Undergraduate Library
Annual Report, July 1, 2014 – June 30, 2015

Submitted by Lori Mestre

I. Unit Narrative

A. *Major Activities and Accomplishments*: This past year the Undergraduate Library:
   a. Collections: We finished shifting materials after our extensive collection assessment project and put up new call number signage. We now have a much more cohesive, relevant collection focusing on our core areas. We also had another major game theft earlier in the year, which necessitated us bringing almost all of the games upstairs behind the circulation desk. Due to space constraints we needed to create binders for the games and appropriate labelling system. We did an entire reorganization and shift of the media collection, along with new signage. We expanded our partnership with the International and Area Studies Library to build the Library's international graphic novel collection.
   b. Facilities: These enhancements resulted from student requests, library usage needs and available Library/IT Fee money, facility moneys and UGL donor funds:
   - Finished recarpeting and flooring on the upper level of the UGL. We reorganized the circulation/reserves/hold/shipping area, which allowed us to use less shelving and to do so in a smaller footprint. This allowed us the ability to add extra cabinets for our loanable technology program.
   - Reconfigured the staff area which allowed us to add staff stations, reduced crowding, and improve aesthetics in the staff work area.
   - Created a larger presentation space and group room areas in the Media Commons, by ordering additional paneled walls.
   - Bought new paneling and desk components for our Partners Desk (to match the Media Commons Tech Desk) and moved that Desk to the back of the Library by the Writer's Workshop and renamed it the "Consultation Corner". Also moved the Reference Research Café Table to that area and eventually moved to a shared spot on the Consultation Corner Desk.
   c. Services: These services and conversions were undertaken to enhance student access, research, instructional, and space needs.
   - Our student supervisor and staff person for our loanable technology program implemented a Compass (Blackboard) site for use with student workers and for training persons. It has been very instrumental in greater staff consistency and accountability for buddy training and for our staff, GAs and SAs.
     ▪ We began the creation of a training video library as well for internal use, especially related to loanable technology. Some of these may be used for the broader population
   - Our student supervisor implemented Schedule Source for use for scheduling the over 50 student workers. It has been very effective and a major time saver.
   - Used a shared Research/Writer's Workshop Office Hours model
   - Shifted from closing at 2am on Friday and Saturday evenings to closing at midnight, due to low statistics after midnight. There were no complaints.
   - Eliminated Sunday hours at the UGL during the summer months due to low activity in past years. There were no complaints, especially since the main library was open.
   - Took steps to have the ICS lab on the upper level of the UGL move back to its original footprint. This was due to the reconfiguring of CITES services and departments and that the original additional services that students staffing that desk were to provide (as part of

the Media Commons) were never realized. More student space on the upper level is needed, as well as space for other initiatives.
- Submitted a proposal to obtain campus funding for the creation of a Tutoring Center at the UGL.

Reference Activity: Student use of online reference services (chat reference) continued to climb in FY 15, while in person use of services remains low. In Person questions, however, rose in the past fiscal year by 27%. Part of this number is better reporting by Circulation staff of questions they receive; part of it is also attributable to the roving reference service becoming more recognizable to students. Overall, however, questions reported at READ level 3 and above total just less than 4% of total questions received in person, indicating a need to continue the reevaluation of the placement and marketing of reference inside the UGL.

Towards this end, the UGL is pursuing a collaborative model with the Writer's Workshop based on the University of Washington Odegaard Library. We may also look to an appointment model or more tiered service for in person reference.

As with previous years, statistics reported for Virtual Reference are a sum of Hub services, since most shifts involve staff from multiple units.

Major Projects:
- All UGL GAs now receive training for the Info Desk and work In Person shifts in the Main Library as well as the Undergrad.

Library Instruction: Instruction in the UGL in 2014-15 rose from the prior year to 283 class sessions taught to 4,587 students. The 2013-14 Annual Report noted a change in the approach the CMN101 classes had taken with regard to library instruction, encouraging the TAs and instructors to teach this themselves. This resulted in a decrease in instruction numbers last year. However, it was determined by the CMN101 program that having the library provide the instruction allowed for a better learning experience for the students. New instructors are required to have the library lead this instruction their first semester, leaving instruction taught by the library optional in subsequent semesters. The CMN 101 LibGuide continues to be one of the most widely used in the Library, with nearly 30,000 hits during the 2014-15 academic year.

