

TECHNICAL SERVICES ANNUAL REPORT 2019-2020

SHERYL M. CURRY, ASSISTANT DEAN OF TECHNICAL SERVICES

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GENERAL

WORK FROM HOME

The most significant development of the year was the impact of the COVID-19 pandemic. After the University closed its doors and shifted to online learning in March 2019, the Library not only had to adjust to telecommuting, but also had to make information and resources available to the University's online users. Although maintaining the Library's technical services operations and providing services was a challenge during this period, the experience was relatively successful. From special collections processing to electronic resources management, staff adapted, worked creatively, and communicated effectively. This annual report relates many efforts undertaken by dedicated technical services staff.

ADVANCE QEP

The QEP initiative for undergraduate research, named Advance: Student Research Experience, continued into its second year. Library instruction and the Institutional Repository remained crucial components of Advance and were provided funding in the final budget. The QEP initiative was accepted by SACSCOC and soon entered the implementation stage. Sheryl Curry continued her participation on the QEP Development Committee, serving as one of the primary editors for the report, which is available at

<https://advance.louisiana.edu/sites/advance/files/UL-Lafayette-QEP-Report-2020.pdf>.

LOUIS ACTIVITIES

Governed by the Louisiana Board of Regents, LOUIS served as a primary resource to the consortium during the pandemic, offering access to the RedShelf online course reserves platform, working with vendors to provide free access to resources, hosting weekly online discussions among its members, webinars and much more. In addition, LOUIS joined EBSCO as EDS Beta participant, completed the LOUIS OER microsite, and continued working with the Open Textbook Network initiative. It implemented Working Groups to investigate and report on software, processes, resources and applications. Several members of technical services were invited to join these Working Groups. LOUIS also continued funding for the Curriculum -Driven Acquisition program and its popular Evidence-Based Acquisition Program.

HIGHLIGHTS OF THE YEAR

Work from Home

Advance QEP

Staff Changes

LOUIS

Switch to EBSCO

Institutional

Repository

Security

CATALOGING

- Inventory Projects, Open Library, CCMC

The Cataloging Department pursued many projects and activities this year. Staff processed new books, withdrew items from the Library inventory project, and continued working with the Reading Center. In addition, they began a project to inventory, repair, reclassify, and reinstate items from the Instructional Materials Center (Education Library) in Maxim Doucet Hall. This collection had never been inventoried. Monica Meaux and a student worker recorded 4,264 items, reinstating about 204 pieces. Subsequently, the director of the Education Library, Dawn Orcino Williams, invited Ms. Meaux and Janelle Zetty to speak about cataloging to her education class.

In addition to the Instructional Materials Center, other distinctive projects were undertaken. Janelle Zetty determined that she could upload approximately 100,000 Open Library MARC records to the Library catalog. Open Library, a collection of classic and popular works, is managed by the California State Library and run like a virtual library. She also collaborated with the Government Information/Cajun and Creole Music Collection librarian, Sandy Himel, to submit a proposal for the subject heading "Creole music" to the Library of Congress. The Library of Congress Policy Standards Division denied the proposal in January 2020. In another matter, they also determined that CCMC staff would have access to Connexion to edit only the Library's master records in OCLC. Ms. Zetty also made contributions to help students during the pandemic, adding records to the catalog for the RedShelf online course reserves platform. Mallory Blair, working on the Reference microfilm project, withdrew an estimated 1,389 microform items from SirsiDynix Workflows and OCLC Connexion. She also removed 361 monographs for the Reference & Research Services weeding project. Laura Truxillo created about 250 name authority records for local authors and musicians, serving the global library community. After the University shifted to telecommuting, the staff continued to catalog remotely and perform other functions, periodically coming to the Library to gather additional materials.

