Undergraduate Library

FY 21 Annual Report

Contents

UNDERGRADUATE LIBRARY
UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

The Undergraduate Library was engaged in two large-scale projects throughout the year - developing a service plan for the pandemic, and advancing the planning for the Main and Undergraduate Library Integration Project. All core services were involved in both projects - with a focus on instruction, study space, collection access, and the Media Commons.   The unit also faced a significant staffing shortage in critical program leadership areas, with only one faculty member for most of the Fall 2020 semester. One notable accomplishment was adding a new Undergraduate Teaching and Learning Librarian and the first Student Success Librarian, as well as initiating a search for a long vacant Media Commons support position.

Rapid changes brought on by the pandemic accelerated the addition of online delivery options to many services. Over the course of Summer 2020, Zoom-based instructional sessions, tutorials for ESL classes, and additional self-paced online instructional materials were created to address the rapid shift of undergraduate classes to an almost exclusively online environment. Access to collections also had to undergo significant changes.   A locker delivery system was developed to maintain access to loanable technology and the media collection, and staff worked with colleagues across the Library to participate in programs for scanning and delivering digital versions of both print and media items.

Planning for the Main/Undergraduate Library move advanced significantly in Spring 2021. Multiple UGL staff participated on working groups to develop plans for transitioning high-use collections and services into the Main Library and other related unit libraries. Large scale collection transfers were initiated, and a plan to redistribute the UGL collection budget and collecting responsibilities was collaboratively devised. This work is ongoing, and represents both a major challenge and opportunity for the Library and the undergraduate student community. As part of the planning work, many collaborative ideas for blending services emerged, which UGL staff will continue developing over the course of FY22.

UNDERGRADUATE LIBRARY
UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

Instruction and Research Support

In support of SD2 "Transformative learning experiences," the UGL taught course-integrated library instruction sessions to around 3600 students in 222 classes, both synchronously and asynchronously, encompassing the Rhetoric, Communication(CMN), and English as a Second Language (ESL) programs as part of our core library research methods instruction targeted at first-year students. Due to the COVID pandemic, all UGL instruction took place online via Zoom or through asynchronous tutorials. Synchronous online instruction was supported by streaming equipment in classroom 289.

Regarding synchronous online instruction, the instruction team implemented new lesson plans that allowed students to attend Zoom instruction in Rhetoric and Communication classes. Despite the challenges facing course instructors due to the pandemic, the total number of instruction sessions remained relatively strong, especially compared to peer-institutions. Indicators of the effectiveness of our online instruction capabilities included an increase of Rhetoric instruction sessions from Fall to Spring semester and the addition of library instruction for CMN 101 classes in the Spring semester at the request of CMN 101 program directors

In addition to successfully supporting an increased instruction load between Fall and Spring semesters, innovations from FY21 in our online instruction will continue to strengthen our FY22 instruction program in two notable ways.

First, the educational technology Padlet was successfully utilized in the Spring semester for CMN 101 classes to increase student collaboration and peer learning. The use of Padlet will be incorporated throughout all in-person and synchronous online library instruction for FY22. This change was particularly welcomed by Rhetoric program directors as the technology has been integrated and well received in their courses.

Second, the effectiveness of our new lesson plans has led to all of CMN 101 courses to be taught via Zoom for the Fall 2022 semester. The ability to effectively teach via Zoom has increased our instruction program's ability to support large scale courses in flexible ways while continuing to meet student learning objectives.

Regarding asynchronous instruction, the instruction team created and implemented a new asynchronous tutorial via LibWizard to support ESL 112 and 115 students. The success of our asynchronous tutorial led to its continued use for online sections of ESL 112 and 115 in Fall 2021 as well as the full conversion of CMN 101 courses to an asynchronous tutorial in Spring 2022. Additionally, notable strides were made in Spring 2021 in connecting librarians and GAs with asynchronous students by offering expanded email opportunities and synchronous Zoom office hours. This support will be expanded in Fall 2021 with virtual research clinics for asynchronous ESL students and specific CMN 101 sections via the software Gather.

