Report. That data is now presented in the Annual Report, provided by the Head of Distance Learning.

In addition to his regular duties, Mr. Mitchell revived and heads the E-Resources Committee with a focus on database priorities, streaming videos, new journal subscription requests; he also merged the DL App Committee into this Committee. The Committee updated a much older version of the E-Resources policy. Mr. Mitchell created the EDS Group to customize the EBSCO Discovery service (EDS), inviting staff members from LOUIS & EBSCO to campus. Outcomes included database results restructuring, a reconfigured search box and other improvements to the user experience.

Mr. Mitchell was awarded the first-time attendee scholarship to the 2018 LOUIS Users Conference. He presented a talk on the value of academic libraries at the For Our Futures University of Louisiana Systems Conference held in February at UL Lafayette.



<b>E-Resources &amp; Serials Expenditures</b>	<b>\$2,038,327.65</b>
<b>E-Resources and Serials expenditure on database and online applications</b>	<b>\$665,213.87</b>
<b>Print subscriptions</b>	<b>\$17,625.10</b>
<b>Online subscriptions</b>	<b>\$1,047,192.92</b>

**IT COORDINATOR AND IT SYSTEMS SPECIALIST**

**EZ Proxy security upgrades, STEP Grant, Enterprise and IR launch, EDS**

Over the course of the past year the Systems Department implemented upgrades to crucial workflow systems applications and secured funding for enhancing computing infrastructure. The department also streamlined communications with vendors, reduced system downtime, and accelerated the response time to incidents affecting faculty and students. For data storage, the Library share was indexed to increase the amount of available storage. Digital archival resources in Special Collections were moved to a different server with the capacity to grow past 5TB of data. New web applications, refreshes and upgrades continue to be necessary. For example, computer equipment is becoming outdated, and some enhancements will need to be made to support the Institutional Repository, discussed below.

EZ Proxy was upgraded to v 6.5.2 in early spring 2019 to meet the security requirements of database vendors and to reduce the vectors of malicious attacks. The IEEE Explore database had been particularly vulnerable to attacks during the year. In cooperation with Campus IT, the Systems department updated the communications protocol with high value databases. The flow of information was streamlined to notify the relevant parties to decrease the amount of downtime experienced by patrons. Arthur Almazan and Jose Lasseigne were identified as the points of contact for any abuse or fraud detected from UL Lafayette IP ranges. Other appropriate individuals were also included in communications, including the Head of E-Resources & Serials. In tandem with the upgrade, the administration implemented on-campus database authentication, which included revision of the Library's database login page.

A \$27,000 STEP Grant funded thirty new workstations in the Bibliographic Instruction Lab. The older Bib Lab computers were used to refresh the aging Reference Online Center. The ROC lab is back to full capacity and steps have been taken to have STEP absorb the computers into their inventory.

The new library catalog, Enterprise, was launched in August, followed by many customizations including a new look applied later in the year to match the design of library web pages. Laurie Vanderbrook created an online help guide to assist users. In addition to the much improved catalog



over the previous application, there were unexpected positive results. One was the discovery, troubleshooting and solutions applied to neglected or hidden cataloging issues. Another was the unexpected recognition that Dupré Library received among its peers for its complex and attractive modifications made to the original Enterprise application by using Javascript widgets and customized CSS code. Two staff members were invited to present at selected events on the processes. While some issues persist, these will hopefully be resolved in the next Enterprise upgrade.

The Institutional Repository web site was launched during Spring 2019. Laurie Vanderbrook was very involved in setting the look and feel of the site using a customized CSS stylesheet. She also assisted in the organization and navigation of the IR and set up URL aliases. More information on the IR is in the Special Collections narrative.

Websites and user applications were updated or changed throughout the year. The EBSCO Discovery Service (EDS) search box was reconfigured for more functionality. Laurie Vanderbrook improved the user experience, including instant response when patrons search certain terms like library hours. She also activated the Guest Access interface. She maintained and monitored LibGuides (Research Guides) throughout the year. Ms. Vanderbrook assisted staff from Research Services and the Hilliard Museum to collaborate on new LibGuides for the Hilliard Museum. For the Library website, she created many enhancements and additions, including a Special Collections chat box, new pages and a virtual bookshelf. The Louisiana Room Vertical Files project continued with uploads of digitized newspaper clippings and the addition of a search box. At the request of and with the help of colleagues, Ms. Vanderbrook created searchable listings for the following library collections: Rare Books for the Rare Book Collection, Masters Theses & Doctoral Dissertations and searchable options for DVD, CD and VHS formats.