Selected Cataloging Data (ACRL 2019-2020 Report data)	Total
Physical Format	
Books (title count)	535,208
Books (volume count)	951,243
Media (title count)	101,139
Serials (title count)	27,167
Total	1,614,757
Digital/Electronic Formats	
Books (title count, includes Online Government Documents)	169,676
Serials (title count)	1,021
Total	170,697

Additional FY Cataloging Data	Source: BCA, distinctive from previous years' data
New Monographs, Serials & Non-print materials	(All Dupré Library areas, IMC, Reading Center & other locations)
Monograph new titles added	1,102
Non-Print new title items (CDs, phonorecords, etc.)	20
Serials new titles (includes LaRM, Archives etc.)	221
Total	1,343
Added Volumes and Copies	(All Dupré Library areas, IMC, Reading Center & other locations)
Non-Print titles	41
Print monographs	1,723
Serials	1,835
Total	3,599
Gifts Added	(All Dupré Library areas, IMC, Reading Center & other locations)
Audio and other AV materials	35
Print Monographs	106
Total	141
Withdrawn titles (includes microforms withdrawn from Reference, Spec Coll and Gov Docs this year as well as deselected items from inventory)	(All Dupré Library areas, IMC, Reading Center, other locations and all formats)
Total	3,021

COLLECTION DEVELOPMENT

- Foundation Funds, Retirement, Work from Home

The Collection Development Department worked on ordering and receiving approximately 170 new materials for the Library this year using Foundation funds, as there was no general library materials budget. They also performed their regular duties processing gift donations and handling requests by library staff. Andrea Flockton assisted with ordering and processing new books as well as performing her other department head duties. Joann Wiltz continued placing book orders, as did Whitney Collins and Christa Judice. Ms. Judice continued with book order receipts for new book orders and book repairs. Long-time employee, Joann Wiltz, retired in October 2019, and the rest of the staff shared her duties. After the University shifted to telecommuting, staff continued most of their duties online, ordering new books and shipping them to their homes for processing. They made periodic visits to the Library to drop off and pick up materials.

Selected Collection Development Statistics	
Material Orders by Named Accounts	Total
Foundation Funds	5,878.15
Friends	23.76
Academic Colleges	175.07
Total	6,076.98



Gift Statistics for General Collection						
Date	Donors	Books	Journal Titles	Journal/Vols	CDs/DVDs/Records	Total
2020	2	3	0	0	0	3
2019	4	35	0	0	1	36
Total	8	38	0	0	1	39

E-RESOURCES AND SERIALS

- Migration to EBSCO, Retirement, Work from Home

The year was highlighted by several changes and projects. The department completed its preparations for impending retirements by cross-training staff and streamlining processes. They also finalized the switch from the former library subscription management vendor, WT Cox, to EBSCO. This included the launch of Usage Consolidation, EBSCO’s statistics gathering apparatus for journal use. Staff took online training to learn the new system.

The assessment of journals for removal was begun for the third floor and the Z section of the first floor physical collections; however, these projects were delayed due to various reasons, primarily the switch to remote work. More successful was the weeding of microfilm collections, specifically damaged or mold-infected reels, in conjunction with Public Services. The department’s role in this project was the updating of the catalog records to reflect the mass weeding. Staff also continued inventory updates for both general collections and special collections, such as the LA Room serials. They added or corrected 1,881 serials. During the work from home period, the staff resourcefully performed online functions, occasionally visiting the Library building for physical work. Shellee Shedd, long-time library employee, retired in April 2020.

Expenses

Due to the removal of ASTM Compass, Cabell’s Directory, and the Chicago Manual of Style (now Distance Learning databases) the total number of databases has lowered from last year. Expenses have increased from last year due to vendor price increases. A note on reporting: due to the fact that the Library no longer has any specific newspaper subscriptions separate from journals, the division of resources has been condensed to focus solely on *subscriptions, databases, and memberships*. As instituted last year, all Distance Learning database resource expenditures are again excluded from this year’s E-Resources & Serials Annual Report.

E-Resources & Serials Expenditures	
Journal subscriptions (print and e-journals)	1,103,448.62
Memberships – LOUIS	343,231.35
Memberships – other (ALA, LYRASIS, EBSCO, etc.)	5,653.85
Online databases	672,638.43
Total	2,124,972.25

E-Resources & Serials Resources	
Journal subscriptions (e-journals)	999
Journal subscriptions (print)	160
Memberships	19
Online databases	28
Total	1,206

IT COORDINATOR AND IT SYSTEMS SPECIALIST

- Work from Home, Security, STEP Grant, New University Applications

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. In response to the pandemic, Systems quickly prepared computer equipment for users to work remotely. This was accomplished by upgrading equipment to Windows 10 to support remote sessions and maintaining a current image of supported operating systems for rapid deployment. Systems had to repurpose old equipment to serve as temporary workstations in order to meet the demand for equipment, and to facilitate users who were working both remotely and on campus.