UNDERGRADUATE LIBRARY
UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

Staff Projects + Planning

Staff accomplishments and challenges were focused on the unit's overall themes of pandemic services design and support, and preparation for the move to the Main Library. All staff participated in Alma training and began applying it to circulation procedures in Summer 2020. Following immediately on this training, significant work was done to revamp services and procedures to meet campus health and safety requirements and allow the UGL to be open in Fall 2020. Notable updates included a system for individual, pre-booked study spaces, a locker delivery system for loanable technology and media items, and a remote booking procedure for access to self-use media studios. Call slips procedures were updated to add searches for online copies of request books, and an on-demand digitization process was employed for some items, including collaborating with preservation services on select media digitization. Additionally, UGL staff contributed to library-wide pandemic services through taking WSA training and helping staff the Marshall Gallery locker-based book delivery service, and shared shifts on the library's online chat reference service.

All of these modified services required extensive updates to documentation and training, and were incredibly staff-intensive to deliver. In accordance with social distancing guidelines, only 28 study spaces were available for booking most of the year, yet access to them required staff on multiple floors owing to the unusual design of the UGL building, Staff were on-site for full work weeks throughout the academic year, which allowed for the continuance of all of these services, although it resulted in heightened levels of stress for everyone. An agenda team was formed in late Summer 2020, to address challenging issues resulting from both the pandemic and the impact of systemic racism heightened by the murder of George Floyd. This team began hosting periodic discussions in staff meetings on topics relating to social and personal challenges impacting staff outside of work-related processes.

Contributions to the Main Library/UGL Integration Project accelerated, with increasing physical transfers of material, as well as a final reallocation of the UGL collections budget across a variety of subject selector funds. Staff participated on working groups and provided feedback on the future directions of services across multiple Hub libraries. Extensive time was devoted to discussions within and amongst staff about the process for the transition to the Main Library and the future of UGL positions.

UGL librarians and staff mentored 4.00 FTE in State funding of iSchool graduate assistants during FY21. GAs had responsibilities across all major public service areas detailed under this year's accomplishments, including teaching instruction sessions, providing online reference services through the Research and Writing (RAW) consultation service and the main library Hub reference service, supervising the library, and providing access to technology. Project accomplishments for the year included diversifying the UGL library guide collection with a Black Lives Matter Guide; creating videos highlighting undergraduate related library services and the library's Ask a Librarian chat service; developing an outreach program for Latinx students; and supporting student wellness initiatives like Take and Make Craft Kits and Bring Your Own Book Club.

Student Engagement

This finals season,

De-Stress with Pets!

Hosted by the University of Illinois Library

Student events and programming were severely reduced in the past year, and had to be converted to a mix of online and hybrid offerings. As in prior years, a strong emphasis was placed on addressing the full range of student needs, with a particular focus on stress management and the feelings of isolation experienced by many undergraduates throughout the year. The online student art gallery was one example of a program that specifically tackled these issues, through a theme of self-care (see inset example below). Student submissions were feature in a blog post, and provided an opportunity for undergraduates to express some of the emotional impacts of living through the pandemic.

Another program converted to the online environment was the De-Stress with Pets fest held during Finals in Fall 2020. In partnership with IAS and librarians from across campus, the UGL co-hosted a Zoom session featuring staff playing with their pets and talking to students about their own pets back home that they missed. The online environment allowed for the expansion of the traditional dog therapy program by including remote visits with librarians' horses.

"Her Healing Hands" created by Tiffany Teng

Hybrid programming was also an area of experimentation during the past year. Crafting events, which were popular stress-relieving events in the past for students studying in the UGL, were re-conceptualized as "Take-and-Make" crafting kits that students could pick up from the UGL and the Residence Hall Libraries. A "Grow-your-own-herbs" program was also added to our hybrid offerings.

