Undergraduate Library
Annual Report, July 1, 2016 – June 30, 2017

Submitted by Lori Mestre

I.   **Unit Narrative**
Major Activities and Accomplishments
   a. Collections: The UGL continued shifting its purchasing practices to favor e-books for many subject areas, and to prioritize print/physical items mainly for uniquely held collections, such as graphic novels, genre fiction, pop culture, and our media collection. We collaborated with librarians from International and Area Studies to purchase (through UGL funds and stored in the UGL) hundreds of graphic novels from Latin American countries. Due to budget cuts, the UGL's collection budget will decrease by $25,000, necessitating an even more focused collection development process.
   b. Facilities: The following enhancements resulted from student requests, library usage needs, and UGL donor funds. These changes will improve the aesthetics and functionality of the furniture area and provide more options for collaboration.
      • We purchased additional tables to accommodate student learning and reconfigured some furniture layout throughout the upper level.
      • Received permission to install outside steel café tables and umbrellas on the plaza level, funded by donors.
      • The UGL Gaming space was moved to a space adjacent to the UGL Staff Area. The old Gaming Space was converted into a Media Commons Editing Lab. This was done to improve designation of the space and decrease confusion among computer locations in the UGL.
      • We moved closer to opening the Media Commons Self-Use Studio in the Lower Level of the UGL. The technology was identified, purchased, tested and installed. Software scheduling was identified, purchased, tested and is in the process of being populated with content before deployment.
   c. Services: These services and conversions were undertaken to enhance student access, research, instructional, and space needs.
      • Due to budget cuts, and by looking at statistics and use needs, it was determined that the UGL will close at 9pm on Friday and Saturday evenings (rather than midnight) beginning with the fall 2017 semester.
      • Continued developing a collaborative Research and Writing service with the Writers Workshop that is outside of the Writer's workshop area.
      • Took on the reserve operations for the Undergraduate Library. This required training a lead staff person and two others for the operation.
      • Provided fill in circulation assistance for Uni High Library, and a couple other smaller libraries. Provided 40 hours each week of staff assistance during the summer at the Grainger Library.
      • Enhanced self-service kiosks, adding to existing services for booking group rooms with options for searching the collections, and incorporating services developed through Minrva.

- Began discussions of creating a "pay" service for individuals and departments who want a Higher End/specialized Loanable Technology. The cost for this equipment is too expensive for our funding, but has been identified as "critical" for some projects.
- The Media Commons shifted some of its focus into identifying, testing and providing expertise in the area of Emerging Technology.
- Diversity Related Events: Provided many flyers of events on campus related to inclusivity.
  - Several staff attended various Diversity Related events at the Library and on campus.
  - Co-sponsored, with the Mortenson Center, the International Peace Day (at the UGL) on September 21
  - In celebration of International Day of Peace, also on **September 21 from 10-3 pm**, the Mortenson Center and the Undergraduate Library invite the campus and local community to add their peace wishes to our Tree of Peace, and #treetyourself to our photo booth. (Mortenson Center should have some pics)
  - Co-hosted several groups who provided a table at the UGL in support of students, such as:
    - Sponsored another "It's On Us" Pledge Table at the UGL on April 4th for their Spring Week of Action Pledge Drive. http://wecare.illinois.edu/prevention/students/itsonus/
    - Open Ears, an affiliated registered student organization of the Office of Inclusion and Intercultural relations. Monthly table for awareness and outlet for peers to help other peers with mental illness or other needs https://openearsuiuc.com/
    - Counseling center paraprofessionals provided tables at the UGL
    - Hosted the McKinley Positivitree tabling event twice to encourage positive expressions by students.
- The UGL also offered other"tabling" events this past year, after getting permission to also allow certain RSOs and student groups this opportunity. We still remain as partners/cosponsors for these events. Included are: Illinois Gadget Garage to have them provide weekly pop-up services in the Media Commons; Open Ears student peer-to-peer counseling; Volunteer Services; McKinley Health, Counseling Services; and various other student groups with missions to assist students.

Reference Activity:
The UGL answered 5463 total questions in the fiscal year, compared to 7015 in the previous fiscal year. Most questions (96%) were reported at READ level 1 and 2. The UGL again reduced reference service hours, and sent all reference staff (GAs, staff, and librarians) to serve hours on the Main Library virtual reference and Info Desk service points. The UGL also continued to contribute towards library-wide reference training, with staff leading sessions during both Fall and Spring GA orientation, as well as during the bi-weekly Hub training sessions.