The EZProxy authentication service was upgraded during the late summer to v. 7.0.16. Enhancements and upgrades include rapid identification of users and filtering capabilities. During the pandemic, some security features were made less restrictive to accommodate the influx of online learners, including authorized users from foreign countries. In other security operations, in coordination with Network Services, the Systems department discovered an error in the University’s firewall that was

causing unexpected downtime for a critical service during peak usage of databases, particularly IEEE. After Network Services corrected this error, the Library databases have experienced no downtime.

STEP Grant

In coordination with Public Services, Arthur Almazan, IT Coordinator, submitted two STEP proposals to replace aging scanners in the building and to upgrade the ROC Lab. The scanner proposal was awarded \$33,000 and the other grant was denied, although it will be resubmitted in the next cycle. Due to the pandemic, equipment ordering for the scanners was delayed until the new fiscal year.

Hardware

The Library added two networked printers to the server in Circulation and Archives. This multi-tray printer is being used for copies, scans and printing for both general and secured purposes. By reducing the need for individual printers, the Library saves money on ink and maintenance.

Interlibrary Loan received new computing equipment to assist with processing ILL requests. Circulation received newer workstations to replace aging hardware. New barcode scanners were also ordered.

Software and Other Applications

The University introduced new applications during the fiscal year. A campus email system migration from Zimbra to MS Outlook took place in August 2019. Although several aspects such as calendars and aliases immediately required attention by Library IT staff, the University ultimately benefitted from the switch. Microsoft Teams was launched just before the work from home period. It includes one TB storage, chat, surveys, scheduling and collaboration tools. Many employees have adopted use of MS Teams. The Systems department was essential in setting up the Library's MS Teams Channel and providing instruction. An iLLiad-Atlas hosted database migration was completed in August 2019. During the year there were effectual upgrades performed for Workflows, OCLC WorldCat, Enterprise and ArchivesSpace. Many databases upgraded their platforms during this period, including AVON streaming video, Gale, Credo Reference and LibGuides.

Staff Developments

An Unclassified Evaluation and Planning group of documents was created for both positions in the IT Department. This was the first formal set of expectations and evaluations established for the Library and University, although informal methods had been previously utilized. A grad assistant, Somtoo Chukwu, was appointed in the spring to replace the former grad assistant, Max Domingue, who graduated in the fall with a Master's degree in computer science.

IT Systems Specialist

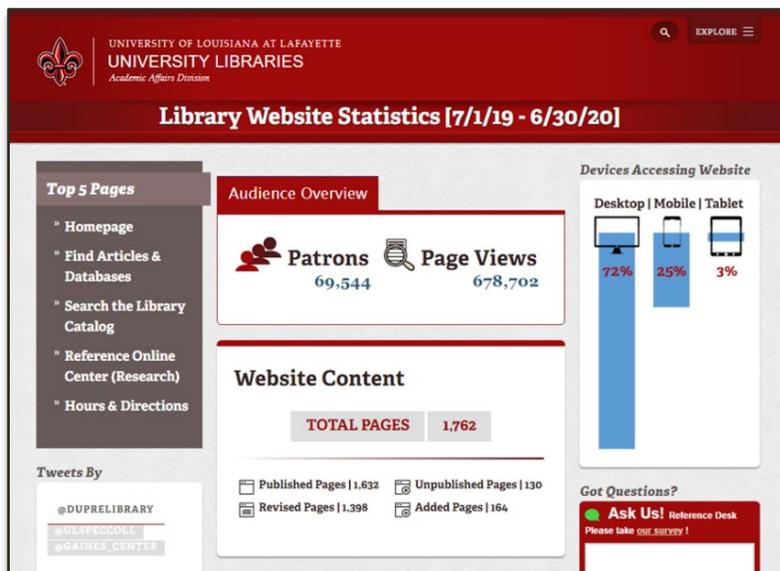
The IT Systems Specialist, Laurie Vanderbrook, maintained and improved library applications and services throughout the year. These included installation of new computers, providing assistance to Library staff, administration of the Library's web site, databases, EBSCO Discovery, LibGuides, the Library mailing list, support for the Institutional Repository and other functions. Ms. Vanderbrook also provided significant services during the work from home period. Selected activities are presented in the following tables, although complete information is in the IT Systems Specialist report.