A variety of additional programming was supported through the UGL Social Media Team. Examples include a documentary screening through Discord, a virtual "Blind Date with a Book" utilizing ebooks, online board game events, and an online book club produced in conjunction with the Residence Hall Libraries in both Fall an Spring semesters.

UNDERGRADUATE LIBRARY
UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

Technology and Innovation

In FY21, The Media Commons pivoted to address two overarching challenges - the continuation of the global Covid-19 pandemic ,and the strategic physical relocation of the Media Commons to the Main Library and structural merging with Scholarly Commons. Additionally, in their leadership role with the campus Emerging Technology and Virtual Reality@Illinois team, the unit grew its physical and consultation support for emerging technology including virtual and augmented reality. The Media Commons worked toward finally being able to add a third full time staff member which will provide a vast improvement in the consistency and quality of services offered.

Like most other services and support spaces of the university, the Media Commons was directly and massively affected by the Covid-19 pandemic in FY21. Not only were the services and studio spaces required to close or restrict availability for large portions of time, but policies needed continual updating to stay current with changing campus guidelines for health and safety. Self-Use Studios remained open with a limit of a single patron per space per appointment,Loanable Technology moved to a locker based pickup model, the emerging technology spaces were taken offline due to concerns about VR headsets being unsafe for transmission of Covid, and the Immersive Media Video Studio moved to an appointment-based structure with heavy limitations on who could be in the space to record. Covid also heavily reduced the availability of Pro Gear Rental due to lack of consistent student staffing; a soft relaunch was pushed back from FY21 to FY22.

Despite these challenges, support for innovative campus teaching and learning continued, with examples including work with the School of Theater on Audition videos for senior project; assisting the College of LAS on an Altgeld Hall Virtual Tour, arranging for Virtual Reality capture in a Fashion Illustration course, and work with a 400 level Dance class on Green Screen captures for VR Application addressing social change.

A longer-term impact of pandemic was the loss of funding from printing revenue for both Library IT and the Media Commons. About $30,000 that regular supported Media Commons services was not available last year, and is unlikely to resume even after full Library services start back up. Combined with the loss of access to UGL gift funds as part of the building move, and the lack of a regular budget, the Media Commons is in a precarious financial situation moving into its merger with the Scholarly Commons.

As part of the building plan, The Media Commons continued to form and revise a strategic plan for a physical move and rebuild of services and spaces to the Main and Grainger libraries, including an administrative and physical merger with the Scholarly Commons. Ongoing work covers a broad swatch of needs, including updating strategy, budget, equipment inventory, and analysis of space needs to build the next version of studio spaces which will be lost when the UGL closes. Plans for the upcoming year include integrating the immersive studio in UGL 295 into the basement of Grainger, building new self-use studios in 220 Main Library, and adding a film studio to room 308 of the main library. Additionally, cross-training with staff from the Scholarly Commons and designing an integrated service plan to present to users factor highly in planning for the upcoming year.

Progress on FY21 Goals

Create a combined Technology Commons vision for the Main Library Building project. Progress was made on developing an overall organizational plan and an initial space layout model. As part of the Main/UGL integration project, spaces for studios in Grainger Library and rooms 220 and 308 in the Main Library were identified. An initial administrative model was advanced for blending the missions and resources of the Scholarly Commons and Media Commons.

Develop more online DIY Technology Guides for Students. A LibGuide was begun covering the production process and available spaces for media creation. The Media Commons website was updated to include pointers to relevant content on LinkedIn Learning.

Expand and Mainstream Online Instruction. The cloud-based educational technology Padlet was identified as a successful aspect of online instruction that will be expanded on for FY22 for both in-person and online instruction. Standards such as transcripts and teaching practices such as liberating structures were also identified as inclusive pedagogies with long term importance. Additionally, the success of asynchronous ESL tutorials led to the planned expansion of online tutorials to students in Communication 101 classes in Spring 2022.