We continued discussions focused on collaborations with the Writers Workshop, on consultation services, and piloted co-staffing a drop-in Research and Writing (RAW) service

during the 2016-17 academic year. For Fall 2017 we are looking to increase this collaboration and create more opportunities for students to engage in reading and writing consultations.

Library Instruction :
The UGL instruction GAs and librarians taught 312 class sessions to 5,386 students in 2016-17. Integration of instruction in Composition 1 courses continued, as did collaboration with the directors of the Rhetoric, Communication, and ESL programs. Seven tours were provided to 195 students in school groups not affiliated with UIUC.

The usage of LibGuides, created specifically to address and include information relevant to the courses, continued to grow. The UGL's course LibGuides continue to rank in the top five most used guides within the Library.
- Rhetoric: 42,967
- Communication 111/112: 18,856
- Communication 101: 20,987
- ESL: 10,936

During the past year the work completed by Susan Avery and Kirsten Feist, through the ACRL Assessment in Action program in 2015-16, was implemented in the ESL courses. A librarian or GA continued to be embedded into each section of ESL and provided feedback to every student on their concept maps.

Input into the course manuals and instructor manuals for the Composition 1 courses continued during the past year, demonstrating the value academic programs place on the library instruction provided to support students in these courses. Instruction continues to be mandated for all CMN 111 and ESL 112 and 115 courses. All new instructors in Rhetoric and CMN 101 are required to schedule library instruction and instruction in subsequent semesters is optional. However, our numbers indicate the majority of instructors continue to schedule instruction.

Orientation: Orientation outreach to courses included the LAS first-year community and General Studies 101. 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 before the start of Fall 2016, First Generation Undergraduate Student Programming in Summer 2017.

The Orientation Services and Environments Librarian, as part of his research, continued development of library mobile services. New Minrva updates in 2016 -2017 included a 3.0 and release of Minrva for iOS and a 3.0 and 3.1 release of Minrva for Android. Included in these two releases are the following functionality:

- At the University of Illinois Library location in Minrva, all new recommendation features have been added. Within the Recommendation module, Minrva users are provided with a

list of suggested items from the Library collection. These items are recommended based on the users checked out history and favorite books within the Library's VuFind system.

- Within the Undergraduate Library location students can now use Wayfinder to see what e-books are related to their location in the Undergrad Library at Illinois; with Bluetooth on, Minrva can infer the person's location and suggest popularly circulating items along with digital content (e-books, and e-journals) related to that location within the building.
- We updated the layout using a more contemporary look and feel, with all the same functionality our users have come to expect. We are also able to offer CARLI I-Share member libraries the ability to skin their location color theme.

Technology Prototyping Service (TPS) http://sif.library.illinois.edu Coordinated by the Orientation Services and Environment Librarian, the Technology Prototyping Service 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. In addition to the project highlights below, the Technology Prototyping Service continues to maintain and update services listed out here: http://sif.library.illinois.edu/prototyping/launched.html

In order to better support the work of the Technology Prototyping Service and its impact for library technology operations, there have been several meetings on transitioning the Technology Prototyping group to a more central role in the library within IT and the Office of User Service, co-locating in the fourth floor of the Main Library for better collaboration and integration with Library IT activities. These discussions are ongoing.

Major Projects for the Undergraduate Library
- o **IWonder 3.0:** Developed and launched several requested features for the Library "Ask A Librarian" service -- new features in the 3.0 release include auto-logout for operators, several widget enhancements, and shibboleth based login for operators.
- o **Account Based Recommendations:** With funding from a University of Illinois Campus Research Board grant, the team is exploring ways to improve account based recommendation functionality with a Minrva 3.1 release in the summer of 2017. The team has implemented prototype recommender software into Minrva 3.0 for Android and iOS, with the incorporation of the Recommendation Module.
- o **Consultations Scheduler:** The team developed a server-side API and front end page to aggregate all the Subject Specialists participating in a Spring 2017 pilot implementation of LibCal. The API helps to organize people by subject areas and provides helpful subject specialty information in the custom interface, available here: https://sif.library.illinois.edu/consultation/

Social Media
- Continued collaboration with the Student Life and Culture Archive to integrate historical materials into Social Media program, and began planning for the Illinois Sesquicentennial.

One effort was the successful UGL Instagram"Find Uggles" social media campaign related to the Sesquicentennial.
- Produced several marketing videos for the Undergraduate Library, including the popular Uggles the Cat videos.
- Joined library-wide marketing activities as part of the new library social media working group.

