

Undergraduate Library

FY 22 Annual Report



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Undergraduate Library
University of Illinois at Urbana-Champaign

Executive Summary



FY22 was the last year of operation for the Undergraduate Library. As part of planning for the Main Library Building Project and the construction of the Archives and Special Collections Research Center, the UGL closed officially on May 13th, 2022. Much of the year was split between re-opening for full in-person services, which began in August of 2021, continuing to plan new locations for services and collections to coincide with the closure of the facility, and finalizing decisions for organizational realignment of services and personnel.

Full in-person services resumed with the resumption of the Fall 2021 semester. This included study spaces, access to collections, on-site instruction for Composition I classes, and access to Media Commons services, including media creation facilities, consultations, and loanable technology. The academic year began with a mask mandate in the unit for all staff and students, but by February 2022 mask wearing became optional after updates to campus policy.

All of these in-person services and spaces also required planning or re-location to their new units. Study space was added to other libraries (primarily the Funk ACES library, Grainger Engineering Library and Information Center (GELIC), and Music and Performing Arts Library). Additionally, a new study space focused on Undergraduate Students needs was designed for the first floor of the Main Library, in rooms 100+112.

Instructional, research, and student success support was merged into the Research and Information Services (RIS) unit, located in the main Library. The Writers Workshop also moved into the Main Library, adjacent to the new first floor study space, and began developing a shared service model incorporating the first floor Information Desk. Media Commons services and technology were merged into the Scholarly Commons, and relocated to the second and third floors of the Main Library, with an additional immersive media study constructed in the basement of the GELIC.

Finally, the transfer of collections to other unit libraries was completed in December 2022. The collection budget was transferred at the beginning of July 2022.



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Instruction and Research Support



In support of SD2 "Transformative learning experiences," the UGL taught course-integrated library instruction sessions to over 5900 students in 376 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. While the vast majority of UGL instruction took place in-person in rooms UGL 291, UGL 289, ACES 509, and non-library classrooms, some instruction continued online via Zoom due to a continuation of some online sections in the Rhetoric program. Synchronous online instruction was supported by streaming equipment in classroom 289.

The campus shift towards in-person instruction led to a massive increase in UGL library instruction from FY 21 that equaled and, in some cases, exceeded pre-pandemic numbers. In addition to teaching a larger number of classes, the instruction team implemented updated lesson plans across all programs to incorporate active learning activities that enhanced the in-person experience as well as infused additional critical information literacy concepts to help raise students' awareness of DEIA related issues in library research. The effectiveness of our lesson plan changes was evident in a 5% increase in the percentage Rhetoric sections opting for library instruction between Fall 2021 and Spring 2022 and feedback shared from Rhetoric program directors.

In addition to supporting in-person instruction, the instruction team successfully transitioned the Communication 101 program to a fully asynchronous tutorial for Spring 2022. The tutorial was developed primarily by Undergraduate Instruction & Engagement Strategist Kirsten Feist in close collaboration with Communication 101 program directors which resulted in a tutorial that met students' research needs while continuing the impact of the previous Zoom library instruction for the program. The transition of over 50 sections of Communication 101 also eased the burden on library instructors in Spring 2022 and is expected to continue to benefit the program throughout FY22.

In addition to successfully transitioning to a full instruction load, new innovations and changes will continue to strengthen our FY 23 program in two notable ways. First, the instruction team is developing a close partnership with English as a Second Language (ESL) to develop and assess a new lesson plan using the method Lesson Study. Lesson Study is a novel approach in academic librarianship and is an approach that will bring closer collaboration between ESL and the Library in better positioning library instruction to meet ESL student research needs.

Second, the effectiveness of the asynchronous tutorial for Communication 101 has led to investigations on additional ways to better support the UGL instruction program through tutorials. One particular focus for FY 23 is to identify opportunities to enhance the flipped classroom experience when students are asked to complete assignments before the library session. Expanding the use of tutorials will provide a more robust learning experience for students which, in turn, will better prepare students for in-person library instruction.



