

**Undergraduate Library
Annual Report, July 1, 2011 – June 30, 2012**

Submitted by Lori Mestre

I. Unit Narrative

Overview

Major Activities and Accomplishments

- A. **Services:** This past year the Undergraduate Library: implemented a new Roving reference service utilizing iPads; collaborated with RRSS, SSHEL, IAS, and other libraries to plan the Main/UGL Reference Hub; expanded its loanable technology program; improved physical facilities to increase security and enhance technology integrated group and individual workspaces; and expanded use of unique collections and services such as the Gaming Initiative. Additionally, the UGL continued a massive project to convert its 150,000 collection from Dewey call number to Library of Congress call number area, successfully piloted a self-check system for item circulation, and began RFID implementation for the media collection. These enhanced services and conversions were done to enhance student access, research, instructional, and space needs.
- B. **Facilities/IT Enhancements:** The projects of tearing down the existing 7 collaboration rooms and building 11 new ones (4 larger than the others) and the installation of nearly two dozen collaborative computer tables with built in power was completed on the upper level of the UGL. The reupholstering of all of the desk chairs was completed. Collaborative tables for students to share laptop screens in group collaboration rooms were investigated and ordered. These enhancements resulted from student requests, library usage needs and available Library/IT Fee money and UGL funds. Additionally, planning occurred during the year for a Media Commons to be housed at the Undergraduate Library (again to be funded with Library IT/Fee money). Staff area improvements included: Knocking down the wall between two small offices to create a “regular” librarian office for Jim Hahn, the addition of two other offices (one so Susan Avery could move upstairs, and the other for GAs); bumping out the staff work area to accommodate another staff person and two media commons APs to be hired. The two offices presently being used by Jim and Susan downstairs are being repurposed to allow for multiple individuals working on grants and two visiting APs working on an IMLS grant.
- C. **Security:** Due to past security problems the following security enhancements occurred: iCard access for overnight hours, closing of the lower level of the library between 2 a.m. and 6 am, installation of security cameras, and on the lower level lockers a media enclosure, and a student service desk were installed. The remainder of the media booths on the lower level (a visibility barrier) were taken down and the equipment distributed throughout the library. The outcome of this has been for a more secure environment for all, and better patron service so they can check out materials on the lower level and ask for assistance there, rather than coming to the upper level. This has also helped to reduce some of the stress and load at the upper circulation desk so that they can focus more on reserves, loanable technology, bookings and more substantive questions.
- D. **Staff Changes:**

- **Staff Changes:** In October Pam Ward transitioned from part time to full time in the Undergraduate Library. Previously she split her appointment with the Library Development Office. Debora Pfeiffer left the UGL for the IAS library in Fall 2012, and Sarah Isaacs left the library in Fall 2012. Jessica LeCrone moved from overnight to daytime in order to take on the role of student supervisor that Debora Pfeiffer held. Janelle Sander started in Fall 2012 (as an academic hourly) to replace Sarah Isaacs overnight and in the Spring was hired as a late night library specialist who took over the loanable technology program. The UGL still needed to replace Jessica's overnight position and temporarily used graduate hourly money until the end of the year. A request to hire an additional overnight Library Specialist was approved and it is hoped to have someone in place soon after the Fall semester begins. Gregg Homerding joined in Spring 2012 as an LOA, and assumed a new role as supervisor of circulation and reserves activities and staff point person. Previously, those tasks were overseen by Jim Hahn and Lori Mestre. Gregg's hire allowed Jim Hahn to step away from those duties and to focus more on mobile application development.
- **Upgrades:** Josh Hankemeier was upgraded to Library Senior Specialist and Lonnie Clark was upgraded to Library Specialist.

Ways In Which The Unit And/Or Its Staff Contributed To Library-Wide Programs

Reference Activity: Student use of online reference services (chat reference) continued to climb in FY 12, while in person use of services continued to drop. The Undergraduate Library and RRGIS continued their partnership on a co-staffed virtual desk to meet this trend. The statistics reported below are a summary of all Virtual Reference provided by these two units, as it is difficult to parse out which unit's staff answered which question beginning with Spring.