During the past year the Rhetoric program eliminated the e-text that had been used in a majority of sections for several years. To address these changes Susan created new customizable instruction options for those teaching Rhetoric. The changes also resulted in a wider variety of assignments and research expectations for students. This required the UGL to demonstrate more flexibility in the instruction. This, in turn, increased the role of Susan and Kirsten in working with the GAs to interpret assignment needs and appropriate demonstration topics and resources. At the end of fall semester Kirsten compiled an analysis of the Rhetoric assignments that led to the creation of a Rhetoric LibGuide which received more than 10,000 hits in the Spring semester.

The integration of library instruction in both CMN 111 and ESL 112 and 115 continued. Library instruction was included in every section for these courses during 2014-15. The LibGuide usage continues to be robust in these courses as well with 21,000 and 16,000 hits respectively. Susan was also asked to write additional sections in the CMN 111 course manual in the Spring.

Major Projects:

- **LibGuides:** In total UGL LibGuides had 126,736 hits during 2014-15. The UGL invested considerable time in updating its Subject Guides during the past year. The Subject Guides are guides for current topics that walk students through basic resources for doing research on those topics. During the past year Kirsten led a project to update all of the 150+ Subject Guides. Each of them had their format and resources updated. Upgrading all of the UGL LibGuides from version 1 to version 2 was a major summer project for Kirsten, Susan, and the GAs.
- **ESL Resources:** As a recipient of one of the first Provost's Faculty Retreat Grants, Susan Avery worked with UGL GAs and an ESL TA on the creation of a LibGuide specifically geared toward students in ESL 112 and 115, the courses that fulfill the Composition 1 requirement for international undergraduate students. This guide includes video, infographics, and step by step information for using resources in order to provide multiple learning experiences for students in these courses.
- **Instructional Media Tool Development:** During the past year the UGL began to use Piktochart to create infographics and Powtoon to create short videos. These tools allow us to address the various learning style preferences of our students and provide them with additional options. UGL GAs created a significant number of infographics in 2014-15.

Orientation: Orientation outreach to courses included the LAS101 first-year community, General Studies 101, transfer students, and outreach orientation services. Library Information for LAS101 was included in course packet material for Fall 2014 that was provided to 80 sections (thousands of first-year students). General Studies 101 is also supported with requests from the section leaders for introductory library orientation and tours. Ongoing orientation support included the seven-week New Student Programs summer outreach with a library booth at the services fair (May-July), Quad Day for Fall 2014 and General Studies Student Research Fair in Spring 2015.

The Orientation Services and Environments Librarian, as part of his research, continued development of wayfinding and recommendation Apps and desired apps that are of direct benefit to the library patrons across the library system. In the Minrva 2.0.2 app Wayfinding maps are now available for MPAL, ACES, and the Main Stacks library locations. Minrva 2.0.2 is now available on the Google Play App Store and the iTunes app store -- developed under the IMLS National Leadership Grant. http://minrvaproject.org/download.php

Technology Prototyping Service (TPS) [Project portfolio: http://sif.library.illinois.edu]

The service completed a program assessment in the Summer 2014 and in October 2014, EC recommended continued funding of the service. It is coordinated by the Orientation Services and Environment Librarian, is centered on creating efficiencies for library services and helps to develop and prototype technologies, as well as to help libraries rapidly develop new services and IT efficiencies through design of middleware, APIs and lightweight web-services.

Major Projects
- **Library Website Redesign**
  - Along with partners from the Library IT Web Team, the Prototyping Service completed enhancement work in the new Library Homepage. Prototyping students developed the

server side APIs that power Hours and Locations of Unit Libraries (http://minrvaproject.org/services_hours.php), and a Room Reserve API (http://sif.grainger.uiuc.edu/roomsdoc) . Staff contributed to the rapid interface studies and graphic design elements needed to move project to completion. The new library homepage went live October 2014.

- The group is developing a VuFind account feature for single page login and item renewal, account status, and request monitoring without leaving the Library homepage; additional Room Reserve API enhancements, and Room Reserve layout revisions in progress to further streamline booking study rooms in the library.