Staff & GA Accomplishments



Staff balanced time between re-opening in-person services for student use, and preparing for their new job assignments at units. Circulation of collections was limited in Fall 2021, and shifted entirely to loanable technology by the Spring 2021 semester. During the Fall semester, some enhanced COVID protocols were still in effect, which required the addition of training for encouraging patrons to wear masks and refrain from eating in the space. As campus and library expectations shifted throughout the year, staff worked to stay current and provide a welcoming environment for students. Student and staff supervisors regularly updated training documentation to help guide front line staff in the provision of services.

Overall use of study space was typically about 45% of prior years, however, with many students still reluctant to engage in social activities within library spaces, even after the masking requirement was lifted in the Spring semester. Services were most active during the late afternoon, with evening and night shift staff reporting declining usage and rare interactions with students, particularly compared to pre-pandemic experiences.

Contributions to the Main Library/UGL Integration Project accelerated, with increasing physical transfers of material culminating in December 2022. Staff in the Media Commons engaged in multiple planning activities to plan for service provision in the Main Library, design studio spaces for the Main Library and GELIC, and order technology and related materials for both. The locker delivery service begun in FY21 was tested throughout the academic year, and eventually discarded. Conversations about a service model for sustaining access to media creation spaces were held with colleagues in GELIC and the Main Library, to aid in planning staffing models, service models, and physical space design.

From November of 2021 through April of 2022 all staff participated in discussions about new reporting lines and transfers to other units. A library-wide working group chaired by the head of the Business and Human Resources Services Center (BHRSC) designed a process for selection of transfer locations, and worked with staff (particularly those in civil service classifications) to understand their options and timeline for transfer. After decisions were made, some staff began visiting and providing some services for their new units during the Spring semester.

UGL librarians and staff mentored 4.00 FTE in State funding of iSchool graduate assistants during FY22. GAs had responsibilities across all major public service areas detailed under this year's accomplishments, include 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 creating videos introducing the library system to undergraduate students; implementing an outreach program for Latinx students; and supporting student wellness initiatives like DeStress Fest and Make a Pet Rock event. One GA also focused on supporting the Media Commons through a variety of projects.



Student Success



The Library Student Success Program aims to support students by empowering them to accomplish their academic, personal, and professional goals, and understands that success is a concept that varies by student. The program strives to provide support in a holistic manner by providing a variety of programs that address different needs in order for students to succeed-however they define what success is for them.

This past year the Student Success Program worked with the Library FUNdamentals program, which provided academic workshops focusing on research and academic reading, as well as stress-relief programs such as zine making, mini-Zen gardens, and paint-a-pot sessions. Stress-relief programs were especially popular, and student feedback requested for more sessions like these since it provided an opportunity for students to socialize in a relaxed setting. Other examples of workshops included financial literacy and eating healthy on a budget.

In addition to the FUNdamentals program, student success initiatives included starting a Family Study Room for student parents and caregivers, providing research consultations in the Culture Houses, organizing a Period Supply drive for students experiencing period insecurity, working with McKinley Health Center to host flu vaccines clinics as well as Mindful Mondays to address mental health, and worked with the Communications department to host International Student Success sessions that focused on conversation skills and practice. Steps were also taken to start a Speaking Center in the Library in collaboration with the Communications department. The Speaking Center opens in the fall of 2022 and will provide speaking consultations to students preparing for class presentations, workshops on public speaking anxiety, and informal language conversation sessions to students who would like to converse in different languages and meet new people.

Upcoming programs and initiatives include the start of the Social Justice Zine collection, a food pantry that supplies grab-and-go meals for students, more workshops about basic library skills, study skills, and budgeting, as well as collaboration with the Counseling Center for mental health workshops geared towards international students.

