

# Edith Garland Dupré Library

## Annual Report 2017-2018

Compiled by  
Susan Richard  
Associate Dean of University Libraries



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# LIBRARY PERSONNEL

## 2017-2018

Almazan, Arthur – IT Coordinator, Technical Services  
August 1, 2016 –

Anderson, Sarah Philipson – M.L.I.S. University of Arizona, 2013; Instructor and Head of E-Resources & Serials Department  
October 15, 2014 – November 10, 2017 (Resigned)

Atkins, Katie – Library Specialist 2, Special Collections  
May 14, 2018

Authement, Kimberly – Library Specialist 2, E-Resources & Serials  
October 28, 2002 –

Baudoin, Carol – Library Specialist 2, Circulation Services  
February 15, 2000 –

Beck, Mary – Library Specialist 3, U.S. Government Information  
June 1, 2004 –

Bertrand, Kelly – Library Specialist 2, E-Resources & Serials  
March 12, 2007 –

Bethard, Alvin – Library Specialist Supervisor, Microforms  
January 4, 1971 – March 1, 2017 (Retired)

Billet, Robert – Library Specialist 3, Stacks Supervisor, Circulation Services  
March 13, 1997 –

Blair, Mallory – Library Specialist 2, Cataloging  
September 22, 2014 –

Bossley, Anne Bruno – Library Specialist 3 and Head of Circulation, Circulation Services  
August 21, 2017 –

Breaux, Monique – M.L.I.S., LSU, 2017; Library Specialist 2, Reference & Research Services; Instructor and Research Librarian, Reference & Research Services (June 4, 2018)  
January 1, 2018 –

Collins, Whitney – Library Specialist 2, Collection Development  
August 3, 2015 –

Curry, Sheryl Moore – M.L.S., LSU, 1985; Associate Professor and Assistant Dean for Technical Services  
November 16, 1987 –

Deal, Emily – M.S.I.S., University of Texas-Austin, 2011; Senior Instructor and Head of Distance Learning Services  
June 13, 2012 – November 16, 2017 (Resigned)

Ellis, Tiffany – M.S.L.S., Clarion University, 2015; Instructor and Head of User Engagement & Instruction Librarian (September 11, 2017)  
January 26, 2015 –

Falcon, Daniel – Library Specialist Supervisor and Head of Circulation Services (August 14, 2017),  
Circulation Services  
June 13, 2016 –

Feltner, Lauren - Library Specialist 2, Archives; Library Specialist Supervisor, Reference & Research Services/Microforms (March 5, 2018)  
September 6, 2016 – June 15, 2018 (Resigned)

Flockton, Andrea – M.L.I.S., LSU, 2004; Senior Instructor and Head of Collection Development  
July 21, 2008 –

Gautreaux, Danielle – Library Specialist 2, Archives  
October 10, 2016 –

Guidry, Jamie – Library Specialist 3, Circulation Services  
September 10, 1984 –

Guilbeau, Neil – M.L.I.S., LSU, 2007; Instructor and Reference Archivist  
August 14, 2017 –

Hamilton, Jennifer – M.L.I.S., LSU, 2009; Assistant Professor and Head of Instructional Services  
June 1, 2016 –

Harris, Elaine – M.L.I.S., Louisiana State University, 2017; Library Specialist 2; Instructor and Research Librarian (November 1, 2017), Reference & Research Services  
May 23, 2016 –

Himel, Sandra – M.L.S., LSU, 1986; Associate Professor and Head of Government Information Services & Cajun and Creole Music Collection Librarian  
August 11, 1986 –

Johnson, Deborah – Library Specialist Supervisor, Head of Interlibrary Loan Services  
July 19, 1977 – January 2, 2018 (Retired)

Judice, Christa – Library Specialist 2, Collection Development  
January 4, 2016 –

Jumonville, Valerie – Library Specialist 3; Library Specialist Supervisor (May 21, 2018), Fiscal Services, Dean's Office  
March 31, 2008 –

Knatt, Sandra – Library Specialist 2, E-Resources & Serials  
April 23, 2007 –

Landry, Yolanda Thomas – Library Specialist 2, Interlibrary Loan; Library Specialist Supervisor & Head of Interlibrary Loan (February 5, 2018)  
March 17, 1997 –

McAdams, Charles – Library Specialist 2, Circulation Services  
January 5, 2010 –

McCarty, Patrick – Library Specialist 3, Night Circulation Supervisor, Circulation Services  
January 1, 2018 – February 15, 2018 (Resigned)

Meaux, Monica – Library Specialist 3, Cataloging  
October 2, 1989 –

Menard, Ade – Library Specialist 2, Stacks, Circulation Services  
September 27, 1999 –

Miguez, Kim – Library Specialist 3, Cataloging  
August 13, 1984 –

Pham, LanKhanh – Library Specialist 2, Reference & Research Services  
July 16, 2017 – August 31, 2017 (Resigned)

Phillips, Daniel – Library Specialist 2, Interlibrary Loan Services  
December 11, 2006 –

Plaisance, Heather – M.L.I.S., LSU, 2003; Assistant Professor and Head of Reference & Research Services  
July 1, 2005 –

Richard, Susan – M.L.S., LSU, 1984; Professor and Associate Dean of University Libraries  
July 1, 1989 –

Richardson, Ian – M.L.S., Wayne State University, 2017; Instructor and Research Librarian, Reference & Research Services; Head of Distance Learning (January 1, 2018)  
September 2, 2016 –

Robichaux, Stephanie – Library Specialist 3, Night Circulation Supervisor, Circulation Services  
April 9, 2018 –

Shedd, Shellee – Library Specialist Supervisor, E-Resources & Serials  
May 10, 1993 – January 3, 1997; reemployed April 3, 2000 –

Spears, Sabrina – Executive Assistant to the Dean of University Libraries, Dean's Office  
December 1, 2011 – July 4, 2014; reemployed November 9, 2015 –

Stapleton, Blair – M.L.S., North Carolina Central University, 2011; Assistant Professor and Assistant Dean for Public Services  
February 1, 2017 –

Stein, Zachary – M.L.I.S., University of Illinois at Urbana-Champaign, 2016; Instructor and Digitization Archivist; Assistant Professor and Head of Special Collections (March 12, 2018)  
November 1, 2016 –

Tauzin, Odillia “Dee” – Library Specialist 2, U.S. Government Information  
July 27, 2010 –

Thomas, Tiffany – Library Specialist 2, Interlibrary Loan Department  
April 23, 2018 –

Triche, Charles – Ph.D., LSU, 1992; Professor and Dean of University Libraries  
October 5, 1976 –

Truxillo, Laura – Library Specialist 3, Cataloging  
July 22, 2013 –

Uecker, Rodney – Library Specialist 2, Circulation Services  
January 24, 2013 –

Vanderbrook, Laurie – IT Systems Specialist, Technical Services  
July 1, 2017 –

Vidrine, Jane – Library Specialist 3, Archives  
April 1, 1985 –

Vu, Sisca – Library Specialist 2, Fiscal Services  
February 19, 2018 – May 11, 2018 (Resigned)

Watson, Rebecca – Library Specialist 2, Ernest J. Gaines Center  
September 8, 2008 –

Wiltz, JoAnn – Library Specialist 2, Collection Development  
October 28, 2002 –

Woods, Cheylon – M.L.I.S., LSU, 2015; Assistant Professor and Archivist/Head of the Ernest J. Gaines Center  
August 3, 2015 –

Zeno, Phillip – Custodian 1, Stacks Maintenance, Circulation Services  
July 16, 2001 –

Zetty, Janelle – M.L.I.S., LSU, 2007; Assistant Professor and Head of Cataloging  
February 1, 2017 –

STUDENT AID PAYROLL				
COLLEGE WORK STUDY PROGRAM				
Payroll Period	# Students	# Hours Worked	Payroll Total \$	Cumulative Payroll Total \$
01 Jul – 14 Jul 2017	1	24	174	174
15 Jul – 28 Jul 2017	1	24	174	348
29 Jul –11 Aug 2017	5	107	775.75	1123.75
12 Aug-25 Aug 2017	27	357.47	2591.65	3715.4
26 Aug – 8 Sep 2017	31	589.83	4276.26	7991.66
9 Sep – 22 Sep 2017	38	831.65	6029.46	14021.12
23 Sep – 6 Oct 2017	40	814.47	5904.9	19926.02
07 Oct – 20 Oct2017	43	962.32	6976.82	26902.84
21 Oct – 3 Nov 2017	46	1045.71	7581.39	34484.23
4 Nov – 15 Nov 2017	46	1063.52	7710.52	42194.75
18 Nov–01 Dec 2017	45	921	6677.25	48872
02 Dec–15 Dec 2017	1	24	174	49046
20 Dec–Jan 12 2018	31	445.28	3228.28	52274.28
13 Jan – 26 Jan2018	41	759.47	5506.15	57780.43
27 Jan– 09 Feb 2018	43	942.28	6831.53	64611.96
10 Feb–23 Feb 2018	46	846.48	6136.98	70748.94
24 Feb-09 Mar 2018	46	1024.92	7430.67	78179.61
10 Mar-23 Mar 2018	46	994.11	7207.29	85386.88
24 Mar- 06 Apr 2018	42	597.29	4330.25	89717.13
07 Apr- 20 Apr 2018	45	856.15	6207.08	95924.21
21 Apr-04 May 2018	45	845.25	6128.06	102052.27
5 May–18 May 2018	2	35.5	257.37	102309.64
19 May-01 Jun 2018	4	90.5	656.1	102965.76
2 Jun – 15 Jun 2018	6	113	819.25	103785.01
16 Jun-29 Jun 2018	5	116	841	104626.01
	Total	14,431.2	\$104,626.01	
GRADUATE ASSISTANTSHIP FEES*				
Payroll Period	# GAs	# Hours Worked	Payroll Total \$	Cumulative Payroll Total \$
Aug 2017	2	200	2250	2250
Sep 2017	3	300	2850	5150
Oct 2017	3	300	2850	7950
Nov 2017	3	300	2850	10800
Dec 2017	3	300	2850	13650
Jan 2018	3	300	2850	16500
Feb 2018	3	300	2850	19350
Mar 2018	3	300	2850	22200
Apr 2018	3	300	2850	25050
May 2018	3	150	2000	27050
Jun 2018	0			
	Total	2,750	\$27,050.00	

\*Includes Graduate Assistants for Reference/CCMC, IT Systems, and Instructional Services. Each graduate assistant is paid a stipend of \$5035.00 per semester at approximately 20 hours per week. (Account 2061) [\$12 divided by 40 weeks divided by 20 per hours per week] {Summer tuition waiver is only 10hrs/week}

NOTE: Total number of hours of student aid employment is 14,431.20 hours divided by 52 weeks a year equals 277.52 hours divided by 40 hours per week equals 6.93 FTE per year.



# COLLECTION OVERVIEW

Size of Collection	
Titles in the General Collection	575,679
Volumes in the General Collection	969,475
Electronic Books	545,950
Electronic Databases (Library & LOUIS Consortuim)	227
Government Documents (cataloged and uncataloged tangible collection)	468,351
Subtotal of Library Collection	2,559,682
Items withdrawn	2,871
Items reinstated	71
<b>Total Library Collection</b>	<b>2,556,882</b>
Expenditures	
Books (includes restricted accounts)	\$3,857.16
Bindery	\$0.00
Electronic Databases (Includes DL funds)	\$757,000.22
Electronic Journals (Includes DL funds)	\$1,017,648.22
Print Subscriptions	\$17,156.00
LOUIS Consortium Membership Fees	\$294,491.88
<b>Total</b>	<b>\$2,090,153.48</b>
Expenditures	
Year	Total Expenditures
2017/2018	\$2,090,153.48 (includes restricted accounts & DL Funds)
2016/2017	\$2,050,451.81 (includes restricted accounts & DL Funds)
2015/2016	\$1,878,136.66 (includes restricted accounts & DL Funds)
2014/2015	\$1,864,487.09 (includes restricted accounts & DL Funds)
2013/2014	\$1,690,247.79 (Includes DL Funds)

Expenditures		
Year	Books	Standing Orders
2017/2018	\$3,857.16	n/a
2016/2017	\$56,056.73 (includes restricted accounts)	n/a
2015/2016	\$64,448.54 (includes restricted accounts)	\$40.00
2014/2015	\$90,174.70 (includes restricted accounts)	\$1,743.00
2013/2014	\$5,689.04	\$2,001.00
Year	Bindery	Electronic Databases (includes DL Funds)
2017/2018	\$0.00	\$757,000.22
2016/2017	\$18,738.69	\$695,657.24
2015/2016	\$16,689.51	\$655,353.61
2014/2015	\$14,686.57	\$615,141.94
2013/2014	\$18,879.42	\$483,478.69
Year	Electronic Journals (includes DL Funds)	Journal Subscriptions
2017/2018	\$1,017,648.22	\$17,156.00 (print only)
2016/2017	\$987,140.61	\$16,221.56 (print only)
2015/2016	\$655,548.49	\$232,799.83
2014/2015	\$185,369.85	\$712,812.03
2013/2014	\$53,174.00	\$799,272.64
Year	LOUIS Consortium Membership Fees	
2017/2018	\$294,491.88	
2016/2017	\$276,636.98	
2015/2016	\$253,256.68	
2014/2015	\$244,559.00	
2013/2014	\$327,753.00	

Five-Year Summary	
Book Expenditures	
FY2017/2018	\$3,857.16
FY2016/2017	\$56,056.73
FY2015/2016	\$64,448.54
FY2014/2015	\$90,174.70
FY2013/2014	\$5,689.04
Electronic Database Expenditures (includes DL Funds)	
FY2017/2018	\$757,000.22
FY2016/2017	\$695,657.24
FY2015/2016	\$655,353.61
FY2014/2015	\$615,141.94
FY2013/2014	\$483,478.69
Standing Order Expenditures	
FY2017/2018	n/a
FY2016/2017	n/a
FY2015/2016	\$40.00
FY2014/2015	\$1743.00
FY2013/2014	\$2,001.00
Subscription Expenditures	
FY2017/2018	\$1,034,804.22
FY2016/2017	\$1,003,362.17
FY2015/2016	\$888,348.32
FY2014/2015	\$712,812.03
FY2013/2014	\$799,272.64
FY2012/2013	\$709,084.46
LOUIS Consortium Membership Fees	
FY2017/2018	\$294,491.87
FY2016/2017	\$276,636.98
FY2015/2016	\$253,256.68
FY2014/2015	\$244,559.00
FY2013/2014	\$327,753.00

# DEPARTMENTAL ANNUAL SUMMARY

## Ernest J. Gaines Center

Submitted by Cheylon Woods, Archivist/Head

### Summary

During the 2017-2018 fiscal year, The Ernest J. Gaines Center continued to work on its mission to encourage the study of the works of Ernest J. Gaines and Southern literature through public programs, class presentations, library instruction and patron research. Cheylon Woods utilized public programming and class tours to fulfill the mission of the Ernest J. Gaines Center.

Public programming is the predominant way that the Ernest J. Gaines Center worked to actualize its mission statement. For the 2017-2018 school year, the Ernest J. Gaines hosted a total of nine programs, including one that was co-hosted with the Paul and Lulu Hilliard Art Museum, one co-hosted with the Louisiana Press, the first book club at Vermilionville, and one co-hosted with the Lafayette Public Library, Main Branch. The Gaines Center's programming includes an annual Gaines Lecture Series, where a leading Gaines Scholar is brought in to speak about the impact of Dr. Gaines's body of work. This particular program supports the mission of the Ernest J. Gaines Center by illustrating the interdisciplinary nature of Dr. Gaines's work to the University of Louisiana at Lafayette student body. In addition to its annual public programs, the Ernest J. Gaines Center also partnered with the New Iberia Book Festival to arrange a book reading and Q&A with Dr. Ernest J. Gaines. Cheylon Woods was invited to moderate the program. Cheylon Woods and the staff of the Ernest J. Gaines Center will continue to engage in public programming, tours, and library instruction to promote the mission of the center throughout the 2018-2019 fiscal year.

In March of 2018, the Ernest J. Gaines Center received a final evaluation of the 2016 "Ernest J. Gaines Summer Teacher Institute" from the National Endowment of the Humanities (NEH). The NEH concluded that the institute was successful and encouraged the center to consider revamping and reapplying in the future.

The Ernest J. Gaines Center added a moderate sized archival collection from Dr. Ernest J. Gaines, a small archival collection from Dr. John Fiero, two books signed by recipients of the Ernest J. Gaines Award of Literary Excellence winners, and two books for circulation.

# DEPARTMENTAL ANNUAL SUMMARY

## PUBLIC SERVICES

Circulation Services  
Distance Learning & Online Services  
Instructional Services  
Interlibrary Loan Services  
Microforms  
Reference & Research Services

Submitted by Blair Stapleton, Assistant Dean for Public Services

### Summary

Public Services had a very successful 2017-18 year. The biggest project is the library-wide inventory project that is still on-going. We began planning for this project in August of 2017 and have since completed inventory of the “Stacks” items on the 1st and 3rd floors. We have collaborated with several Technical Services departments to work on this project.

Public Services has hosted a couple of events that had a significant number of attendees including faculty, staff, and students. During Freshman Welcome Week in August of 2017, Emily Deal and I hosted a Pups and Popsicles event. Pet Partners of Acadiana participated and we had 200 popsicles donated by Pops and Rockets out of Lake Charles, LA. We estimated that about 400 incoming freshman attended this event. On the first day of classes in August 2017, I collaborated with Dining Services and the Physics Department to host a campus-wide Eclipse Viewing Party. We have estimated an attendance of about 1200+ members of the university community.

To help with event planning and provide instruction assistance, the Library added the Head of User Engagement and Instruction position to the library’s faculty. This position has the responsibility of creating library events and maintaining the library’s social media presence. This position also provides instruction assistance to our Head of Instruction.

Blair attended a university-wide programming meeting to make more connections for collaborative opportunities between the library and other campus departments. Blair shared information with our Head of User Engagement and Instruction Librarian and got the library added to “OrgSync” to help promote out library events to a larger number of students at one time.

Blair worked with Circulation, Reference, and Cataloging to weed a portion of the “AE” section of the 3rd floor. We had run out of space for books in that area and saw an opportunity to weed a number of books that were outdated and damaged.

Blair collaborated with Reference and Mentoring Matters to expand the use of our Reference area to include space for informatics, computer science, and chemistry along with biology tutors that were already using the space. Mentoring Matters has representatives for those departments available to assist students five nights per week during the Fall and Spring semesters.

Blair worked with Heather Plaisance and Jennifer Hamilton to create 360 tours for Public Services, Special Collections, Government Documents, the Ernest J. Gaines Center, and several subject guides. We have added a link to the Public Services tour on the main page of the library's website.

Blair also attended a Lafayette Consolidated Government meeting to accept the proclamation of National Library Week on behalf of the University of Louisiana at Lafayette.

#### Circulation Services

Circulation Services statistics show an increase of 938; from last year's figures of 15,382 to 16,320 for this year. The amount of fines collected is great by \$487.65 than the 2016-17 year.

Circulation experienced the following personnel changes during the 2017-18 year: Anne Bruno was hired as the Circulation Night Supervisor, resigned from that position, and was hired as the Head of Circulation. Daniel Falcon was hired as the Head of Circulation Services and Supervisor. Patrick McCarty was hired as the Night Supervisor for Circulation in January of 2018 and resigned in February of 2018. Stephanie Robichaux was hired as Circulation Night Supervisor in April 2018.

The staff of Circulation Services have completed multiple projects over the past year, including, barcoding the "Master Key" and the "Collaboration Station" bags for easier tracking; hiring "Weekend Only" student aides; setting up and training student aides using TimeTrex and When2Work; removed all duplicated user accounts from WorkFlows; forgave fines and marked books older than 10 years lost; updated and corrected reporting of items Overdue and Late Fees; updated notices to send emails for all fees; moved "Z's" back down to the first floor; helped get the Materials Center setup with an online payment center; assisted in weeding the "AE" section; and created "End of Semester" notices.

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. At this point, 311,952 items have been inventoried. 2,047 items were sent to cataloging for record changes, 2,769 books have been withdrawn because they were missing barcodes, extra copies, or heavily damaged, and 171 have been sent to repair. In total, 318,113 items have been inventoried, discarded, repaired, or modified.

The front entrance gate count for the 2017-18 year was 1,070,822, an increase of 45% over the 528,518 count from 2016-17. The back gate entrance increased 63% to 463,054 over the 2016-17 number of 168,273. For reasons unknown, the back gate malfunctioned in March and April 2017 and April and May 2018, so this number is actually higher than this count and the previous count.

#### Distance Learning & Online Services

Ian Richardson took over as the Distance Learning Librarian in January of 2018 following the departure of Emily Deal in November of 2017. His 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 he works with the Office of Distance Learning assisting faculty on sourcing open educational materials for the online MBA degree program. As the departmental librarian for both the College of Business and College of Nursing and Allied Health Professions he 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 spring 2018 semester he was embedded in eight course sections and is embedded in three for summer 2018. These all consist of upper level undergraduate and graduate courses. In the embedded role, the instructor enrolls him 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 my reference duties have been focused on students in these courses.

He received 128 direct email requests from students for reference related information and conducted 20 phone consultations with nursing students. There were 64 nursing related questions entered into Gimlet from Jan 1 to June 30th. Statistics for virtual reference through the library chat feature show questions related to “nursing” increased about ten per cent from 2016-17 (106) and 2017-18 (117).

Gimlet the program that reference uses for recording in-person, phone and chat transactions shows a decline in interactions registered with “nursing” 2016-17 (226) and 2017-18 (166). This could be attributed to research intensive nursing courses having an embedded librarian available at the point of need for direct consultation.

The Library’s Distance Learning Appropriations Committee continued to use 222002 account funds sourced 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.

For the most part funding was used primarily for the renewal of existing journals and databases. For journal subscriptions, in addition to renewals, five additional titles were purchased using distance learning funds. The total cost for the new journal titles was \$4,944.00. Journal expenditures increased by \$5,705.00 (32%) over 2016-17 which includes price increases for renewed titles.

Database purchases included the subtraction of one and the addition of two. CCH Omnitax was not renewed based on small, targeted usage by one department in the College of Business. The renewal of LibraryHelp continues the previous year decision to purchase with DL funds along with the approval of using DL funds to renew the Springshare Libguides database. Database expenditures increased \$13,091.00 (10%) over 2016-17 including price increases for renewals.

Overall, total expenditures increased \$18,796.40 (12%) over the previous fiscal year. He has been working on updating the eight research guides related to distance learning. Primary areas that needed work were creating tutorials that assisted student research needs.

In April he presented at the Board of Regents eLearning Conference with Claire Arabie on UL’s experience on implementing OER materials as a recipient of a BoR eLearning Innovation grant. It was a presentation to over 200 library administrators from across the state. This grant provided an opportunity for UL to determine the feasibility of larger implementation of OER

across university departments. As a result of this presentation he was invited to present at the upcoming LUC conference in the fall.

To continue the efforts to expand the opportunities to increase student affordability at UL he presented to a group of twenty-five UL faculty members in June on this subject. This was made possible with support from Robert McKinney, Assistant Vice President for Faculty Affairs. The presentation was well received and several faculty members have already followed up about this. Further presentations for fall semester are being discussed with Office of Distance Learning and the Department of Academic Affairs. Expanding open education initiatives at UL will continue to be an added responsibility of the Distance Learning Services department of the library.

#### Instructional Services

In the 2017-18 school year the Dupré Library instruction team made at least 5,967 student contacts through 328 classes, outreach sessions, individual research requests, and tours. In addition 238 library instruction classes, Dupré librarians provided 64 one-on-one research sessions (75% provided by the very active Gaines Center), led 23 Ernest J. Gaines Center, archives, and general library tours, and gave three outreach presentations in the 2017-18 school year.

Nine dedicated librarians and one graduate teaching assistant taught information literacy and library instruction sessions across 19 departments. In terms of department requests for instruction the top two were English with 80 class requests, and UNIV 100 with 64. Other departments that scheduled a significant number of instruction sessions included History (16 class requests), Modern Languages (12), and Performing Arts and Education (7 each).

#### Interlibrary Loan

The State Library of Louisiana continued to work with other Louisiana libraries and Statewide Delivery service to improve Interlibrary Loan deliveries throughout the state.

The Lending Assistant continues to volunteer at the University's radio station, KRVS.

The Interlibrary Loan staff placed 2,547 requests to borrow items from other institutions, a 9.58% increase from 2016-17 borrowing totals. The staff received 4,579 requests to loan materials to other institutions, a 3.34% decrease from the 2016-17 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 underwent numerous personnel changes during the fiscal year, and had turnover at all positions except department head. After the retirement of the Library Specialist Supervisor in March 2018, the Microforms department underwent a reorganization and is now a part of Reference and Research Services.



Following the departure of the Head of Distance Learning and Online Services in November 2017, the management of Library H3lp, the library's virtual reference service, is now the responsibility of Reference and Research Services.

The number of reservations in the Reference Online Center (ROC) computer lab decreased 15% (from 54 to 46). Academic departments reserving the lab for class instruction included English and UNIV 100. In addition, groups not affiliated with UL Lafayette made use of the ROC lab when the Bibliographic Instruction Lab was not available.

The department offered its Roving Reference Service from September to November 2017. Librarians went to different locations across campus to provide reference assistance to patrons who may not normally visit the library. Locations included the Student Union, Griffin Hall and Moody Hall. Unfortunately, the service was not utilized by patrons, and was suspended for the spring due to personnel turnover. Department staff will revisit offering the service at a later date.

From July 2017 – June 2018, the number of in-house and virtual reference questions increased from 10,259 to 10,772, an increase of 5%. In-house reference questions accounted for 78.3% of total questions received.

Other Support is composed of seven categories used to track non-research related questions. This includes questions about library policies and procedures, technology support, campus related questions, supply requests and assistance in other Public Services departments.

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 ask an overwhelming 84% of questions.

Each recorded reference transaction is assigned a Reference Effort Assessment Data (READ) Scale score to better understand the nature of help needed. The six-point scale helps measure the type and complexity of reference questions asked, and highlights the knowledge and skills used by the staff member to answer a question.

From July 2017 to June 2018, the number of completed virtual reference questions (instant messaging, text messaging and email) increased from 1,556 to 2,342, an increase of 51%. Reflected in this report are the number of IM/SMS questions answered via the library's IM service, Library H3lp and email.

There were 53 responses to the library's Virtual Reference Survey from July 2017 – June 2018. In an effort to increase the number of responses, a link to the survey now automatically appears in the user's chat window.

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.

Included in this report are statistics for the Reference Online Center (ROC) web page and two access points to the library's electronic databases. Compared to the electronic databases web

pages, total page views for the ROC web page accounted for 19% (25,624 of 138,131) of all recorded page views. In February 2018, the IT Systems Specialist deactivated one database access point as both web pages linked to the same information.

After the retirement of the Library Specialist Supervisor in March 2018, the Microforms department underwent a reorganization and is now a part of Reference and Research Services. The Library Specialist Supervisor reports to the Head of Reference and Research Services, and now serves as the direct supervisor to the two Library Specialists. The position is currently vacant.