Selected Services provided during Work from Home (IT Systems Specialist)

- Collaborated with others to create web pages, forms, tables, etc. (Curbside Delivery Pickup form, RedShelf reserves, free online resources, student worker agreement forms and many others)
- Created an alert banner and kept current to inform patrons of library service changes
- Created and updated a COVID-19 LibGuide of resources related to the pandemic, merging it with Heather Plaisance's LibGuide which featured information about the availability of library services during the closure
- Development of the Library Channel in Microsoft Teams, created as the University Libraries Dept Team with multiple sub channels. Providing ongoing support to users
- Updated the layout of the Library's main web page to promote remote services

Selected Activities during the Year (IT Systems Specialist)

- Added a new search feature for the online Louisiana Room Vertical Files
- Added fresh, new photos at the top of the Library's web pages replacing those loaded in 2014
- Attended LOUIS System Administrator meetings (invited speaker), EBSCO User Group, Campus IT Managers and other meetings
- Customized Enterprise for two major upgrades
- Incorporated a new search feature for The Daily Advertiser newspaper obituaries
- Replaced web pages for the iLLiad System Patron interface in advance of iLLiad system upgrade
- Submitted the Library as an EDS Beta Tester site for LOUIS, providing updates and feedback

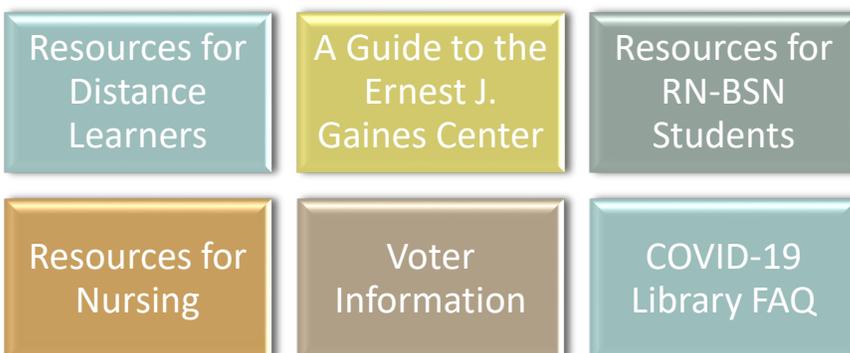




LIBGUIDES SELECTED STATS



TOP LIBGUIDES



Devices accessing LibGuides

Desktop/Laptop: 84%	Mobile: 16%
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SPECIAL COLLECTIONS

- Changes in Staff, Work from Home, Notable Donations, Stephens Papers

The Special Collections department has continued to see changes. Between the months of October and March, two vacant Library Specialist 2 positions were filled by temp workers from Westaff. Rosie Larraga completed her assigned hours in March 2020; Mona Brasseaux's assignment was cut short due to the COVID-19 pandemic. Lindsey Lutgring filled the permanent Library Specialist 2/Louisiana Room Assistant position in June 2020. The department has chosen a candidate for the Library Specialist 2/Archives Processing Assistant position and is in the final hiring stages as of this writing. Special Collections staff competently assumed the responsibilities for Neil Guilbeau, Louisiana Room Librarian, who was away for several months.

In order to continue services and tasks during the pandemic, the condition of working from home required the Special Collections staff to substantially modify the standard model of working within a controlled environment, which provided sufficient processing space and adequate equipment. Each staff member took one to two collections home, depending on how much work was feasible for each member to conduct. They also took processing supplies. All staff shared duties taking reference requests and monitoring live chat. The Digitization Archivist needed time to establish and maintain a sound and secure software and hardware environment at home. Once the environment was made acceptable, he was able to bring home a finite amount of digital collections to work on. However, as anticipated, he and the other staff processed their materials in a short amount of time. They needed to make periodic trips to the Library to bring them back and select other files to take home. This became a regular routine.