Media Commons (http://www.library.illinois.edu/ugl/mc/)
Major Projects:
- Updated the Media Commons Video Production Studio to increase usability, and versatility. Installation of Acoustic paneling began to improve acoustics and audio recording performance in the space.
    - New electrical circuits were added to prevent power issues.
    - Wall curtains were added to provide additional video background options.
    - The green screen wall was renovated to remove any electrical plates and other imperfections.
    - Overhead lighting was reconfigured and improved.
    - Wireless lavalier kits were purchased (now up to 4) and added to the Studio editing desk for improved functionality.
- Continued to provide Live Event recording for the Library
- Added kits to current high-end loanable technology.
    - Video Stabilization Kit
    - 360 Camera Kit
    - Live Event recording kit

Publicity
- Uggles (our UGL cat/mascot) was featured in most of our publicity (in photos, videos, suggestions).
- *UGL Highlights.* Continued with 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
- *Marker Board Project:* Prepared biweekly questions/drawing opportunities on our entry whiteboard to engage students and to solicit feedback
- *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 using Animoto) is available at: http://uiuc.libguides.com/exhibit.

Partner Programs: During the past year the Partner's Desk provided weekly hours from the Career Center (resume and cover letter reviews). McKinley Health Center provided three flu shot clinics. We also worked with McKinley Health and others to provide a stress relief day in conjunction with the Therapy Dog visits during finals week. Now that the Library can offer table space for various RSOs with library connected events, we were able to partner with several of them for awareness aspects, especially related to mental health and stress release events.

- **Other Outreach Services** with other campus groups or off campus: Student Art Gallery installments in collaboration with Art and Design and Fine Arts; Gaming events with Volition and campus groups; K-12 Library tours, Exhibits and table events by RSOs or campus partners (McKinley Health and Wellness); Media commons collaborations

B. *Major Challenges Faced By Unit During The Past Year* :
  - **General**:
    - Without the option for audits/upgrades/raises, staff morale was a challenge.
    - One staff member was on a reduced schedule, but we were fortunate to hire an extra help person to assist with the evening desk hours.
    - The Media Commons continues to grapple with not having enough staff or facilities to meet the demand for video and audio editing. Too often, they are asked to film for library events, which takes them away from the intended mission of helping students and faculty with their projects. If we could hire a full time staff person, that individual could then assist with Library filming requests, which is clearly a need.

  - **Library Instruction**: There continues to be the need for additional instructional space to teach classes. During busy instruction weeks we often teach in excess of 40 classes during a week. In some cases we have had to resort to teaching classes in Lincoln Hall. Doing this on a regular basis is not a solution, as the person teaching in a non-library space will not be available to teach a class in the library during the class time immediately before or after, due to travel time to another building.
  - **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 continue development for the homegrown system requires ongoing support and over time may create sustainability issues. There are conversations with Library IT about assisting with this and other prototyping services, as well as repositioning Jim's area into Library IT.

C. *Significant Changes To Unit Operations, Personnel, Service Profile, Or Service Programs*
  a. One librarian was on sabbatical for most of the past year, which required shifting in some responsibilities.
  b. The UGL also had to shift responsibilities in order to take on the Reserves program at the UGL.

D. *Ways in Which the Unit And/or Its Staff Contributed To Library-Wide Programs*
  Details were provided above, but these areas are major areas where the UGL contributed to Library-Wide Programs

  - Reference assistance provided by librarians and staff
  - Centralized, robust loanable technology checkout and video production services provided for all of campus, including some unique and high end equipment not available elsewhere. Also provided 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 his app solutions to other libraries (strategic action 2A)
- Instruction for a large percentage of first year students and for the ESL program (strategic action 3C, 4D)

E. Progress Made on *Unit Annual goals for FY17*

Goals for FY17
- Continue efforts to better integrate connections made with consultants helping students in the Writer's Workshop with our research services (strategic action 2A, 2B, 2C, 2D, 4D) – ongoing.
- Continue efforts to provide tutoring services at the UGL (strategic action 2D, 4D)—no change in campus ability to fund this.