Staff began inspecting the Daily Advertiser microfilm reels as they presented a strong vinegar smell and showed signs of deterioration. The project required the examination of each individual reel and documentation of its status concerning smell, the presence of mold, and evidence of warping. It became evident that the entire holdings of the Daily Advertiser were contaminated and immediately needed to be discarded as to prevent damage to the remaining collection. Online subscription options to the digital version of the newspaper are being explored. Due to the issues with the Daily Advertiser, staff will continue to inspect the entire microfilm collection and remove any reels that contain mold as needed.

Microfilm copies of theses and dissertations housed in the department were searched in the online catalog and ProQuest's dissertation database. Staff located over 300 theses and dissertations awarded by the University. These reels will be relocated to Special Collections. This project should be completed by the end of July.

From July 2017 – June 2018, microform usage decreased from 549 to 208, a decrease of 62% from the previous fiscal year. Both the Library Specialist Supervisor and the Reference and Research Services staff kept usage statistics. Moving forward, all microform statistics will be tracked in Gimlet as it will allow for more accurate usage reports in the future and assist in the upcoming weeding project.

### User Engagement

The Head of User Engagement & Instruction Librarian is a newly created position that began July of 2017. This position has a dual purpose that serves in two departments, User Engagement and Instruction, with the primary responsibility being User Engagement. As an Instruction Librarian Tiffany Ellis works closely with the Head of Instruction to develop and implement a comprehensive literacy program. As the first ever User Engagement Librarian her responsibilities are to form collaborative relationships within the University community and to promote and design services based on user needs. Inspiring returning users and attracting new users to the Library is done through the coordination of outreach efforts, social media, and publicity.

In the role as Instruction Librarian, Tiffany taught twenty six instruction sessions and conducted three one-on-one reference appointments with students ranging from high school to the graduate level. For the first time, in April of 2018, an instruction session was taught to dual enrollment students off campus at a local high school. In conjunction with the Head of Instruction, various lesson plans and activities were created specifically for this class and any future classes that may not have access to our facility or digital resources during the instruction session. In addition to the instruction sessions, she also conducted nine tours of the Library to incoming freshman parents as well as one tour to a high school Library Club. The one hour

guided tours expose attendees to the facilities, services, resources and collections that the Library has to offer.

Programming in a public university library consists of planning and presenting a variety of events and activities that are relevant, interesting and meaningful to audiences of different ages, backgrounds and educational levels. The building's first floor has the heaviest traffic and is therefore the primary location for organized activities and outreach efforts. Requests to use the space are accepted from the University community at large. She managed the scheduling and execution of twelve exhibits, nine events and three outreach activities throughout the year.

The Grand Hallway has floor space and glass display cases available for exhibition purposes. Exhibits are intended to promote the programs, publications and activities of the University and its affiliates. Twelve exhibits were showcased of which five were curated through partnerships with the UL Foundation, Office of First-Year Experience (OFYE), College of Engineering, Graduate School and fellow librarians.

Throughout the year nine events were delivered with a total attendance of 736. Events were brought together through collaborations with University departments and organizations as well as community partners such as Unitech Training Academy and the Lafayette Public Library. Along with organized events, the Library's users are presented with ongoing outreach activities that are considered passive programming. In passive programming users are allowed to participate and digest the information at their own pace. The three outreach activities this year were student submitted videos about inspirational women, a Valentine's Day selfie station and Library Therapy. Library Therapy is located on a wall that users can anonymously express themselves using sticky notes based on a monthly theme or question. Library Therapy was available for four months and received a combined 821 responses.

In order to engage new and prospective users she, as Chair of the Publicity Committee, oversees the marketing and promotion of the Library and its mission. This is achieved through the management and creation of broadcast emails, the University Calendar of Events, digital signs, social media, Dupré Library News and Events rolls and flyers. With 57 publicized items throughout the year, they were divided into four separate categories: Library hours (15), events/outreach (19), news (19), and new databases/resources (4).

Facebook, Twitter and Instagram continued to be the social media platforms for the Library. The Library's social media is used to provide information and basic instruction, and to promote its services, resources, and events. Throughout the year, the Library has grown its reach across all social media platforms. As of June 30, 2018, the Library had 1,120 page likes on Facebook, 1,040 Twitter followers, and 622 Instagram followers.

# DEPARTMENTAL ANNUAL SUMMARY

## TECHNICAL SERVICES

Archives:

Digitization Archivist

Louisiana Room

Rare Book Collection

University Archives and Acadiana Manuscript Collection

Cajun and Creole Music Collection

Cataloging

Collection Development

Ernest J. Gaines Center

E-Resources and Serials

IT & Web Services

U.S. Government Information

Submitted by Sheryl Curry, Assistant Dean for Technical Services

### Summary

The year was marked by staff vacancies and hires, new applications and platforms, and increased collaboration between the library and across campus.

### DEPARTMENTS

#### Cataloging

New Head of Cataloging; significant acceptance of the Library in LC program; new projects  
Janelle Zetty, appointed permanent Head of Cataloging in May 2017, introduced new procedures and applications and performed an excellent job. She and her staff were active with new and ongoing projects, professional development and regular activities. During the year, members began working with items from the Public Service inventory. They completed the Latimer donation items, and worked on cataloging and barcoding items for the College of Education's Reading Center, which is now a part of University Libraries. The Library of Congress Program for Cooperative Cataloging- Name Authority Cooperative Program (NACO) accepted Dupré Library as a member after reviewing Janelle Zetty's application. This is prestigious for our institution. Janelle Zetty, Kim Miguez, Laura Truxillo and Sandy Himel completed a five-week course, with the goal of contributing one hundred name authority records annually to the Library of Congress.

#### Other Cataloging activities

- Addition of manuals and procedures to the Cataloging Wiki
- Additional training for staff in RDA, Fundamentals of Cataloging and other processes
- Advanced cataloging of music scores for Reference Department
- Cataloging board game collection in Public Services area
- Completion of processing the William Patout II Sugar Library Collection
- Increased collaboration and work with CCMC, Special Collections and the Gaines Center

- Preparation for new library catalog, Enterprise
- Utilization of the OCLC Reclamation Project, processing over 760,400 records for better representation in OCLC WorldCat
- Utilization of the SIRSI-Dynix Full Authorities program, which provided for cleanup of records and correct authority records

#### Cataloging Department Selected Data:

Titles in the General Collection: 575,679

Volumes in the General Collection: 969,475

Electronic books (titles currently in SIRSI ECAT): 545,950

Total item count, all formats, all libraries (9/1/17): 1,715,821

#### iPeds/ACRL Selected Data

ACRL Books Physical Item Count: 598,908

ACRL Electronic Books Item Count: 331,602

ACRL Electronic Serials Item Count: 151,797

ACRL Physical Serials Item Count: 295,751

IPEDS Physical Media Item Count: 119,912

#### Collection Development

Despite lack of book budget, regular activities continue

Although there was no official book budget this year, the Collection Development Department ordered and received approximately 97 new items for the library, in addition to regular duties processing gift donations, repairing books and handling requests by library staff. This year the staff received 3,583 gifts from eighteen donors. They spent \$3,857.16 from Foundation Funds. Andrea Flockton and Sherry Curry gave a presentation on the management of the large donation that was received during the 2016 flood (the Latimer donation) at the LOUIS Users Conference. The donation consisted of multiple copies that were already in the library's general collection. Many books were given away to other libraries, groups and individuals. The Textbook Clearinghouse continued to operate well, although some departments on campus were slow to contribute course information. Andrea and Sherry also began investigating GOBI Library Solutions, a service of EBSCO that provides ebook and collection development services. LOUIS provides a basic subscription to GOBI, and the department will consider utilizing their services in the next fiscal year.

#### Collection Development Selected Data

Gifts from eighteen donors: 3,583

Materials added to collection: 900

Funds spent from Foundation accounts: \$3,857.16

#### E-Resources and Serials

Head of department vacancy; new databases, \$1 million + expenditures

It was a busy year for E-Resources and Serials. During the fall, the Head of E-Resources and Serials left her position. In early 2018, a position announcement was posted and an applicant was hired during early summer 2018. Staff remained active throughout the year performing a journal audit, managing holdings, working with e-resource access problems, and reviewing licenses and renewals. A new e-resources management application was purchased shortly before the departure of Ms. Anderson, and was not fully utilized. Staff worked with Circulation on inventory issues with serials.

Although budget cuts were threatened by the state, the department spent a total of \$1,791,804.54 on databases, subscriptions, applications and online serials. This is an increase of \$75,176.13 from the previous year. Expenditures rose for online databases funded by the library and for e-journals funded by the Office of Distance Learning. As expected, the LOUIS membership fee showed an increase of about \$18,000 from the previous year.

Database and online applications continued to be costly as well. A total of \$637, 999.22 was spent by E-Resources and Serials, with the Office of Distance Learning contributing \$156,548.76 towards renewals and new acquisitions. New databases acquired this year included the Emerald eCases collection and the backfiles to the ScienceDirect Freedom Collection. Many databases changed names (Lexis Nexis to Nexis Uni) or had other changes, new features and modifications. LibGuides CMS was upgraded to LibGuides v. 2 in December after hard work by the new Library IT Systems Specialist, Laurie Vanderbrook.

#### E-Resources and Serials Selected Data

Total expenditure on databases, subscriptions, applications & online serials: \$1,791,804.54

Distance Learning expenditure on database and online applications: \$156,548.76

E-Resources and Serials expenditure on database and online applications: \$637, 999.22

Print subscriptions: \$17,156.10.

#### Special Collections

##### Changes in staff

With the retirement of Jean Kiesel (Reference Archivist) and departure of Johna von Behrens (Interim Head of Archives) from Special Collections in early summer 2017, search committees were formed for both positions. A new Reference Archivist, Neil Guilbeau, was hired in late summer 2017, while the search for the renamed Head of Special Collections continued for several months. Jane Vidrine, long-time Library Specialist Supervisor, was invaluable for her guidance and assistance during this period. Zachary Stein, former Digitization Archivist for the department, was ultimately appointed as Head of Special Collections in early spring 2018. He has served capably in that position.

Other positions in Special Collections became available during the year, including the Digitization Archivist position and a library specialist. Katie Atkins began as library specialist in early summer, and an individual was chosen for the digitization archivist position by mid-summer 2018. It should be noted that shortly after being hired, Katie was struck by a car while she was walking to her parking lot after work. Due to her injuries, she had shoulder surgery in late June, and subsequently took physical therapy, which were both approved by Workman's Comp.

##### Advances in technology; a new Institutional Repository; archival and other activities

Throughout the year, Zack Stein created several digital exhibits, available at <https://library.louisiana.edu/collections/digitization/digital-exhibits>, including the well-received UL Lafayette Presidents images. He coordinated the President's Exhibit with the University's unveiling of the Presidential Portraits in the library's Grand Hallway in September. Zack added the majority of new pages to the Manuscripts section, representing many papers, photographs and other historic collections of Special Collections. Zack continued to act as Records Manager for the Library and University. He served on the Annual Caffery Competition Committee; unfortunately, no award was given this year.

An Institutional Repository for the University. A vendor, Islandora on Demand, was chosen in the spring, and was informally launched in mid-summer 2018. The Institutional Repository will serve as an online platform for faculty, student and departmental projects, papers, conference presentations, media and other scholarship.

Other activities taking place during this year included posting more social media (such as participating in "Ask an Archivist Day" on Twitter in October), acquiring and processing several donations, outreach, rearrangement of the Reading Room and additional shifting of the Louisiana Room stacks, adoption of WorkFlows, full adoption of ArchivesSpace and use of the Gimlet Reference Desk Application. Staff arranged for the donation of the large volume of old Daily Advertisers to the Advertiser organization. In addition, the large Oil & Gas Collection was donated and moved to LSU. This was in preparation for the cleaning out of Room 389 for the new Blanco Public Policy Center. In advance of the construction of this Center, about ninety boxes of Blanco papers were shipped in April to the library. They were moved to Room 390, the new home for the unprocessed archival materials that had been housed in Room 289.

The Digital Archives Management Committee created or modified public documents, including the Records Management Policy, Digitization and Photoduplication Policy, the Permission to Publish Form and Permission for Commercial Use Form. These are now online.

#### Special Collections Selected data

Finding aids posted online: 121

Louisiana Room usage: 1473

Louisiana Room new books: 617

Louisiana documents received: 530

Major donations to archives: 8

Major digitization projects: 5

Total image scans: 2, 517

#### CCMC/Government Information

##### CCMC Publicity, Donations and other activities

The CCMC received donations and promotions during the year. Sandy Himel received a thank you in the acknowledgment section of the book, "Cajun Dancehall Heydey," by Ron Yule for assisting with discographical research. Helen Boudreaux, a local Cajun musician, donated one of her guitars to the CCMC. Other individuals donated books, family photographs and other materials to the CCMC over the year. Sandy participated in the Library of Congress Program for Cooperative Cataloging- Name Authority Cooperative Program Training Online Workshop, along with others from the Cataloging Department. Sandy also participated in the OCLC Reclamation Project, described later. She attended the annual Dewey Balfa Cajun & Creole Heritage Week in the spring. The department participated in the OCLC Reclamation project, library inventory, the Library 360 Tour, preparation for the new library catalog and other activities.

##### Government Information

Staff continued the lengthy task of deselection of government documents and offering titles to fellow depository libraries. They were involved in distributing materials for the Total Solar Eclipse event and Constitution Week. Sandy completed work on the Biennial Federal Depository Library Survey, a 10-page survey required by all depositories. 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 the 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 10,703. In an effort to continue to obtain an updated total volume count for government publications in the library catalog, missing GPO Item numbers and MARC 074 field tags are being added to existing monograph and serial records/titles in our catalog.

#### CCMC Selected Data

Total recordings: 8,998

Other materials & artifacts: 526

#### Government Information Selected Data

Library catalog new titles and records: 8,045

Depository selection rate: 42% - 43%

Fiscal year total for item count of government documents in catalog (total): 252,911

Item count for U.S. government documents added to catalog (print and online): 9,140

#### Systems and Web Development

Additional staff; BlueCloud Analytics; upgrade of library catalog; SIRSI WorkFlows, web site Arthur Almazan continued another successful year as the library's IT coordinator. He advanced to the primary System Administrator for the library and developed custom reports using both SIRSI WorkFlows and the newer program SIRSI BlueCloud Analytics. Arthur was responsible for creating new SIRSI WorkFlows profiles to match the growing demands of library departments, including Circulation and Special Collections. Based on increasing issues with access to online journals and publications, he coordinated with EBSCO and LOUIS to resolve problems and discover opportunities to maintain online access. Arthur's strong alliance with Campus IT and affiliated systems staff have led to more local administrative control over equipment, software and networking.

The library welcomed Laurie Vanderbrook, IT Systems Specialist and assistant to Arthur. Laurie is an administrator for the library's web site, manager for LibGuides, the library listserv and several other applications, including customization of the new library catalog and EDS. Laurie is the backup Systems Administrator. She successfully managed the long-awaited migration of LibGuides CMS to LibGuides Version 2. With the assistance of Communications and Marketing, Laurie set up and began administration of Google Analytics, Google Search Console & Google Business for the Library and Ernest J. Gaines Center web sites and she created a separate Google Analytics dashboard for LibGuides and Enterprise. She worked with Public Services and the Gaines Center to add a link to their 360 virtual tour on the Library & Gaines Center homepages. Laurie has been a great asset to the library.

#### IT selected activities

- Attendance of LOUIS Boot Camp (on site training) and LOUIS Systems Administrator Meetings
- Cleaning up of EBSCO Full Text Finder
- Deployment of new computers for Faculty/Staff
- Enhancement of SIRSI Reports for Cataloging and Circulation
- Implementation and training on Islandora on Demand Institutional Repository
- Implementation and training on SIRSI WorkFlows for the College of Education Reading Center



- Implementation of SIRSI WorkFlows policy for the board game collection in Public Services
- Inventory of library equipment
- Library web site: many enhancements; new pages (including a presentation on the Library Mural), news and events posts; accessible tools; more user-friendly, consistent and aesthetically pleasing; assumed responsibility for Database pages
- Migration of Dupré mailing list to new platform
- Migration to LibGuides Version 2, involving customization of new platform, moving and modifying over thirty LibGuides on LibGuides CMS, creating an A-Z list of databases, training librarians and creation of Help Guides
- Monitored replacement of SMART Classroom projector and podium with new equipment
- New customizations for library databases including Credo, EDS, IEEE, Sage and more
- Preparation for the library's new catalog, Enterprise; working with LOUIS, adding layout/style customizations, etc.
- Training and usage of BlueCloud Analytics
- Upgrade of OCLC EZ Proxy authentication application with moderate security enhancements
- Vertical Files project for Louisiana Room

Library Web Team (as of June 2018)

- Arthur Almazan
- Elaine Martin
- Heather Plaisance
- Jennifer Hamilton
- Laurie Vanderbrook
- Neil Guilbeau
- Sandy Himel
- Sheryl Curry
- Tiffany Ellis
- Zachary Stein

IT Selected Data

Library Web Site Statistics (7/1/17 – 6/30/18)		
Page Views	941,739	
Top Five Web Pages		
Homepage	31.37%	
Find Articles ( <i>Databases</i> )	14.73%	
Search the Library Catalog	6.33%	
Reference Online Center ( <i>Research</i> )	2.79%	
Hours & Directions	2.69%	
Top Browsers Accessing Web Site		
Chrome	44.23%	
Safari	25.40%	
Firefox	13.31%	

Devices Accessing Web Site		
Desktop	72.69%	
Mobile	23.56%	
Tablet	3.76%	

LibGuides Version 2 (7/1/17 – 6/30/18)	
Page Views	941,739
Homepage Views	4,282
Total Guide Views	73,442
A-Z Databases Page Views	977
Total Published Guides	71
New Guides	11
Top Five Viewed Guides	
Resources for Distance Learners	37,571
Resources for RN-to-BSN Students	15,437
A Guide to the Ernest J. Gaines Center	4,636
Resources for Nursing	4,609
Integrating the Library into Moodle	846
Top Browsers Accessing LibGuides	
Chrome	39.02%
Safari	32.24%
Firefox	17.44%
Devices Accessing LibGuides	
Desktop/Laptop	91.58%
Mobile/Tablet	8.42%
Most common screen display resolution size	1366 x 768

## LOUIS

The LOUIS team moved from the LSU campus to the Board of Regents, subsequently hosting the biannual Systems Administrator meetings in its new building downtown. They submitted an RFI to several ILS companies in advance of the renewal of the SIRSI-Dynix ILS. Several Dupre Library staff attended vendor demos at the River Parishes Community College in the summer. As of this writing, LOUIS has continued their service with SIRSI-Dynix for one more year. LOUIS was instrumental in providing a very large ebook package, the SAGE Knowledge Compete Collection for the year, with the intent of distributing allocations for each academic library to purchase ebooks from this collection. They also purchased a collection of about twenty-five historical full text databases for the libraries in the late fall. LOUIS continues to provide valuable service to Dupré Library and its sister academic libraries in the state.

## Grants and Honors

“Informing Architecture: a Collaboration between Dupré Library and the School of Architecture and Design.” Friends of the Humanities Grant. \$458 awarded to Sheryl Curry.

“Travel Grant.” Academic Affairs Division, UL Lafayette. \$500 awarded to Janelle Zetty to present at 2019 SIRSI-Dynix COSUGI conference.

## Faculty/Staff Highlights

### Arthur Almazan

- Contributor to LOUIS Lagniappe newsletter about the LOUIS site visit
- Member campus IT Admin Group
- Member STEP Sustainability Council

### Sheryl Curry

- Appointed to university's QEP 2020 committee
- Awarded Friends of the Humanities Grant to support the Architecture Department and to host a library exhibit
- Completed reporting on the Board of Regents/Northwestern State University grant, "Scaling OER Adoption at a High Intensity Research University." She was appointed lead investigator of the grant after her co-investigator, Dr. Luke Dowden, left the University for other employment. This \$19,914 grant was awarded in 2017 to fund portions of an online MBA program implemented at UL Lafayette.
- Member Undergraduate Research Council
- Moderator of panel discussion on multiple roles and responsibilities at the 2018 Louisiana Library Association Conference
- Presenter at 2017 LOUIS Users Conference
- Review Column Editor for Louisiana Libraries
- Temporary responsibilities for Head of Archives and Head of E-Resources & Serials during position vacancies
- Worked on accreditation for Industrial Design, Visual Arts and School of Music
- Worked on assessment and SACS accreditation for library
- Worked with Laurie Vanderbrook on the customization of the library's new catalog

### Andrea Flockton

- Member Academic Affairs Committee
- Member University Gen Ed Committee
- Presenter at 2017 LOUIS Users Conference

### Sandy Himel

- Member Endowed Professorship Selection Committee
- Member Editorial Board of Louisiana Libraries and Article of the Year Award
- Member Grievance Committee
- Member Guilbeau Charitable Trust Research Awards Committee
- Member Louisiana Libraries Editorial Board
- Member Traditional Music Advisory Board
- Officer on Board of Directors of Louisiana Folk Roots
- Library representative to UL Faculty Senate

### Zachary Stein

- Featured on KATC News in December regarding his digital exhibit on the Jewish community of Acadiana
- Incoming chair of the Subject Specialists Section of the Louisiana Library Association
- Member of Louisiana Digital Libraries
- Member of several ALA Committees

- Organized and presented at a digitization pre-conference of the 2018 Louisiana Library Association Conference

Laurie Vanderbrook

- Contributor to LOUIS Lagniappe newsletter about the LOUIS site visit
- Invited to participate on a panel discussion on Enterprise at the upcoming LUC 2018 Conference
- Member of Honors Convocation Committee
- Member of IT Admin Group
- Member of focus group for university web site redesign

Jane Vidrine

- Processed large Genealogy Collection on weekends for future intake
- Treasurer for LaSSal, Louisiana Library Association

Janelle Zetty

- Appointed as a Cataloging Forum Moderator for COSUGI (Customers of SIRSI-Dynix Users Group, Inc )
- Member of several ALA/ NMRT Committees; member of the ALCTS Mentoring Program and
- Presenter at 2017 LOUIS Users Conference
- Presenter at 2018 Annual American Library Association Conference
- Published two articles and one book review
- Recipient of UL Lafayette Travel Award
- Selected as Friends of Edith Garland Dupré Library/LEQSF Regents Professorship
- Vice-Chair, Chair-Elect of the Subject Specialists Section of the Louisiana Library Association

# Grants

Submitted by Susan Richard, Associate Dean

The Library submitted three grants during the 2017/2018 academic year. All three grants were denied by the UL Lafayette STEP Committee.

Denied

Power to the Students

\$16,000.00

Principal Investigator: Heather Plaisance and Susan Richard

STEP, UL Lafayette, LA, grant to fund the acquisition and installation of AC/DC and USB power outlets on second floor of the Library.

Denied

Mobile Chargers

\$700.00

Principal Investigator: Blair Stapleton

STEP, UL Lafayette, LA, grant to fund the acquisition of 10 mobile handheld chargers to be circulated to students.

Denied

Digital SMART Classroom for the Jefferson Caffery Reading Room

\$31,190.00

Principal Investigator: Neil Guilbeau, Sheryl Curry, and Arthur Almazan

STEP, UL Lafayette, LA, grant to fund the acquisition of a Digital SMART Classroom Large (Full Feature) conversion for the Jefferson Caffery Reading Room.

# DEPARTMENTAL ANNUAL REPORTS

# Ernest J. Gaines Center

Submitted by Cheylon Woods, Archivist/Head

## Personnel

Cheylon Woods

Assistant Professor

Archivist/Head of the Ernest J. Gaines Center

Rebecca Watson

Library Specialist 2

## Summary

During the 2017-2018 fiscal year, The Ernest J. Gaines Center continued to work on its mission to encourage the study of the works of Ernest J. Gaines and Southern literature through public programs, class presentations, library instruction and patron research. Cheylon Woods utilized public programming and class tours to fulfill the mission of the Ernest J. Gaines Center. The next paragraphs provide brief overviews of programs, tours and other projects undertaken by the Ernest J. Gaines Center and its faculty and staff to further its mission.

## Public Programming

Public programming is the predominant way that the Ernest J. Gaines Center worked to actualize its mission statement. For the 2017-2018 school year, the Ernest J. Gaines hosted a total of nine programs, including one that was co-hosted with the Paul and Lulu Hilliard Art Museum, one co-hosted with the Louisiana Press, the first book club at Vermilionville, and one co-hosted with the Lafayette Public Library, Main Branch. The Gaines Center's programming includes an annual Gaines Lecture Series, where a leading Gaines Scholar is brought in to speak about the impact of Dr. Gaines's body of work. This particular program supports the mission of the Ernest J. Gaines Center by illustrating the interdisciplinary nature of Dr. Gaines's work to the University of Louisiana at Lafayette student body. In addition to its annual public programs, the Ernest J. Gaines Center also partnered with the New Iberia Book Festival to arrange a book reading and Q&A with Dr. Ernest J. Gaines. Cheylon Woods was invited to moderate the program. Cheylon Woods and the staff of the Ernest J. Gaines Center will continue to engage in public programming, tours, and library instruction to promote the mission of the center throughout the 2018-2019 fiscal year. Numbers regarding the attendance of these public programs are graphed in the "statistics" section of this report.

## Grants

In March of 2018, the Ernest J. Gaines Center received a final evaluation of the 2016 "Ernest J. Gaines Summer Teacher Institute" from the National Endowment of the Humanities (NEH). The NEH concluded that the institute was successful and encouraged the center to consider revamping and reapplying in the future.

## Collection Development

The Ernest J. Gaines Center added a moderate sized archival collection from Dr. Ernest J. Gaines, a small archival collection from Dr. John Fiero, two books signed by recipients of the Ernest J. Gaines Award of Literary Excellence winners, and two books for circulation. Below is a table that shows the value of the non-archival materials by format:

Ernest J. Gaines Center Gifts and Values			
Gifts Added by Type/Format	Number of Items	\$ Est. Value of Each	\$ Est. Total
Books	2	\$10-20	\$35.00
Items withdrawn	0		
<b>TOTALS</b>			<b>\$35.00</b>

List of titles and amounts

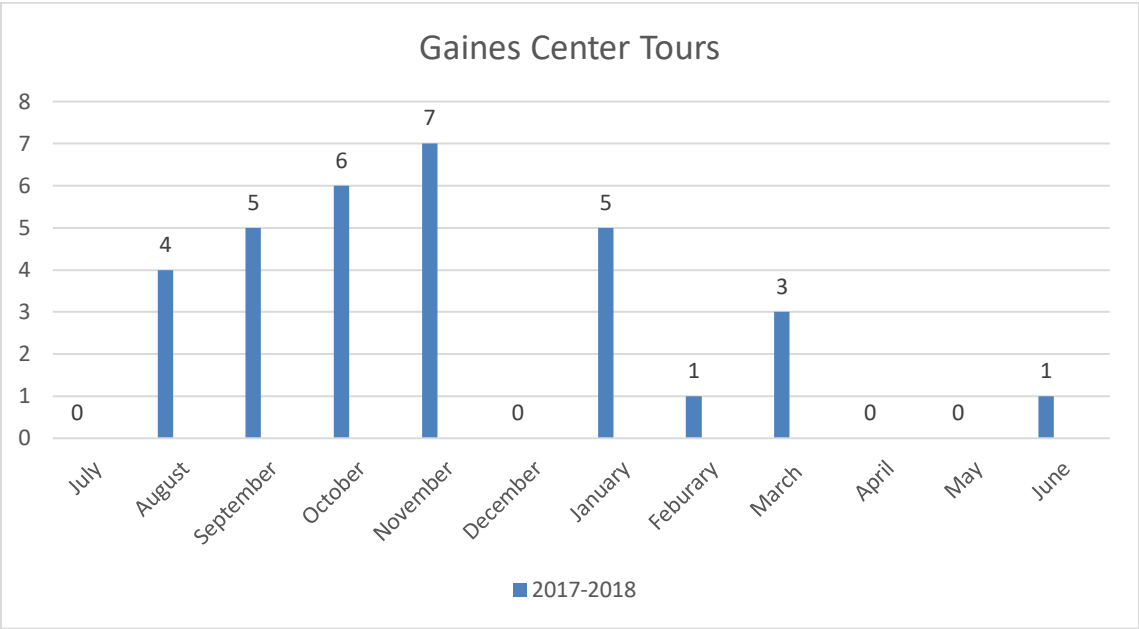
- *Between the World and Me* by Ta-Nehisi Coates (\$12.50)
- *Strange Fruit* by J.G. Jones and Mark Waid (\$20.00)

Statistics

Below are statistics for the Ernest J. Gaines Center. These stats include reference questions, visits to the center, conference room usage, tours, collection usage, and public program attendance. These numbers only reflect from July of 2017 through June of 2018.

