Mission

The Earl K. Long Library is an essential partner in the learning, research, and service mission of the University. The Library unites knowledgeable staff, scholarly information, welcoming spaces, and leading-edge technology to inspire learning and enable information literacy and research. It enriches the campus and Greater New Orleans community by preserving and disseminating the local culture and the scholarly and creative output of the University. Its highly skilled staff encourages innovation, capitalizes on appropriate technologies, forges effective partnerships, and strives for excellence.

Lora Amsberryaugier, Interim Dean of Library Services
April 1, 2017
Summary

“Libraries Transform!” was the theme for the American Library Association 2016 National Library Week observance. The Earl K. Long Library faculty and staff took this message to heart not only in changing the spaces that students and our library patrons use, but also in our efforts to engage our users and transform the services we offer.

This past year has seen the departure of valued colleagues and a significant transformation of the Library organization. Faculty and staff now have work assignments that provide direct service to our patrons at service counters, in the classroom, and at any point of need in the building such as the Learning Commons, in the stacks, or in the Innovation Lab.

We celebrated the grand opening of our new Innovation Lab and are seeing the sparks of new ideas beginning to form from faculty and students on how to use this exciting space! We are looking forward to the addition of new spaces for student use and the opportunity to work with the Center for Teaching Innovation on the fourth floor of the building.

We continued growing our partnership with the First-Year Writing Program and University Success. Librarians have provided information literacy instruction for these classes as well as for discipline-based classes throughout the academic year. The librarians teaching these classes provided 89 instruction sessions to over 1,600 students.

In the face of difficult budgetary constraints, the library faculty and staff are steadfast in our resolve to provide a quality and scholarly academic experience for our campus. We conscientiously solicit input from campus faculty in selecting needed resources in support of the curriculum as well as for independent research. We are also exploring alternative models of scholarly communication, that rely less on purchasing or licensing content and more on promoting open dissemination of research and scholarship.

Library faculty seek out opportunities to work with the faculty in the colleges. To date we have successfully written grants, provided the world access to UNO scholarly and creative work through our institutional repository and have begun to help lower the cost of education for our students by assisting faculty in finding low cost or open educational resources to use in their classrooms.
Open Access – Open Educational Resources
The Library is actively involved in promoting open access to information and open educational resources that can be used by our faculty and students. ScholarWorks@UNO, our institutional repository, now in its sixth year, showcases the scholarly and creative work of our students and faculty.

This past year, Jeanne Pavy, Collection Development Librarian and Scholarly Communications Officer, has led the Library’s efforts and participation in the Louisiana Board of Regents-sponsored Affordable Learning Louisiana initiative. Through this program the Library promoted textbook alternatives and purchased electronic versions of required course texts. This resulted in $51,234.16 in potential savings to students.

Open Access – ScholarWorks@UNO
The Library continues to celebrate the success of ScholarWorks@UNO, our open access campus institutional repository that preserves and disseminates faculty and student research. In 2015-16 the repository generated nearly 300,000 downloads from readers worldwide. Notable new content added during the period includes the UNO Syllabi collection and the proceedings of the Fall 2015 Coastal Resilience Workshop.

Library Faculty and Staff
Library faculty and staff participate in campus and Library committee work and activities.

Janet Crane – IACUC (Animal Care and Use Committee), Courses and Curriculum Comm.
Shelita Gibbs – Staff Council
James Hodges – Library Exhibits Committee
Brian McDonald – Staff Council, Space Utilization and Allocation Committee
Norma Mukherjee – Staff Council

Jeanne Pavy – Research Council, General Education Comm., Undergraduate Research Council
Connie Phelps – Faculty Senate, Strategic Planning Committee, Committee on Committees
Lindsey Reno – Faculty Senate, Library Exhibits Committee
Between FY15 and FY16 the Library saw a significant decline in faculty and staff and another decline at the beginning of FY17.

**LIBRARY STAFFING**

<table>
<thead>
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<th>Year</th>
<th>Total Fac/Staff</th>
<th>Faculty</th>
<th>Staff</th>
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<tr>
<td>2015-16</td>
<td>18</td>
<td>6</td>
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<tr>
<td>2016-17</td>
<td>17.5</td>
<td>5</td>
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**Contact/Interaction with Students**

We have made a concerted effort beginning in 2013 to train student workers to provide basic reference as well as directional and technical assistance in the Learning Commons and at the Library Services Desk.