Fill Staff Vacancies. An Undergraduate Teaching and Learning Librarian was hired late in Fall 2020, and a Student Success Librarian began in June 2021. Additionally, a search was undertaken for a new Media Commons civil service professional position, and completed late in Summer 2021.

Develop a shared vision for Undergraduate Services in the Main Library. Significant progress was made through the Main/UGL working groups on articulating a vision for services, with a final report delivered in May 2021. Follow-up work commenced in Summer 2021, including appointing additional working groups, as well as accelerating the transfer of collections to the Main Stacks and other unit libraries.
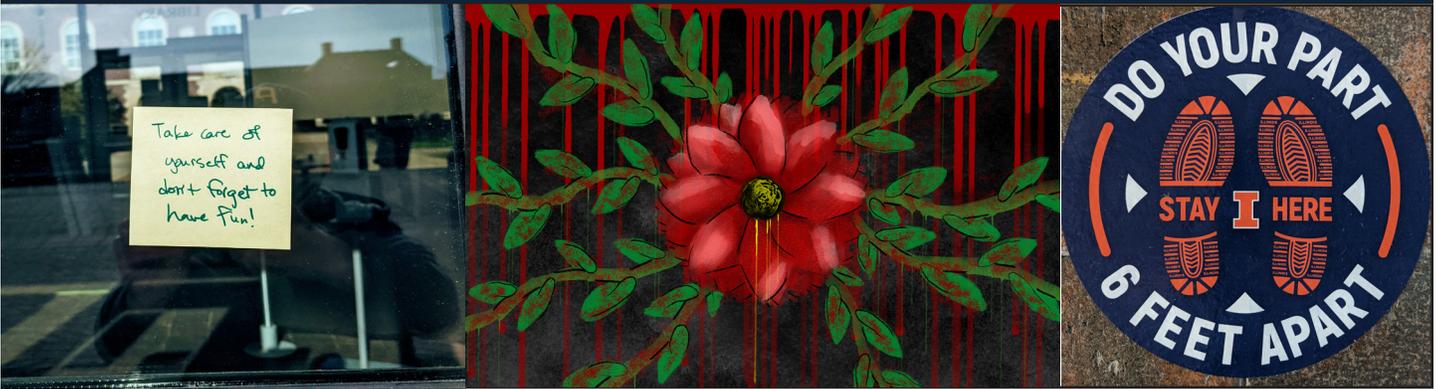
Increase RAW usage RAW consultations will be provided in a variety of formats to increase availability and accessibility for all students. Students will be able to have RAW appointments via zoom, email, or in-person. In addition to one-on-one consultations, students have the options to attend workshops that focus on different types of research and/or writing topics, attend "study hall" sessions around midterms and finals, and take advantage of satellite locations in some of the residence halls.

Explore and pilot conversation skills programming for non-native English-speaking students
The library will work with ESL faculty on setting up sessions for non-native and native English speakers to converse in an informal setting. The intent is for non-native English Speakers to practice their conversation skills, and for all participating students to increase social interactions and form friendships, as part of expanding community in their student experience.

Work with culture houses to explore ways of collaboration with the library
Attend the culture houses' "Lunch and Learn" to discuss ways that they can work with the Library. Set up displays and/or student artwork with the culture houses to raise awareness and increase visibility in the library.

Increase mental health programming Partner with the McKinley Health Center for Mindful Mondays (sessions that walk students through stress management exercises) and related programming. Provide several other workshops funded by the campus Innovation Programs grant. These sessions include zine making, yoga, zen garden making, and conversations about mental health topics led by professionals.

Expand Collaboration Across Instruction and Student Support Services Coordinate library instruction services and student support services via a cohesive approach to present library services in a holistic manner to undergraduate students.

Explore Future Areas of Asynchronous Instruction Assess and analyze the new online tutorials for CMN 101 and ESL 112/115, particularly in comparison to in-person library instruction. Investigate additional opportunities for expanding asynchronous instruction throughout undergraduate student education.