- **IWonder Feature Requests**
  - The Prototyping Team along with partners in Library IT upgraded the IWonder service. The upgrade includes several requested features for the Library "Ask A Librarian" service:
    - Improved incoming queue – there is a new process to pick up incoming chats, which helps provide more identifying information about the patron
    - New transcript Emailing feature
    - Profile updates
    - Patron blocking
    - Presence XMPP feature allows chat operators to see when patron is typing and vice versa.
- **Hoot Pilot**
  - A pilot rollout of the Hoot course reserves wait list notification service began Fall 2014. The system allows desk staff to place a watch on a checked out reserve item so that the student can be notified by email or text message when the item is returned. Staff from the Undergrad Library and Main Stacks continued the pilot in the Spring 2015 semester, providing bug reports and participating in focus groups on the service. The Group has been developing feature requests from the focus group assessment.

Gaming Initiative (http://www.library.illinois.edu/gaming/)

Major Projects:
- Continued digitization of vintage games for incorporation into Medusa.
- Reoriented in building gaming spaces to better integrate into the Media Commons
- Hosted a Vintage Gaming night to highlight materials from the gaming archive.

Social Media
- Continued collaboration with the Student Life and Culture Archive to integrate historical materials into Social Media program
- Added an Instagram account to our social media rotation
- Produced marketing videos for the Undergraduate Library, including the popular Uggles the Cat video.

Media Commons (http://www.library.illinois.edu/ugl/mc/)

Major Projects:
- Provided some live event video recording for the Library (by exception), including for the Library Research Showcase, the IAS Concert, and the BEAP training

- o Implemented student assistance for the Media Commons with Jim Dohle, Library IT. This support has been instrumental in helping with the increased use of the studio, thus allowing Jake and Eric to tend to more complex needs and liaison work for the Media Commons

Publicity

- *Signage*: Created and installed banners, posters and artwork to create a more professional and consistent look, in addition to motivational posters representing campus and research efforts
- *The Undergraduate Newsletter.* Produced additional issues of *The UnderGround Letter)* and disseminated it beyond the Library. This newsletter highlights UGL events, and activities (http://www.library.illinois.edu/ugl/theedge/index.html).
- *UGL Highlights.* Began a monthly one page UGL Highlights newsletter that is displayed on the webpage, in house and in the bathroom stalls to provide tips, news and suggestions
- *Exhibits:* Monthly themed exhibits continued. These are created by staff and students to promote and highlight our collections, services, programs. The online exhibit archive (including photos and an animated version of the exhibit) is available at: http://uiuc.libguides.com/exhibit. The video montage site we used went out of business so we switched our subscription to Animoto.

Collection Development and Maintenance:

Major Projects:
- We revisited our collection development policies and refocused our mission to the collections of unique value to the institution and to the primary population visiting the UGL. The new statement is available at: http://www.library.illinois.edu/ugl/about/collection_policy.html
- We finished our collection assessment project and shifting in order to highlight more recent/applicable materials.

Partner Programs: During the past year the Partner's Desk provided weekly hours from the Career Center (resume and cover letter reviews), International Student and Scholar Services (advising and other information for international students), and the Residence Hall Libraries (general information). McKinley Health Center provided three flu shot clinics. We also worked with McKinley Health and others to provide a stress relief day in conjuction with the Therapy Dog visits during finals week.

B. *Major Challenges Faced By Unit During The Past Year* :
- **General**:
  - We had ongoing self-check machine & RFID issues throughout the year. We ordered new equipment to assist, but it still had not been resolved by the beginning of the Fall 2015 semester.
  - There was a high level of student assistant turnover during Fall/Spring semesters.
  - We encountered disruptions due to delays in painting/furniture.
  - There were challenges of maintaining the 24/5 desk coverage at times due to: a failed probation, new hire training, retraining for operational changes, projects that took staff away from the UGL. Luckily many absences were filled by extra voluntary GA hours.
- **Reference:** Students do not frequently use walk-up reference services in the UGL, even when they have research needs. We have had some success with appointment-based services and marketing in depth research consultations during evenings, and will be pursuing these options in FY 16. There have been some UGL desk service challenges resulting from the move of the in-person Reference to the opposite side of the UGL (difficulty of referrals, reduced use/access, not walking patrons over). We will do additional training at the circulation desk.