Goals for FY18 (and map to framework for strategic action, 2016-2020
- In anticipation of additional budget cuts, analyze statistics and usage for weekend hours to determine if the UGL could open later. The UGL will be reducing its student wage funds by 5%, and will need to further analyze best use of student assistants.
- Refine and monitor new UGL Reserve Operations.
- Implement revised checkout system at the circulation desk. This includes having designated students trained for either the circulation desk or the loanable technology desk to improve patron services with more specialized and focused training of the students.
- Work with Literatures and Languages and Stacks personnel to identify and transfer various fiction (classics) from the UGL to those two areas. Consolidate plans for collection development in the area of fiction between Literature and Languages and the UGL and publicize the change.
- Augment and increase the Research and Writing collaboration.
- Provide regular workshops through the Media Commons (strategic action 3B, 4D).
- Continue efforts to provide tutoring services at the UGL (strategic action 2D, 4D).
- Continue to develop and refine the library instruction embedded role in ESL courses (strategic action 2A, 4D).
- Consider options for merging the RIS and UGL Graduate Assistant's shared instructional training and assignments.
- Provide educational content in the form of Tutorial Videos for Loanable Technology and Services specific to the Media Commons
- Improve organization and efficiency of services within the Media Commons including: Service Scheduling and Usage, Statistics and Assessment Collection, and Communication of resources available.

F. **GAs 3.5 FTE** (state funds). The graduate assistants participated in the following services, initiatives and projects:
- **Reference Services**: in person and virtual reference at both the UGL and the Main/UGL hub; peer research consulting with the writers workshop peers; QB editor (collaborated 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)

- **Instructional Services**: teaching (prepared, delivered and assessed library instruction sections); subject guides (researched and created subject guides (LibGuides) for UGL's page); infographics and videos (prepared infographics and videos for course LibGuides and UGL web page); tours (conducted tours for student orientation and high school students)
- **Supervision at the Circulation Desk:** Student Supervisor (regular supervisor shifts at the circulation/loanable technology desks); Training: assisted with introducing new SAs to the UGL and provided a basic overview of their roll in it; helped train all SAs on new media procedures in Voyager; wrote and performed skits related to training for circulation services; helped staff develop training modules for the UGL Compass site.
- **Social Media:** GAs produce daily and weekly content, including Tweets, Facebook posts, Instagram, blogs, etc. highlighting library resources and collections, services, and events in the UGL, the Library, campus, and CU community. They also did a major Instagram social media campaign for "Find Uggles".
- **Collection Development:** Areas included new fiction, popular culture, music, graphic novels, nonfiction, eaudio books, and DVDs. Gaming: researched/evaluated/ordered gaming print materials and video games
- **Media Commons:** provided social media promotion, webpage work, and compilation of statistics
- **New Student Orientation:** staffed outreach tables during the summer for the New Student Orientation Programs

II. Statistical Profile
1. **Facilities**

User Seating	TOTAL: 1448 available seats
a. At 201 tables • rectangular • round café • square	810 seats (2-6 at a table)
b. At carrels	108
c. Informal (big chairs/couches) • casual big seats (168) • swivel seats (12) • 11 couches (31 seats) • 8 tablet arm chairs • 4 rocking chairs	223
d. 83 public computers	88
e. classroom computers	67 (includes 26 in 289 and 41 in 291)
f. At 4 peninsula tables	23
g. At 4 media viewing stations	4
h. At 6 collaboration tables in	30

open areas	
i. At 7 collaboration tables in 7 group rooms	38
j. At 7 standard tables in 5 group rooms	57
k. Extra chairs (stacked in storage)	114(not included in total number above)

Number of Hours Open to the public per week:

Semester	Hours
Interims	42.5
Fall 2016	144
Spring 2017	144
Summer I and 2 2017	46.5

2. Personnel

Direct Services	Undergraduate Library FTE
Professional Staff, FTE 1 Full professor, 3 Associate professors, 3 Academic Professionals	7.0
Staff, FTE 1 library assistant, 5 library specialists; 4 senior library specialists, 2 library operations associates	11.75
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
Michael Cleveland (Library Specialist)	1.0
Donna Davis-Pearson (Library Assistant)	1.0
Gregg Homerding (Library Operations Associate)	1.0

Jessica LeCrone (Library Operations Associate)	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)	.75 10 month
Pam Ward (Library Specialist)	1.0

Student Wage Budget
- $ 144.929 coverage for regular shifts (equals FTE 8.7?), including finals late night coverage (a decrease from last year)

3. **User Services**
    a. **Gate Count FY 2015_2016 Gate Count Annual Extrapolation = 994,592**
    b. **Circulation Statistics (without reserves).** Figures remained steady to the previous year, even though we increased our purchase of online books, and decreased our print collection. We remain second in total circulation behind Main Stacks.