<b>Library web site</b>	
Patron Visits	74,269
Total Pages	1,744
Page Views	794,372
Digital Exhibits	2
<b>Selected New or Modified Pages</b>	
Give to the Library (including a new "Give to the Library Now" button)	
Technical Services, Public Services, and User Engagement	
Publicity page with library recognitions and past library activities	
Library Emeritus Faculty page honoring the library's retired Dean	
<b>Enterprise Catalog</b>	
Views	99,844
<b>LibGuides</b>	



Total Guides	104
Guide Views	59,473
<i>Generally, platforms were accessed via desktop (74% - 80%)</i>	

## SPECIAL COLLECTIONS

### Staff Changes, Institutional Repository Launch, Policies & Procedures

The Special Collections department continued to experience staff changes this year. A new Digitization Archivist, Scott Jordan, began work in August 2019. The Louisiana Room Library Specialist 2, Danielle Gautreaux, resigned in Summer 2019, and Katie Atkins, Library Specialist 2, resigned in Spring 2019. Both positions have remained vacant. The Head of Special Collections, Zack Stein, has been in his position for over one year and has done well. Affiliated staff who worked in the department included a student intern from Chicago, volunteers, and the first recipient of the I. Bruce Turner Scholarship, Kelsey Couvillon. She worked several hours each semester. Ms. Couvillon also won the 2019 Annual Caffery Competition Award this year.

The University's Institutional Repository was successfully launched in Spring 2019. The platform chosen was Islandora OnDemand, a hosted service based on an open-source platform. The platform was selected for its customizable design, cost and number of features such as Google Analytics and the pdf solution pack. Islandora OnDemand also uses a Drupal front-end. Since the Louisiana Digital Library and the university/library web site is based on the Drupal platform, library staff were already familiar with it. Scott Jordan and the Library's IT Systems Specialist, Laurie Vanderbrook, provided valuable expertise to clean up the IR's initial design and to make it look more like a UL Lafayette web site. Google Analytics was activated for the IR to collect web traffic information. The Usage Stats Reports module was implemented to display digital object views. These stats will be provided in next year's Annual Report. Zack Stein and Scott Jordan presented about the IR and digitization at several different conferences, including the LOUIS Users Conference, the LLA Annual Conference, and the 2019 Southern Mississippi Institutional Repository Conference in April. At the Southern Mississippi Conference, they were two of the only three featured speakers for the concurrent sessions.

Several collections were added during this period. Dr. Shawn Wilson, State of Louisiana Secretary of Transportation, a graduate of the University, former president of the SGA who was involved in the Black Greek Council and the University Alumni Association, donated a photograph collection of the University from the 1990s to 2000s. Zack Stein also received materials from the University's Black Faculty & Staff Association, which is interested in maintaining a collection in Special Collections. The department began receiving materials about the 19th century New Orleans composer and pianist, Louis Moreau Gottschalk, from a donor. This includes mostly framed materials like photographs and recital programs. Zack Stein was also funded a university grant, Guilbeau Award to coordinate shipment of the collection of Jocelyn Ceballos, an important figure in Louisiana women's history.



## Technical Services Annual Report 18-19



Scott Jordan stayed active fulfilling digitization requests and organizing and digitizing different collections ranging from the large Ory Miguez collection, which spans the early 1950s to the 1990s. He also began focusing on the important areas of the vast Louisiana French and Spanish Colonial records. The Opelousas and Attakapas District Brand Books, the P.A. Dupuy Collection of New Iberia store daybooks, and the remainder of the Philip F. Dur class notebooks and journals were digitized and uploaded to the Louisiana Digital Library (LDL). To provide much needed space for digital projects, Mr Jordan and Mr. Stein worked with the Library and Campus IT to create a new 5TB shared drive. They and Sandy Himel (CCMC/Government Information Head) worked diligently on a proposal to digitize oral recordings at risk for the national CLIR agenda (Council on Library and Information Resources Council on Library and Information Resources). This proposal was rejected but praised for its content and purpose by grant reviewers.

To improve operations, the Department developed and refined policies, including: Reading Room Policy (for both staff and patrons), digitization, deaccession, donor form, oral history donor form, loan form, and more. Zack Stein held a Digital Projects Committee meeting to discuss policy & promotion, guidelines for digital collections, funding and more IR policies.