Major Projects:

- **Expanded subject specialty in chat reference.** UGL continued to collaborate with subject specialists on expanding participation in the library-wide chat service.
- **Increased use of READ Scale for library assessment.** The UGL led efforts to cross-train subject specialists from SSHEL and IAS in use of the READ scale as a standard for reference assessment in the library.
- **Expanded reference training.** The UGL collaborated with libraries from the new Main/UGL hub on training in a variety of areas, including chat transcript training for analyzing reference interview techniques, READ training, Desk Tracker training, and other key areas.
- **Roving reference.** Declining in person numbers led the UGL to experiment with roving reference utilizing iPads. Assessment of these efforts as led to a move to a smaller in person reference profile to be implemented in FY13, and a continued shift of reference staff towards expanding virtual reference service hours.

Challenges:

- **Staffing to meet student demand.** The UGL continues to cut weekend, evening, and early morning in person reference services to match patron demand. These hours have been shifted towards late night virtual service, which was staffed exclusively by UGL staff in FY 12.
- **Mentoring Graduate Assistants for in-person Reference.** Librarian time is now split between in person and virtual shifts. This shift means less librarian time available for mentoring Graduate Assistants on in person reference best practices. Improved internal referral services and on call librarians are being investigated for FY13 to address this challenge.

Library Instruction:

Library instruction continued at numbers slightly higher than the previous academic year. There were 251 classes taught to 4,647 students. Susan Avery contributes to content related to the library and research assignments in the Rhetoric e-text, the CMN101 text, and the CMN 111/112 course manual. Usage of LibGuides created for CMN 111/112 and CMN101 remain among the top ten guides at the Library.

Library instruction for the ESL 500 level classes was managed by Susan Avery past year, filling in for Cindy Ingold who was on sabbatical.

Major Projects:

- **LibGuides:** The Communication 111/112 LibGuide continues to be the most heavily used LibGuide within the University Library, receiving more than 15,000 hits in 2011. Based on the success of this guide a similar guide was created for CMN 101. This guide is also one of the top LibGuides, receiving 7,000 hits in 2011. In total UGL created LibGuides received 50,639 hits in 2011. (LibGuides runs its reports on the calendar, not the academic, year.)
- **Clicker Usage:** The Undergraduate Library continues to be the main users of clickers in library instruction. During the past year Susan Avery once again offered workshops to librarians and graduate assistants in the use of clickers.
- **Office Hours:** Office Hours @ the UGL continued on Monday afternoon in the Undergrad and on Tuesday evening in the Ikenberry Commons. Despite our best efforts to encourage attendance at Ikenberry, there was little use of the service in this location. The Writer's Workshop provided hours on Monday afternoons, but curtailed their participation on Tuesday evenings at Ikenberry in Spring Semester due to low attendance. In the coming year we will return the Tuesday evening sessions to the UGL. The Office Hours for Student Athletes continued in the Irwin Academic Center and saw some increases in use this past year. The UGL continues to build a relationship with DIA Academic Counselors and links to Undergrad resources are provided on the DIA website. This relationship will be further enhanced in the coming year through the development of a LibGuide and

embedding Ask-a-Librarian on the DIA website which is the default page for computers in the Irwin Center.

- **Loanable Technology:** In response to expressed needs of the Rhetoric program additional audio and video recorders were added to the loanable technology. A large number of students take advantage of the opportunity to conduct interviews as primary sources for their research papers. Indications are that demand for this technology will continue to grow as students increasingly take advantage of this opportunity.

Challenges:

- 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. 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.
- There are several changes that will have a direct impact on the library instruction provided by the Undergraduate Library in the coming year, due mainly to University initiatives. Seeking additional GA hours and contributions from other units within the library will be needed to meet the instruction demands in the coming years.
 - Class size has been reduced by LAS for Rhetoric and Communication courses. The number of students in these classes will be reduced from 22 (Rhet) and 26 (CMN) to 19. This will result in a greater number of classes overall.
 - As the international student population continues to grow, the number of ESL classes grows. Students are placed into courses depending on the English Placement Test. In Fall 2012 there will be 10 – 12 sections of ESL 115, but in the Spring 2013 it is estimated there will be at least 30 sections.
 - CMN 111/112, a Composition 1 course, has requested that library instruction be integrated into classes. This will increase the instruction load by approximately 25 classes in Fall 2012.