	Charges	Renewals	Discharges
July	3219	2429	3451
August	5507	2731	4916
September	8899	4390	8112
October	9365	4582	8951
November	7368	3946	7565
December	5558	3498	6519
January	5553	3615	5047
February	8183	4392	7607
March	8095	4435	7925
April	8966	4742	9050
May	5405	3454	7566
June	3233	1849	3284
Total	**79351**	**44062**	**79993**

    c. **Call Slip Statistics:** Filled 9535 requests
    d. **Loanable Technology** This past year, even though overall loanable technology circs are down, that is absorbed entirely in the 2-hour circulating items. The 1-week item circulation went up by more than 800 circs.

    Total unique classes went up by 3 and total departments went up by 2, leading to our highest percentage of department support ever – 65%. Top departments using loanable technology items are Media and Cinema Studies, Economics, and Journalism.

	1 week circs	2 hour circs	total
Fall 2015	3351	13386	**16937**
Spring 2016	3998	13376	**17374**
Total for two semesters	**7349**	**26762**	**34311**
Fall 2016	3588	11489	**15077**
Spring 2017	4583	13202	**17785**
Total for two semesters	**8171**	**24691**	**32862**
	Unique Classes	**Academic Departments**	**Percent of Departments**
FY15 Class Support	517	112	59
FY16 Class Support	577	115	61
FY17 Class Support	580	117	**65**

e. **Reference Statistics/UGL**
In addition to the statistics for reference at the Undergraduate Library, we also provide HUB reference assistance at the Main Library Information Desk.

	In Person		Phone	
	Directional	Reference	Directional	Reference
2014-2015	1904	5174	132	677
2015-2016	3395	6246	61	565
2016-2017	2188	2641	80	524

For the past year, the READ scale (685 questions did not record READ level) for the UGL questions were as follows:
1=2991 (63%)   2=1556 (33%) 3=175 (4%) 5=9 (0%)

f. **Instruction Statistics/UGL Total classes 312 and participants 5358**

Semester	*Classes*	*Students*
Fall 2015	163	2,804
Spring 2016	151	2,387
Fall 2016	165	2,885
Spring 2017	147	2,463

Libguide Use: undergrad@library.illinois.edu account

Semester	*FY'16*	*FY'17*
Usage	117,862	189,178
Total guides	**184**	**175**

g. Orientation Statistics:

Semester	*Classes*	*Number of sessions/students*
Fall 2016	GS101 (tours and instruction of UGL and Main)	2 sessions
Fall 2016	New Student Sessions w/ Main Library	1 half-day session
Summer 2017	Summer Orientation to First Generation Undergraduates (RISE Program)	2 sessions

Outreach Services at other locations:

1. August 2016: Quad Day 2016
2. May– July 2017: Campus Services Booth in Illini Union for Campus Wide New Student Orientation

h. **Mobile Application Statistics:** The Minrva app consists of a module system, so that functionality can be added to the system over time (see http://minrvaproject.org/catalog.php for a catalog of modules and help guides.) Our servers record hits to the Minrva API from the App showing a total of 577,177. For more specific breakdown of statistics please contact Jim Hahn.

"Minrva" mobile discovery of library resources	**Total user installs as of July 2017**
Android	1,344
iOS	1,978

i. **Media Commons Statistics**

	Tours	**Video studio**	**Audio Studio**	**Present ations**	**Live events**	**Consulta tions**	**Photo Shoots**
FY '15	36 (462 people)	103 (195 people)	234 (358 people)	18 (440 people)	11 (211 people)	75 (405 people)	7 (65 people)
FY' 16	24 (337 people)	151 (271 people)	281 (463 people)	19 (1345 people)	7 (219 people)	101 (395 people)	9 (83 people)
FY '17	15 (143 people)	111 (274 people)	**414 (599 people)**	39 (1117 people)	5 (150 people)	**148 (583 people)**	7 (78 people)

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

j. **Collection Management Statistics for the Undergraduate Library from Voyager**
   These do not include ebooks and the UGL has shifted a lot of our collection development efforts to ebooks

Voyager Location	Total New Titles	Total Items
Undgrad	4837	5934 (includes new volumes)
Undgrad Loanable Tech (3D material)	163	163
Monograph		3538
Serial		258
Computer File- games?		?
Audio books (nonmusical sound)		157
Undgrad Video		1815

k. <u>**Cataloging Projects:**</u>
   - Cataloging: 348   Graphic Novel digicovers
   - Labels: 200
   - Oak St. Transfers: 2083
   - Stack Transfers   0
   - Withdrawals: 481
   - Binding Sent   210
   - Preservation Repair   212