There were several other developments and activities this year. Staff began using a chat feature to the web page to serve remote patrons. As collections grew, they used the ArchivesSpace application more frequently. The Department received digitization equipment, including a high-quality digital camera which will be used for taking pictures and photographing 3-D objects. Katie Atkins, LS2 in Special Collections, refreshed the department's social media pages, increasing their popularity. In just a few months it grew to over 1200 followers. In order to make room for the new University Kathleen Babinneaux Blanco Public Policy Center, staff moved and rearranged collections. Neil Guilbeau made progress with the Vertical Files digitization project. He and other staff became aware that personal information is located in some vertical file material as well as some archival collections which needs to be protected. They also observed microfilm deterioration of individual newspapers and collections.

Staff were involved in supplemental activities and selected organizations. Neil Guilbeau arranged the 50th CODOFIL anniversary program on Sept. 19: "Revitalizing Acadian-French Culture in South Louisiana" with Warren Perrin, held in the Jefferson Caffery Reading Room. This event was well-attended. Scott Jordan began serving on the Library Council and the Louisiana Digital Libraries Council. Jane Vidrine gave a presentation on basic preservation at the LaSSal Conference in Natchitoches. Zack Stein published an article with colleagues: Stein, Z., Key, C., and Woods, C. (2018). "Digitization on a Budget: Tips and Tricks for Digital Archives and Digitization." **Louisiana Libraries**, 81(1), 6-11. He was outgoing chair of LLA Subject Specialists Section, elected Subcommittee Chair of ALA ALCTS committee and served on the University Faculty Senate.

<b>Finding aids posted online</b>	280
<b>Louisiana Room usage</b>	1,133
<b>Louisiana Room new books donated</b>	78
<b>Louisiana documents received</b>	267
<b>Major donations to archives</b>	46



<b>Online exhibits</b>	4
<b>Digitization Requests</b>	30
<b>Total Images/Materials Scanned</b>	10,406

## CCMC/GOVERNMENT INFORMATION

### LEH grant, Project LoLA, Federal Depository Library Council

The CCMC received donations from the Louisiana Folk Roots organization and many unique 78 recordings. Other donations came from Lanor Records and additional sources. The CCMC staff participated in a workshop funded by an LEH grant, “Poetry and Music: The Cajun and Creole Connection” with Louisiana Poet Laureate Jack Bedell on April 2, 2019. Sandy Himel prepared a slide show with music. The presentation paired cover images and themes representing Dr. Bedell’s works with audio selections of songs, music and recordings from the Cajun and Creole Music Collection. Sandy Himel, Scott Jordan, Jennifer Hamilton and Neil Guilbeau were involved in the Acadiana Center for the Arts Project LoLA event in the fall, in which the ACA performed a joint concert with musicians in Tennessee. LoLA, a Low Latency AV Streaming System, is a high-quality audio and video system that functions in real time. Recorded video content will be shared with the CCMC. Other activities included hosting visitors to the CCMC and designing a new departmental brochure with Communications & Marketing. Sandy Himel also attended the annual Dewey Balfa Cajun & Creole Heritage Week.

The U.S. Government Information Department made progress with inventory, weeding and copy cataloging of older and historical government documents. 1,388 new titles/catalog (copy) records and volumes were added to the library catalog. 3,213 catalog records and volumes were deleted from the catalog. During the Library's physical inventory project, over 500 government publications required review by the Department with Cataloging or Serials. Over 400 volumes or copies were added to catalog records from inventory results. **It should be noted that titles and volumes of government publications classified in Library of Congress, as opposed to SuDocs, are included in the total volume count for Dupre Library.** Until recently, attempts to gain an accurate count of pre-Marcive/legacy catalog records before the 1990s were unsuccessful. However, thanks to the OCLC Reclamation project implemented by the Cataloging department, revised records now include MARC fields that either include a unique GPO depository item number or the government publication class numbers. This has allowed the Head of Cataloging to generate a report that searched for the latter field. This has resulted in a count of approximately 55,500 items/volumes. Although most items in the report are federal documents, some United Nations and state government documents were extracted. The Head of Government Information plans to request additional reports. Department personnel will continue to research and identify missing GPO Item numbers (074 field tags) in existing catalog records and in new copy cataloging records.