Web Activity:

- **Improved Undergraduate Library web page.** The new autocomplete feature was assessed in Fall 2011, and final modifications made. The scripting used to generate this feature has been shared with Library IT and recommended for future Easy Search/federated search options. A new mobile-friendly responsive site is being rolled out in early FY13, with changes based on Google Analytics data on current page usage.
- **New Blog.** The UGL participated in a campus pilot for WordPress blogging software, and overhauled it's existing blog. Changes include a more regular publishing schedule, and a deeper integration of library resources.
- **Social Media.** The UGL formed a Social Media team to combine efforts across platforms (blog, Twitter, Facebook, etc.). The team worked with Ellen Swain

from the University Archives to raise awareness of resources in the SLC and related collections that might be of interest to Undergraduate students. The team also investigated ways to use Twitter as an assessment tool for library services.

Orientation: Various programs were supported by orientation services including the LAS101 first-year community, General Studies 101, transfer students, and outreach orientation services. Library Information for LAS101 was included in course packet material (including library activities). The Orientation Services Librarian participated in developing “training the trainer” sessions for LAS101 mentors, which leads to homework assignments that tie in to students authentic library needs. These have positively impacted the upper-class student mentors who learn about the additional resources the library offers and make use of these resources in their major fields of study. General Studies 101 is also supported with requests from the section leaders for introductory library orientation and tours. Sections will also participate in a future UX pool of volunteers to help test interfaces and spaces in the library.

In the Fall and Spring semester, transfer student orientation programming support was held for the incoming classes of new transfer students. These students are provided tours and dedicated online help guides that will help them to make the transition to University study. This sustained support lends persistence to degree support for an important and underserved population. Additional Outreach orientation examples are included in 3e. below.

Additionally, the Orientation Services Librarian, as part of his research, continued development of wayfinding Apps and desired apps that are of direct benefit to the library patrons in the UGL. The first iteration “library helper <http://go.illinois.edu/libraryhelper>” is available on the Android Market as a free download. It guides new students to resources in the Undergraduate library. This type of application is unique to the University of Illinois and helps distinguish the Undergraduate Library in its cutting edge services to undergraduate students. The next iteration of this project “Minrva” is now available on the Google Play App store:

<https://play.google.com/store/apps/details?id=edu.illinois.ugl.minrva>

Gaming Initiative

Major Projects:

- **Classroom integration of gaming collection and services.** Supported courses in Communications (CMN 396 and 496) and GSLIS through integrated classroom instruction on research methodology, sources, and organization of information for research on video game history, culture, and impacts. Instruction sessions enabled students to create a search strategy, select an appropriate database, and locate relevant secondary sources across a variety of interdisciplinary resources. Sessions

also focused on giving students the skills to conduct and write original research on specific games or aspects of gaming, to meet assignment goals.

- **Programming.** The library held its third Gaming Career Night with members of Volition Inc. in Spring 2012.
- **Support of grant funded research.** Continued development of vintage gaming collection; worked with GSLIS faculty on project to define ways for long term archiving of gaming materials. Provided games and support for the Preserving Virtual Worlds II grant GSLIS has received.
- **Collections.** Continued to expand gaming collection, including both game purchases as well as devising ways to loan certain game consoles.
- **Campus Collaborations.** Participated in discussions relating to establishing a gaming curriculum on campus.

Challenges

- **Campus Environment.** 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.

Media Commons

As part of the Library IT/Fee requests, individuals from the Library, in collaboration with CITES, the Office of the CIO, CME colleagues, and faculty and students users with an interest in the creation, dissemination, use, and curation of digital media, worked to develop a plan for the Media commons at the UGL. A concept document, suggested equipment, furniture, floor plan, services and training requests were developed. The Undergraduate Library can serve a transformative role in support for teaching, learning, and research through the establishment of this “Media Commons.”

Major Projects:

- Conducted a successful search to hire a Media Commons Coordinator, who will start September 4th.
- Began ordering equipment and furniture for the media commons.
- Developed a short and long term plan for implementation of services, programming, and training, although this will be modified pending discussions with the new Media Commons Coordinator.

Challenges

- Due to a year long gap in the planning process, the Media Commons will not be “launched” in Fall 2012 as originally hoped. Instead, there will be gradual implementations throughout the year. Additionally, due to many other demands on staff in Library facilities they have not been able to move furniture and structures currently in the area to be outfitted by Media Commons furniture.
- Funding for a second position was included in this Library/IT fee funded program (that of a Media Commons Technology programmer). However, it is still not certain if that position will be filled. If not, the full concept of the media commons will not be realized and there will be significant burden placed on

existing UGL staff for the increased amount of loanable technology and technology training needed to support the program.