Collections

Several physical collections were added during this period, one with more fanfare than usual. These included the Emar Andrepont Store Collection and the Ludeau Pitre Papers, which included records from a St. Landry Parish farmer and rancher, who was also known to manufacture and sell moonshine during Prohibition. Many additions to collections were received including Maurice W. duQuesnay, Alexander S. Pope, and Michael D. Wynne. A ceremony in the spring was held to honor Sandra Thompson Herman, who donated her papers and memorabilia from her administration in state government to Special Collections. Ms. Thompson helped to establish the Louisiana State Department of Culture, Recreation and Tourism, for which she acted as the first secretary, and she also led the Atchafalaya Basin Program.

Stephens Papers

The University Provost approved the allocation of funds towards the digitization of the Edwin L. Stephens microfilm collection. Dr. Stephens was the first president of the University. Special Collections chose Backstage Library Works to duplicate the microfilm to polyester film and digitize. The digitization was completed and transferred to the Library Digital Collections Shared Drive on June 26, 2020. The collection will eventually be shared online to the public.

Digitization Projects

Scott Jordan, Digitization Archivist, completed several different digitization projects, including items from the Emerson Bentley Papers, Philip Dur Papers, Abrom Kaplan Papers, Robert Martin Collection, Shawn Wilson Photograph Collection, and selected trophies and plaques from the University Archives. Mr. Jordan uploaded the following digital items to the Louisiana Digital Library: a diary and scrapbooks from the Emerson Bentley Papers, the Aurelien Breaux Family Land Records, and some of the Rees Family Papers. The Ory Miguez Photograph Collection and the local commandants' reports section of the Colonial Louisiana Records microfilm collection are long-term digitization projects that continue to make steady progress. Special Collections has benefitted from its student workers and scholarship students, who have provided much needed assistance in scanning archival materials.

Institutional Repository

As the Institutional Repository became more widely known across the university, more collections were added. Zack Stein, in collaboration with others, developed a policy that described its purpose, process for ingestion and other information. He also developed a comprehensive LibGuide on the Institutional Repository, available at: <https://louisiana.libguides.com/institutional-repository>. The IR will be used to support student research from the Advance: Student Research Experience Program. It is allocated \$3,000/year for five years by Advance.

A project began in the spring to integrate IR metadata into EBSCO Discovery. This would enhance the visibility of the IR and make its materials more accessible. A few issues with the harvest are still being resolved.

Other Highlights

Staff was active in other areas during the year, completing more finding aids, adding information to the Gimlet reference application, coordinating records management, posting more social media, and other activities. The Louisiana Room made significant progress in the Vertical Files project, with around 25% complete. Updates to the Vermilion Digital Index databases are about 90% complete. The department hosted a program to recognize the significance of Lafayette journalism in the 1960s and 1970s. It partnered with Public Services in a successful national grant proposal to host an "Americans and the Holocaust" travelling exhibition to UL Lafayette. Many other advances were made and are identified in the Special Collections 2019-2020 Annual Report.

Special Collections Selected Statistics	
Digitization Requests	33
Louisiana documents received	270
Louisiana Room new books donated	8
Louisiana Room usage	942
Major donations to archives	11
Online exhibits	1

Physical exhibits	5
Total images/materials scanned	15,166
Tours/Orientations	9
Institutional Repository	
Total page visits	211,862
Total submitted items	65

U.S. GOVERNMENT INFORMATION

- Work from Home, Promotion, Preservation of Physical Collection

U.S. Government Information continues to be an integral part of the Library, community and nation. During the pandemic, patrons could rely on current guidance from U.S. Government agencies and assistance from depository libraries. While working from home, the staff of the Library’s depository library program continued to provide services and perform remote operations, from patron requests to processing. Similar to Special Collections, staff made periodic visits to the Library to bring materials home for processing. They were also able to use this time to attend numerous GPO FDLP Academy webinars/meetings and DLC conference sessions for information, training and updates related to depository services, depository shipments and care and safety of collections.

Depository Promotion and Access

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 decrease. Users may access government information via the Library in many ways: the Head of Government Information/Depository Coordinator, Reference librarians, the Library's online catalog, formal and informal library instruction, the Library’s U.S. government information web pages, Marcive’s GPO Catalog of U.S. Government Publications and selected LibGuides. In addition, more than twenty of the Library’s LibGuides research guides include U.S. Federal government depository resources. This year, the depository coordinator curated an exhibit for Constitution and Citizenship Day/Week (September 17). GPO Federal Depository Library information folders with promotional items were prepared and distributed to the Naturalization candidates and other participants. Other ways of promoting the depository collection are being explored.