**LEARNING COMMONS INTERACTIONS, 5-YEAR OVERVIEW**

<table>
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<th>Year</th>
<th>Total Interactions</th>
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<tr>
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**Total Reference, Informational, and Technical Assistance Provided to Students and Other Library Patrons**
The difference is people. We have found that our presence in the Learning Commons makes a difference in students’ willingness to seek assistance. Our statistics show that the times that we aren’t physically in the Learning Commons are the times when our numbers go down.

**Learning Commons assistance by the numbers**

- **Total Interactions with Students in the Learning Commons**: 7,493
- **Information and Directional Assistance**: 3,433
- **Reference**: 1,359
  - In-Person: 1,096
  - Virtual: 263
- **Consultations**: 108
  - In-Person: 89
  - Virtual: 19

Another important service is what we provide to our researchers in Louisiana and Special Collections. This unit provided over 550 reference interactions and 54 research consultations. This assistance included searching primary sources and studying our manuscript collections for use in publications, including dissertations.

**New Processes/Self-Service**

FY16 saw the implementation of self-service options for students. Students can now reserve Group Study Rooms through LibCal, the Library’s online calendar solution.

The Library merged its two main service points, the Circulation Desk and the Reference Desk this past year. We have experimented with this structure in the past.
with mixed results. Issues involved work balance and the proper staffing. We have worked through most of these issues and hope to make this newly merged service point a success. This streamlined approach not only reduces the number of staff and student workers, but simplifies for students where to go for help. To help make this a service point that at times can be monitored by student workers only, beginning in the spring semester 2017 we will eliminate fee and fine payment at the desk and will move this to online only.

Information Literacy Instruction

The librarians provided information literacy instruction to over 1,600 students with the Instruction Librarian, Jennifer Jackson, providing instruction to over 40% of these students in UNIV 1001 and English 1157/1158. Jennifer worked with the Chair of Freshmen English as well as the staff involved with UNIV 1001 to provide engaging and interactive information literacy sessions for the first-year students. Librarians Jeanne Pavy and Connie Phelps worked closely with English 2152 and IDS 4091 respectively to not only provide information literacy skills, but also to review final papers and project reports. All the Librarians have worked to incorporate the new Academic College and Research Library (ACRL) Information Literacy Framework into their instruction sessions.
Innovation Lab – Grand Opening
Library faculty and staff were co-PIs with Computer Science and Film Arts to create a multidisciplinary lab for online game development. This became the Innovation Lab, which celebrated its grand opening in April 2016.

Grand opening of Innovation Lab. Library faculty, staff, and student workers assisted in hosting event

Sample 3D objects

Concrete bowling ball created from a mold printed on the 3D printer

Friends of the Library/Library Programs
The Friends of the UNO Library hosted its first dine out at Ye Olde College in support of the Library. This effort generated almost $2,000.
Dr. Al Kennedy presented a well-received program on his book, *Chord Changes on the Chalkboard: How Public School Teachers Shaped Jazz and the Music of New Orleans*, for the Friends of the UNO Library spring membership program.

The Library developed the Common Read Response Wall in partnership with the First Year Experience Office. Questions related to the book, *Enrique’s Journey*, were posted on the wall. Students were encouraged respond to these questions and pose their own.

The Library faculty also participated in numerous open houses for the campus as well as in welcome week activities and Privateer Plunge.

**Library Faculty Publications and Presentations**

_Amsberryaugier, Lora K_ - Interim Dean of Library  
Newsletter Submission  

_Poster Presentation_  

_Ireland, Sonnet_ - Associate Librarian  
Book Chapter  


_Jackson, Jennifer M_ - Assistant Librarian  
Book Chapter  

_Presentation_  

_Phelps, Connie L_ - Librarian  
_Presentation_  

_Bibliographies_  
_http://www.librarything.com/catalog/ACRLWGSS&tag=Antiquity_  
_http://www.librarything.com/catalog/ACRLWGSS&tag=Politics%2B-%2BU.S._