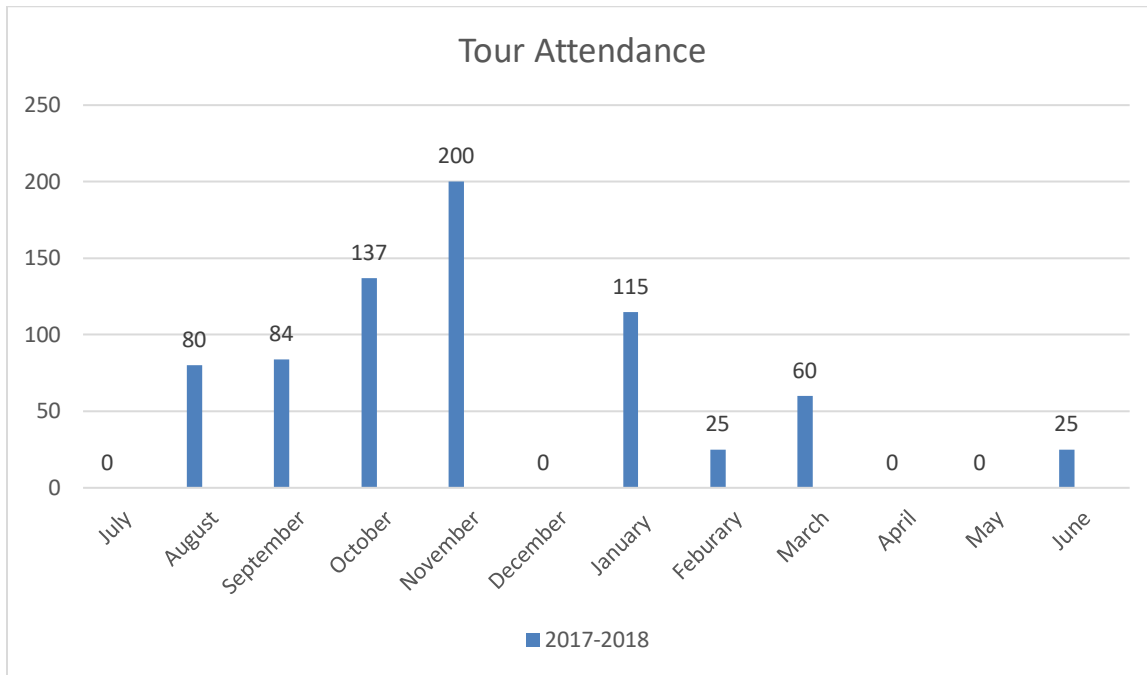
Tours and Research Assistance

A significant activity used to achieve the mission of the Ernest J. Gaines Center is to provide tours and library instruction related to the work of Dr. Ernest J. Gaines and the Center as a whole. The majority of the tours given through the Center are classes from the University of Louisiana at Lafayette students and students from the surrounding areas. During the 2017-2018 academic year, there was a total of 33 tours of the Ernest J. Gaines Center, ranging in 5-30 visitors per tour. One of these tours was a group of educators learning how to incorporate fiction into their curriculum. The 33 Tours includes three virtual tours, one hosted in Senegal and two at Captain Shreve High School in Shreveport Louisiana, two tours from Paul Breaux Middle School, and a small tour of homeschooled children ranging in ages 12-18. The following four graphs illustrate the amount of Ernest J. Gaines Center tours given monthly, with an approximate number of people who attended, library instruction sessions led, and one-on-one research assistance provided by faculty and staff of the Ernest J. Gaines Center.





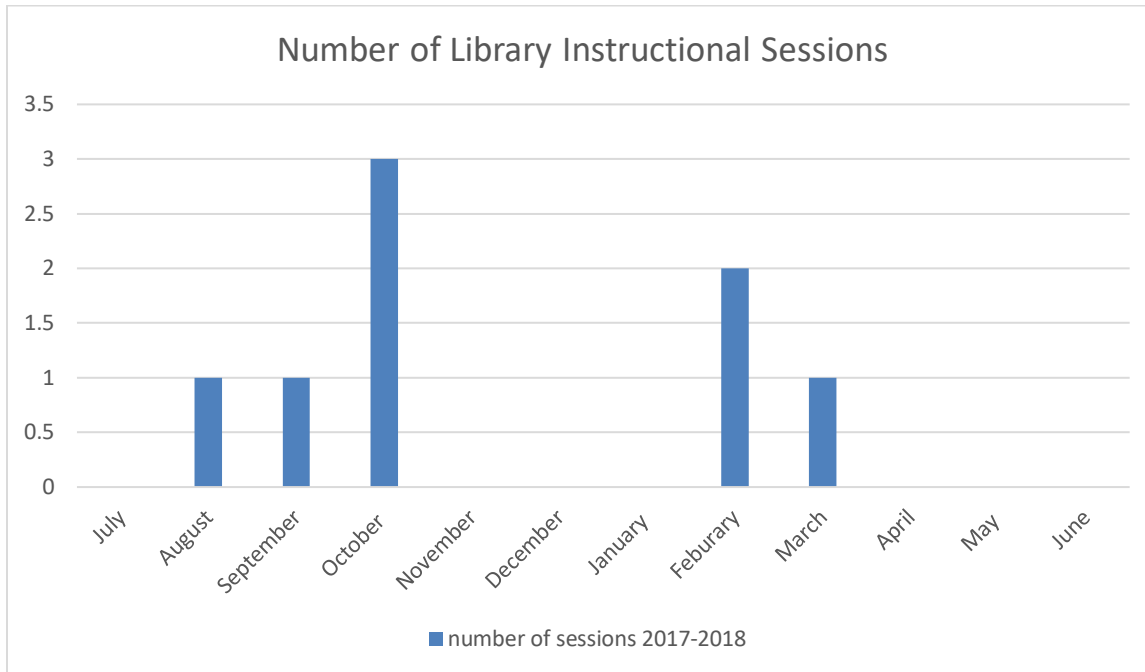
This graph illustrates that there has been an increase of tour requests during the beginning of both the Fall and Spring Semesters. The Chart below shows the Approximate\* number of people who participated in tours during the 2017-2018 fiscal year.



\*The Ernest J. Gaines Center relies on attendance records from the tour organizers to determine how many people participated.

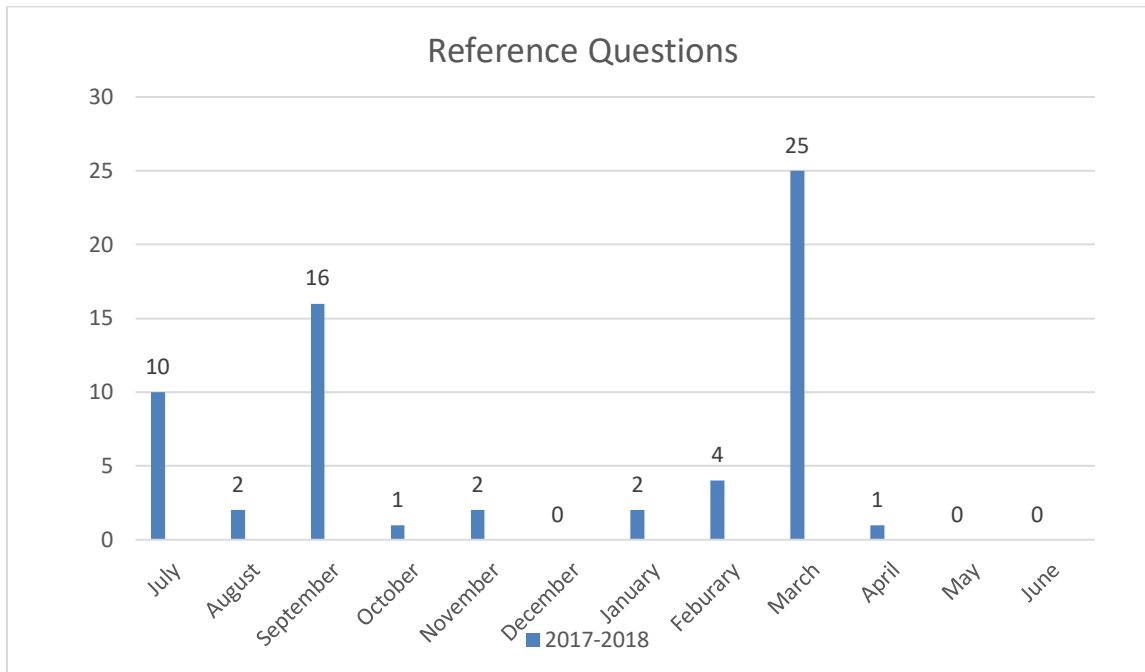
## Library Instruction

In addition to the tours that visited the Ernest J. Gaines Center, as a departmental librarian, Cheylon Woods also taught library instruction for numerous English and History classes throughout the Fall and Spring semesters. These classes either took place in the Edith Garland Dupré Library's Bib Lab or the classroom. Each instruction session provided Cheylon the opportunity to advocate for the use of the Ernest J. Gaines Center to more of the student population.



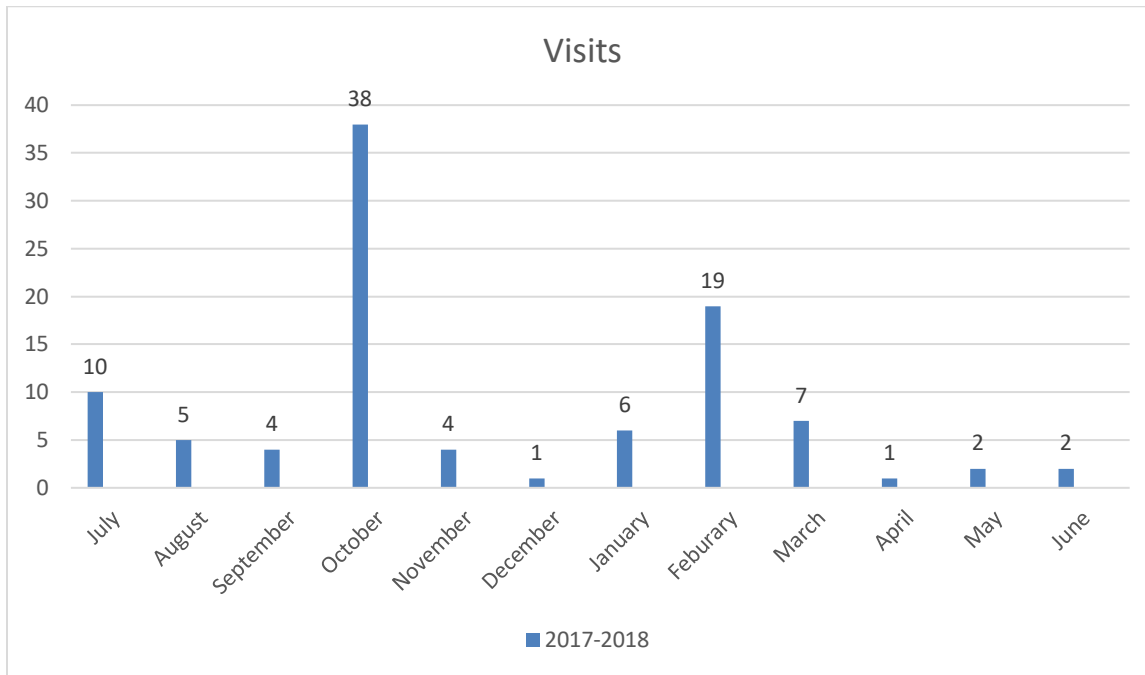
## Reference Questions

This chart represents all of the reference questions received by the faculty and staff of the Ernest J. Gaines Center. These numbers include both long and short reference questions. These numbers do not reflect the questions answered by the student worker or graduate assistants. There is a Spike in the March numbers due to the fact the Cheylon Woods became an embedded librarian in a 500 level history class.



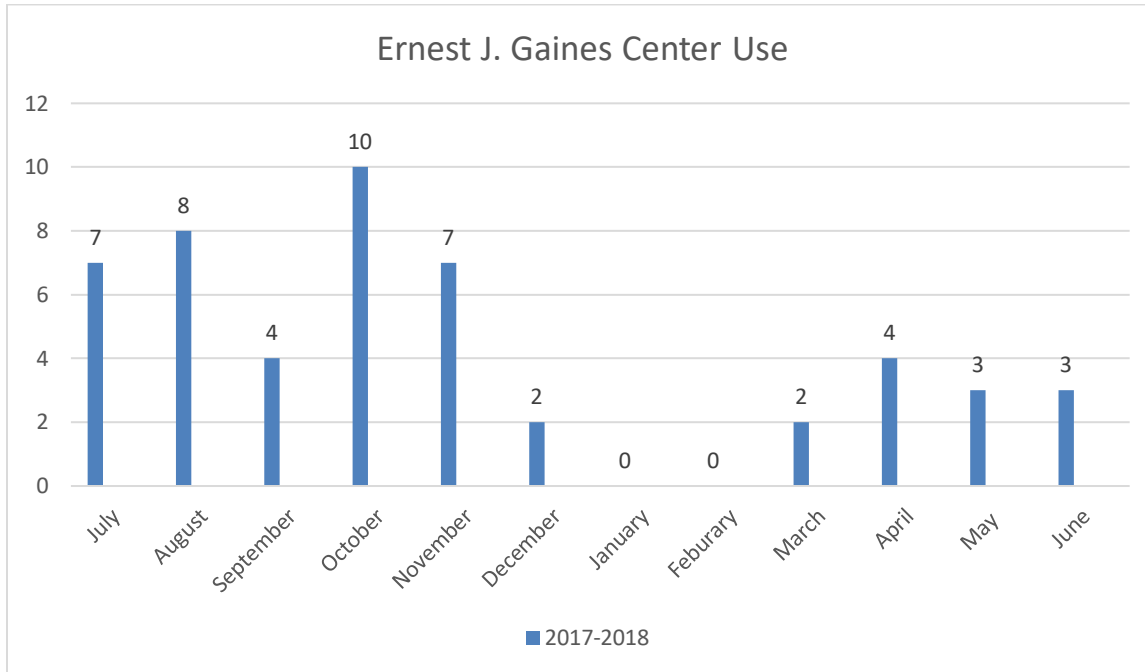
## Visits

These numbers do not include those who visited the Ernest J. Gaines Center as a part of a tour.  
Data is dependent visitor sign-in sheet.



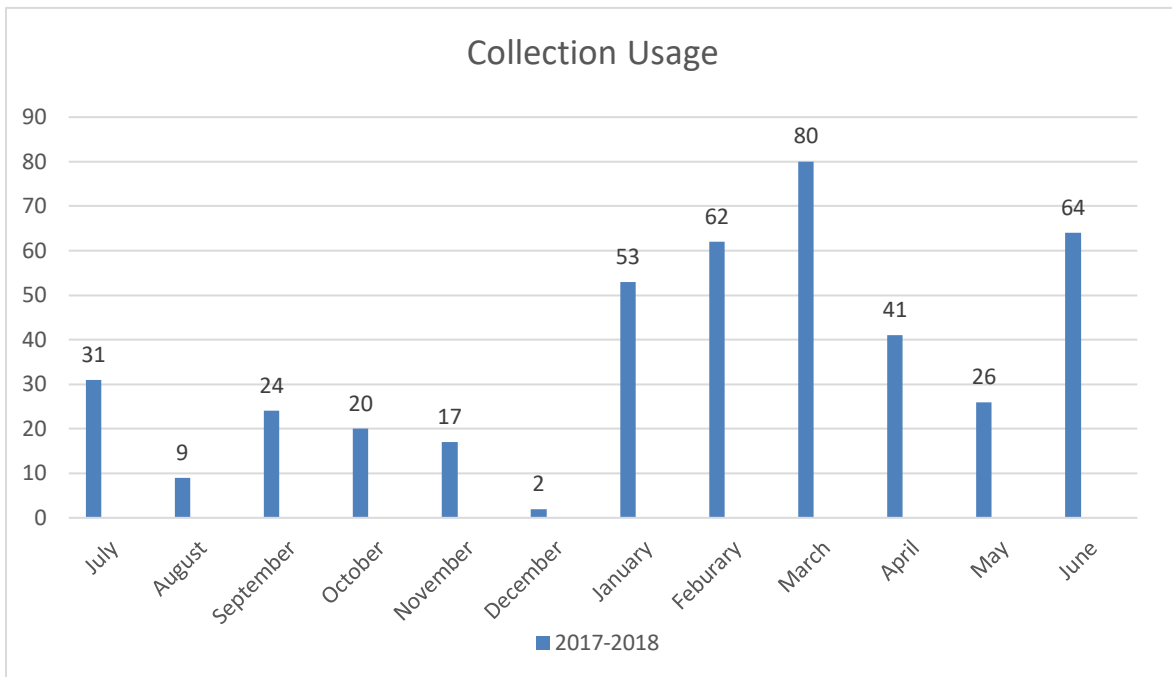
## Center Usage

These numbers reflect how the center is used beyond class tours and Ernest J. Gaines Center hosted public programs. The Ernest J. Gaines Center is a public space, and these numbers reflect community organizations use as well as faculty, staff, departments, and students. These numbers also include Ernest J. Gaines Center board meetings. Construction on the third floor of Dupré' Library lowered the numbers slightly for center use for the months December-March.



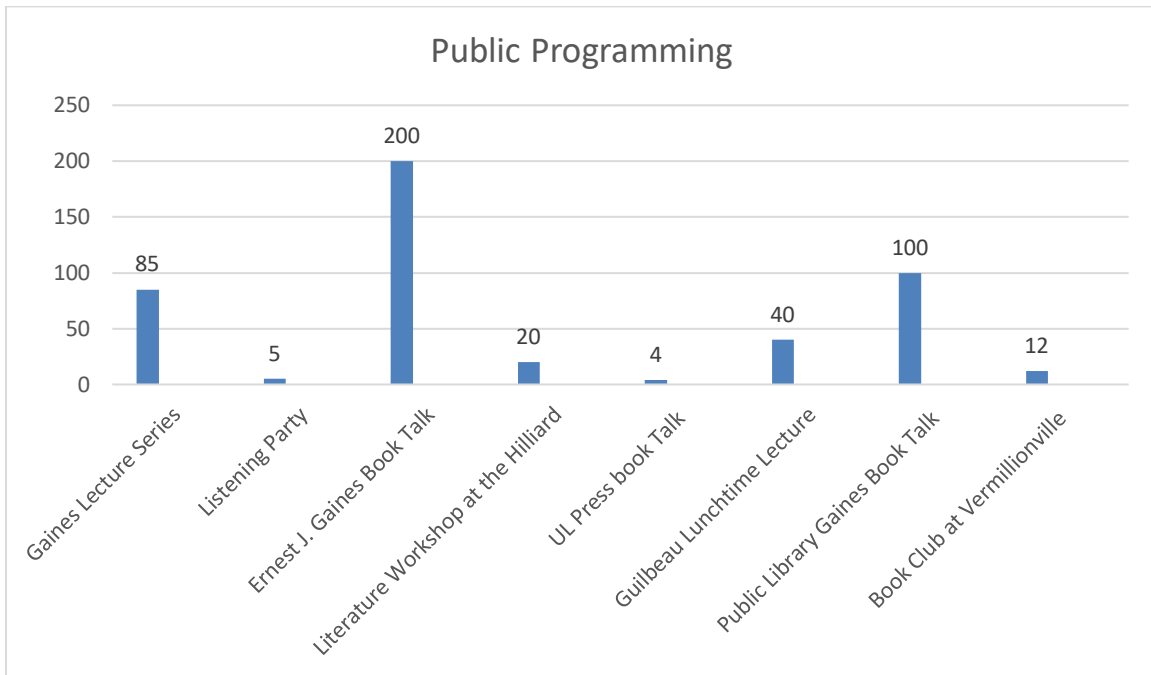
## Collection Usage

These numbers reflect a total use of the Ernest J. Gaines Center's circulating and archival collections.



## Public Programming

The data below reflects the attendance of the public programs hosted and co-hosted by the Ernest J. Gaines Center. Annually, the Ernest J. Gaines Lecture Series has the highest number of attendance. This year, Dr. Gaines's book reading at the University of Louisiana at Lafayette for his novella *Tragedy of Brady Sims* had the highest audience.



# PUBLIC SERVICES

Circulation Services  
Distance Learning & Online Services  
Instructional Services  
Interlibrary Loan Services  
Microforms  
Reference & Research Services

## Personnel

Carol Baudoin

Library Specialist 2, Circulation Services

Jordan Bernard

Library Specialist 2, Reference & Research Services

Robert "Bobby" Billet

Library Specialist 3, Stacks Supervisor, Circulation Services

Anne Bruno Bossley

Library Specialist 3, Circulation Services

Monique Breaux

Research Librarian, Reference & Research Services

Tiffany Ellis

Head of User Engagement & Instruction Librarian

Daniel Falcon

Library Specialist 3, Circulation Services

Lauren Feltner

Library Specialist Supervisor, Reference & Research Services

Jamie Guidry

Library Specialist 3, Circulation Services

Jennifer Hamilton

Head of Instructional Services

Elaine Harris

Research Librarian, Reference & Research Services

Yolanda Thomas Landry

Library Specialist Supervisor, Head of Interlibrary Loan Services

Charles McAdams

Library Specialist 2, Circulation Services

Ade Menard

Library Specialist 2, Stacks, Circulation Services

Daniel Phillips

Library Specialist 2, Interlibrary Loan Services

Heather Plaisance

Head of Reference & Research Services

Ian Richardson

Head of Distance Learning Services

Stephanie Robichaux

Library Specialist 3, Circulation Services



Tiffany Thomas

Library Specialist 2, Interlibrary Loan Services

Rodney Uecker

Library Specialist 2, Circulation Services

Phillip Zeno

Custodian 1, Circulation Services, Stacks Maintenance

# PUBLIC SERVICES

## Circulation Services

Submitted by Daniel Falcon, Head of Circulation Services

### Personnel

Carol Baudoin

Circulation Desk Assistant and Library Specialist 2

Robert "Bobby" Billet

Stacks Maintenance Supervisor and Library Specialist 3

Anne Bruno Bossley

Head of the Circulation Department and Library Specialist 3

Daniel Falcon

Head of Circulation Services and Library Specialist Supervisor

Jamie Guidry

Reserve Supervisor and Library Specialist 3

Charles McAdams

Circulation Desk Assistant and Library Specialist 2

Ade Menard

Stacks Maintenance Assistant and Library Specialist 2

Stephanie Robichaux

Circulation Desk Night Supervisor and Library Specialist 3

Rod Uecker

Circulation Desk Assistant and Library Specialist 2

Phillip Zeno

Stacks Maintenance and Custodian 1

### Summary

Circulation Services statistics show an increase of 938; from last year's figures of 15,382 to 16,320 for this year.

The amount of fines collected is greater by \$487.65 than last year.