Technical Activities

The depository library’s long-term inventory, weeding and copy cataloging work for historical documents; and the maintenance and preservation efforts for the tangible collection remained on track with the larger GPO/FDLP national goals and initiatives. Documents department staff, along with assistance from student workers, were instrumental in this work and its progress.

Protecting the Collection

For preservation purposes, and because the depository collection is a special collection, a “no food and drinks” policy was implemented for the Federal government documents depository collection (SuDoc collection) on the 1st floor during the previous fiscal year. The area had become a popular space for students to gather for individual and group study and to socialize. Signage was created by the government information department. Instructional services and other public services personnel continued to assist with monitoring and communication of the new policy by providing explanations as part of library instruction and orientation sessions, tours and via social media. Results have been positive. With a few exceptions, food and drink have been mostly eliminated from the area.

Additional Highlights

Sandy Himel, Depository Librarian, was chair of the Louisiana Federal Depository Library Council for 2019-2020 and also chaired the 2020 committee to revise the State Plan for Federal Depository Libraries in Louisiana. She served as a Library faculty representative on the search committee for the Dean of University Libraries.

Updates and enhancements of legacy catalog records (pre-1990) were made possible by the OCLC Reclamation Project during the previous year. New WorkFlows reports and other processes have also helped identify and improve records. This is particularly beneficial for the government documents volumes that were in the general collection. Additional records and barcoding of volumes discovered in the collection during the Library’s inventory project have been created. The Library Specialist 3 continued work with adding volumes, searching and editing cataloging records and preservation of government documents in the LC main stacks, as part of the Library’s general inventory project.

U.S. Government Information Selected Data	
Depository selection rate	43%: online (75%), paper (23%), other (2%)
Item count for U.S. government documents added to or deleted from catalog (print and online)	15,066
LibGuides total views (two guides)	232
Library catalog new titles and records	2,370
Total for item count of government documents in catalog (total)	276,722
Web site views of landing pages & subpages	6,313
Comprehensive data available in the U.S. Government Information 2019-2020 Annual Report	

CAJUN AND CREOLE MUSIC CENTER (CCMC)

- New Collection, Promotion, CCMC Brochure Award

Established in 2003, the CCMC consists of commercial recordings, selected unpublished or field recordings, and related materials of the music of the Cajuns and Creoles of Louisiana. This year, the Center received a large donation of recordings from the collection of Tee-Mick Abed. The collection includes LP albums, 78s, 45s, cassettes, CDs and taped radio programs and was donated by his son, Michael Abed of Baton Rouge. Tee-Mick Abed hosted an award-winning radio talk show featuring Cajun music on WYNK in Baton Rouge. He also worked with Louisiana musicians and record companies providing song lyric translations and transcriptions. Originally from Paris, Abed was a member of the LSU faculty who then became Assistant to the Dean of the College of Arts and Sciences.

Promotion

During the previous fiscal year, Ms. Himel initiated a redesign the CCMC brochure. The University's Communications and Marketing produced the brochure, which won a CASE 2020 Silver District IV regional award in the category for brochures, flyers and booklets design. Recordings from the CCMC were played during fall 2019 home football games, with acknowledgement given to the CCMC. The Center was promoted during the KRVS radio show's fall fundraiser. Research materials were shared with the producers of a Canadian television program, who would provide a copy of the program and acknowledge the contributions of the CCMC. The Center was toured multiple times by visitors from the University and the community.

Ms. Himel continued to serve as committee member on the University's Amédé Ardoin and Dennis McGee Memorial Pocket Park project, an extension of the Amédé Ardoin Project by Dr. Darrell Bourque. Amédé Ardoin was a pioneer black Creole music accordionist, and Dennis McGee was a pioneering Cajun music fiddler. The project is in the final stages of development and will be located near the Biology Department.

Technical Activities

In summer 2019, Ms. Himel initiated revisiting the CCMC goal to submit a new LC subject heading proposal for "Creole Music." She and the Head of Cataloging worked on the proposal and the Head of Cataloging submitted the information to the Library of Congress Subject Authorities Cooperative Program (SACO) in August 2019. The Library of Congress Policy Standards Division denied the proposal in January 2020.