"Her Healing Hands" created by Tiffany Teng



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Progress on FY22 Goals



Increase research consultation usage The 2021-2022 academic year saw a significant increase in usage of research consultation service. A goal for this upcoming year is to continue to increase use of research consultations through library instruction, a short promotional video, and more social media marketing.

Explore and pilot conversation skills programming for non-native English-speaking students In the Spring of 2022, the Student Success librarian worked with Communications faculty to scope a program which includes support for public speaking. A program for informal conversational practice on a variety of languages will be part of this model, jointly forming a Speaking Center to be hosted in the Main Library. The programs will be launched in the Fall 2022, with a PhD in Communications leading the public speaking activities, and others recruited for the language speaking programming.

Work with culture houses to explore ways of collaboration with the library Monthly research consultations were held in La Casa, the Native American House, and BNAAC during the spring semester of 2022. There was also collaboration on library displays in the UGL with the Asian American Cultural Center and La Casa. Collaboration will be continued this year through orientation events and possible programming of game nights, library tours, and informal feedback events

Increase mental health programming Continue to partner with the McKinley Health Center to host Mindful Mondays (sessions that walk students through stress management exercises) and work with the Counseling Center to provide mental health workshops aimed at international students. Also explore implementing workshops that address different skills and techniques for neurodivergent students as well as provide more sensory spaces and objects to use in the library.

Expand Collaboration Across Instruction and Student Support Services The lead for the Composition I instruction program and the new e-learning librarian began meeting with subject specialists to investigate potentials for collaboration across instruction programs serving first-year students. Two initial meetings were held in Spring 2022, with more planned for FY23. The Composition I instruction program also included additional time on explaining the benefits of the Research and Writing Consultation Service and encouraged students to use after the library session.

Explore Future Areas of Asynchronous Instruction CMN 101 was fully transitioned to an online tutorial and analysis of the successful transition led to a continuation of the program for FY 23. A survey of in-person and asynchronous instruction for ESL 112/115 was conducted and the results are being analyzed during F23.

Complete transition of Media Commons A tentative space and service model was developed through FY22, with ongoing work continuing into FY23. Service points for loanable technology on the first and third floors of the Main Library were scoped, as were studio spaces in rooms 220, 306, and 308.



FY23 Goals



The Teaching, Learning, and Academic Support unit will be determining new goals for FY23 as part of the merger process between the Reference and Information Services and Undergraduate Library staff. Goals will be defined and articulated for the new unit report that TLAS submits at the conclusion of FY23.



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II. Statistical Profile

1. Facilities

User Seating	TOTAL: 1532 available seats
a. At 239 tables <ul style="list-style-type: none">• rectangular• round café• square	937 seats (1-8 at a table)
b. At carrels	106
c. Informal (big chairs/couches) <ul style="list-style-type: none">• 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	40
Fall 2021	84
Spring 2022	89
Summer I and II 2022	Closed

2. Personnel

Direct Services	Undergraduate Library FTE
Professional Staff, FTE 1 Associate Professors, 2 Assistant Professors, 3 Academic Professionals	6.0
Staff, FTE 5 library specialists; 3 senior library specialists, 2 library operations associates	10
Graduate Assistants, FTE	4.0
Students, FTE	6.67
Personnel	
Alex Deeke (Faculty)	1.0
Maria Emerson (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
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

- \$166,431 coverage for regular shifts (equals FTE 6.67)

3. User Services

a. Study space usage FY 2022

767,191 patrons [from hourly head counts]

b. Circulation Statistics (without reserves)

	Charges	Renewals
Total	10,356	497

c. 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 unit, 168 transactions were recorded during Fall and Spring Sweeps weeks combined.

d. Instruction Statistics/UGL Total classes 376 and participants 5963

Libguide Use could not be tracked because all guides were moved into the new unit prior to pulling statistics.

e. Media Commons Statistics

Video studio	Audio Studio	Self-Use Booths
7	412	506
Appts	Appts	Appts