We had the following personnel changes:

Anne Bruno

Hired as Circulation Desk Night Supervisor & LS III – Aug 22, 2017

Resigned – Sept 30, 2017

Hired as Head of Circulation Dept & LS III - Oct 1, 2017

Daniel (Danny) Falcon

Resigned - Aug 13, 2017

Hired as Head of Circulation Services & LS Supervisor - Aug 14, 2017

Patrick McCarty

Hired as Circulation Desk Night Supervisor & LS III - Jan 2, 2018

Resigned Feb 15, 2018

Rod Uecker

Resigned – Jun 1, 2017

Hired as Circulation Desk Assistant & LS II – Jun 2, 2017

Stephanie Robichaux

Hired as Circulation Desk Night Supervisor & LS III – Apr 9, 2018

The following projects were completed:

Barcoded the “Master Key” & the “Collaboration Station” bags for easier tracking

Hired “Weekend Only” Student Aides to make scheduling easier

Setup and trained Student Aides on TimeTrex & When2Work

Removed all duplicated accounts from Work Flows

Forgave fines & marked books lost older than 10 years

Updated & corrected reporting of Items Overdue & Late Fees

Updated notices to send emails for all fees, not just items \$5 or greater

Moved “Z’s” back down to first floor

Helped get the “Materials Center” set up with online payment system

Assisted in weeding the “AE’ section with Blair & Heather

Creation of “End of Semester” notices, sent daily, starting 2 weeks prior to the end of the semester, ALL patrons with late fees, overdue books, books that are scheduled to be returned by the end of the semester, etc. receive this notification

Still in Progress:

Inventory Project:

Completed setup & testing of mobile stations, laptops & handheld scanners

Completed 1<sup>st</sup> & 3<sup>rd</sup> floors, Stacks & Circulation areas

2<sup>nd</sup> floor music scores and albums started but not completed

(2<sup>nd</sup> floor stacks started after June 30<sup>th</sup>)

Creation of Instruction Manual for all of Circulation duties

Statistics

Circulation Activity		
Month	Charged Out	In-House Use
July	458	80
August	977	89
September	2126	32
October	2323	21
November	2212	106
December	655	81
January	1257	153
February	1641	45
March	1645	478
April	1747	182
May	678	170
June	807	32
Total Materials Circulated	16,526	1,437

Reserves			
Date	Circulated	Date	Circulated
Summer 2017	71	Summer 2016	38
Fall 2017	963	Fall 2016	1032
Spring 2018	486	Spring 2017	514
Total Reserves Circulated	1,520	Total Reserves Circulated	1,590

User Profile and Item Type

	ADJUNCT	ALUMNI	FACULTY	FRIEND	GRAD	ILL	LOUIS	LIBDEPT	STUDENT	USTAFF	TOTAL
AV			4	3	9				33	9	58
BOARD GAME			3		3				12	4	22
BOOK	122	32	930	142	1,965	725	5	1,046	5,008	557	10,532
BOOK NYC					11						11
CD PLAYER											
COLLAB STATIONS									8	1	9
eRESOURCE			2						2		4
FOLDER				1					313		314
GRAPHIC											
HEAD PHONE					5				38	5	48
JOURNAL											
JOURNAL-BOUND	1		43	2	27			67	3	25	168
KEY- GRAD LAB					79				1		80
KEY- LACT ROOM					1				10	184	195
KEY- STUDY ROOM	1		24		196				4,305	27	4,553
MAP											
MASTER KEY			32		1				4	19	56
SCORE			1		25	27		122	95		270
UNKNOWN											
TOTAL	124	32	1,039	148	2,322	752	5	1,235	9,832	831	16,320

GRADUATE STUDENTS WITH EXTENDED PRIVILEGES		
ACCT	Accounting	
AMUS	Applied Music	
ANTH	Anthropology	
ARCH	Architecture	
BIOL	Biology	3
CACS	Center/Advanced Computer Studies	3
CAFS	Child & Family Studies	
CHEE	Chemical Engineering	
CHEM	Chemistry	
CIVE	Civil Engineering	
CJUS	Criminal Justice	
CMCN	Communications	2
CMIX	Computing & Informatics	1
CMPS	Computer Science	3
CODI	Communicative Disorders	4
CSCE	Computer Science/Engineering	1
ECON	Economics	
EDCI	Educational Curriculum & Instruction	
EDFL	Education Foundations & Leadership	2
EECE	Electrical & Computer Engineering	
ENGL	English	30
ENGR	Engineering	
ENVS	Environmental Science	
FNAN	Finance	
GBUS	Graduate Business	
GEOL	Geology	1
HIST	History	11
HONR	Honors	
HUMR	Humanities	
KNES	Kinesiology	
MATH	Mathematics	14
MBA	Master of Business Administration	
MCHE	Mechanical Engineering	2
MGMT	Management	
MKTG	Marketing	
MODL	Modern Languages	13
MUSC	Music	3
NURS	Nursing	
PETE	Petroleum Engineering	3
PHYS	Physics	7
POLS	Political Science	
PSYC	Psychology	1
SOCI	Sociology	
STAT	Statistics	
VIAR	Visual Arts	
TOTAL		104

Fiscal Statistics	
Fines	
Cajun Cash	\$7,079.55
Cash, Checks & Money Orders	\$454.35
Total	\$7,533.90
Lost Books	
Paid	\$1,401.95
Refunds	\$0.00
Total	\$1,401.95
Donors	\$600.00
Total	
	\$9,535.85

Miscellaneous Statistics	
Fines/Overdue Notices on File	539
Cleared (Current)	356
Cleared (Graduating Students)	61
Cleared (Older than 10 years)	368
Total on File	1,324
Fines Taken	
	754
Lost Books	
	256*
Paid to replace	16
Replaced by patron	3
*Includes items checked out >10 years, never returned, & declared lost.	
Trace/Hold	
Found on Shelf/Notified	10
Checked Out/Hold Placed	10
Not Found	37
Total Traces Taken	57
Items Declared Lost	16
Donors Created and/or Renewed	
	6

Miscellaneous Statistics (cont.)	
LOUIS Consortium Reciprocal Borrow Cards	
Cards Issued to UL Personnel	5
Cards Honored from Other Universities	1
Total	6
Inventory Project	
Items Inventoried	311,952
Sent to:	
Cataloging	2,047**
Cataloging – Journals/Serials	706
Cataloging to be withdrawn	364
Discarded	2,769
Government Documents	104
Repair	171
Total Items Handled	318,113
**Includes Journals/Serials and Government Documents before separating by item type.	
AE Weeding Project	
	1,013***
*** Count not included in Inventory Total	



## Library Gate Count

Front Entrance = 1,070,822

Back Entrance = 463,054

Total = 728,252

Front Entrance Gate Count			
Month	Balance Forward	Meter Count	Result
July	528,518	570,382	41,864
August		631,030	60,648
September		780,296	149,266
October		922,806	142,510
November		1,056,473	133,667
December		102,915	102,915
January		180,959	78,044
February		278,681	97,722
March		388,801	110,120
April		487,640	98,839
May		518,794	31,154
June		54,867	24,073
TOTAL			1,070,822

Back Entrance Gate Count			
Month	Balance Forward	Meter Count	Result
July	221,505	229,767	8,262
August		249,578	19,811
September		322,34	72,656
October		396,054	73,820
November		470,389	74,335
December		498,099	27,710
January		538,040	39,941
February		596,389	58,349
March		666,922	70,533
April	Gate Malfunctioned	678,389	11,474
May	Gate Malfunctioned	0	0
June		681,559	3,162
TOTAL			463,054

Questions													
Questions	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Adjuncts Checkout	0	1	0	0	1	1	0	0	1	0	0	0	4
Athletes Sign-in Study Hours	0	2	3	0	0	0	0	0	2	2	0	0	9
Audio Books	0	0	0	0	0	0	0	0	0	0	0	0	0
Bookstore	0	10	0	4	0	1	0	0	0	2	2	0	19
Cajun Card Questions	0	5	1	4	5	6	8	5	0	8	1	5	48
Charging Lockers	0	1	0	0	0	0	0	0	0	0	0	0	1
Collaboration Stations	0	0	0	0	1	0	0	0	1	0	0	0	2
Color Copiers	0	2	2	7	5	1	3	3	0	4	2	0	29
Computer Login Issues	4	34	9	13	12	3	9	6	0	0	2	0	92
Copy Center Questions	3	11	14	31	16	4	22	15	1	13	4	7	141
Dean's Letter	2	0	0	0	0	2	1	0	0	4	0	0	9
Directions - Campus	8	37	6	21	7	0	20	8	2	4	2	4	119
Directions - Library	24	45	30	35	13	2	24	14	8	3	3	7	208
Display Questions	0	0	0	0	0	0	1	2	1	0	0	0	4
3rd Floor Storage	0	0	1	0	0	0	0	0	0	3	0	0	4
Fax Machine	2	7	15	21	10	1	1	7	3	4	2	0	73
First Aid	0	3	1	1	1	0	1	1	0	0	0	0	8
Free Scantrons	0	0	0	0	0	2	0	0	0	0	0	0	2
Friends of Library	1	0	0	0	1	2	4	1	1	1	0	0	11
G.A. Positions	2	0	0	0	1	2	3	0	0	2	2	0	12
Grad Lab	1	2	1	2	8	1	1	0	0	3	0	0	19
Group Study Questions	1	2	0	11	7	2	0	4	0	3	1	0	31
How To Pay Fines	0	12	3	12	5	0	11	1	2	10	2	3	61
Lactation Room	5	5	0	1	0	0	1	0	0	0	0	0	12
Library Hours	19	11	4	33	16	6	17	17	2	23	7	2	157
Lost & Found	3	17	18	34	19	6	10	14	6	8	0	0	135
Office Supplies	2	8	9	11	10	0	8	10	3	4	0	1	66
Online Renewal	4	6	5	11	0	3	4	2	1	0	3	1	40
PaperCut Printing	4	7	8	13	12	4	6	5	3	9	4	4	79
Physically Locating Books	4	13	8	15	9	0	10	10	4	7	1	1	82
Scavenger Hunt	3	13	42	20	0	0	0	0	0	2	0	0	80
Step Lab Questions	9	30	14	24	20	2	26	20	2	7	9	1	164
Student Aide Work	2	32	15	7	0	3	27	7	2	11	3	1	110
Study Rooms	2	4	1	15	8	4	8	4	0	9	2	0	57
WiFi Connection	0	0	0	3	2	0	1	3	0	2	3	0	14
Writing Center	0	0	0	0	0	0	0	0	0	1	0	0	1
Vending Machine Issues	0	0	0	0	2	0	0	0	0	3	0	2	7
Thesis Printing	0	0	0	0	0	0	0	0	0	2	0	0	2
<b>TOTAL:</b>	<b>105</b>	<b>320</b>	<b>210</b>	<b>349</b>	<b>191</b>	<b>58</b>	<b>227</b>	<b>159</b>	<b>45</b>	<b>154</b>	<b>55</b>	<b>39</b>	<b>1,912</b>

# PUBLIC SERVICES

## Distance Learning Services

Submitted by Ian Richardson, Head of Distance Learning Services

### Personnel

Ian Richardson

Instructor of Library Science

Head of Distance Learning Services

### Summary

Ian Richardson accepted the position of Head of Distance Learning Services in January of 2018 following the departure of Emily Deal in November of 2017. His 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, he works with the Office of Distance Learning assisting faculty on sourcing open educational materials for the online MBA degree program.

As the departmental librarian for both the College of Business and College of Nursing and Allied Health Professions he 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 Spring 2018 semester he was embedded in eight course sections and is embedded in three for Summer 2018. These all consist of upper level undergraduate and graduate courses. In the embedded role, the instructor enrolls Ian 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 his reference duties have been focused on students in these courses.

Ian received 128 direct email requests from students for reference related information and conducted 20 phone consultations with nursing students. There were 64 nursing related questions entered into Gimlet from January 1 to June 30, 2018. Statistics for virtual reference through the library chat feature show questions related to "nursing" increased about 10% from 2016-17 (106) and 2017-18 (117).

Gimlet the program that Reference & Research Services uses for recording in-person, phone and chat transactions shows a decline in interactions registered with "nursing" 2016-17 (226) and 2017-18 (166). This could be attributed to research intensive nursing courses having an embedded librarian available at the point of need for direct consultation.

The Library's Distance Learning Appropriations Committee continued to use funds sourced 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.

For the most part funding was used primarily for the renewal of existing journals and databases. For journal subscriptions, in addition to renewals, five additional titles were purchased using distance learning funds. The total cost for the new journal titles was \$4,944.00. Journal expenditures increased by \$5,705.00 (32%) over 2016-17 which includes price increases for renewed titles.

Database purchases included the subtraction of one and the addition of two. *CCH Omnitax* was not renewed based on small, targeted usage by one department in the College of Business. The renewal of *LibraryHelp* continues the previous year decision to purchase with DL funds along with the approval of using DL funds to renew the Springshare *Libguides* database. Database expenditures increased \$13,091.00 (10%) over 2016-17 including price increases for renewals. Overall, total expenditures increased \$18,796.40 (12%) over the previous fiscal year.

Ian has been working on updating the eight research guides related to distance learning. Primary areas that needed work were creating tutorials that assisted student research needs. In March Ian presented at the LLA conference with Jennifer Hamilton, Blair Stapleton and Heather Plaisance on “Embedding Interactive Tools into Subject Guides.”

In April Ian presented at the Board of Regents eLearning Conference with Claire Arabie, Office of Distance Learning, on UL’s experience on implementing OER materials as a recipient of a BoR eLearning Innovation grant. It was a presentation to over 200 library administrators from across the state. This grant provided an opportunity for UL to determine the feasibility of larger implementation of OER across university departments. As a result of this presentation Ian was invited to present at the upcoming LUC conference in the Fall.

To continue the efforts to expand the opportunities to increase student affordability at UL, Ian presented to a group of twenty-five UL faculty members in June on this subject. This was made possible with support from Robert McKinney, Assistant Vice President for Faculty Affairs. The presentation was well received and several faculty members have already followed up about this. Further presentations for Fall semester are being discussed with Office of Distance Learning and the Department of Academic Affairs. Expanding open education initiatives at UL will continue to be an added responsibility of the Distance Learning Services department of the library.

#### Statistics

Distance Learning Services 2018	
Distance learning reference questions and consultations	212
Virtual Reference Interactions	283
Embedded course sections	8
Guides created/updated	8

## Expenditures

Electronic Journal Subscriptions		
Journal Title	2017-18 Pricing	2016-17 Pricing
Aerospace Medicine & Human Performance	\$305.00	
American Journal of Distance Education	\$402.00	
American Journal of Sports Medicine	\$1,320.00	\$1,252.00
British Journal of Sports Medicine	\$2,289.00	\$2,139.00
Global Public Health	\$1,109.00	
Health Education & Behavior	\$1,797.00	\$1,704.00
Health Promotion Practice	\$827.00	
Journal of Advanced Nursing	\$3,823.36	\$3,712.00
Journal of Applied Physiology	\$1,775.00	\$1,695.00
Journal of Library & Information Services in Distance Learning	\$260.00	\$248.00
Nursing & Health Sciences	\$1,004.25	\$975.00
Nursing in Critical Care	\$767.35	\$745.00
Nursing Inquiry	\$952.75	\$925.00
Nursing Philosophy	\$742.63	\$721.00
Nutrition & Dietetics: the Journal of the Dieticians	\$282.22	\$274.00
Scandinavian Journal of Medicine & Science in Sports	\$1,113.44	\$1,081.00
Sports Medicine	\$2,243.00	\$2,138.00
Women & Health	\$2,301.00	
<b>Total</b>	<b>\$23,314.00</b>	<b>\$17,609.00</b>

Online Database Subscriptions		
Database Title	2017-18 Pricing	2016-17 Pricing
America's News by Newsbank	\$11,140.00	\$10,815.00
Cabell's Directories	\$5236.00	\$4,401.00
Chicago Manual of Style	\$735.00	\$700.00
CINAHL Complete	\$1,985.00	\$1,870.00
Cochrane Collection Plus	\$9,482.00	\$9,030.00
EBSCO eBook collection - Academic	\$16,379.00	\$15,599.00
EBSCO eBook collection -Business	\$8,660.00	\$8,248.00
EBSCO eBook collection -University Press	\$9,533.00	
Education Source	\$13,585.00	\$12,938.00
JSTOR Life Sciences 2018	\$6,000.00	\$6,000.00
JSTOR Arts & Sciences VI 2018	\$3,000.00	\$3,000.00
LibGuides CMS	\$3,868.00	
Library H3lp Virtual Reference Platform	\$650.00	\$650.00
Medline Complete	\$10,055.00	\$9574.00
Music Index	\$3,696.00	\$3,520.00
Project MUSE Standard Collection	\$18,027.76	\$17,505.00
SPORT Discuss w/ Full Text	\$13,031.00	\$12,410.00
STAT!Ref	\$5,596.00	\$5,181.50
UpToDate	\$9,950.00	\$9,825.00
Total	\$150,608.76	\$137,517.36

# PUBLIC SERVICES

## Instructional Services

Submitted by Jennifer Hamilton, Head of Instructional Services

### Personnel

Jennifer Hamilton

Assistant Professor of Library Science  
Head of Instructional Services

Jordan Richardson

Graduate Assistant

### Summary

In the 2017-18 school year the Dupré Library instruction team made at least 5,967 student contacts through 328 classes, outreach sessions, individual research requests, and tours. In addition 238 library instruction classes, Dupré librarians provided 64 one-on-one research sessions (75% provided by the very active Gaines Center), led 23 Ernest J. Gaines Center, archives, and general library tours, and gave three outreach presentations in the 2017-18 school year.

Nine dedicated librarians and one graduate teaching assistant taught information literacy and library instruction sessions across 19 departments. In terms of department requests for instruction the top two were English with 80 class requests, and UNIV 100 with 64. Other departments that scheduled a significant number of instruction sessions included History (16 class requests), Modern Languages (12), and Performing Arts and Education (7 each).

### Statistics

Fiscal Year Total Sessions: 317

Fiscal Year Total Persons: 5,956

Fiscal Year Total Instruction Hours: 353.25 (*new metric*)

Instructional Services by Class Level ( <i>new metric</i> )	
Class Level	Sessions
100s	66
200s	12
300s	28
400s	11
500s	12

Instructional Services by Type						
2017-18	# Sessions			# Students		
	Fall	Spring	Total	Fall	Spring	Total
Classes	158	80	238	3,964	1,385	5,349
Embedded		8	8		200	200
Outreach	1	2	3	33	50	83
Research Appointments	38	26	64	38	26	64
Tours	18	5	23	395	76	471
TOTAL	215	121	336	4,430	1,737	6,167

Trends in Requests by Discipline / Department				
	2014-2015	2015-2016	2016-2017	2017-2018
Accounting	1	-	-	-
Athletics	-	3	-	6
Communication	6	6	2	7
Biology	-	1	3	4
Communicative Disorders	1	-	1	-
Counselor Education	3	2	2	-
Criminal Justice	-	4	21	-
Education Curriculum & Instruction	1	3	5	2
Educational Foundations & Leadership	1	1	1	3
Engineering	3	2	-	-
Freshman English	47	62	136	63
English (all others)	11	8	22	15
English as a Second Language	5	4	5	2
Geology	2	1	1	4
Graduate College	4	8	5	2
High School/Middle Schools	3	4	3	8
History	21	14	10	16
Modern Languages	3	2	5	12
Management	3	-	-	-
Marketing	-	-	1	
Nursing	1	13	19	1
Performing Arts	1	-	9	7
Philosophy	-	-	2	2
Physics	-	1	-	-
Psychology	1	1	3	3
Sociology	2	-	3	2
Office of First Year Exp. / UNIV 100	51	58	68	64



# PUBLIC SERVICES

## Interlibrary Loan

Submitted by Yolanda Landry, Head of Interlibrary Loan

### Personnel

Yolanda T. Landry

Head of Interlibrary Loan, Library Specialist Supervisor

Daniel B. Phillips

Interlibrary Loan Assistant, Library Specialist 2

Tiffany Thomas

Interlibrary Loan Assistant, Library Specialist 2

### Summary

Deborah Johnson, Head of Interlibrary Loan and Library Specialist Supervisor, retired in January 2018 after 40 years of service to the Library. Yolanda Landry, Library Specialist 2, was promoted to Head of Interlibrary Loan/Library Specialist Supervisor. Tiffany Thomas was hired in April 2018 as a Library Specialist 2.

The State Library of Louisiana continued to work with other Louisiana libraries and Statewide Delivery service to improve Interlibrary Loan deliveries throughout the state.

The Interlibrary Loan staff placed 2,547 requests to borrow items from other institutions, a 9.58% increase from 2016-17 borrowing totals. The staff received 4,579 requests to loan materials to other institutions, a 3.34% decrease from the 2016-17 totals.

### Borrowing Statistics

Borrowing Statistics					
Description	2017/2018	2016/2017	2015/2016	2014/2015	2013/2014
Articles Submitted	749	889	986	666	767
Articles Filled	326	392	475	340	446
Articles Cancelled	405	485	500	324	321
Articles in Process	18	12	11	2	0
Loans Submitted	1798	1414	1482	1522	1869
Loans Filled	1398	1172	1188	1201	1554
Loans in Process	27	35	28	16	1
Loans Cancelled	373	207	266	305	314

Borrowing – Finished & Cancelled							
2017/2018				2016/2017			
Description	Articles	Loans	Total	Description	Articles	Loans	Total
Completed	326	1398	1724	Completed	392	1172	1564
Cancelled	405	373	778	Cancelled	485	207	692
In Process	18	27	45	In Process	12	35	47
TOTAL	749	1798	2547	TOTAL	889	1414	2303

Borrowing Cancellations: Reasons for No: ALL		
Reason For Cancellation	Number Cancelled	Percentage of Total Requests
Other	350	13.99%
We have exhausted all possible sources	77	3.08%
Available – Stacks	74	2.96%
Cancelled by Customer	73	2.92%
Customer Disavowed	66	2.64%
Available – Electronic Access	62	2.48%
This is a duplicate request	19	.76%
Too new for an interlibrary loan	17	.68%
Unable to verify your request as cited	15	.60%
Checked Out	7	.28%
This item is non-circulating	1	.04%

Borrowing Cancellations: Reasons for No: Articles		
Reason For Cancellation	Number Cancelled	Percentage of Total Requests
Other	235	32.15%
Customer Disavowed	42	5.75%
Available – Electronic Access	34	4.65%
Available – Stacks	31	4.24%
Cancelled by Customer	27	3.69%
We have exhausted all possible sources	20	2.74%
This is a duplicate request	6	.82%
Unable to verify your request as cited	4	.55%
We could not fill your request by deadline	3	.41%
This item is non-circulating	2	.27%
Available – Microforms	1	.14%

Borrowing Cancellations: Reasons for No: Loans		
Reason For Cancellation	Number Cancelled	Percentage of Total Requests
Other	115	6.49%
We have exhausted all possible sources	57	3.22%
Cancelled by Customer	43	2.60%
Available – Stacks	43	2.43%
Available – Electronic Access	28	1.58%
Customer Disavowed	24	1.36%
Too new for an interlibrary loan	17	.96%
This is a duplicate request	13	.73%
This item is non-circulating	11	.62%
Unable to verify your request as cited	11	.62%
Checked Out	7	.40%

Most Requested Journals (3+)		
Journal Name	Department	Requests
Annals of biomedical engineering	Mechanical Engineering	4
International journal of the sociology of language	Modern Languages	4
Journal of experimental botany	Microscopy Center	4
Journal of multilingual and multicultural development	Modern Languages	4
Punch	English	4
Journal of materials in civil engineering	Civil Engineering	3
The Edgar Allan Poe review	English	3

Most Requested Loans (3+)	
Loan Title	Requests
The evolving challenges of black college students: new insights for policy, practice and research	6
Self-determination theory: basic psychological needs in motivation, development, and wellness	4
Aleksandr Ivanov	3
Federal limitations on state and local taxation 2d	3
Negro building: Black Americans in the world of fairs and museums	3
Out of the house of bondage: the transformation of the plantation household	3
The Blackwell handbook of mentoring: a multiple perspectives approach	3
Utopian and science fiction by women: worlds of difference	3

Who We Borrow From – Top 20			
Symbol	Library Name	Filled	Percent
LRU	Tulane University, Howard-Tilton Memorial Library	229	18.42%
LUU	Louisiana State University – Baton Rouge, Middleton Library	173	13.92%
LLM	Loyola University – New Orleans, Monroe Library	68	5.47%
LNU	University of New Orleans, Earl K Long Library	67	5.39%
DLC	Library of Congress	52	4.18%
LNS	Nicholls State University, Ellender Memorial Library	43	3.46%
LRT	Louisiana Tech University, Prescott Memorial Library	43	3.46%
FTU	University of Central Florida Libraries	35	2.82%
LSL	State Library of Louisiana	35	2.82%
ORC	Reed College Library	24	1.93%
FXG	Florida International University Library	23	1.85%
VLB	Liberty University, Jerry Falwell Library	23	1.85%
GUA	University of Georgia Libraries	20	1.61%
VRA	Radford University, McConnell Library	20	1.61%
FGM	Florida Atlantic University Library	17	1.37%
LHA	McNeese State University, Frazar Memorial Library	17	1.37%
FNN	Nova Southeastern University, Einstein Library	16	1.29%
IYU	Baylor University, Moody Memorial Library	16	1.29%
LAZ	Louisiana State University – Alexandria, James C Bolton Library	16	1.29%
LUS	Louisiana State University – Shreveport	16	1.29%

Borrowing – Requests Submitted by User Status					
Status	2017/2018	2016/2017	2015/2016	2014/2015	2013/2014
Admin/Fac/Staff	1044	1062	1214	986	984
Graduate	1182	986	1021	903	1357
Undergraduate	314	255	230	298	6
Retiree	0	0	0	1	286
TOTAL	2540	2303	2465	2188	2633

Borrowing – Requests by Department					
Department	2017/2018	Department	2016/2017	Department	2015/2016
English	589	English	614	HIST / GEOG	586
HIST / GEOG	292	HIST / GEOG	352	English	360
Visual Arts	211	Modern Languages	153	Modern Languages	239
Modern Languages	192	Political Science	135	Nursing/Allied Hlth	121
Graduate School	125	Nursing/Allied Hlth	128	CODI	108
Other / Unlisted	116	Graduate School	81	Library Tech Svcs	95
Political Science	103	Visual Arts	70	Political Science	71
Nursing/Allied Hlth	83	Biology	55	Counselor Ed	69
Sociology / ANTH	50	Education	51	Biology	67
Biology	45	Psychology	48	Graduate School	49
Psychology	45	Lt American Studies	39	Chemical Eng	47

### Lending Statistics

Lending Fill Rates							
2017/2018				2016/2017			
Status	Articles	Loans	Total	Status	Articles	Loans	Total
Submitted	2489	2090	4579	Submitted	2452	2280	4732
Cancelled	1220	1358	2578	Cancelled	1291	1515	2806
Conditionalized	6	8	14	Conditionalized	2	8	10
In Process	0	0	0	In Process	0	0	0
Filled	1263	724	1987	Filled	1159	757	1916

Lending – Requests Received by System ID						
System ID	Article Requests Received		Loan Requests Received		Total Requests Received	
	2017/2018	2016/2017	2017/2018	2016/2017	2017/2018	2016/2017
OCLC	2486	2452	2090	2438	4576	5087
OTH	3	0	0	1	3	1
Total	2489	2452	2090	2439	4579	5088

Lending – Filled & Unfilled									
Filled/Unfilled	Finished			Cancelled			Received		
	2017/18	2016/17	2015/16	2017/18	2016/17	2015/16	2017/18	2016/17	2015/16
Article	1263	1159	978	1220	1291	1537	2483	2450	2515
Loan	724	757	928	1358	1515	1668	2082	2272	2596
TOTAL	1987	1916	1906	2578	2806	3205	4565	4722	5111

Lending - Reasons for Cancellation		
Reason For Cancellation	Number Cancelled	Percentage of Total Requests
Non-circulating	877	19.21%
Holdings End Before this volume	570	12.49%
Lack volume/issue	453	9.92%
Checked out	208	4.56%
Not on shelf	105	2.30%
Holdings begin after this volume	102	2.23%
Not as cited	65	1.42%
Item too new to loan	64	1.40%
Offsite	46	1.01%
Title not owned	35	.77%
Other	24	.53%
Exceeds copy limits	11	.24%
At bindery	10	.22%
Lost	4	.09%
Issue not yet received	2	.04%
Total	2806	

Who We Lend To (Top 10)			
Symbol	Library Name	Requests Filled	Percent
LSH	Southeastern Louisiana University, Sims Library	141	10.45%
LNU	University of New Orleans, Earl K Long Library	112	8.30%
LLM	Loyola University, Monroe Library	104	7.71%
AGLSL	Franklin Parish Library	91	6.75%
LHA	McNeese State University, Frazar Memorial Library	86	6.38%
LNW	Northwestern State University, Watson Library	74	5.49%
LRT	Louisiana Tech University, Prescott Memorial Library	70	5.19%
TET	East Tennessee State University, Sherrod Library	62	4.60%
LRU	Tulane University, Howard-Tilton Memorial Library	58	4.30%
LNS	Nicholls State University, Ellender Memorial Library	55	4.08%

Most Loaned Journals (Top 10)	
Journal Name	Requests
Sports Medicine	24
Community college journal of research and practice	22
Journal of the American Academy of Child and Adolescent Psychiatry	15
Journal of advance nursing	15
Transportation research record	14
Computers in human behavior	12
Journal of promotion management: JPM	10
Issues in mental health nursing	8
Mathematical biosciences and engineering: MBE	8
Ethology	7

Most Loaned Monographs (Over 2 Loans)	
Monograph Title	Requests
Unrepentant sinner: the Autobiography of Colonel Charles Askins	4
Cracking the coding interview: 189 programming questions and solutions	3
An introduction to statistical learning: with applications in R	3
Investment banking: valuation, leveraged buyouts, and mergers & acquisitions	3
One thousand ways to make \$1000; practical suggestions, based on actual experience for starting a business of your own and making money in your spare time	3
Faces III	3
Mine were of trouble	3

Most Unfilled Journals (Top 15 – Over 5 Cancellations)		
Journal Name	Reason for Cancellation	Requests
Athletics weekly	Holdings end before this volume	26
Medical care	Holdings end before this volume	23
Nephrology news & issues	Holdings end before this volume	16
Journal of educational administration and history	Holdings end before this volume	15
Nephrology news & issues	Lack volume/issue	10
Distance education report	Holdings end before this volume	8
ORL-head and neck nursing	Holdings end before this volume	8
BNA's environmental compliance bulletin	Holdings end before this volume	7
The American journal of geriatric psychiatry	Holdings end before this volume	7
La Gazette de France	Holdings end before this volume	7
Acta horticulturae	Holdings end before this volume	7
Lecture notes in computer science	Holdings end before this volume	6
European journal of engineering education	Holdings end before this volume	6
La Gazette de France	Holdings begin after this volume	6
Journal of nursing measurement	Holdings end before this volume	6

# PUBLIC SERVICES

## Reference & Research Services

Submitted by Heather Plaisance, Head of Reference and Research Services

### Personnel

Heather Plaisance

Assistant Professor of Library Science  
Head of Reference, Reference & Research Services

Monique Breaux

Instructor of Library Science  
Research Librarian, Reference & Research Services

Elaine Harris

Instructor of Library Science  
Research Librarian, Reference & Research Services

Jordan Bernard

Library Specialist 2

Lauren Feltner

Library Specialist Supervisor

Larresa Phillips

Graduate Assistant

### Summary

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 underwent numerous personnel changes during the fiscal year, and had turnover at all positions except department head. After the retirement of the Library Specialist Supervisor in March 2018, the Microforms department underwent a reorganization and is now a part of Reference and Research Services.