Publicity

Exhibits These efforts increased over the past year with rotating, monthly displays created (by staff and students) for new books, monthly themed displays for books/media, exhibits that highlight events and resources at the UGL that support those events/activities. The work is preserved through a libguide for the exhibits. The exhibit is photographed and “One True Media” is used to convert the images into video montages of exhibits and then uploaded to Youtube. An online exhibit archive (<http://uiuc.libguides.com/exhibit>) was created in response to student demand and help promote the services, collections and programs of the Undergraduate Library.

The Undergraduate Edge. This newsletter was resurrected last year and is now edited by a staff member. Also, due to difficulties with using the CMS for formatting, it was decided in Summer 2012 to use Microsoft Publisher (<http://www.library.illinois.edu/ugl/theedge/index.html>).

Publicity Standards. Staff, librarians and GAs created a publicity guidelines document and templates in order to create consistency and good standards in our communications, flyers, handouts, signs, web and social networking efforts.

Collection Development and Maintenance:

Major Projects

Continued reformatting of media collection. We provided better classroom access to media content by purchasing DVDs for VHS and older formats, and moved those materials to Oak Street. This is an ongoing project, due to the expense involved.

LC Conversion. The print collection of the Undergraduate Library was converted to LC by late Fall 2011. The media collection should be converted and RFID-tagged by Fall 2012.

Cataloging Projects:

- There were 15,385 marking and cataloging corrections made for items at the Undergraduate Library and new media lock-in cases made for items at the Undergraduate Library
- 1,168 items sent to oak street (travel books....., ref books etc., journal back-runs)
- 500 items withdrawn
- 96 Transfers
- Finished reclassifying all print materials from Dewey to LC and most of the media.

Partner Programs: During the past year the Partner’s Desk provided weekly hours from the Career Center (resume reviews), Division of General Studies (academic advising), the Residence Hall Libraries, and the Office for Inclusion and Intercultural Relations including the LGBT Center, La Casa, Native American House, African American Cultural Center, and Asian American Cultural Center. McKinley Health Center

continues to provide monthly flyers to post in the restrooms, provided two flu shot clinics at the Undergrad, and distributed stress packs prior to finals.

III. Statistical Profile

1. Facilities

Total Square Feet	
Linear Feet of Shelving	
Seating	
a. At 152 tables	619 seats (mostly 4 at a table)
b. At 15 fabric paneled computer tables	60 seats (mostly 4 at a table)
c. At carrels	154
d. Informal (big chairs/couches)	197
e. At public work stations	85
f. In 11 group study rooms	88 (8 per room)
g. Extra chairs	15

2. Personnel

Direct Services	Undergraduate Library FTE
Professional Staff, FTE 4 Associate professors	4.0
Staff, FTE <i>Until March 2012:</i> 4 library specialists; 3 senior library specialists, 1 library operations associate, 1 academic hourly, 1 office support associate (part time til October 2011) <i>After March 2012:</i> 5 library specialists; 3 senior library specialists, 1 library operations associate, 1 office support associate	10.0
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
Paula Adams (Library Senior Specialist)	1.0
Bernita Brownlee	1.0
Lonnie Clark (Library Assistant)	1.0

Madeline Gibson (Library Senior Specialist)	1.0
Josh Hankemeir (Library Specialist)	1.0
Jessica LeCrone (Library Specialist)	1.0
Gregg Homerding (Library Operations Associate)	1.0
Janelle Sander (Library Specialist)	1.0
Stefanie Postula (Library Specialist)	1.0
Pam Ward Office Support Associate)	1.0

Personnel from Grants	
Graduate Research Assistants from Campus Research Board: 2 at .25 each- working on OCR and RDF in a mobile application	.50

Student Wage Budget

- \$ 134,402 coverage for regular shifts
- \$1,487 for finals late night coverage

Graduate Assistant Projects

Category	Project Name	Description
Collection Development and maintenance	Award List (Collection Development)	Update list of award winning fiction owned by the library/identify titles to purchase
	Collection development	Audio books and DVDs
	Cataloging	Assist with various cataloging projects
Reference	QB editing	Develop a process for editing QBs/complete edits
	Question Board Podcast	Created, developed, recorded, edited, and produced new podcast series available on iTunes and on the UGL QB website.
Gaming	ALA National Gaming Day	Organize, promote, and supervise National Gaming Day activities