The publication and distribution of new and historical federal government publications online or digitally by GPO and other publishing/distribution entities continues to increase, as the number of newly published print and tangible government publications decreases. This is reflected in the increase of



cataloging records with links (PURLs) to online publications received by our library, along with the decrease in print publications received. While statistics do not adequately count usage, the number of online log entries of government information searches in the library’s catalog was FY was 12,658, an increase from last year’s number of 10,703. It is important to note that these numbers collected do not represent the entire usage of Federal government publications and the Head of Government Information plans to coordinate with the library’s IT/systems staff to explore methods to collect additional online usage statistics.

During the year there were many activities and projects involving the depository collection such as: Enterprise library customization; development of an excellent library exhibit promoting Constitution and Citizenship Day/Week; incorporation of government information into regular library instruction and more. Staff created signage for the collection and developed a campaign through social media and library instruction to respect and utilize the collection. Much of this work will continue. Sandy Himel was elected chair of the Louisiana Federal Depository Library Council for 2018-2020. She has chaired several meetings. She also participated in the Spring virtual meeting of the national Depository Library Council (DLC). In addition to her professional duties, she was appointed to the Shared Governance Redesign Task Force (Strategic Initiative 4.1) for the University’s 2015-2020 Strategic Plan. She is also serving as a Library faculty representative on the search committee for the Dean of University Libraries.

<b>Government Information Selected Data</b>	
Library catalog new titles and records	9,522
Depository selection rate	43%
Total for item count of government documents in catalog (total)	261,656
Item count for U.S. government documents added to catalog (print and online)	8,745
<b>CCMC Selected Data</b>	
Total recordings	8,998
Other materials & artifacts	526



## GRANTS

- Arthur Almazan and others: Received \$27,000 STEP Grant for thirty new workstations in the Bibliographic Instruction Lab
- Janelle Zetty: Received University of Louisiana at Lafayette 2018-2019 Travel Grant (R1)
- Sheryl Curry: Completed Friends of the Humanities Grant by creating a library exhibit November- January: "Architecture of Responsibility: Community, Diversity, Efficiency, and Sustainability."
- Zack Stein: Received University Guilbeau Award to coordinate shipment of the collection of Jocelyn Ceballos
- Sandy Himel: Participated in LEH grant, "Poetry and Music: The Cajun and Creole Connection" with Tiffany Ellis and Louisiana Poet Laureate Jack Bedell

## STAFF HIGHLIGHTS

- Arthur Almazan: Member of LOUIS Remote Authentication Working Group; member Campus IT Admin Group; enrolled in UL Informatics Master's Degree Program
- Sheryl Curry: Appointed to UL QEP Implementation Committee; member Department Head and Director's Council; representative at the UL Academic Summit at Grambling State University; co-host LLA Conference round table
- Andrea Flockton: Member Committee on Academic Affairs and Standards; member UL Gen Ed Committee; two reviews published in **Louisiana Libraries**; contributor to **Bayou State Periodical Index**
- Neil Guilbeau: Planned and hosted the program observing the 50<sup>th</sup> anniversary of CODOFIL
- Sandy Himel: Chair of La. Federal Depository Library Council; appointed to UL Shared Governance Redesign Task Force; member UL Faculty Senate; member Board of Directors Louisiana Folk Roots
- Scott Jordan: Presented on Institutional Repository at several conferences; member of Louisiana Digital Libraries Council



## STAFF HIGHLIGHTS CONTINUED

- Michael Mitchell: Awarded First –Time Attendee scholarship to 2018 LOUIS Users Conference; presented at the For Our Futures UL Systems Conference
- Zack Stein: presented on Institutional Repository at several conferences; co-published article on digitization on a budget in **Louisiana Libraries**; presented at LLA Conference; outgoing Chair of LLA Subject Specialists Section; Subcommittee Chair of ALA ALCTS; member of UL Faculty Senate
- Laurie Vanderbrook: participated in panel discussion at LOUIS Users Conference on Enterprise customizations; participated in ULINK focus group; member of Honors Convocation Committee; member of UL IT Admin Group
- Jane Vidrine: Member of Executive Board of LaSSal; presented at LaSSal Conference
- Janelle Zetty: Vice-Chair, Chair-Elect of LLA Subject Specialists Section; member ALA Annual Conference Local Arrangements Committee; continuing BOR Professorship; presented at SIRSI Annual Conference (COSUGI); contributed article to **LOUIS Lagniappe Newsletter**; ongoing contributor to online biographical dictionary on U.S. Women’s Suffrage movement