Following the departure of the Head of Distance Learning and Online Services in November 2017, the management of Library H3lp, the library's virtual reference service, is now the responsibility of Reference and Research Services.

The number of reservations in the Reference Online Center (ROC) computer lab decreased 15% (from 54 to 46). Academic departments reserving the lab for class instruction included English and UNIV 100. In addition, groups not affiliated with UL Lafayette made use of the ROC lab when the Bibliographic Instruction Lab was not available.

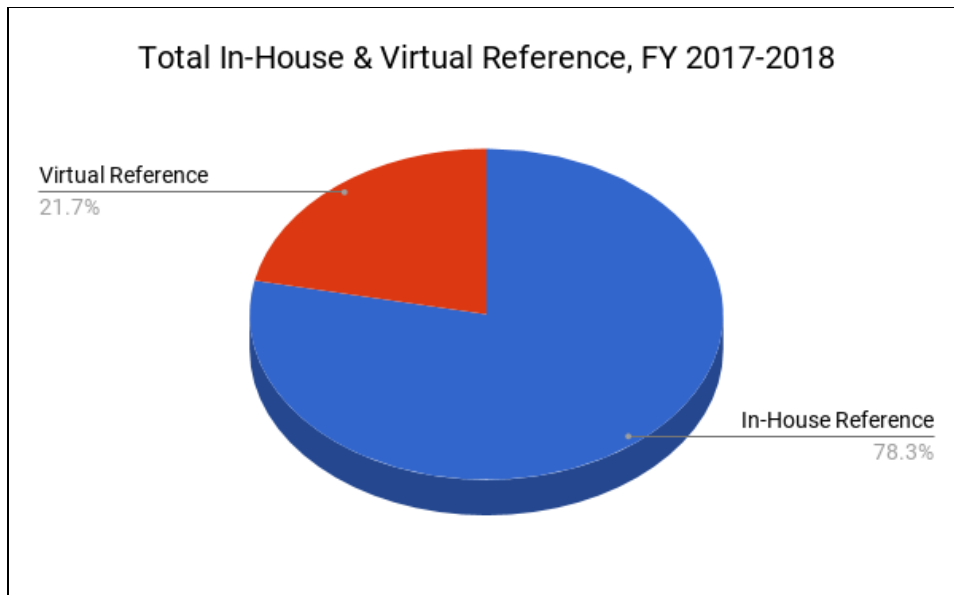
The department offered its Roving Reference Service from September to November 2017. Librarians went to different locations across campus to provide reference assistance to patrons



who may not normally visit the library. Locations included the Student Union, Griffin Hall and Moody Hall. Unfortunately, the service was not utilized by patrons, and was suspended for the spring due to personnel turnover. Department staff will revisit offering the service at a later date.

#### Statistics

From July 2017 – June 2018, the number of in-house and virtual reference questions increased from 10,259 to 10,772, an increase of 5%. In-house reference questions accounted for 78.3% of total questions received.

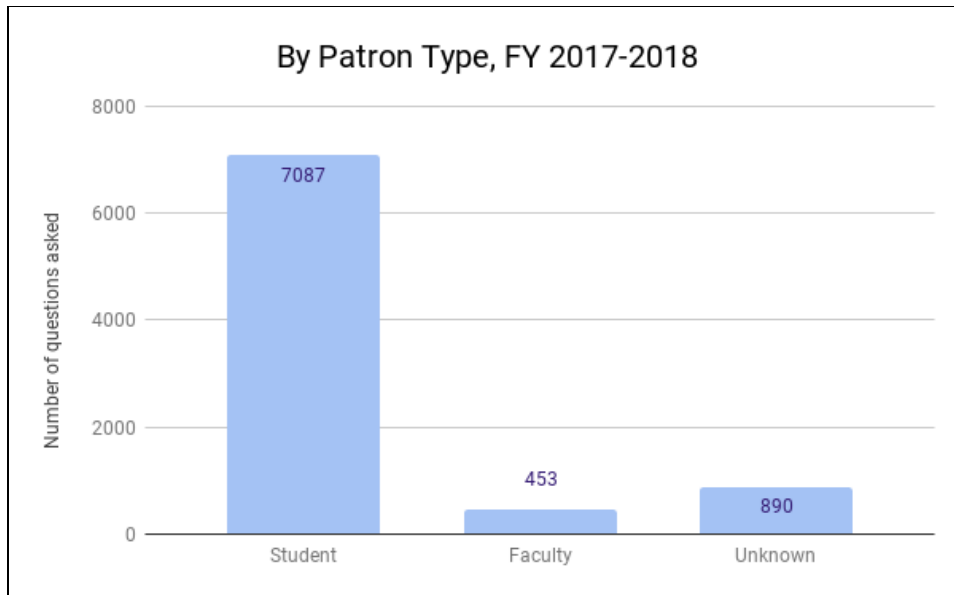


In-House Reference Questions, by month					
	Reference	Directional	Documents	Other Support	TOTAL
July 2017	166	19	3	72	260
August 2017	400	69	0	297	766
September 2017	798	111	2	331	1242
October 2017	759	68	8	269	1104
November 2017	807	77	5	236	1125
December 2017	158	18	0	81	257
January 2018	540	29	2	110	681
February 2018	622	62	1	152	837
March 2018	634	67	6	209	916
April 2018	475	45	5	202	727
May 2018	85	10	1	89	185
June 2018	168	17	0	145	330
Total	5,612	592	33	2193	8,430

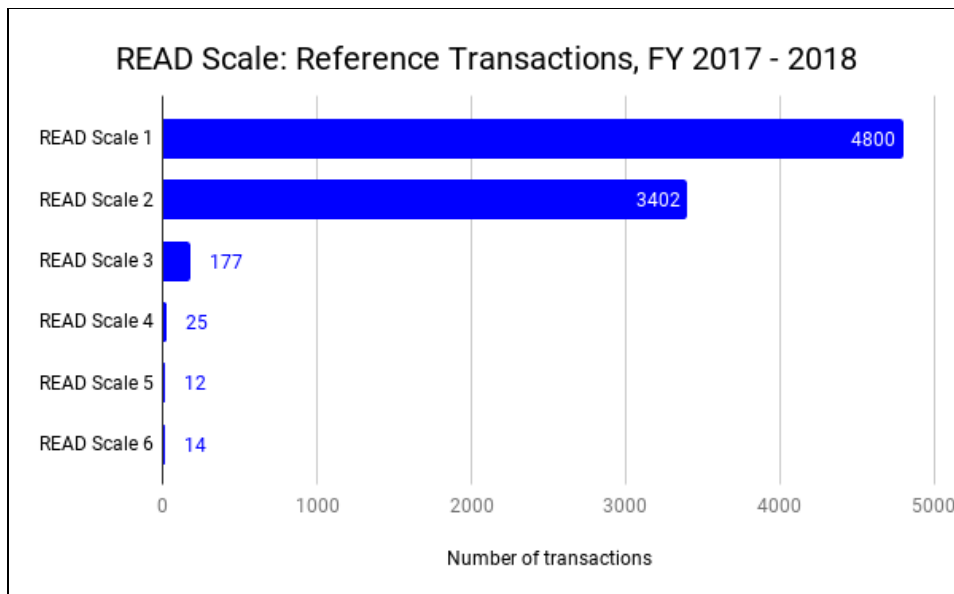
*Other Support* is composed of seven categories used to track non-research related questions. This includes questions about library policies and procedures, technology support, campus related questions, supply requests and assistance in other Public Services departments. Monthly totals are shown below.

Other Support (by category), by month								
	Circulation	Interlibrary Loan	Microforms	Library Information	Library Technology	Campus/ College	Other	TOTAL
July 2017	7	5	2	29	8	5	16	72
August 2017	51	14	4	90	69	28	41	297
September 2017	77	27	5	97	49	8	68	331
October 2017	85	33	3	53	18	11	66	269
November 2017	73	36	0	38	13	14	62	236
December 2017	22	3	2	11	6	3	34	81
January 2018	32	10	0	20	16	12	20	110
February 2018	47	12	4	29	28	9	23	152
March 2018	52	34	15	16	26	12	54	209
April 2018	52	20	6	46	29	6	43	202
May 2018	18	11	5	16	12	4	23	89
June 2018	18	14	3	40	35	14	21	145
Total	534	219	49	485	309	126	471	2,193

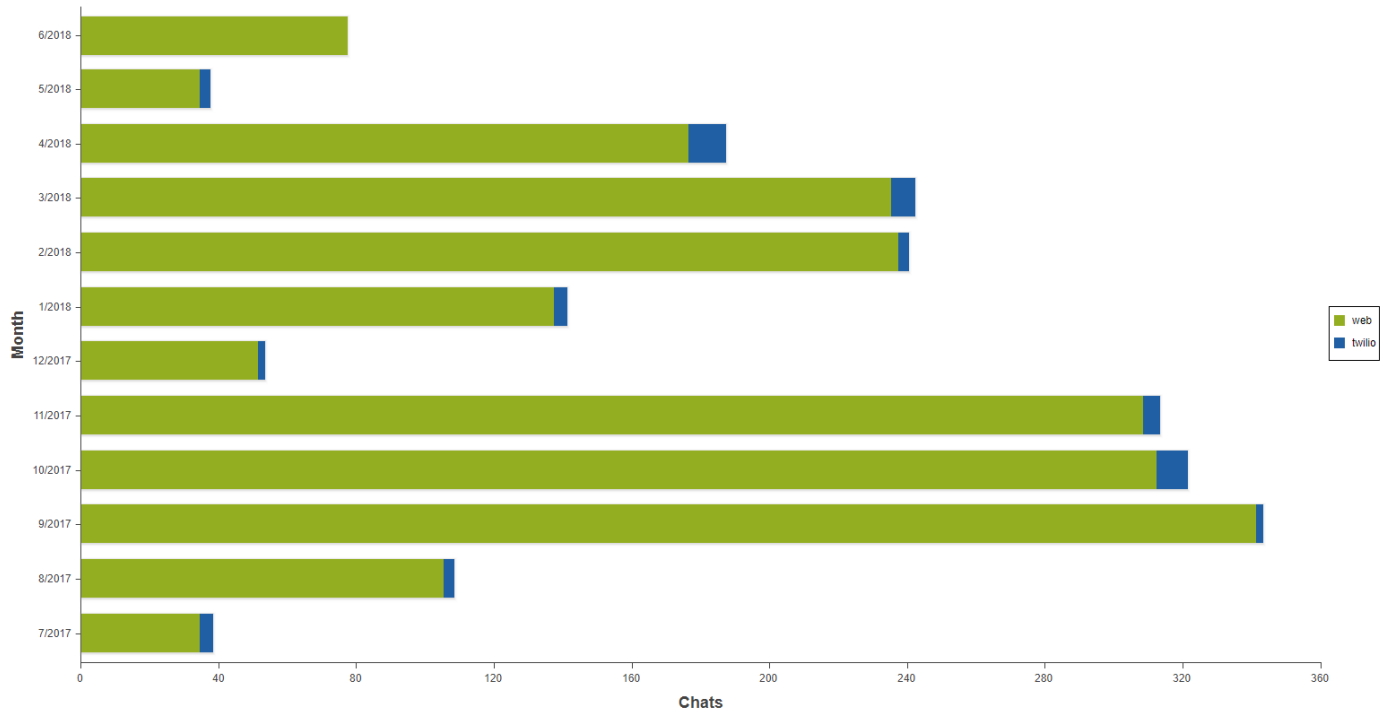
The Reference and Research Services staff provides reference assistance and instruction to University students, faculty and staff and to the public. Statistics kept monthly track the classification of the patron asking a question. The categories include Student, Faculty/Staff, and Unknown. Students ask an overwhelming 84% of questions.



Each recorded reference transaction is assigned a Reference Effort Assessment Data (READ) Scale score to better understand the nature of help needed. The six-point scale helps measure the type and complexity of reference questions asked, and highlights the knowledge and skills used by the staff member to answer a question.



From July 2017 to June 2018, the number of completed virtual reference questions (instant messaging, text messaging and email) increased from 1,556 to 2,342, an increase of 51%. Reflected in this report are the number of IM/SMS questions answered via the library’s IM service, Library H3Ip and email.

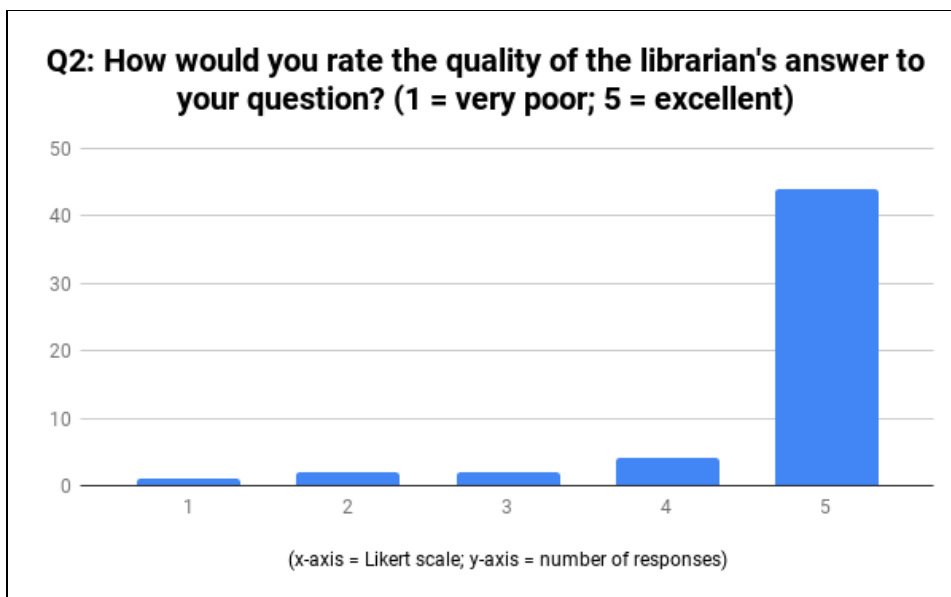
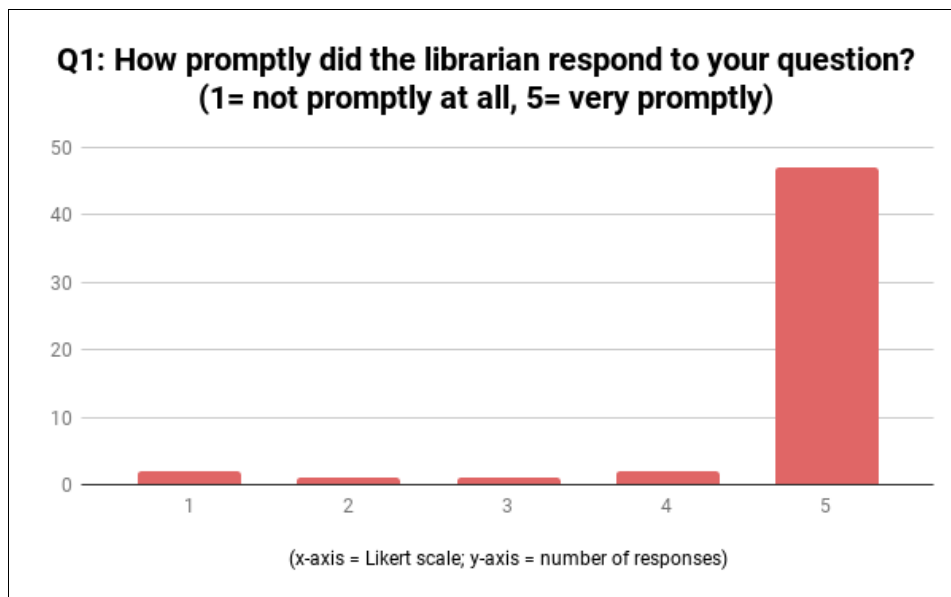


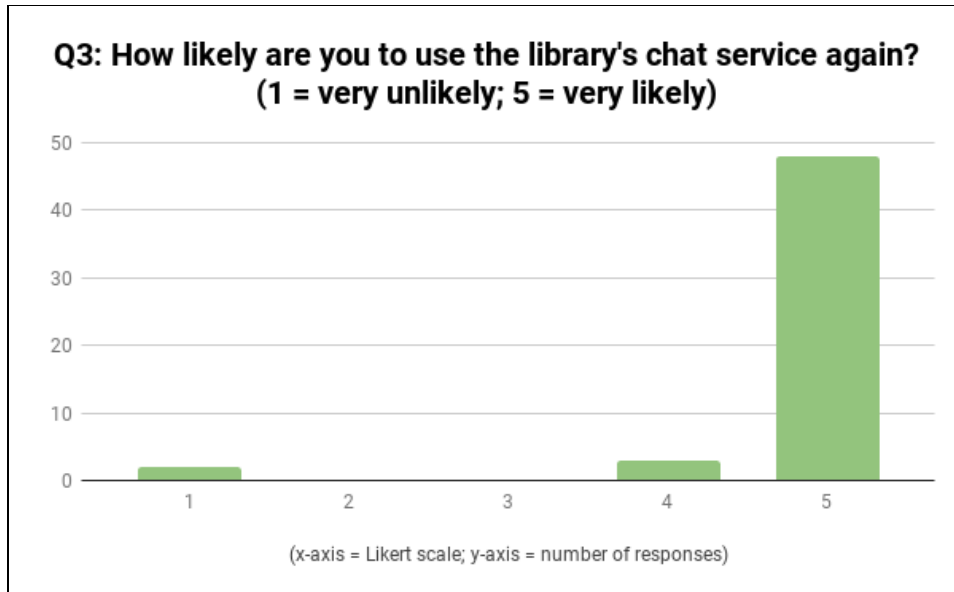
Electronic Reference Questions, July 2017 – June 2018				
MONTH	Chat (web)	Text (twilio)	Email	TOTAL
July 2017	34	4	17	55
August 2017	105	3	15	123
September 2017	341	2	17	360
October 2017	312	9	11	332
November 2017	308	5	17	330
December 2017	51	2	18	71
January 2018	137	4	31	172
February 2018	237	3	16	256
March 2018	235	7	36	278
April 2018	176	11	25	212
May 2018	34	3	23	60
June 2018	77	0	16	93
Total	2,047	53	242	2,342

## Virtual Reference Survey

There were 53 responses to the library's Virtual Reference Survey from July 2017 – June 2018. In an effort to increase the number of responses, a link to the survey now automatically appears in the user's chat window.

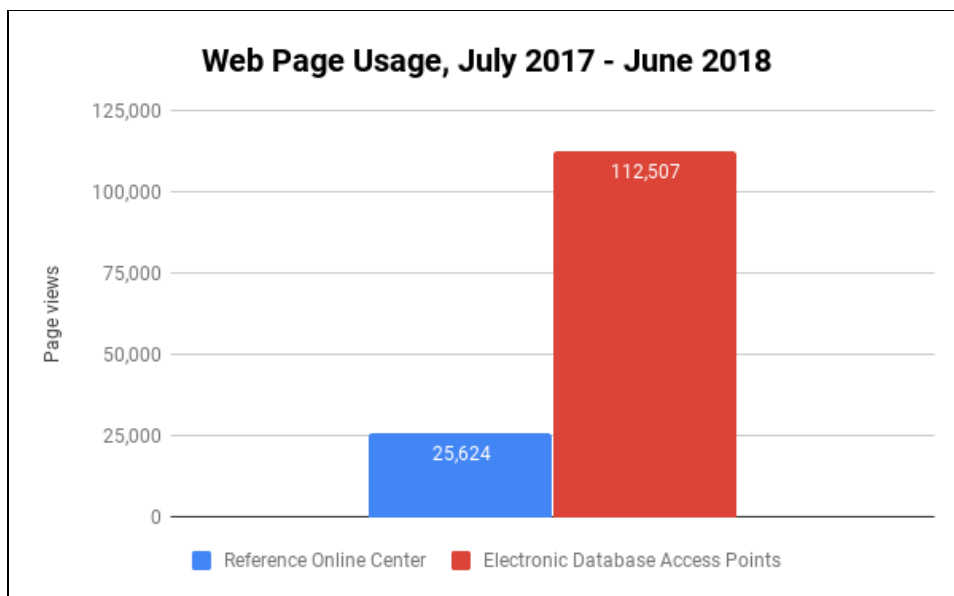
Responses to the survey were overwhelmingly positive. Most patrons indicated that librarians responded promptly to virtual chat questions, rated the quality of librarian answers as "excellent," and said they would use the service again for future questions. Quantitative data from survey responses is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





**Website Usage Statistics (July 2017 – June 2018)**

Included in this report are statistics for the Reference Online Center (ROC) web page and two access points to the library's electronic databases. Compared to the electronic databases web pages, total page views for the ROC web page accounted for 19% (25,624 of 138,131) of all recorded page views. In February 2018, the IT Systems Specialist deactivated one database access point as both web pages linked to the same information.



## Microforms

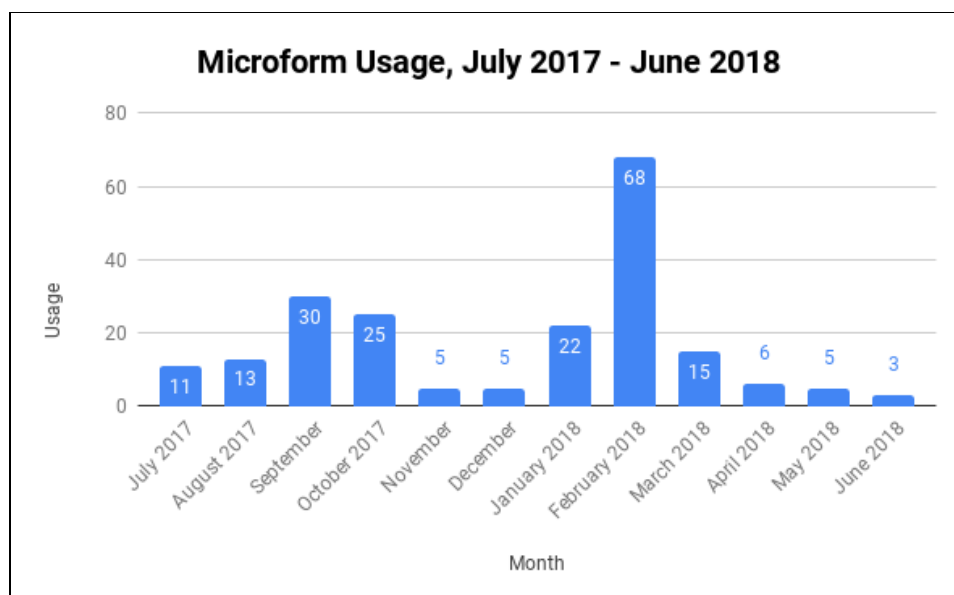
After the retirement of the Library Specialist Supervisor in March 2018, the Microforms department underwent a reorganization and is now a part of Reference and Research Services. The Library Specialist Supervisor reports to the Head of Reference and Research Services, and now serves as the direct supervisor to the two Library Specialists. The position is currently vacant.

Staff began inspecting the *Daily Advertiser* microfilm reels as they presented a strong vinegar smell and showed signs of deterioration. The project required the examination of each individual reel and documentation of its status concerning smell, the presence of mold, and evidence of warping. It became evident that the entire holdings of the *Daily Advertiser* were contaminated and immediately needed to be discarded as to prevent damage to the remaining collection. Online subscription options to the digital version of the newspaper are being explored. Due to the issues with the *Daily Advertiser*, staff will continue to inspect the entire microfilm collection and remove any reels that contain mold as needed.

Microfilm copies of theses and dissertations housed in the department were searched in the online catalog and ProQuest's dissertation database. Staff located over 300 theses and dissertations awarded by the University. These reels will be relocated to Special Collections. This project should be completed by the end of July.

## Microform Usage Statistics

From July 2017 – June 2018, microform usage decreased from 549 to 208, a decrease of 62% from the previous fiscal year. Both the Library Specialist Supervisor and the Reference and Research Services staff kept usage statistics. Moving forward, all microform statistics will be tracked in Gimlet as it will allow for more accurate usage reports in the future and assist in the upcoming weeding project.