- **Loanable Technology/Media Commons**: There is an ongoing need for replacement parts/equipment and ability to satisfy the requests, as well as the time needed to check out (with forms) and check in items.   To continue the success of the Loanable Technology Program, we need to have designated Library funds, rather than hoping to keep getting donor funds. Additionally, certain classes are now contacting the UGL to reserve 15 or more items at a time for their class. We are not set up to accommodate this type of request.
- **Library Instruction**: During the coming year we will continue to address changes to the Rhetoric curriculum and the variety of assignments in these classes and attempt to get a better sense of how many CMN 101 sections we will be teaching each semester
- **Gaming:** The interdisciplinary nature of gaming use across the curriculum and lack of a home program for gaming studies on campus makes identification of classes and research related to it a moving target.
- **Social Media:** The success of the Social Media program is leading to higher staffing demands to produce ongoing fresh content
- **Software Development:** Feature requests for IWonder are nearly 100% developed in the Technology Prototyping Service (at the UGL). To develop for the homegrown system requires ongoing support and over time may create sustainability issues. It will be important to continue conversations with Library IT about them taking over the ongoing development so that the production support for IWonder does not solely fall to the Orientation Services & Environments Librarian and the Prototyping Team. Otherwise, this could impact the prototyping group's ability to respond to emerging needs and new development projects.

C. *Significant Changes To Unit Operations, Personnel, Service Profile, Or Service Programs*
   a. Hired an additional overnight Library Specialist (who did not successfully complete her probationary period, so we had to hire and train someone new),
   b. The Head of the UGL is now the supervisor of the Librarian for Uni High School (AP), Amy Atkinson, who was hired this past year.
   c. Kirsten Feist began as Instructional Services Specialist on October 1. Because of her prior experiences she was able to step right in and immediately contribute to the UGL's busy fall instruction schedule.
   d. Donna Davis-Pearson, Library Assistant, was transferred to the Undergraduate Library, due to work in her position elsewhere being eliminated.
   e. We provided incentives that led to some successful morale boosts among staff, such as contests, office parties, summer camp theme days, etc.
   f. Upgrades: Stefanie Postula was upgraded to Senior Library Specialist and Pam Ward was upgraded to Library Specialist

D. *Ways in Which the Unit And/or Its Staff Contributed To Library-Wide Programs*
   - Reference assistant provided by librarians and staff
   - Loanable technology and video production services provided that are unique to all of the Libraries, including some live event video capturing done for Library programs
   - Technology prototyping work done by Jim Hahn and his students (and grant funding) in which he extended to other libraries

E. **Progress Made on** *Unit Annual goals for FY15*
   - Finish digitizing vintage gaming collection; upload everything to Medusa
     o NES and SEGA games uploaded; GameBoy planned for FY16
   - Shift reference to Office Hours only format, investigate implementing research consultations and tiered reference service

- o Ongoing. Partnerships with the Writer's Workshop, which is getting a new head in August 2015, and with the planned tutoring center are underway.
- Develop more shared staffing options for GAs and full time staff working reference with other Hub libraries
  - o UGL reference staff is now fully integrated with Main Library reference staffing
- Implement findings from Spring 2014 UX data
  - o Displays have been added showcasing student work;
  - o Art gallery planning underway;
  - o Signage improved;
  - o Food is now allowed in the UGL;
- Implement kiosk applications (currently under development) into production
  - o Group study room kiosks were implemented and have been successful; maps and call number searching kiosks are planned for FY16
- Install the grid in the Video Production studio and train students from Library IT to provide video assistance
  - o Completed
- Develop a more robust Media Commons web site with training modules, videos, self-help tools and resources
  - o Website has been uploaded and training modules, videos and self-help tools are in process

Goals for FY16
- Install the Student Exhibit Gallery (funded by Library Donor funds) on the upper level of the UGL and pursue a partnership with School of Art and Design to host student-created artwork in the spaces
- Move the ICS lab back to its original footprint on the upper level of the UGL
- Install a Technology Help Desk (campus initiative) on the upper level of the UGL
- Evaluate statistics and usage for overnight and weekend hours and determine if shifts might be possible to reduce the number of hours that the UGL is open
- Provide regular workshops through the Media Commons
- Continue efforts to better integrate connections made with consultants helping students in the Writer's Workshop with our research services
- Continue efforts to provide tutoring services at the UGL