Complete transition of Media Commons Collaborate with colleagues in the Scholarly Commons and Grainger Engineering Library on the construction of media spaces to replace those that will be lost when the UGL closes. Plan for rebranding of shared Commons' spaces once the move is complete.

UNDERGRADUATE LIBRARY
UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

II. Statistical Profile
   1. **Facilities**

User Seating	TOTAL: 1532 available seats
a. At 239 tables • rectangular • round café • square	937 seats (1-8 at a table)
b. At carrels	106
c. Informal (big chairs/couches) • casual big seats (127) • swivel seats (12) • 6 couches (24 seats) • 7 tablet arm chairs • 4 rocking chairs • 2 benches (4 seats)	178
d. public computers e. classroom computers	48 66 (includes 41 in 291 and 25 seats in 289)
f. At 4 peninsula tables	24
g. At 4 media viewing stations	4
h. At 7 collaboration tables in open areas	12
i. At 6 collaboration tables in 6 group rooms	34
j. At 5 standard tables in 5 group rooms	29
k. Extra chairs (stacked in storage)	94 (not included in total number above)

Number of Hours Open to the public per week:

Semester	Hours
Interims	31
Fall 2020	53
Spring 2021	53
Summer I and 2 2021	31

2. Personnel

Direct Services	Undergraduate Library FTE
Professional Staff, FTE 3 Associate professors, 3 Academic Professionals	6.0
Staff, FTE 5 library specialists; 4 senior library specialists, 2 library operations associates	11
Graduate Assistants, FTE	3.75
Students, FTE	4.24
Personnel	
Alex Deeke (Faculty)	1.0
Maria Emerson (Faculty) (Started in June 2021)	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
Joshua Hollingsead (Senior Library Specialist)	1.0
Gregg Homerding (Library Operations Associate)	1.0
Michelle Self-Ballard (Library Operations Associate)	1.0
Mitch Loyd (Library Specialist)	1.0
Stefanie Postula (Senior Library Specialist)	1.0
Tiffany Brenneman (Library Specialist)	1.0
Pam Ward (Library Specialist)	1.0

Student Wage Budget
- $89,627.90 coverage for regular shifts (equals FTE 4.24), including finals late night coverage

3. **User Services**
   a. **Study space usage FY 2021**

Unique Users	Total Bookings	Hours Available	Hours Booked	User Showed Up
1366	4950	29,936	13,882	3671

   b. **Circulation Statistics (without reserves)**

	Charges	Renewals
Total	**1495**	**88**

c. **Loanable Technology**

	1 week /10day circs	2 hour circs (not circulated to patrons '21)	total
Fall 2020	627		
Spring 2021	730		
Total for two semesters	**1,357**	**39**	**1396**
	Unique Classes	**Academic Departments**	**Percent of Departments**
FY21 Class Support	unknown	54	**28%**

d. **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.

	Reference
FY 2021	432 Extrapolation

e. **Instruction Statistics/UGL Total classes 222 and participants 3607**

Semester	*Classes*	*Students*
Fall 2019	85	1359
Spring 2020	137	2248

Semester	Online Classes	Online Students	Asynchronous	Asynchronous Students
Fall 2020	74	1222	11	137
Spring 2021	110	1843	27	405

Libguide Use: undergrad@library.illinois.edu account

	FY'21
Usage	227,729 Views
Total guides	**187**

f. **Media Commons Statistics**

	Self-Use Video booth	Video studio	Audio Studio	Self-Use Audio Booth	Presentations	Live events	Consultations	Photo Shoots
FY '21	28 Appts	5 Appts	27 Appts	107 Appts	15	0	30	0

g. **Cataloging Projects:**
- Transfers: 25300 items
  - Cookbooks for ACES
  - Serials for ACES
  - Serials for SSHEL
  - Main Stacks Non-Fiction transfer
  - Bound serials to Main Stacks
  - OS media collection transfer
  - MPAL media collection transfer
- Graphic Novels Binding: 855
- Periodicals Binding: 85
- Gobi ebook purchase requests: 60