Microforms Department  
 Temperature and Humidity Readings  
 2017/2018

Month/Day	Temperature		Humidity	
July	Minimum F	Maximum F	Minimum %	Maximum %
5	72	75	49	51
6	73	75	48	48
7	73	73	45	48
10	72	75	49	51
11	72	73	49	49
12	72	73	48	50
13	72	73	49	50
14	72	73	47	49
17	73	73	49	50
18	72	73	48	48
19	72	73	48	48
20	73	73	47	49
21	72	73	49	49
26	72	73	46	51
27	73	73	51	51
28	73	73	45	51
31	73	73	48	48
Month/Day	Temperature		Humidity	
August	Minimum F	Maximum F	Minimum %	Maximum %
1	72	73	47	47
3	72	73	44	48
4	72	73	50	50
7	72	73	47	48
8	73	73	50	51
9	72	73	47	48
10	72	73	53	53
11	72	73	50	52
14	72	73	49	60
16	72	73	48	50
17	72	73	47	47
18	72	73	50	50
21	72	73	47	48
22	73	73	47	47
23	73	73	45	48
24	73	73	47	47



25	73	73	45	47
28	72	73	51	51
31	72	73	50	56
Month/Day	Temperature		Humidity	
September	Minimum F	Maximum F	Minimum %	Maximum %
1	72	73	52	59
5	72	73	46	49
6	72	73	49	49
8	72	72	41	43
11	72	73	42	42
12	72	72	41	44
13	72	73	46	46
14	72	73	45	48
15	72	73	47	47
18	72	75	45	56
19	73	73	48	49
20	73	73	46	50
21	73	73	47	57
22	72	73	45	48
25	72	73	46	46
26	73	73	44	47
27	73	73	47	47
28	73	73	44	48
29	73	73	44	44
Month/Day	Temperature		Humidity	
October	Minimum F	Maximum F	Minimum %	Maximum %
2	72	73	41	48
3	73	73	52	52
4	73	73	45	46
5	72	73	46	46
9	72	73	42	53
10	73	73	50	50
11	73	73	47	47
12	72	73	46	46
13	72	72	45	48
16	72	72	38	38
17	72	72	34	36
18	72	72	43	43
19	72	72	42	45
20	72	72	49	49
23	72	73	41	48

24	72	72	35	36
25	70	72	32	32
26	70	72	29	35
27	72	72	48	48
31	68	72	31	42
Month/Day	Temperature		Humidity	
November	Minimum F	Maximum F	Minimum %	Maximum %
1	70	72	48	48
2	72	72	48	53
3	72	72	52	52
6	72	72	49	51
7	72	72	54	54
8	72	72	48	57
9	70	72	41	42
10	70	70	38	38
13	60	72	36	47
14	70	72	41	41
15	70	72	39	42
16	70	72	44	44
17	72	72	43	46
20	68	70	32	32
21	70	70	32	53
28	66	70	31	33
29	70	72	44	44
30	70	72	44	47
Month/Day	Temperature		Humidity	
December	Minimum F	Maximum F	Minimum %	Maximum %
1	72	72	39	40
4	70	72	37	48
5	72	72	52	52
6	70	70	35	35
7	68	70	36	37
8	66	66	33	34
11	64	68	33	33
12	68	68	32	32
13	66	68	32	32
14	68	68	30	34
15	68	68	33	33

Month/Day	Temperature		Humidity	
January	Minimum F	Maximum F	Minimum %	Maximum %
3	57	61	27	27
4	61	63	27	27
5	63	64	26	26
8	64	68	46	46
9	66	68	39	40
10	68	68	46	46
11	68	70	46	49
12	68	70	34	34
16	64	64	27	30
18	61	61	26	26
19	61	63	26	26
22	63	70	26	46
23	68	68	32	32
24	68	68	27	28
25	68	68	28	28
26	68	68	26	28
29	68	70	32	32
30	68	70	29	30
31	66	68	33	33
Month/Day	Temperature		Humidity	
February	Minimum F	Maximum F	Minimum %	Maximum %
1	68	70	33	43
2	68	70	35	35
5	68	70	29	36
6	70	70	45	45
7	70	70	45	49
8	68	68	34	34
9	68	70	33	34
14	70	70	51	51
15	70	70	51	54
16	70	72	55	55
19	72	73	48	49
20	72	72	52	52
21	72	72	51	54
22	72	72	54	54
23	72	72	51	53
26	72	72	48	48
27	70	72	46	48
28	70	70	55	55

# PUBLIC SERVICES

## User Engagement & Instruction Librarian

Submitted by Tiffany Ellis, Head of User Engagement & Instruction Librarian

### Personnel

Tiffany Ellis

Instructor / Head of User Engagement & Instruction Librarian

### Summary

The Head of User Engagement & Instruction Librarian is a newly created position that began July of 2017. This position has a dual purpose that serves in two departments, User Engagement and Instruction. As an Instruction Librarian I work closely with the Head of Instruction to develop and implement a comprehensive literacy program. As the first ever User Engagement Librarian my responsibilities are to form collaborative relationships within the University community and to promote and design services based on user needs. Inspiring returning users and attracting new users to the Library is done through the coordination of outreach efforts, social media, and publicity.

### Instruction

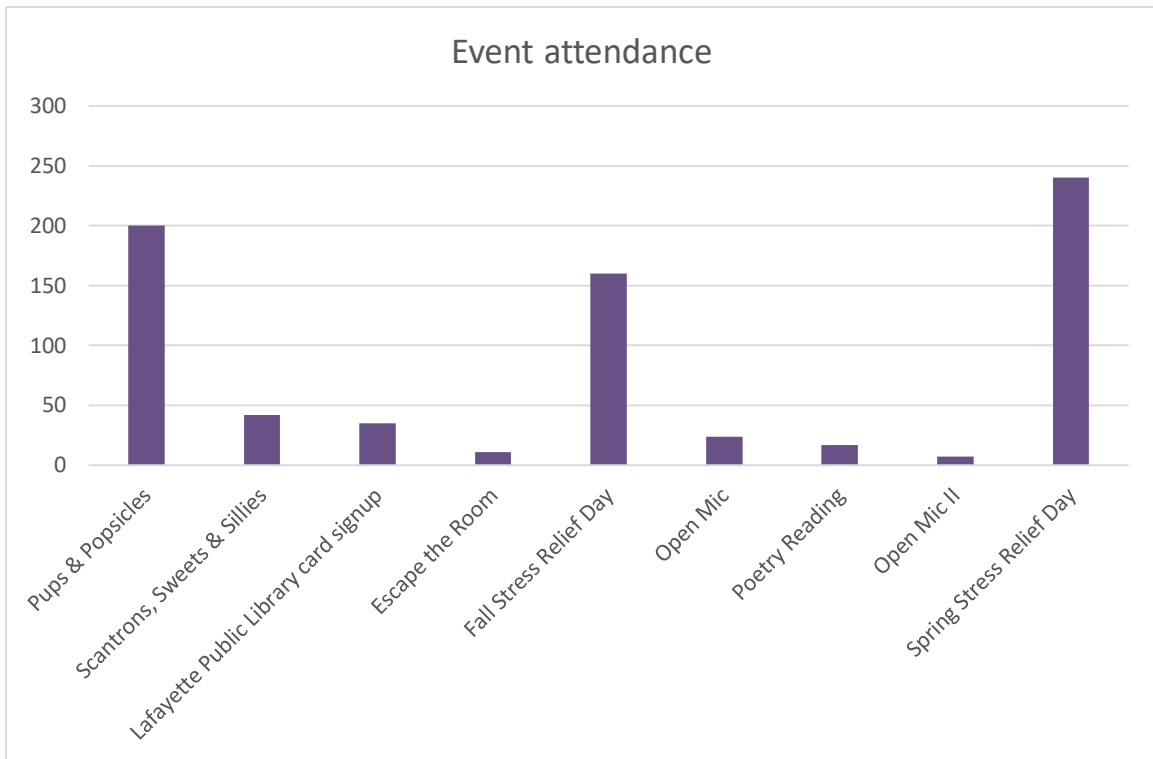
In my role as Instruction Librarian I taught twenty six instruction sessions and conducted three one on one reference appointments with students ranging from high school to the graduate level. For the first time, in April of 2018, an instruction session was taught to dual enrollment students off campus at a local high school. In conjunction with the Head of Instruction, various lesson plans and activities were created specifically for this class and any future classes that may not have access to our facility or digital resources during the instruction session. In addition to the instruction sessions, I also conducted nine tours of the Library to incoming freshman parents as well as one tour to a high school Library Club. The one hour guided tours expose attendees to the facilities, services, resources and collections that the Library has to offer.

### User Engagement

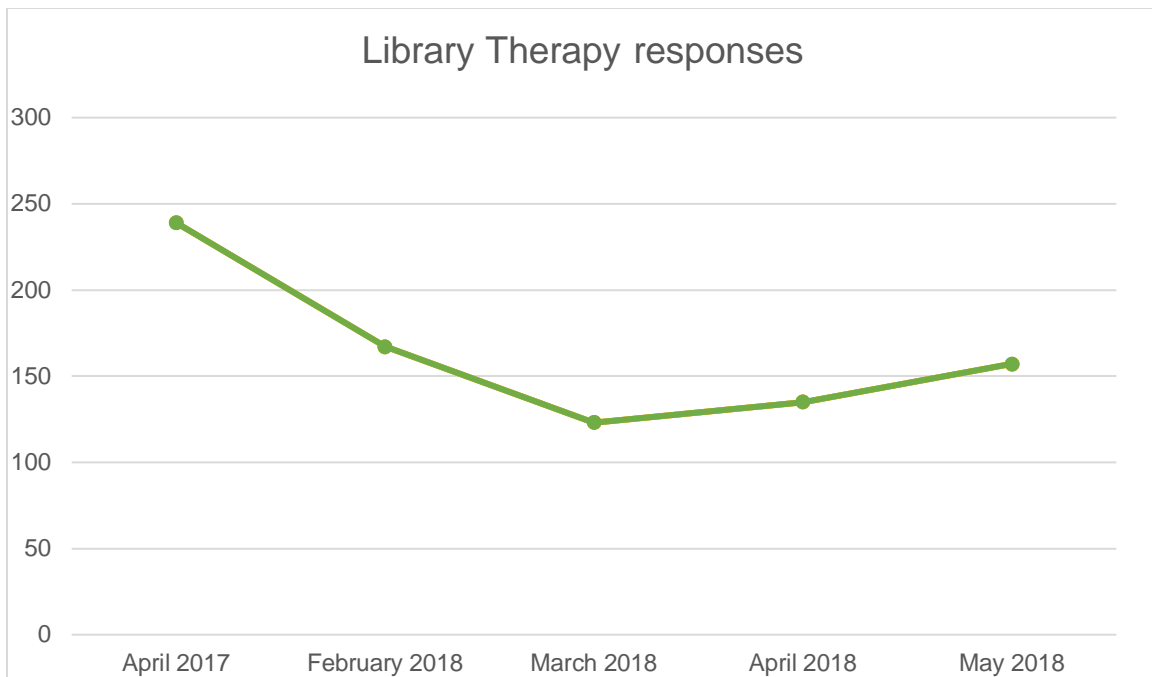
Programming in a public university library consists of planning and presenting a variety of events and activities that are relevant, interesting and meaningful to audiences of different ages, backgrounds and educational levels. The building's first floor has the heaviest traffic and is therefore the primary location for organized activities and outreach efforts. Requests to use the space are accepted from the University community at large. I managed the scheduling and execution of twelve exhibits, nine events and three outreach activities throughout the year.

The Grand Hallway has floor space and glass display cases available for exhibition purposes. Exhibits are intended to promote the programs, publications and activities of the University and its affiliates. Twelve exhibits were showcased of which five were curated through partnerships with the UL Foundation, Office of First-Year Experience (OFYE), College of Engineering, Graduate School and fellow librarians.

Throughout the year nine events were delivered with a total attendance of 736. Events were brought together through collaborations with University departments and organizations as well as community partners such as Unitech Training Academy and the Lafayette Public Library. Along with organized events, the Library’s users are presented with ongoing outreach activities that are considered passive programming. In passive programming users are allowed to participate and digest the information at their own pace. The three outreach activities this year were student submitted videos about inspirational women, a Valentine’s Day selfie station and Library Therapy. Library Therapy is located on a wall that users can anonymously express themselves using sticky notes based on a monthly theme or question. Library Therapy was available for four months and received a combined 821 responses.



**Event Attendance, July 2017 – June 2018 (in chronological order)**



### Library Therapy Responses, July 2017 – June 2018

#### Publicity

In order to engage new and prospective users I, as Chair of the Publicity Committee, oversee the marketing and promotion of the Library and its mission. This is achieved through the management and creation of broadcast emails, the University Calendar of Events, digital signs, social media, Dupré Library News and Events rolls and flyers. With 57 publicized items throughout the year, they were divided into four separate categories: Library hours (15), events/outreach (19), news (19), and new databases/resources (4).

Using community media outlets is also another source for promotion and marketing of the Library. The following links are to local news coverage of the Library:

Fall Stress Relief Day

<https://kadm.com/ul-stress-relief-day>

Spring Stress Relief Day

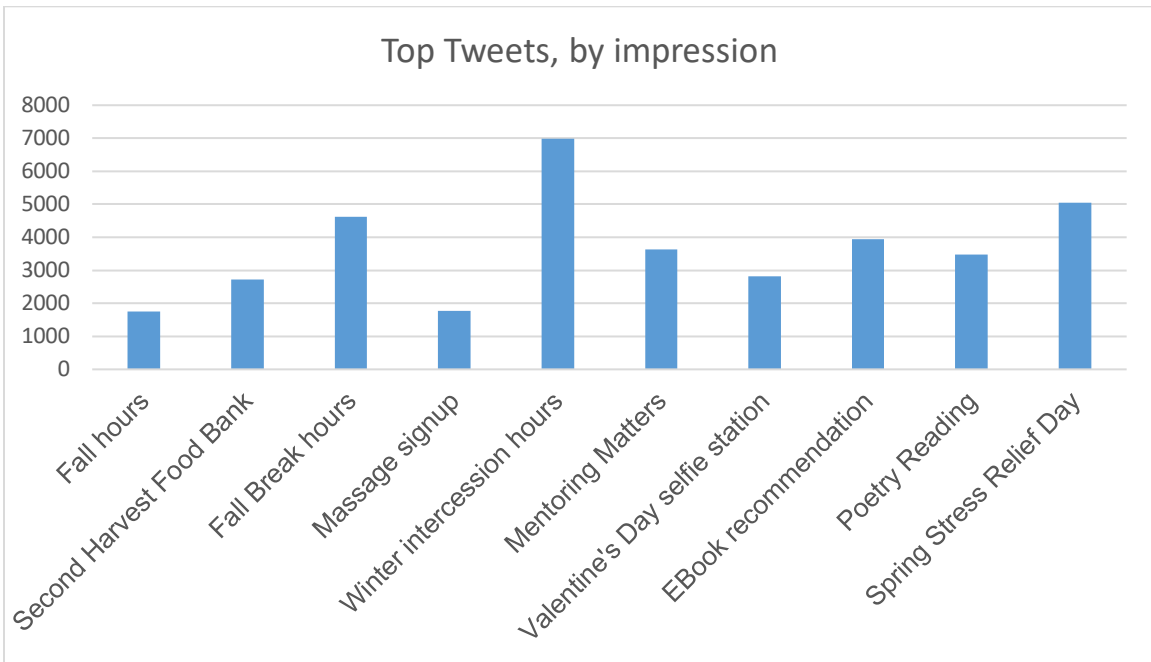
<https://kadm.com/ul-valentine-selfies/>

Valentine's Day Selfie Station

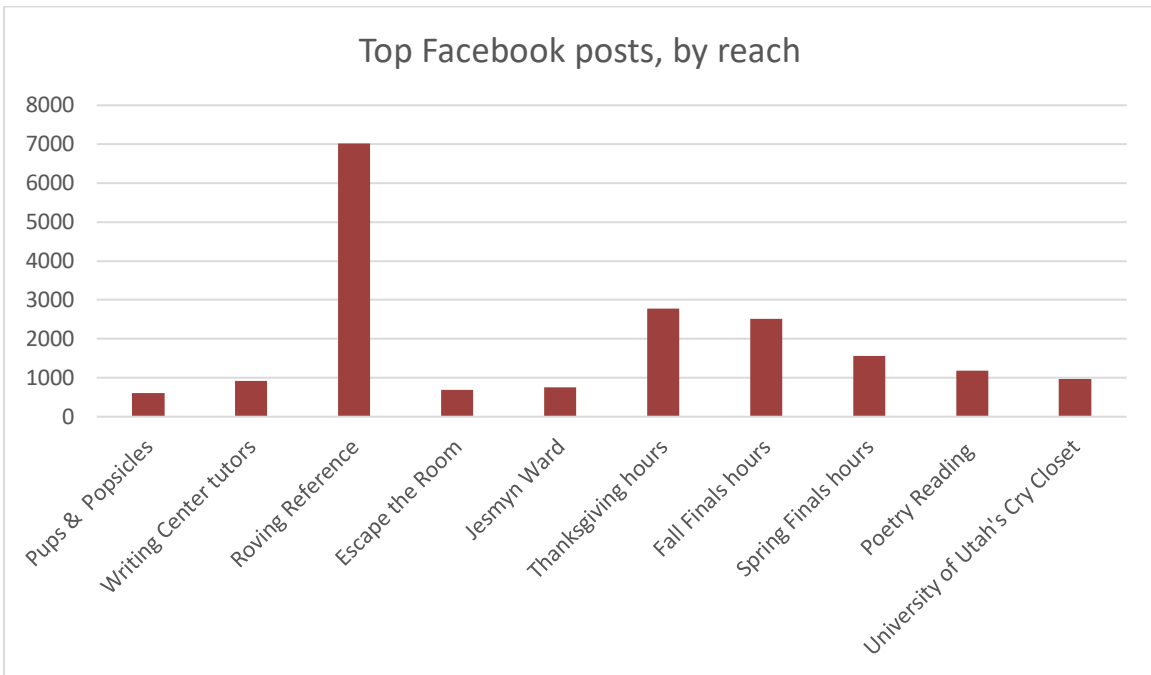
[http://www.theadvocate.com/acadiana/multimedia/photos/collection\\_1f8ae5ba-4e3c-11e8-a279-e31009763add.html#1](http://www.theadvocate.com/acadiana/multimedia/photos/collection_1f8ae5ba-4e3c-11e8-a279-e31009763add.html#1)

#### Social Media

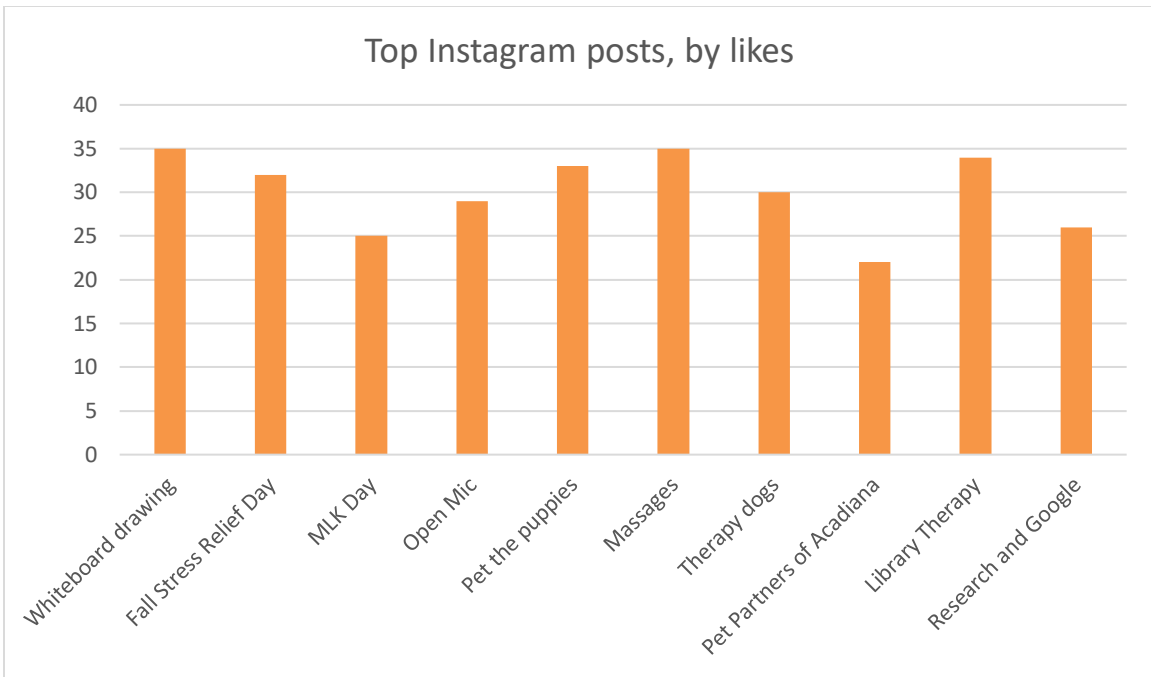
Facebook, Twitter and Instagram continued to be the social media platforms for the Library. The Library's social media is used to provide information and basic instruction, and to promote its services, resources, and events. Throughout the year, the Library has grown its reach across all social media platforms. As of June 30, 2018, the Library had 1,120 page likes on Facebook, 1,040 Twitter followers, and 622 Instagram followers.



**Top Tweets by Impression, July 2017 – June 2018 (in chronological order)**



**Top Facebook Posts by Reach, July 2017 – June 2018 (in chronological order)**



**Top Instagram Posts by Likes, June 2016 – July 2017 (in chronological order)**



# TECHNICAL SERVICES

Special Collections:  
Digitization Archivist  
Louisiana Room  
Rare Book Collection  
University Archives and Acadiana Manuscript Collection  
Cajun and Creole Music Collection  
Cataloging  
Collection Development  
E-Resources and Serials  
IT Services  
U.S. Government Information

## Personnel

Arthur Almazan

IT Coordinator

Katie Atkins

Library Specialist 2, Archives

Kimberly Authement

Library Specialist 2, E-Resources & Serials

Mary Beck

Library Specialist 3, Government Information and CCMC

Kelly Bertrand

Library Specialist 2, E-Resources & Serials

Mallory Blair

Library Specialist 2, Cataloging

Whitney Collins

Library Specialist 2, Collection Development

Sheryl Moore Curry

Associate Professor of Library Science

Assistant Dean for Technical Services

Andrea Flockton

Instructor of Library Science

Head of Collection Development

Danielle Gautreaux

Library Specialist 2, Archives

Neil Guilbeau

Instructor of Library Science

Reference Archivist, Archives

Sandra Himel

Associate Professor of Library Science

Head of Government Information and CCMC Librarian

Christa Judice

Library Specialist 2, Collection Development

Sandra Knatt

Library Specialist 2, E-Resources & Serials

Monica Meaux  
Library Specialist 3, Cataloging

Kim Miguez  
Library Specialist 3, Cataloging

Shellee Shedd  
Library Specialist Supervisor, E-Resources & Serials

Zack Stein  
Assistant Professor of Library Science  
Head of Special Collections

Dee Tauzin  
Library Specialist 2, Government Information

Laura Truxillo  
Library Specialist 3, Cataloging

Laurie Vanderbrook  
IT Systems Specialist

Jane Vidrine  
Library Specialist 3, Archives

JoAnn Wiltz  
Library Specialist 2, Collection Development

# TECHNICAL SERVICES

## Special Collections

### Personnel

Katie Atkins

Library Specialist 2, Special Collections

Danielle Gautreaux

Library Specialist 2, Special Collections

Neil Guilbeau

Instructor of Library Science

Reference Archivist, Special Collections

Zack Stein

Assistant Professor of Library Science

Head of Special Collections

Jane Vidrine

Library Specialist 3, Special Collections

### Summary

The Special Collections department has continued to see changes. New staff has been added to fill in vacant positions, with the former Digitization Archivist, Zack Stein, now appointed to Head of Special Collections. Starting August 1, when the new Digitization Archivist begins work, the Special Collections department will have a full staff.

Many collections (physical and digital) have been added this fiscal year. This includes the Kathleen Babineaux Blanco Papers, the Jacqueline Vidrine Genealogy Collection, the James Burke Music Collection, and the digitized versions of the Walter Barrouse Scrapbooks. There have also been several additions to existing collections, including the CODOFIL Records, the Lafayette Rotary Club Records, the Shane K. Bernard Collection, and the James H. Bradshaw Papers. Several large collections accessioned last year have been fully processed, including the Vernon Behrhorst Papers, the Pothier Jean Voorhies Collection, and the I. Bruce Turner Collection. A couple of collections had to be transferred either due to lack of space or for not belonging in the collection. All older unprocessed collections have been moved from their former space to the storage room across the hall. Due to the large size of certain collections and lack of storage space, some collections had to be transferred to other facilities. The bound collection of the Daily Advertiser newspapers was transferred back to the Daily Advertiser office and the Clay Reichert Papers were transferred to Louisiana State University. The former storage space will be renovated for the upcoming Public Policy Center, which will house the Kathleen Babineaux Blanco Papers.

We have several potential donors who are planning to present us with collections. These collections include the Jacqueline Michot Ceballos Collection, the Judge Kaliste Saloom, Jr. Papers, the Lucien Martin Collection, and the Michael Martin Collection.

Student aids have been working hard on various projects. These projects include scanning vertical files, creating bar codes for the Rare Book Collection, data entry for such databases as the Louisiana Postcard Collection and the F.E. Zimmer and Company Records, and scanning

materials for digital collections. Special Collections has also had volunteers come in to help with various jobs. Jean Kiesel comes in once a week to process collections; she is currently processing additions to the Maurice W. duQuesnay Collection. We also had a student from Southern University intern with us for a semester, where she helped process collections and additions. We currently have another student interning with us for the summer.

Jane Vidrine created a University Archives index with over 8000 entries. The goal is for this to replace the card catalog, as it will act as an online finding aid. Oral history projects from the University Archives and outside donors have also been processed.

Other activities included participating in promoting archival materials at the presidential portraits unveiling ceremony and the Golden Reunion. Special Collections, along with Public Services, will be collaborating with the National World War II Museum on an exhibit at Dupré Library. Matthew Schott's German Prisoner of War Collection is going to be included.

Temperature and humidity readings are recorded every day. There still appear to be fluctuation problems, as humidity can get as high as 69%. Humidity tends to be lower in the winters and higher in the summers. Temperature goes from the upper 60s to the lower 70s. Temperature should be no higher than 70 degrees Fahrenheit, while humidity should be between 30% and 50%.

# TECHNICAL SERVICES

## Special Collections

### Digitization and Records Management

Submitted by Zachary Stein, Head of Special Collections

#### Summary

Digitization practices have continued. Several collections have been digitized, including the Avoyelles Parish Colonial Documents, the Teche Action Clinic Collection, and the Rees Family Papers. Several collections, including the Vivian deKerlegand Scrapbooks, the Frank Bardell Diary, and class notebooks from the Philip F. Dur Papers have been posted on the Louisiana Digital Library. The former Digitization Archivist, Zack Stein, has since become the Head of Special Collections, but continues to lead digitization efforts. Zack created a web form of the Digitization Request Form, which has replaced the physical paper form. The donor and transfer agreements have also been revised to further specify research accessibility. Starting August 1, 2018, these duties will be passed along to Scott Jordan, the new Digitization Archivist.

Zack Stein, in collaboration with two professors from the History and English departments, wrote a Board of Regents grant proposal to acquire a large book scanner. Unfortunately, the proposal was not accepted. Zack did win a Guilbeau Award grant to fund the transfer of the Jacqueline Michot Ceballos Collection from Phoenix, Arizona to Lafayette. This transfer will hopefully take place sometime within the next couple of months.

#### Institutional Repository:

The proposal to adopt Digital Commons from bepress as the university's institutional repository was ultimately declined. Zack commenced research on other hosted platforms. After presenting to the Digital Archives Committee and the Library Deans, it was agreed to adopt Islandora OnDemand for an annual cost of \$10,000. The website is now developed, though the Library is waiting to see if it is ready to go live due to the need for ADA-compliant features.

#### Digital Exhibits:

There have been two new digital exhibits that have been created. The first was on the Flood of 1927; the second chronicled the history of the UL Lafayette presidents. Both of these exhibits are available on the Digital Exhibits page on the library website. For the latter exhibit, Communications and Marketing interviewed Zack on the making of the exhibit and released an article about it.