F. **GAs   3.5 FTE** (state funds)

Graduate Assistant Projects

Category	Project Name	Description
Collection Development and Maintenance	Collection development	Areas include New fiction, popular culture, music, graphic novels, and DVDs
	Cataloging	Assist with various cataloging projects, including graphic novel classification

Reference	QB editor	Collaborate with peers on writing and producing quality answers to Question Board Questions
	Question Board Podcast	Created, developed, recorded, edited, and produced podcast series available on iTunes and on the UGL QB website.
Gaming		
	Gaming Collection Development	Researched/evaluated/ordered gaming print materials and video games
	Vintage Gaming	Digitized games; created archival boxes for vintage games and equipment
Instruction	Subject Guides	Research and create subject guides (libguides) for UGL's page
	Videos	Prepare videos for in class instruction
	Tours	Conduct tours for student orientation and high school students
Social Media	Content creation	GAs produce 5-7 posts consisting of Tweets. Facebook posts, Pins, blogs, etc. each day, highlighting library resources and collections, services, and events in the UGL, the Library, campus, and CU community
Supervision	Student Assistant Orientation	Assisted with introducing new SAs to the UGL and providing a basic overview of their roll in it; Also helped train all SAs on new media procedures in Voyager; Write and perform skits, assist with training
Media Commons		Assisted with UGL newsletter formatting and photography
Mobile Platform Development	Use Studies	Assisted with formative user studies of mobile application prototypes
New Student Orientation	Outreach Table Staffing	Staffed new student outreach tables during summer New Student Orientation Programs

II. Statistical Profile

1. **Facilities**

User Seating	TOTAL: 1398 seats

a. At 181 tables
    a. Rectangular
    b. Round café
    c. peninsulas
	742 seats (4-6 at a table)

b. At carrels	115
c. Informal (big chairs/couches)	187
d. At computers in open areas	89
e. Classroom computers	67 (includes 26 in 289 and 41 in 291)
f. At 16 peninsula tables	74
g. In 18 group study rooms	119
h. At media viewing stations	5
i. Extra chairs	35

2. **Number of Hours Open to the public per week:**

Semester	Hours
Summer II 2014	54.5
Fall 2014	148
Spring 2015	148
Summer I 2015	54.5

3. **Personnel**

Direct Services	Undergraduate Library FTE
Professional Staff, FTE 4 Associate professors, 3 Academic Professionals	7.0
Staff, FTE 1 library assistant, 4 library specialists; 6 senior library specialists, 2 library operations associate	13.0
Graduate Assistants, FTE	3.5
Students, FTE	6.3
Personnel	
Susan Avery (Faculty)	1.0
Jim Hahn (Faculty)	1.0
Lori Mestre (Faculty)	1.0
David Ward (Faculty)	1.0
Kirsten Feist (Academic Professional)	1.0
Eric Kurt (Academic Professional)	1.0
Jake Metz (Academic Professional)	1.0
Paula Adams (Senior Library Specialist)	1.0
Bernita Brownlee (Senior Library Specialist)	1.0
Lonnie Clark (Library Specialist)	1.0

Donna Davis-Pearson (Library Assistant)	1.0
Mark Rogers	1.0
Madeline Gibson (Senior Library Specialist)	1.0
Josh Hankemeier (Senior Library Specialist)	1.0
Gregg Homerding (Library Operations Associate)	1.0
Jessica LeCrone (Senior Library Specialist)	1.0
Mitch Loyd (Library Specialist)	1.0
Stefanie Postula (Senior Library Specialist)	1.0
Mark Rogers (Library Specialist)	1.0
Janelle Sander (Senior Library Specialist)	1.0
Pam Ward (Library Specialist)	1.0

Personnel from Grants	
Visiting Project Manager for IMLS grant	.25
Visiting Research Programmer for IMLS grant	.50
Graduate Assistants for IMLS grant	.50
Graduate Research Assistants from Campus Research Board: 2 at .25 each- working on OCR and RDF in a mobile application	.50

Student Wage Budget
- $ 139,459 coverage for regular shifts (equals FTE 8.7)
- $1,487 for finals late night coverage

4. **User Services**
   a. **Gate Count**: 1, 055, 200 (total)
   b. **Circulation**