	Gaming Collection Development	Researched/evaluated/ordered gaming print materials and video games
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
Tweets	Service Tweets	GAs produce 5-7 tweets each day, highlighting library resources and collections, services, and events in the UGL, the Library, campus, and CU community
	Detailed library resource Tweets	Develop a set of Tweets highlighting library resources and services, use HootSuite software to schedule regular posting on Twitter
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
	Update Staff Manual	Periodically update the staff manuals (ISD and Supervisor) to clearly reflect any changes in policies or procedures

3. User Services

a. **Gate Count:** 2,104,267 (total)

b. Circulation:

o Initial and renewal.

o Reserves.

- *Loanable technology:* _ item types circulated ___ times in FY 2011 compared to 70 item types that circulated 33744 times in FY11

c. Reference Statistics:

In Person		Electronic (IM only, UGL + RRGIS combined)		Phone	
Directional	Reference	Directional	Reference	Directional	Reference
5454	3109	1464	8423	319	200

Note: UGL answered 8 email reference questions in FY 11

d. Instruction Statistics:

<i>Semester</i>	<i>Classes</i>	<i>Students</i>
Fall 2011	119	2110
Spring 2012	132	2537

Office Hours

Fall 32students
Spring 35 students

Libguide Use:

2011 (entire calendar year) 50,639 hits
2012 (as of 6/12) 25,214 hits

Total guides in the undergrad@library.uiuc.edu account: 98

e. Orientation Statistics:

<i>Semester</i>	<i>Classes</i>	<i>Number of sessions/students</i>
Fall 2011	GS101 (tour of UGL and Main)	2 sessions
FY 2012	Transfer student programming	100 students

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Handout support:

70 sections of LAS101 (Fall 2011) with assignment handout that utilized the in-building cell phone tour.

Outreach services at other locations:

1. Quad Day 2011
2. Campus Services Booth in Illini Union for Campus Wide New Student Orientation, (May 2011– July 2011 and August 2011)
3. Majors and Minors Fair
4. International Students Orientation (Fall 2011 and Spring 2012 – Cindy and IAS leading in Fall 2012) in Illini Union
5. Co-lead with Merinda the Multi-lingual tours coordination in Fall 2011 (Cindy is leading with the International Area Studies Library in Fall 2012).

f. Mobile Application Statistics:

“Minrva” –discovery of library resources in UGL incorporating wayfinding modules.

- 69 total user installs
- 42 active device installs

“Library Helper” – Experimental Wayfinding App

- 239 total user installs
- 49 active device installs

UGL Cell Phone Tour – service was retired due to low overall use on July 1, 2012.

- 84 Total Calls recorded for 2011-2012

g. Number of Hours Open to the public per week:

Semester	Hours
Summer II 2011	144
Fall 2011	54.5
Spring 2012	144
Summer I 2012	54.5

- h. **Number of students enrolled in independent studies or practicum experiences supervised by unit faculty or staff:** 1 Practicum Student Summer 2011 (assisting with iPhone app instructional workshop)
- i. **Credit course rubric and name for any credit-bearing courses taught by unit faculty or staff, and the number of students enrolled:** NA
- j. **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: ___ participants
- 5 tours to international librarians: 65 participants
- 1 tour to participants from Mom’s weekend: 25 participants.

4. Collection Management Statistics for the Undergraduate Library from Voyager

	TOTAL
Monograph New Titles	3572
Monograph New Items	4045
Serial New Titles	39
Serial New Items	46
Visual Materials New Titles	2046
Visual Materials New Items	2719
Computer File New Titles	165
Computer File New Items	173
Manuscript New Titles	5
Manuscript New Items	5

V. Goals and Planning

A. Accomplishment of Last Year’s Goals:

General:

- Plan for new Media Commons space and services in collaboration with campus partners. **Great progress made.** *As a result of a steering committee and many discussions with stakeholders around campus, not only were we successful in hiring a Media Commons Coordinator, but also in drafting a floor plan, equipment and furniture for the media commons and programming and training efforts. There is still much to be decided and implemented.*
- Continue to develop a team working environment where all staff and librarians communicate and collaborate on projects. **A marked improvement and is ongoing.**
- Continue to increase the marketing efforts of the UGL, including new visual identity elements. **Great progress made.** *Staff, librarians and GAs created a publicity guidelines document and templates in order to create consistency and good standards in our communications, flyers, handouts, signs, web and social networking efforts.*
- Revitalize the Partner Program at the UGL. **Good progress made.** *Susan Avery has taken over this program, with assistance from a staff member. Much better rapport, communication and consistency has been notices. This will continue and expand as the Media Commons unfolds.*
- Expand opportunities to receive feedback by all patron groups for input into short and long term operational planning in order to improve the user experience. Continue

- with formal and informal assessment for our website, reference and circulation services, collections, loanable technology, technology and physical environment. ***Some progress, but need to be systematic with feedback and through multiple channels.***
- Continue efforts to keep staff training and skills up-to-date with new technologies and developments in library services, as well as skills necessary to perform their jobs at a high level (including additional training in cataloging, web design, libguide creation, spreadsheets and reference and customer service). **Great progress.** *This past year staff took advantage of many workshops, training sessions and learning opportunities, including as members of UIUC and CARLI committees. Staff have taken advantage of learning new skills in cataloging, libguide, web work, publicity, and binding in order to increase their skills and to help as either a primary or back up to these skills.*
 - Continue to provide core and late night reference services, and serve as front line (with main reference) for library chat reference. **Successful, although it was a challenge to continue these services once we lost two of our overnight staff.**
 - Investigate ways to create/provide online learning opportunities for students to augment our instructional efforts. **No new progress. However, this fall a GA will be available to devote time to these efforts.**

Engagement with Information and Technology

- Continue to explore potential use of iPad 2 for undergraduates, especially for their etext program, Library reserves, and multimodal applications that can be created, as well as with reference services. **Great progress made.** *Through a research study, there was an investigation of student use of iPads for course work and for general use. As a result we have further pursued this avenue with campus colleagues (and as part of the Media Commons efforts).*
- Continue to provide thorough training for the unit's graduate assistants and other staff related to information sources and assistance with technology. **Successful.** *Various training is offered throughout the year to help familiarize staff and GAs with information sources and technology and we will continue the program (especially highlighting a source or tech tool a week for staff).*
- Pursue additional applications for mobile technologies and social networking. **Great progress made,** especially through a cell phone study. Additionally, three librarians, through various grants pursued these applications. Lori Mestre, David Ward and Jim Hahn secured an IMLS grant to explore student led mobile app development. As part of his research agenda Jim Hahn also secured research and development grants to pursue Optical Character Recognition and Augmented Reality application grant.
 - 2012-2013: Applied Research in First-Year Undergraduate Student Support with Optical Character Recognition in Mobile Software Applications / University of Illinois Campus Research Board, (Jim Hahn Principal Investigator)
 - 2012-2013: Rapid Prototyping Mobile Augmented Reality Applications for Library Book Stacks / IMLS Sparks! Ignition Grant, (Jim Hahn Principal Investigator)

- Explore opportunities to engage with faculty and students around multimedia project creation; with equipment available through the library; through workshops and through dialogs to determine their course-related needs. **Progress made.** *This was part of many discussions in Spring 2012 as part of the Media Commons planning and will be ongoing. Also, Jim Hahn pursued this in a different manner through an IT Diversity grant focusing on micro-services design and diversity recruitment in library information technology (Summer 2012-Fall 2012).*

A. Goals for Next Year

General

- Fully implement the Media Commons space and services in collaboration with campus partners.
- Continue to increase the marketing efforts of the UGL, using the UGL guidelines developed in 2012.
- Expand opportunities to receive feedback by all patron groups for input into short and long term operational planning in order to improve the user experience. Continue with formal and informal assessment for our website, reference and circulation services, collections, loanable technology, technology and physical environment.
- Continue efforts to keep staff training and skills up-to-date with new technologies and developments in library services, as well as skills necessary to perform their jobs at a high level (including additional training in cataloging, web design, libguide creation, spreadsheets and reference and customer service)..
- Continue to provide core and late night reference services, and serve as front line (with main reference) for library chat reference.
- Investigate ways to create/provide online learning opportunities for students to augment our instructional efforts.