The Digital Exhibits page also contains a link to an exhibit of the Franklin Boggs mural on The History of Medicine in Louisiana. The page will also have an exhibit containing a Book of Letters and Oral Histories collected by Dr. Edmund Dugas for the 1997 Academic Showcase from the College of Education. While Scott Jordan will be primarily responsible for future digital exhibits, Zack will continue to contribute.

#### Records Management:

Zack continues to be the Records Officer for the university. Two records retention schedules have been updated, while there have been three requests to dispose of records. Scott Jordan will become the next Records Officer, though Zack will still be involved in putting together a Records Management program and system for the entire university.

Statistics:

Total images/materials scanned	11,576
Digitization requests	30
Commercial use requests	1
Renewed records retention schedules	2
Disposal requests	3
Money Deposited from Donations and Requests	\$440.25

# TECHNICAL SERVICES

## Special Collections

### Louisiana Room

Submitted by Neil Guilbeau, Reference Archivist

1. Digitizing vertical files for online access. Project is 2% complete with the A's searchable online through the Special Collections website.
2. Continued creating a digital index for Vermilion newspapers.
3. Ordered \$799.80 in materials for the Louisiana Room Collection.
4. Created a shelf list of Ready Reference materials located on the browsable shelving in Louisiana Room. Online link to this list is provided through Special Collections website.
5. Created a shelf list of the Genealogy Collection located on the browsable shelving in Louisiana Room. Online link to this list is provided through Special Collections website.
6. Created a shelf list of the Undergraduate Honors Theses located in the Louisiana Room. Online link to this list is provided through Special Collections website.
7. Created a digital index for Lafayette Advertiser Obituaries.
8. Evaluated backlog of books in workroom; sent three book trucks of materials to the Cataloging Dept. to add to Louisiana Room Collection.
9. Retrieved 30 cubic feet of Metropolitan Planning materials for Lafayette for disposition.
10. Evaluated books from the Metropolitan Planning Organization for possible additions to the Louisiana Room. Sent two book trucks of materials to the Cataloging Dept. to add to the Louisiana Room collection.
11. Transferred five drawers of Louisiana Quadrangle maps to Government Documents.
12. Flattened 80 Louisiana maps as part of a preservation process to prepare these for long-term storage and access.
13. Began training a student volunteer to assist with collection processing; first collection is 95% complete; total collection size = 1 cubic foot.
14. Rearranged Reading Room to improve access and visibility for exhibits and portraits.
15. Had track system installed in Jefferson Caffery Reading Room to hang portraits.
16. Had portrait of Edith Garland Dupré repaired & hung in Jefferson Caffery Reading Room.
17. Evaluated archived bound volumes of Lafayette Daily Advertisers for disposition (1915-1985). The Advertiser agreed to retrieve & store in one of its facilities (3-6-2018).
18. Assisted LSU in packing the unprocessed Reichert Oil & Gas Collection to facilitate transfer to LSU archives (May 2018).
19. Attended Alumni Center festivities for outreach:
  - a. November 18, 2017
  - b. May 11, 2018
20. Verified backlog of Louisiana documents to offer to other Louisiana institutions & LA documents weeded from Louisiana Room collection.
  - a. September 2017 – shipment to Louisiana State University
  - b. December 2017 – shipment to Nicholls State University
  - c. December 2017 – shipment to State Library of Louisiana
  - d. December 2017 – shipment to LA Tech
  - e. April 2018 – shipment to LA Tech
  - f. April 2018 – shipment to State Library of Louisiana
  - g. May 2018 – shipment to LA Tech
  - h. May 2018 – shipment to Loyola University

- i. June 2018 – shipment to State Library of Louisiana
  - j. June 2018 – shipment to Loyola University
  - k. June 2018 – shipment to LA Tech
21. Louisiana Documents:
- |  |     |     |
|--|-----|-----|
| a. Cataloged Continuations                 |     | 28  |
| b. Cataloged Serials                       |     | 68  |
| c. Cataloged Separates                     |     | 38  |
| d. Transferred to Archives                 |     | 0   |
| e. Added to Louisiana Documents Collection |     | 275 |
| f. Total Pieces Received                   | 409 |     |
22. Conducted tours for Special Collections (2017):
- |                          |               |    |
|--------------------------|---------------|----|
| a. 9-5-2017: English 101 | Joan Stear    | 24 |
| b. 9-6-2017: Univ 100    | Karli Sherman | 25 |
| c. 9-6-2017: English 101 | Joan Stear    | 22 |
| d. 9-6-2017: English 101 | Joan Stear    | 23 |
| e. 9-12-2017: Univ 100   | Kyle Sarver   | 26 |
| f. 9-18-2017: Univ 100   | Lauren Sarver | 25 |
23. Conducted tours for Special Collections (2018)
- |                             |                           |    |
|-----------------------------|---------------------------|----|
| a. 1-22-2018: History 541   | Chad Parker/Jackie Beatty | 15 |
| b. 2-6-2018: History (Grad) | Ian Beamish               | 12 |
| c. 2-7-2018: History 490    | Liz Skilton               | 15 |
| d. 3-29-2018:Univ. 100      | Christine Williams        | 25 |
| e. 6-15-2018: English 101   | Joan Stear                | 22 |
24. Evaluated donated books for the Louisiana Room (January 2018):
25. Interviewed for oral history collection: Phil Schmidt (3-17-2018)
26. Created exhibits for Special Collections:
- a. 1<sup>st</sup> floor: Fall Semester 2017 – UL Homecoming
  - b. 1<sup>st</sup> floor: January 2018-Present – Catholic Diocese anniversary
  - c. 3<sup>rd</sup> floor: January 2018-Present – CODOFIL Anniversary
  - d. 3<sup>rd</sup> floor: March 2018-Present – Acadian Museum in Erath, La.



27. Usage Statistics for Louisiana Room:

	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
<b>A-D</b>	2	1	3	12	15	0	1	12	2	0	0	15	51
<b>E-F</b>	3	1	25	16	27	0	15	32	20	2	19	2	162
<b>G-H</b>	2	3	7	7	8	0	0	5	33	13	6	0	84
<b>J-K</b>	0	0	0	2	4	2	0	0	2	0	1	0	11
<b>L</b>	3	8	12	10	25	3	7	18	23	25	18	19	171
<b>M-N</b>	0	4	1	5	4	0	2	1	2	8	0	0	30
<b>P</b>	0	0	0	1	4	2	0	1	1	6	1	0	16
<b>Q-S</b>	1	5	0	0	6	1	0	3	0	1	2	1	20
<b>T</b>	3	2	0	0	0	0	0	0	0	0	1	5	11
<b>U-Z</b>	1	1	0	0	0	0	0	1	0	0	1	0	4
<b>La. Docs.</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Microforms</b>	8	4	11	3	2	0	0	24	1	6	0	0	59
<b>Maps</b>	13	0	0	2	0	4	0	41	1	1	0	0	62
<b>Phono records</b>	0	0	1	0	0	0	0	0	0	0	0	0	1
<b>Vertical File</b>	2	11	24	40	17	1	0	65	22	6	0	0	188
<b>Genealogy</b>	7	2	36	3	15	10	2	3	2	17	27	14	138
<b>Law</b>	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Reference</b>	0	0	0	0	0	0	0	0	0	0	2	0	2
<b>Newspapers</b>	0	0	7	0	0	0	0	0	0	0	1	2	10
<b>Archives</b>	22	13	68	61	65	8	21	94	45	19	10	62	488
<b>Rarebooks</b>	0	0	4	0	6	0	0	1	0	3	1	2	17
<b>TOTAL</b>	67	54	199	160	198	27	48	300	154	107	89	122	1525

**TECHNICAL SERVICES**  
**Special Collections**  
**Rare Book Collection**  
**University Archives & Manuscript Collection**

Submitted by Zachary Stein, Head of Special Collections

*These statistics are tallied from the request forms for the University Archives and Acadiana Manuscripts Collection.*

2017/2018	
Boxes	490
Folders	265
Film/Fiche	109
Volumes	50
Photographs	0
Tapes	15
CD/DVD	0
Maps	3
Oversize	0
Items	30
<u>COLLECTIONS PROCESSED:</u>	
New	82
Additions	48

**Special Collections Rare Books collections**

*Catalogued: Total of 11 books*

*Gifts: 1*

*Transferred from stacks: 10*

# TECHNICAL SERVICES

## Cajun and Creole Music Collection

Submitted by Sandra Himel, Collection Librarian

### Personnel

Sandra Himel

Associate Professor of Library Science

Head of Government Information and Cajun and Creole Music Collection Librarian

Mary Beck

Library Specialist 3

### Summary

Collections: Purchases and Donations

The total number of recordings in the Cajun and Creole Music Collection is 8,998. Commercial recordings total 8,476. Non-commercial or unpublished recordings total 522. These numbers represent a count of total copies or items. No regular funds were allocated for CCMC purchases for this fiscal year. Restricted funds were used to purchase one 78rpm record from Nauck's Vintage Record Auction. Private donations/gifts to the CCMC and the Traditional Music Collection totaled 54: 28 recordings, 15 books and 11 photographs.

The CCMC Librarian attended the "Bringing Amédé Home" statue unveiling and ceremony events honoring the legendary Creole musician, Amédé Ardoin, on March 11 at the St. Landry Parish Visitor Center, Opelousas, LA. Several event items have been added to the CCMC archival collection. Mark DeWitt, Traditional Music program professor, donated 17 books to be added to the CCMC, Traditional Music collection and the general circulating collection. Materials were donated by Cajun musician, Helen Boudreaux to be added to the existing Helen Boudreaux Collection and by Bob Murry to the existing Lanor Records Collection. In August, Louisiana Folk Roots (LFR), Lafayette, LA, deposited a collection of print materials with the CCMC. A "Temporary Housing and Storage Agreement" was signed. Discussions began regarding the permanent donation of these materials, along with the LFR audio-visual collection.

### Public Services and Promotion

The CCMC personnel provided instruction and/or tours for the following UL Lafayette classes and groups: UNIV 100, CMCN 250, CMCN 100, graduate student orientation sessions, University parent orientation sessions. The CCMC received over 90 reference, research and listening requests. UL Lafayette employee and daughter of the late Creole fiddler, Carleton (Nonc Loy) Frank (Frank Family Band) visited the CCMC. Other noted visitors and researchers were from Nice, France; Canada, Pennsylvania and Texas.

The Cajun and Creole Music Collection and the Library received several on-air mentions during the KRVS Radio spring fundraiser. The Gaines Center and the CCMC hosted a listening party on February 22 for Black History Month. The event showcased poetry, music and other items from both collections. The library's CCMC and Instructional Services librarians and UL Lafayette are collaborating with the Acadiana Center for the Arts (ACA) on the LoLA (Low-Latency) Art and Technology Experiment Project event to be held in the upcoming fiscal year. Project partners include UL Lafayette, Mozilla, Chattanooga Public Library, LUS Fiber, Louisiana Folk Roots, and the Al Berard Memorial Music Fund. The University is providing the Internet2 access for

research activity. The live-streaming event will be recorded and content will be made available for use by scholars and the community as part of the Cajun and Creole Music Collection.

#### Other

During the year, there were several library-wide projects involving CCMC public and technical services and personnel: Migration from LibGuides to LibApps; Preparation for migration to Enterprise; the addition of LC subject and name authority files to the catalog; LC NACO (Name Authority Cooperative Program) official membership and contributions; and the OCLC Reclamation project for the library.

Statistics

Purchases and Gifts/Donations			
[Total represents number of items/copies.]			
Item Formats/Media	Purchases	Gifts*	Total
Recordings			
78 rpm	1		1
LP (33 1/3 rpm) album		2	2
45 rpm		18	18
Audiocassette		1	1
CD		6	6
CD (part of Book/CD sets)			
CD/DVD (dual format)			
DVD		1	1
Subtotal	1	28	29
Other Materials and Artifacts			
Books		15	15
Photographs		11	11
Subtotal		26	26
TOTAL (All Formats)	1	54	55

\* Number of donated books added to Traditional Music Collection location = 7

CCMC Recordings							
[Total represents number of items/copies.]							
Recordings by Media/Format	Commercial Recordings			Non-Commercial Recordings			TOTAL
	Purchases	Gifts	Sub-Total	Purchases	Gifts	Sub-Total	
78 rpm	140	90	230			0	230
LP (33 1/3 rpm) album	722	381	1,103			0	1,103
45 rpm	2,413	513	2,926			0	2,926
8-track tape	6	9	15			0	15
Audiocassette	521	111	632			0	632
DAT	0	0	0		261	261	261
CD	2,911	238	3,149		183	183	3,332
CD/DVD (dual format)	2	3	5			0	5
Videocassette - VHS	165	5	170	1		1	171
DVD	195	11	206		77	77	283
Magnetic reel to reel tape	0	40	40			0	40
TOTAL	7,075	1,401	8,476	1	521	522	8,998

CCMC Other Materials and Artifacts			
[Total represents number of items/copies.]			
Other Materials	Purchases	Gifts	Total
Books or Serial issues	100	73	173
Posters	7	188	195
Photographs	76	44	120
Artifacts	23	10	33
CD-ROM (data)	0	3	3
DVD-ROM (data)	0	2	2
TOTAL	206	320	526

# TECHNICAL SERVICES

## Cataloging

Submitted by Janelle Zetty, Head of Cataloging

### Personnel

Janelle Zetty

Assistant Professor of Library Science  
Head of Cataloging

Mallory Blair

Library Specialist 2

Monica Meaux

Library Specialist 3

Kim Miguez

Library Specialist 3

Laura Truxillo

Library Specialist 3

### Summary

The Cataloging Department continues to meet periodically to update each other on projects and issues.

Cataloging collaborated with members of Public Services (Danny Falcon, Blair Stapleton, and Heather Plaisance) to discard outdated and obsolete encyclopedias and yearbooks on the third floor due to lack of shelving space. The total number of volumes discarded was 1,013. Kim marked the items as withdrawn in the catalog and removed holdings from OCLC. Student workers stamped the materials as discard and placed them in the dumpster.

During the ongoing inventory project, Circulation staff discovered many materials on the shelf without barcodes or records in Workflows. Monica and Mallory worked on adding monograph materials back to the catalog. They added barcodes, loaded the records, and added holdings to OCLC.

Monica and Mallory completed copy cataloging of the Reading Center earlier in the fiscal year. This summer, Dr. Pitre decided to send more materials to Cataloging: kits, board games, and books. Monica and Mallory completed copy cataloging these additional materials. Kim and Janelle will create original records for the remaining items.

The Latimer collection was completed, except for some items questionable in condition and age. These items are on the back shelving in technical services. Janelle contacted Andrea to let her know that there were questions about the items.

NACO (Name Authority Cooperative Program) accepted Dupré Library as a member. Janelle, Kim, and Laura completed the seven-week course in January and February have contributed twenty name authority headings to the Library of Congress.

Laura completed a six-week Fundamentals of Cataloging course provided ALCTS (Association of Library Collections & Technical Services). This course taught cataloging principles and reinforced necessary cataloging skills.

Kim has completed almost all of the William Patout III sugar library collection. The only materials that are left are ephemera and some foreign language titles. Janelle will catalog the foreign language titles and add the ephemera to a vertical file for the Patout library.

On August 17, SirsiDynix loaded 513,737 authority records into Dupré Library's catalog. SirsiDynix analyzed the catalog database and provided a summary of reports for records containing the following errors: orphaned and endless fields, records with no title, records with a title in all caps, minimal and brief level records, and records containing improperly formatted subject headings. Janelle met with Mark Witteman from LOUIS to discuss the authority implementation reports. She has been running reports in Workflows to correct authority headings.

Neil Guilbeau, the Reference Archivist in Special Collections, provided a list of 69 titles to change locations from Louisiana Room to Louisiana Room Reference. Neil also sent a list of 42 genealogy books that were not in the system. Janelle corrected these items.

Neil Guilbeau discovered uncatalogued materials in the Louisiana Room and had been sending them Cataloging. Laura has been working on these materials.

In April, OCLC began the Reclamation Project. The Reclamation Project maintains holdings, local bibliographic data, and local holdings in WorldCat. It matches brief records in our local system to current WorldCat records to get a complete representation of our holdings. OCLC processed over 760,400 records.

Dan Phillips in Interlibrary Loan has been emailing OCLC numbers to Janelle for requested titles that the library does not own. Janelle deleted the holdings for 546 titles. The Reclamation Project has since corrected the holdings, and there have not been any requests from Dan to delete holdings since the project was completed.

The LOUIS consortium went live with Enterprise this summer. Some MARC fields were not visible in the Enterprise interface; therefore, Janelle is working on configuring these fields and collaborating with Laurie Vanderbrook on the design of the new site.

Cheyron Woods, Head of the Gaines Center, sent Gaines books to add to the archives or to change locations in Workflows. Janelle has been working on these items.

Jane Vidrine, Archives Processing/Microfilm Specialist, provided an Excel spreadsheet 8,000 items in archives. Janelle converted the spreadsheet to MARC records with Marc Edit and loaded these records into the catalog.

Laura designed new floor maps for the library website. They were well received.

Janelle attended Islandora training. Zack Stein, Head Archivist, helped set up a login account for Janelle.



55,993 records were added this FY by LOUIS and are currently in the ECAT (e-book) library.

#### Departmental Duties:

##### Mallory Blair

- Copy cataloging new items, gifts, and government documents
- General clean up and special projects in Workflows
- Processing materials

##### Monica Meaux

- Searches incoming items in OCLC for copy catalog records. If record is not found, it's forwarded to appropriate person.
- Copy cataloging new items, gifts, and government documents
- General clean up and special projects in Workflows
- Processing materials

##### Kim Miguez

- Quality control for original catalog records
- Withdrawals / Keep holdings location information accurate
- Copy cataloging and original cataloging of non-print library materials
- Special Collections cataloging
- Add added volumes and copies of non-print materials
- CCMC cataloging (as assigned by Head of Cataloging)
- Maintain statistics for print and non-print cataloging, withdrawals, and reinstatements
- Processing materials

##### Laura Truxillo

- Original cataloging
- Copy Cataloging, usually for Gift/LaRm books
- Standing Order cataloging (serials we catalog as monographs)
- Thesis/Dissertations, forward to Heather, Head of Reference
- Call Number creation
- Processing materials

Final stats for the Cataloging Department were compiled with reports from Workflows.

Statistics

Final statistics for the Cataloging Department include the following items		
Monographs & Serials		
	Monograph new titles	6,480
	Monograph added volumes/copies	1,703
	Serial new titles	106
	Serial added volumes/copies	646
	Serial title changes	0
Total		8,935
Gifts (included in the above categories)		
	Monograph new titles	2,983
	Monograph added volumes/copies	9
	Serial new titles	36
	Serial added volumes/copies	2
	CD-ROMs/software	0
	Music CDs	2
	Phonorecords (LP, 45, 78)	0
	Audiotapes	0
	Videotapes	0
	DVDs	0
Total		3,032
Items Withdrawn		2,871
Items Reinstated		71

Cataloging Statistics					
Date	Print Monographs		Print Serials		Total
	New Title	Added Volumes and Copies	New Title	Added Volumes and Copies	
July	1021	64	13	114	1212
August	963	75	1	4	1043
September	1042	150	8	12	1212
October	684	143	19	62	908
November	889	211	24	38	1162
December	191	16	1	21	229
January	422	18	16	14	470
February	486	32	2	9	529
March	249	494	0	106	849
April	163	338	2	72	575
May	31	97	14	107	249
June	339	65	6	87	497
TOTAL	6,480	1,703	106	646	8,935

Cataloging Statistics by Specialized Location (included in figures above)					
Location	Print Monographs		Print Serials		Total
	New Title	Added Volumes and Copies	New Title	Added Volumes and Copies	
Materials Center	8	8	0	0	16
Reference	1	69	0	0	70
Archives	2	0	4	2	8
Special Collections	1	0	0	0	1
Louisiana Room	662	176	37	78	953
CCMC	9	5	0	0	14
Art Museum	2	0	0	0	2
Enterprise Sugar	290	3	32	626	951
Gaines Center	18	35	3	0	56
Reading Center	2,685	1,283	5	16	3,989

Non-Print Cataloging Statistics			
Date	Title	Added Volumes and Copies	Total
July	2	0	2
August	0	0	0
September	27	1	28
October	28	2	30
November	1	0	1
December	22	0	22
January	33	4	37
February	36	3	39
March	112	3	115
April	1	0	1
May	44	0	44
June	21	0	21
TOTAL	327	13	340

Gift Statistics			
Print Monographs		Print Serials	
New Title	Added Volumes and Copies	New Title	Added Volumes and Copies
2938	9	36	2

Non-Print Gifts New Titles							
CD-ROM Serial	CD-ROM Monograph	CD Audio	Phonorecord	Audiotape	Videotape	DVD	Total
0	0	2	0	0	0	0	2

Withdrawn Titles and Items		
Titles	Added Volumes and Copies	Total
446	2,425	2,871

Reinstated Titles and Items		
Titles	Added Volumes and Copies	Total
61	10	71

# TECHNICAL SERVICES

## Collection Development

Submitted by Andrea Flockton, Head of Collection Development

### Personnel

Andrea Flockton

Senior Instructor of Library Science

Head of Collection Development

Whitney Collins

Library Specialist 2

Christa Judice

Library Specialist 2

JoAnn Wiltz

Library Specialist 2

### Summary

The Collection Development Department worked on ordering and receiving approximately 97 new materials for the Library this year in addition to regular duties processing gift donations, and handling requests by library staff. Andrea Flockton assisted with ordering and processing new books as well as her other department head duties. Joann Wiltz continued placing book orders as did Whitney Collins. Christa Judice continued with book order receipts for new book orders. Christa also repaired approximately 114 books for the general collection as well as for Special Collections, including the Ernest J. Gaines Center and Government Documents.

### Statistics

This year the Library received 3,583 gifts from 18 donors. Approximately 900 of the books and CDs/DVDs/Records were added to the general collection. Rare books were determined and added by the Special Collections Archivist. Journals were given to the Serials Department to determine use.

Gift Donations Received						
Date	Donors	Books	Journal Titles	Journal Volumes	CDs/DVDs/Records	Total
2018	9	2,002	18	727	0	2,729
2017	9	854	0	0	0	854
Total	18	2,856	18	727	0	3,583

Gifts Added	
Date	Added
July	0
August	190
September	190
October	0
November	230
December	230
January	0
February	0
March	0
April	0
May	60
June	0
TOTAL	900

Monograph Orders by Account			
Fund: Friends			
	Cajun & Creole Music Collection	\$28.72	
	History	\$380.04	
Total			\$408.76
Fund: Foundation			
	Agriculture	\$20.68	
	Arts	\$47.99	
	Business	\$13.33	
	Criminal Justice	\$52.41	
	English	\$1,285.16	
	Modern Languages (French)	\$813.04	
	Humanities	\$84.61	
	Louisiana Room	\$544.25	
	Music	\$541.26	
	Philosophy	\$31.58	
	Physics	\$14.09	
Total			\$3,448.40
Grand Total			\$3,857.16

Materials Orders by Named Accounts			
Fund: Friends			
	History	\$380.04	
	Cajun & Creole Music Collection	\$28.72	
Total			\$408.76
Fund: Foundation			
BONNETTE	English	285.31	
	Philosophy	14.92	
		Total	\$300.23
BROUSSARD	English	27.17	
BROWN	English	823.70	
R CAFFERY	Criminal Justice	52.41	
CLINE	Humanities	84.61	
COMEAX	Louisiana Room	11.08	
FEARNEY	Arts	47.99	
FLOWERS / MOSLEY / WILKINS	English	107.36	
KIESEL	Louisiana Room	297.96	
KNIGHTEN	Louisiana Room	22.50	
	English	13.95	
		Total	\$36.45
KREAMER	Business	13.33	
LANDRY I	Modern Languages (French)	501.14	
LANDRY II	Modern Languages (French)	311.90	
REES	Louisiana Room	103.32	
RICKEY	English	17.71	
	Physics	14.09	
		Total	\$31.80
RIEHL	English	9.96	
STRAUB	Philosophy	16.66	
THIBODEAUX	Agriculture	20.68	
TRIBLE	Music	541.26	
YEUTTER	Louisiana Room	109.39	
Total			\$3,448.40
Fund: All Restricted Accounts			
	Academic Colleges	\$3,284.73	
	Library	\$572.97	
Grand Total			\$3,857.16

# TECHNICAL SERVICES

## E-Resources and Serials Department

Submitted by  
Shellee Shedd, Library Specialist Supervisor, E-Resources & Serials Department

### Personnel

Anderson, Sarah P.

Head, E-Resources & Serials (resigned November 2017)

Shedd, Shellee

Library Specialist Supervisor

Authement, Kimberly

Library Specialist 2

Bertrand, Kelly

Library Specialist 2

Knatt, Sandra

Library Specialist 2

### Summary

The department spent a total of \$1,791,804.54 on databases, subscriptions applications and online serials. This is an increase of \$75,176.13 from the previous year. Expenditures rose for online databases funded by the Library and for e-journals funded by the Office of Distance Learning. As expected, the LOUIS membership fee showed an increase of about \$18,000 from the previous year.

New online databases acquired by the Library include the ScienceDirect Freedom Collection with back files (Library) Business Market Research Collection (Library), Emerald eCase Collection and IBISWorld (DL to support the College of Business curricula) and several new LOUIS resources such as Advertising Periodicals, 1815 - 1888, Communication Source, and Periodicals around the World. LOUIS also facilitated OpenDissertations (on the EBSCO platform), which is an open-access collection of both historic and contemporary dissertations and theses. Some resources were dropped due to low use and/or budget limitations, including NISO and Kanopy. A few online resources experienced significant changes. The prominent database, LexisNexis Academic Universe, upgraded its platform and adopted a new name, Nexis Uni. IEEE Explore Digital Library provided new enhancements, while Project MUSE offered a newly redesigned website with a more robust user experience. LibGuides, funded by DL, got a brand new look and feel, expertly directed by the Library's IT Systems Specialist, Laurie Vanderbrook.

It was a busy year for E-Resources and Serials. A new management package, the SIRSI-Dynix BlueCloud E-Resources Management application, was purchased with end of year funds to assist with managing e-resources and serials. Staff and Library IT began training on the ErM, but has not undertaken full implementation. During the fall, the Head of E-Resources and Serials resigned her position. In early 2018, a position announcement was posted and an applicant was offered the position during the Summer. Staff remained busy throughout the year performing a journal audit, working with e-resource access problems, and reviewing licenses and renewals. Staff observed that more licenses and renewals shifted this year to an electronic process, with several vendors using a DocuSign method. They also worked closely with Public Services on



their inventory project and are planning their own inventory and deselection activities for the new fiscal year.