	Charges	**Renewals**	**Discharges**
Circulation	102836	64630	103297

   c. **Loanable Technology**

   UGL Loanable Technology Statistics

	1 week circs	**2 hour circs**	**total**
Fall 2013	3367	17464	**20,831**
Spring 2014	3010	16460	**19,470**
Total for year	**6377**	**33924**	**40,301**
Fall 2014	2925	15,018	**17,943**
Spring 2015	3520	17,183	**20,703**
Total for two semesters	**6445**	**32,201**	**38,464**
	Unique Classes	**Academic Departments**	**Percent of Departments**

FY14 Class Support	247	84	44
FY15 Class Support	517	112	59

    d. **Reference Statistics/UGL:**

	In Person		Phone	
	Directional	Reference	Directional	Reference
2013-2014	1904	5174	132	677
2014-2015	3395	6246	61	565

e. Instruction Statistics/UGL

Semester	Classes	Students
Fall 2013	114	1165
Spring 2014	122	1197
Fall 2014	**148**	**2,527**
Spring 2015	**135**	**2,060**

Libguide Use: undergrad@library.illinois.edu account

Semester	Fall 2014	Spring 2015
Usage	60,959	65,777
Total guides	**182**	**182**

    f. **Orientation Statistics:**

Semester	Classes	Number of sessions/students
Fall 2014	GS101 (tours and instruction of UGL and Main)	2 sessions/ 140 students
Fall 2014	Transfer Student Instruction	1 session
Summer 2015	Summer Orientation to Young Scholars Program	1 session

Handout support: 80 sections of LAS101 (Fall 2014) (thousands of first-year students) with assignment handout.

Outreach services at other locations:

1. Quad Day 2014
2. General Studies: Spring Into Action Resource Fair (230 Students)
3. Campus Services Booth in Illini Union for Campus Wide New Student Orientation, (May–July 2015)

g. **Mobile Application Statistics:**

Android "Minrva" mobile discovery of library resources	Total user installs
Minrva 2.0.2 for Andriod	500-1,000
Minrva 2.0 for iOS	888

h. **Media Commons Statistics** (gathered since February 2013 when the Media Commons opened)

	Tours	Video studio	Audio Studio	Present ations	Live events	Consult ations	Consultations (students)	Photo Shoots
FY2014	39 (550 people)	43 sessions (150 people)	63 sessions (107 people)	24 (987 people)	10 (175 people)	56 sessions (211 people)	27 sessions (56 people)	
FY '15	36 (462 people)	103 (195 people)	234 (358 people)	18 (440 people)	11 (211 people)	62 (226 people)	13 (179 people)	7 (65 people)

i. Additional tours to groups (note: presentations were included above in d.)

- tours to six school groups during the past year ranging in age from middle school through high school
- 5 tours to international librarians: 65 participants

i. **Gate Count FY 2015 Gate Count Annual Extrapolation = 1, 190, 344**

j. **Circulation Statistics (with reserves)**

	Charges	Renewals	Discharges
July	4019	3467	4561
August	5030	2965	4292
September	9428	4967	8456
October	10371	5571	9819
November	8067	5282	8192
December	7307	5028	8901
January	5893	3592	5253
February	8711	1226	8000
March	8267	1158	8255
April	10407	1371	10232
May	6659	1148	8369
June	3999	3134	4198
Total	**88158**	**38909**	**88528**

k. **Collection Management Statistics for the Undergraduate Library from Voyager**

Voyager Library	Total New Titles	Total New Items
Undgrad	**10,008**	**10,548**

Voyager Location	Total New Titles	Total Items
Undgrad	**7,126**	**7,255**
Undgrad Loanable Tech	**46**	**88**
Undgrad Media [noncirc]	**0**	**0**
Undgrad Media Collection	**2,828**	**2,915**
Undgrad Per [noncirc]	**0**	**308**
Undgrad RemStrg	**0**	**0**
Undgrad Resrv	**8**	**18**
Undgrad Resrv [noncirc]	**0**	**0**

l. **Cataloging Projects:**
- Cataloging: 3252   LC and Graphic Novel call number Corrections
- Marking/Labels: 2910
- Oak St. Transfers: 1424
- Withdrawals: 1374
- Binding Sent   694
- Binding Receive   1188
- Preservation Repair   750
- Other: 72