CCMC personnel assisted with review of 145 original (LWA) and copy cataloging records for CDs. Edits and/or overlays were made in Workflows and OCLC Connexion. It was agreed that CCMC staff would have access to Connexion to edit the Library's master records in OCLC.

CCMC Selected Data	
Collections added	Tee Mick Abed Collection: 1,000 + items
Number of individual donations	13

Reference, research and listening requests	74
Researchers and visitors	111
Total number of recordings	9,168
Web site views of landing pages & subpages	1,576

TECHNICAL SERVICES STAFF HIGHLIGHTS

Arthur Almazan: Member of LOUIS Remote Authentication Working Group; member Campus IT Admin Group; earned a Master's Degree in the UL Informatics Master's Degree Program.

Sheryl Curry: Member of the University's Advance QEP Implementation Committee; review editor of Advance QEP document; interviewed for one of the Advance promotional videos; member of Search Committee for Advance Director. Member Department Head and Director's Council; selected for the LOUIS Electronic Resources Admin Group; appointed member of the LOUIS Shared Print Working Group; organized and participated in joint presentation, "Building Relationships with Campus IT" at Fall 2019 LOUIS Users Conference. Review of *Natural Disasters: a Reference Handbook* by David Newton, published in **Choice: Academic Reviews for Libraries** (March 2020, Vol. 57 Issue 7, p. 747). Review Column Editor for **Louisiana Libraries**.

Andrea Flockton: Continuing member of the University's Committee on Academic Affairs and Standards; member of the University Gen Ed Committee; one review published in **Louisiana Libraries**; contributor to **Bayou State Periodical Index**.

Neil Guilbeau: Oversaw 10,473 total files uploaded to the Vertical File project.

Sandy Himel: Chair of Louisiana Federal Depository Library Council. Appointed to the University Shared Governance Redesign Task Force; member of University Search Committee for Library Dean; member UL Faculty Senate; member University Memorial Pocket Park Project; member Board of Directors Louisiana Folk Roots.

Scott Jordan: Presented on Institutional Repository at several conferences; elected Chair of Louisiana Digital Libraries Council. Created a digital exhibit on UL Lafayette trophies; volunteer for the Undergraduate Research Conference.

Michael Mitchell: Selected for the LOUIS Electronic Resources Admin Group; appointed to Library Search Committee for the Research Librarian. Volunteered for the Undergraduate Research Conference; attended EBSCO User Group Conference and Fall 2019 LOUIS Users Conference. Attended many online courses including cataloging, strategic planning and supervising.

Zack Stein: Presented at the LA Archives and Manuscripts Association annual meeting. Nominated for the Louisiana Historical Records Advisory Board; Chair of Library Disaster Plan Committee--created one updated, comprehensive plan. Appointed to LOUIS IR Working Group; volunteered for the Undergraduate Research Conference. Accepted into the Educational Leadership Doctoral Program at UL Lafayette and began in Jan. 2020. Accepted journal article on Jewish Acadians to **Louisiana History**.

Laurie Vanderbrook: Member Campus IT Managers and University Honors Convocation Committee; appointed to University Qualtrics Task Force. Completed the LOUIS Level 1 - Certified System Administrator training and certification course and received a digital badge. Attended EBSCO User Group Conference.

Jane Vidrine: Elected Chair of Louisiana Support Staff Association of Libraries.

Janelle Zetty: Chair of Louisiana Library Association Subject Specialists Section; member ALA Library Information Technology Association Committee on Diversity and Inclusion; continuing BOR Professorship. Hosted Cataloging roundtable session at Fall 2019 LOUIS Users Conference; appointed to LOUIS Controlled Digital Lending Working Group; ongoing contributor to online biographical dictionary on U.S. Women’s Suffrage movement. Volunteered for the Undergraduate Research Conference. Attended University’s Leadership Workshop; attended EBSCO User Group Conference.

GRANTS

Arthur Almazan and Public Services personnel: \$35,000 STEP Grant to replace public use digital scanners in the Library

Zack Stein and Tiffany Ellis (Public Services): \$2,000 grant stipend from the United States Holocaust Memorial Museum and the American Library Association to host “Americans and the Holocaust: A Traveling Exhibition for Libraries.” Exhibit will take place in 2022.