Statistics

E-Resources & Serials Purchased		
Periodicals		
	Print Subscriptions	172
	Electronic Subscriptions	
	Online databases	33
	Online databases using Distance Learning Funds	16
	E-journals	1,029
	E-journals using Distance Learning Funds	23
	Memberships	21
	Newspapers	1
Total E-Resources & Serials Purchased		1,294

E-Resources & Serials Expenditures	
Expenditure for electronic databases	\$637,999.22
Expenditure for electronic databases (Distance Learning Funds)	\$119,001.00
Expenditure for periodical & newspaper subscriptions (print)	\$17,156.10
Expenditure for E-journals	\$985,953.23
Expenditure for E-Journals (Distance Learning Funds)	\$31,694.99
Total E-Resources & Serials Expenditures	\$1,791,804.54
Expenditure for bindery	\$0
LOUIS Membership Fee	\$294,491.88

E-Resources & Serials Subscriptions by Academic College (E-journals and Print)	
College of Arts	\$10,086.63
Architecture	4,091.74
Music	3,564.21
Performing Arts	97.00
Visual Arts	2,333.68
College of Business	\$41,855.61
Accounting	285.00
Economics and Finance	9,834.25
Management	9,946.89
Marketing & Hospitality	21,679.47
MBA	110.00
College of Education	\$63,428.66
Counselor Education	4,481.22
Educational Curriculum and Instruction	14,331.87
Educational Curriculum and Instruction (Distance Learning Funds)	402.00
Educational Foundations and Leadership	21,203.64
Kinesiology	7,929.50
Kinesiology (Distance Learning Funds)	15,080.43
College of Engineering	\$20,033.88
Chemical Engineering	14,428.32
Civil Engineering	231.00
Electrical & Computer Engineering	1,719.00
Petroleum Engineering	3,655.56
College of Liberal Arts	\$243,351.59
Child & Family Studies	1,159.00
Communication	11,711.03
Communicative Disorders	20,932.26
Criminal Justice	13,040.74
English	20,244.78
Geography	22,882.93
History	27,016.40
Modern Languages	8,885.11
Philosophy	12,297.16
Political Science	3,4521.43
Psychology	2,0135.54
Sociology	50,525.21
College of Nursing	\$63,039.06
Nursing	55,466.50
Nursing (Distance Learning Funds)	7,572.56

College of Sciences	\$598,322.89
Biology	224,564.12
Chemistry	80,868.25
Mathematics	143,615.07
Physics	76,681.22
School of Computing & Informatics	11,695.00
School of Geosciences	60,899.23
Academic Departments Total	\$1,040,121.32
General Library Administration Funds	\$9,926.00
Library	3,225.00
Library (DL)	260.00
Library (Newspapers)	6,441.00
Total	\$1,050,044.32

E-Resources & Serials Subscriptions Expenditures Electronic Research Databases	
AAAS/Science	9,708.70
ABI/INFORM Collection	22,600.00
ACM Digital Library	4,752.00
America History & Life	15,606.00
APPI Psychiatry Online DSM Library	6,036.00
ARTSTOR	10,925.00
ASTM Compass	16,325.00
Avery Index to Architectural Periodicals	3,009.00
Business Market Research Collection	714.00
Chicago Manual of Style	735.00
Communication and Mass Media Complete	9,565.00
Counseling and Therapy in Video	250.00
Criminal Justice Abstracts	4,339.00
Early English Books Online	10,918.00
EI Village Compendex	16,748.19
IEEE/IET Electronic Library	98,800.00
Kanopy	4,320.00
Marc Updates	1,168.00
Medline Complete	10,055.00
Oxford African American Studies Center	634.00
Oxford Bibliographies Online (Latin American Studies)	854.00
Oxford Grove Art Online	1,998.00
Oxford Grove Music Online	3,504.00
Oxford Reference Online	871.00
Philosopher's Index	4,405.00
ProQuest Dissertations and Thesis Global Full Text - PQDT	13,617.00
PsycArticles	28,095.00
RDA Toolkit	157.25
ScienceDirect Freedom Collection w/ back files	150,999.33
SciFinder	17,585.00
US South Central Newsstream	5,603.00
Web of Science	177,598.00
<b>Total</b>	<b>\$652,494.47</b>

E-Resources & Serials Subscriptions Expenditures Electronic Research Databases (Purchased with Distance Learning Funds)	
America's News (NewsBank)	11,140.00
Cabell's Directories	5,236.00
CINAHL Complete	1,985.00
Cochrane Collection Plus	9,482.00
eBook Academic Collection	16,379.00
eBook Business Collection	8,660.00
eBook University Press Collection	9,533.00
Education Source	13,585.00
Emerald eCase Collection	8,380.00
IBIS World	9,000.00
JSTOR-Life Sciences	6,000.00
JSTOR-Arts & Sciences VI	3,000.00
LibGuides	3,868.00
Music Index	3,696.00
Project Muse	18,027.76
SPORTDiscus with full text	13,031.00
STAT!Ref	5,596.00
UptoDate	9,950.00
<b>Total</b>	<b>\$156,548.76</b>

E-Resources & Serials Processing		
Material Added		
	Copy monographs	15
	Volume serials	243
	Copy serials	3
	Bound periodicals	0
Of the Material Added These Were Gifts		
	Volume serials	6
Circulation Inventory Project		
	Added or Corrected Serials	806

# TECHNICAL SERVICES

## IT Services

Submitted by

Arthur Almazan, IT Coordinator

Laurie Vanderbrook, IT Systems Specialist

### Personnel

Arthur Almazan

IT Coordinator

Laurie Vanderbrook

IT Systems Specialist

Max Domingue

Graduate Assistant

### Summary

The Dupré Library Systems Department has continued to meet the technological needs of the library while implementing infrastructure to accommodate future projects. Several enhancements and upgrades were implemented to existing systems, and new systems have been installed. The Systems department is now more deeply embedded in ILL and E-Resources management. This report will provide a high level look at the information technology needs of Patron Services and Staff Services over the past year.

### Patron Services

#### NASAD Accreditation

Utilizing Blue Cloud analytics the Systems department created templates that can be used to quickly generate specific statistics needed for accreditation.

### Library Inventory Project

The department participated in the planning phases of the Library Inventory project that is currently underway. Equipment and software needs were addressed and methods to create reporting statistics were implemented.

### EZProxy

Since the Systems department acquired responsibility for EZProxy there has not been a security breach. The Systems department worked closely with Stephens's hall to ensure proper security measures were put in place to maintain service availability for patrons and staff. The proxy server has also been upgraded to the latest version in preparation for more publishers moving to secure certificates.

### Chem Draw

In coordination with Dr. Junk of the Chemistry department, the Systems group installed software acquired through a chemistry grant in the ROC lab. This software allows students to easily insert chemical formulas and structures in lab reports.

### Reading Center Library Creation

To assist the Education department, the systems group created a new library in Workflows. This library is located in Maxim Doucet hall, it is a component of education major's coursework.

### Bib Lab Projector

The BIB lab projector and podium were upgraded to enhance the learning experience in the lab. The previous projector did not have a high enough resolution to be easily read by students who sit in the first row. Also because of the lack of HDMI presenters were forced to use VGA which prevented websites from displaying their full content. The new projector is high definition and does not have a bulb. It has a much clearer picture and provides comfortable viewing angles for students. The podium was also upgraded to accommodate the new projector, the panel now has extensions for the common computer connections used today.

### Blue Cloud Enterprise

The library catalog will migrate to a new platform in the coming months, Laurie Vanderbrook has done excellent work in configuring the platform to show rich content in an aesthetically pleasing way. The systems department conducted an experiment using students and staff that showed the new catalog outperforms the old in time on task and user satisfaction.

### Digitization of Vertical Files

The Systems group assisted in developing a plan and platform to host the vertical files in the archive. This included accounting for storage, presentation, and ingestion of materials. Laurie Vanderbrook is working directly with the archive to realize the plan and has already created the pages needed in Drupal.

### Archive Checkouts

To assist the Archive with tracking utilization of books, the items with the home location "reading room" have been converted from non-circulating to in house circulation. The department can now use Workflows to check out items to patrons and have a means of digitally storing patron information for accountability.

### Staff Services

#### Full Text Finder

Full text finder (FTF) was not performing as intended. Through coordination with LOUIS and EBSCO the systems department was able to increase the accuracy of the FTF. Several procedural opportunities were discovered that will boost the accuracy of the FTF and ensure it remains a viable tool.

### LOUIS System Administrator Meetings

The Systems department attended the all-day LOUIS Systems Administrators meetings in August 2017 and January 2018. These meetings help the Systems department prepare for future upgrades and get a preview of software that is currently in beta testing. It also gives our department the chance to speak with other universities which can shed light on potential improvements we can apply to our own environment.

### Software Support

The Dupré Library supports a variety of applications that require regular maintenance. Through automation the amount of manual input has been reduced significantly. Coordination with LOUIS has enabled us to allow users to upgrade Workflows software without the need of

administrative access. The Systems department has also tested new applications that will expand our existing library management system. During the year there were upgrades performed for Workflows, Iliad, OCLC Worldcat, and Archive Space. The upgrades were successful and library staff did not experience downtime.

#### Shared Drive Migration

The network share for the library is quickly approaching capacity. To prepare for this inevitability, the Systems department has coordinated with the Archive and Stephens hall to prepare a migration strategy for our network share. The Archives materials will be migrated to a 5tb store in a different networked location. This will not affect the current library store.

#### Islandora

The library is proceeding with Islandora on demand. The Systems group has received training on the platform and is preparing to go live with the service. Measures have been taken to ensure that information submitted to this platform are easily migrated out in the event that the library chooses to utilize a different service in the future.

#### Blue Cloud ERM

To assist with managing E Resources packages the E-Resources department will use Blue Cloud ERM to manage the holdings of the library. The platform will assist users with vendor changes to packages and pending expiration dates. This effort will help ensure that the full text finder only shows items that are visible in full text.

#### LOUIS Lagniappe Article

The Systems department submitted a short article related to a Systems Bootcamp provided by LOUIS members. This article covered the training goals and relayed the value of our LOUIS mentors.

#### Computer Refresh

The Systems department assisted with two grants to refresh computers in the library. The first would obtain funding to replace 30 machines in the ROC lab, the second is for an additional 30 for the BIB lab.

#### Archival Material Move

The Louisiana Oil and Gas collection was moved from the UL Lafayette archive to the archive at LSU. The Systems department assisted in the move.

#### State Inventory Audit

The library was chosen to participate in a state audit. The auditors examined the library inventory sheet and physically accounted for every item. The Systems department was able to show or account for every item listed by the auditors.

#### Future Considerations

##### Rising Costs of Network Storage

With the institutional repository on the verge of going live, the library will experience a surge in born digital material. To help accommodate the influx of data a retention policy will be created to ensure a minimal digital footprint.



### Moving Open Access Equipment to STEP

The ROC lab is no longer a private lab. In an effort to ensure regular refreshes of equipment the Systems department will migrate these computers to STEP inventory.

### Continued Process Analysis

The Systems department will continue to research library applications for potential solutions. The department will continue attending workshops and product demos to learn more about upcoming applications.

### Conclusion

The department took on more responsibilities in the library and was able to meet and exceed the needs of library patrons and staff. The department will continue to support existing databases and applications while examining new software that can benefit the library.

### IT Systems

- Faculty & Staff new workstations swap outs
- STEP Lab workstations inventory
- Reference Center Online (ROC) Lab workstations – ChemDraw installed
- Systems Training – Webinars: Credo, EBSCOadmin, EDS, Enterprise, LibGuides – In-Person: Drupal/Web Ambassador, Workflows Backup Sysadmin Bootcamp
- LOUIS System Administrators Meetings – attended two as Backup Sysadmin
- Dupré listserv – new platform migration in August 2017; kept users access current
- LibGuides (Version 2) – migrated all guides and webforms from V1 with the help of Kate Orgah; populated and maintained A-Z database list; customized the look and functions of the system with input/feedback from the Library Faculty & Staff; created a help guide; taught a class for guide creators on using the new system; launched December 11, 2017
- Enterprise – added layout/style customizations; feedback meeting with Library Faculty & Staff; will replace e-Library in July 2018; e-Library end-of-life is August 31, 2018

### Web Sites

- IRA Nelson Horticulture Center Website – assisted Billy Welsh and Susan Richard in migrating content and building the new site; the site moved from an outside website host to the University's content management system
- Special Collections' Vertical Files project – created a Library website page and subsequent pages to list and display the scanned newspaper clippings
- Mural Webpage – added a Library website page to highlight the "The History of Medicine in Louisiana" mural in the Reference and Research Services area; includes artist profile, the story of the mural and photos of each panel as well as a panoramic view
- Google Analytics, Google Search Console & Google Business – Analytics access for the Library and Ernest J. Gaines Center websites; created an Analytics dashboard for LibGuides and Enterprise; coordinated an Analytics workshop where Elizabeth Rose-Arcuri, University's Office of Communications & Marketing, presented to interested Library Faculty & Staff how to use Google Analytics for gathering statistical information on our website usage; Google Search Console access for information on the visibility of the Library's website on Google search; Google Business access to keep the Library's online presence across Google current

- Library Website – reworked several pages to make them more user-friendly, mobile-friendly, accessible, consistent and to give them a fresh, new look; corrected outdated content and broken links; made revisions and additions per Library Faculty & Staff requests; maintained up-to-date database subscriptions and trials lists (names, descriptions and URLs); assisted Jennifer, Heather, and Blair with adding a link to their 360 virtual tour on the Library & Gaines Center homepages
- EDS – minor customizations; added hours image to top banner
- Database Subscriptions – collected administrative access; updated branding items found on the homepages of subscriptions like University/Library names, University/Library logos, links to various Library website pages, etc.

#### Staff Highlights

- Became a Web Ambassador for the Library, Ernest J. Gaines Center, and IRA Nelson Horticulture Center websites
- Member of campus IT Admin Group
- Contributed to a LOUIS Lagniappe newsletter about the LOUIS site visit
- Joined the Web Ambassadors Network’s focus group for the development of the redesign of the University website
- Invited to participate on a panel discussion at LUC on customizing Enterprise
- Became a member of the University’s Honors Convocation Committee

#### LibGuides

LibGuides Overview 2017/2018	
Homepage Views	4,282
A-Z Databases Page Views	977
Total Published Guides	71
New Guides	11
Total Guide Views	73,442

New Guides (Type & Creator)		
POLS 414: Congress and The Presidency	Course Guide	Heather Plaisance
Adventures in Academic Publishing	Topic Guide	Jennifer Hamilton
Introduction to College English Research	Subject Guide	Jennifer Hamilton
English 350: YA Literature & Media	Course Guide	Tiffany Ellis & Jennifer Hamilton
COUN 501: Counseling Research	Course Guide	Jennifer Hamilton
Resources for Business Research	Subject Guide	Ian Richardson
Tools for LibGuide Interactivity and Engagement	Internal Guide	Jennifer Hamilton
Movies, Film, and Streaming Video	Subject Guide	Jennifer Hamilton
Tech Tools for Teaching Faculty	Internal Guide	Jennifer Hamilton
Style/Help Guide for Guide Creators	Internal Guide	Laurie Vanderbrook
Reusable Content - For All to Share	Internal Guide	Laurie Vanderbrook

Top 5 Guides (Type & Views)		
Resources for Distance Learners	Subject Guide	37,571
Resources for RN-to-BSN Students	Subject Guide	15,437
A Guide to the Ernest J. Gaines Center	General Purpose	4,636
Resources for Nursing	Subject Guide	4,609
Integrating the Library into Moodle	Topic Guide	846

Top Browsers Accessing Guides	
Chrome	39.02%
Firefox	32.24%
Safari	17.44%

Devices Accessing Guides	
Desktop/Laptop	91.58%
Mobile/Tablet	8.42%
Most common screen display resolution size	1366 x 768

#### Library Website

Library Website Content 2017/2018	
Total Pages	1,533
Published Pages	1,197
Unpublished Pages	336
Revised Pages	1,258
Added Pages	486

Due to its dynamic nature, there were many enhancements and additions to the website, including digital exhibits and a virtual tour.

The Special Collections section expanded with new content:

- Zachary Stein added the majority of new pages to the Manuscripts section, representing many papers, photographs and other historic collections.
- A few digital exhibits were added to the Digitization section —
  - Zachary Stein added one to show the Great Mississippi Flood of 1927 and another to highlight the UL Lafayette Presidents.
  - Laurie Vanderbrook added one to feature the mural "The History of Medicine in Louisiana" found in the Library's Reference and Research Services area.
- Laurie Vanderbrook designed a Vertical Files page under the Louisiana Room section to display and search for newspaper clippings Neil Guilbeau has digitized and categorized.

Tiffany Ellis and Laurie Vanderbrook posted many News & Events pages to promote library-related activities, hours, resources and services throughout the year.

Jennifer Hamilton, Heather Plaisance and Blair Stapleton created a 360 Virtual Tour of the library and we placed a link to the tour on the homepage.

Laurie Vanderbrook continues to perform maintenance on the website. Items completed include:

- Reworked numerous pages to make them more user-friendly, mobile-friendly, accessible, consistent and to give them a fresh, new look

- Corrected outdated content and fixed broken links found on some pages
- Unpublished pages no longer in use or ones with expired content
- Made revisions and additions at the request of library faculty and staff
- Kept the Reference Database pages up-to-date to reflect our current database subscriptions and trials (73 databases were added and 5 trials were available)

#### Library Web Team (as of June 2018)

- Arthur Almazan
- Elaine Martin
- Heather Plaisance
- Jennifer Hamilton
- Laurie Vanderbrook
- Neil Guilbeau
- Sandy Himel
- Sheryl Curry
- Tiffany Ellis
- Zachary Stein

#### Library Website Statistics 2017/2018

Audience Overview	
Users	76,842
Page Views	941,739

Top 5 Pages	
Homepage	31.37%
Find Articles ( <i>Databases</i> )	14.73%
Search the Library Catalog	6.33%
Reference Online Center ( <i>Research</i> )	2.79%
Hours & Directions	2.69%

Devices Accessing Website	
Desktop	72.69%
Mobile	23.56%
Tablet	3.76%

Top Browsers Accessing Website	
Chrome	44.23%
Safari	25.40%
Firefox	13.31%

# TECHNICAL SERVICES

## U.S. Government Information

Submitted by Sandra Himel, Head of Government Information Services

### Personnel

Sandra Himel

Associate Professor of Library Science

Head of Government Information and CCMC Librarian

Mary Beck, Library Specialist 3

Government Documents Assistant

Dee Tauzin, Library Specialist 2

Government Documents Assistant

### Summary

#### Depository Public Access Services

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. The statistics in this report indicate the number or usage of online publications accessed via the library's online catalog and Marcive's GPO Catalog of U.S. Government Publications. Also, more than 20 of the library's LibGuides research guides include U.S. Federal government depository resources. The Library's U.S. Government Information web pages include over 50 pages of resources and links.

Each LOUIS library site has a "govdocs.log" for the purpose of gathering usage statistics. The log provides statistics on the usage of online government information resources accessed via the URL or GPO PURL located in the 856 field in the library catalog. The log includes titles and depository item numbers of publications accessed, dates and times, and IP addresses. The number of GPO URLs/PURLs listed (or log entries) for this FY was 10,703. This number includes multiple requests (clicking on pages, images, etc.) by a single IP user accessing a specific PURL. The numbers are a significant increase from last year due to the introduction and use of online government publications by the instructional services librarian for the UNIV 100 class students. [See table below for GOVDOCS.LOG]

Government information related reference questions received in-person, by phone or via virtual reference services are gathered and reported by the Reference and Research Services department. The head of government information/depository coordinator also received several research requests directly. It is important to note that these numbers collected do not adequately represent overall usage of Federal government publications, since access and discovery are directly available via the library catalog and web pages. Additionally, many commercial research and reference databases include access to the full texts and links to federal government depository periodicals, monographs, reports, legal resources and statistical information. The head of government information/depository coordinator plans to explore methods to collect additional online usage statistics.

There was a decrease in the number of print or tangible government documents that circulated with a total of 10, only. The total for the previous year was 34. As always, general and subject specific library instructional sessions and general orientation tours included information on government resources and/or depository services. The depository coordinator continued plans to explore other methods of promotion, instruction and training of new librarians providing reference services for government publications. The depository documents instruction collection used in assignments for UNIV 100, English and Communication classes continues, with popularity. This introduction to government documents was developed by the head of Instructional Services, in collaboration with the head of Government information.

In February, the library began offering access to a free trial to the HeinOnline Government, Politics and Law database. The following statistics for February through June were reported by Hein: Hits – 45,546; Article requests – 1,861; Page views – 4,236; Sessions/Visits – 528. The trial was extended for Fall 2018 and a decision will be made at that time regarding purchase.

#### Technical Processing and Bibliographic Access

Work progressed on the long-term inventory, weeding, and retrospective cataloging project for the tangible collection. 15 discard/offers lists (3422 items), were submitted to the ASERL disposition database for review by the Louisiana regional depository libraries, other depositories in Louisiana and other states and designated regional Centers of Excellence (for SuDoc categories/Federal agency sections). Discard/offers lists included the following agency documents: Commerce (C3; C13; C21; C30; C39; C55; C56; CSA) Congressional hearings (Y4.J and Y4.Sci); and various superseded materials, duplicates or items received in error.

The Government documents Library Specialist 3 added 938 new titles/records and volumes to the library catalog during the fiscal year. 1,996 records and volumes were deleted from the catalog. USGS quadrangle and topographic maps for Louisiana were transferred from the Louisiana Room collection to the Government Documents map cases on the 1st floor. These were evaluated and disposition decisions were made. Cataloging and discard statistics will be reported in next year's report.

During the year, there were several library-wide projects involving the U.S. government depository personnel, services, publications and cataloging records, including the following: Migration from LibGuides to LibApps; Preparation for migration to Enterprise; Inventory of the general collection/main stacks; OCLC Reclamation project for the library catalog and the Public Services' Virtual 360 tour. Much of this work will continue.

#### Statistics - Notes and Explanations

1,269 full GPO cataloging records (from Marcive) were added for tangible/physical publications. 7,871 cataloging records with links to online publications and resources were added (created). The Library's depository item number selection rate range from was 42% - 43% during the fiscal year, with approximate selection percentages by format, remaining as follows: Online - 75%; paper - 23%; and 2% for DVD, CD, microfiche and other miscellaneous electronic and unknown formats.

The collection and cataloging statistics in sections through represent three separate categories, accordingly:

- Tangible or physical pieces in the SuDoc classed collection. These titles may be cataloged or uncataloged (not in the library's online catalog). These statistics do not

provide a total count of government documents items or volumes within the catalog or held by the Library and classed in LC.

- GPO full catalog records for both tangible and online publications and temporary shipping list records received from our Marcive subscription services during the year.
- SuDoc classed records or titles and added volumes, both tangible and online, in the online catalog. These statistics do not provide a count of total government publications held by the Library. Titles and volumes of government publications classed in LC are included in the total volume count for Dupré Library.

Efforts continue to obtain an updated total volume count for government publications in the Library catalog. Missing GPO Item numbers and MARC 074 field tags are being added to existing monograph and serial records/titles in our catalog. It is expected that the use of this field for report generation will facilitate a more accurate count of volumes within the Library catalog.

Statistics

RECEIPTS (Tangible/Physical Collection) DOCUMENTS BY FORMAT RECEIVED AND DISCARDED		
FORMAT OF DOCUMENTS	RECEIPTS	DISCARDS*
Print (Gov Docs stacks)	1,581	8,498
Print (for LC/Main stacks)	51	0
Microfiche Titles + Volumes	235	13
Microfiche Sheets	715	31
Maps	6	0
Atlases	0	0
CD-ROM and CD Audio (No. of discs)	1	13
DVD-ROM and DVD (No. of discs)	1	1
VHS Tapes	0	6
Total (excluding Microfiche sheets)	1,875	8,531

\* Withdrawn from library.

TOTAL FOR GOVERNMENT DOCUMENTS COLLECTION BY FORMAT (SUDOC CLASSED)		
FORMAT OF DOCUMENTS	2018	2017
Paper Documents**	165,150	172,067
Microfiche Titles	296,120	295,898
Microfiche Sheets	638,874	638,190
Maps and Atlases	4,879	4,873
CD-ROM, DVD-ROM, CD Audio, DVD (# of discs)	2,156	2,168
Videocassettes	44	50
Audiocassettes	2	2
<u>Readex Microprint (No. of cards)</u> *** Congressional Serial Set, 1789-1909 Depository Collection, 1965-1979	464,620	464,620
All Formats, excluding Microfiche Sheets and Microprint	468,351	475,058

\*\* Excludes monograph and serial issues classified for main stacks (LC classed): Total = 51 (2 monographs + 49 serial issues).

\*\*\* Not included in collection total.



DEPOSITORY SHIPMENT BOXES RECEIVED		
FY	2017-2018	2016-2017
Number of boxes	48	54

MARCIVE GPO CATALOG RECORDS (MARCIVE, Inc. subscription services) Received and loaded into the library catalog		
Full Bibliographic Records	No. of Records	
	Sub-total	Total
Full bibliographic catalog records loaded as "Created". May be New records [0n] or Changed records [0c]. <i>These records do not replace/overlay existing records.</i>		8,045
▪ Paper and other tangible materials, except microfiche	155	
▪ Online resources/publications	7,871	
▪ Microfiche publications	19	
Full bibliographic catalog records loaded that "replaced"/overlaid records		7,392
▪ Full records loaded as New records (0n) that "replaced"/overlaid existing temporary (shipping list) records for tangible publications.	1,095	
▪ Full records loaded as Changed records (0c) that "replaced"/overlaid existing full records for tangible and online publications.	6,297	
TOTAL Full bibliographic GPO catalog records received		15,437
TOTAL Shipping List Service/Temporary records received		1,184
TOTAL (GPO full catalog records created (8,045) + new full records overlaying temp records (1,095). Includes tangible and online)		9,140
TOTAL (GPO full catalog records added for paper and other tangible documents only)		1,269

ITEM COUNT FOR GOVERNMENT DOCUMENTS IN CATALOG (SuDoc Classed and Online) ADDED OR DELETED (SuDoc Classed and Online)			
BY RECORD/TITLE or ADDED VOLUME	ADDED	DELETED	TOTAL
Records: [MARCIVE GPO monthly full records 8,045 + 1,095 = 9140]* + Other Catalog Records = 675 ]	9,815	1,527	8,288
Volumes: [Documents barcoded for Docs Stacks - SuDoc classed]	263	475	-212
TOTAL	10,078	2,002	8,076

\* Refer to MARCIVE GPO CATALOG RECORDS Table above.

FISCAL YEAR TOTAL FOR ITEM COUNT OF GOVERNMENT DOCUMENTS IN CATALOG (SuDoc Classed and Online)		
BY RECORD/TITLE OR ADDED VOLUME	2018	2017
Records/Titles	226,934	218,646
Added Volumes	25,977	26,189
TOTAL	252,911	244,835

USAGE – ONLINE GOVDOCS.LOG – GPO URLs/PURLs ACCESSED FROM LIBRARY CATALOG	
MONTH	No. of log entries
July	33
August	3,076
September	644
October	97
November	91
December	19
January	3,850
February	128
March	112
April	314
May	1,122
June	1,217
TOTAL	10,703

MARCIVWEB DOCS DATABASE – GPO CATALOG OF GOVERNMENT PUBLICATIONS		
MONTH	SESSIONS	REQUESTS
July	8	49
August	3	18
September	8	79
October	1	65
November	4	42
December	2	19
January	1	2
February	6	54
March	7	63
April	6	41
May	3	25
June	2	8
TOTAL	51	465