

LSU Libraries
Annual Report
2007/2008

Troy H. Middleton Library and Hill Memorial Library comprise LSU Libraries. Middleton contains the general collections and some special collections items are stored in the basement compact shelving. Hill Memorial Library is the second LSU library to be named Hill; the present Hill was the original library on the current campus. It now contains various special collections. There is a working relationship with the Cartographic Information Center whose director/map librarian is also part of the LSU Libraries faculty. There is also a working relationship with the School of Veterinary Medicine Library. The branch libraries that once existed as part of LSU Libraries were eliminated over the past few years, something more research libraries are now pondering doing in this age of electronic information delivery.

There is an ongoing review of the services provided; direction in which our information resources are evolving; means of access to library services and information resources; use of technology; methods of effective outreach; ongoing facilities renovation; and pursuit of grant opportunities. A summary of some of the activities of FY 2008 follows. This is not an inclusive list but is intended to illustrate the variety of activities underway within LSU Libraries.

Services

The nature of library services is evolutionary. While traditional services continue to be available, library staff increasingly relies on electronic resources to provide all types of library services.

- The LIS 1001 one-hour credit course remains popular. In addition there are on demand instructional sessions provided. In all instructional areas, more than four thousand students were reached in FY 2008. Of course, this does not include the one-to-one instruction opportunities when a patron seeks assistance at the service desks. The focus for these instructional opportunities are those patrons who are using the resources in Middleton or available electronically.
- FY 2008 Reference/Instruction began working on developing an ongoing instructional relationship with the Honors College.
- The Music Librarian has begun a three-hour credit course on music library resources for music master's level students and in FY 2009 will provide an overview of the library and its resources for music undergraduates in a one-shot session.
- Special Collections library faculty are asked to provide one-shot instructional sessions for undergraduate and graduate classes whose students will be using the unique resources housed in Hill Memorial Library. It is important to make patrons aware of the valuable papers, photographs, and books within LSU's Special Collections. Special Collections staff also make presentations to community groups.
- The LSU Writing Center now offers tutor assistance in Middleton Library four nights a week. Middleton is a very public venue where students can feel safe while receiving needed assistance.
- For many years, online renewal of library materials has been possible and this is a popular service that patrons regularly use. Online access to a patron's account also means they can keep track of what they have checked out and when the materials are due. Patrons can also pay assessments online. For the convenience of patrons, a new self-checkout machine has been installed so patrons can check out most library materials themselves.

- The program through which patrons can checkout laptops, digital cameras, video recorders, clickers, and tripods continues to be extremely popular. This program is largely supported by the Student Technology Fee though some additional funding is also utilized.
- We have implemented an electronic voice system which reminds patrons exiting Middleton without checking out materials that they must return to the Circulation Desk and complete the checkout process.
- An automated counter system has been installed to track patrons entering/exiting Middleton and this will be an assistance in providing statistics. It also confirms the high use periods of Middleton Library and the low use periods.
- Interlibrary Services – both Lending and Borrowing – are important for the LSU community and the larger community that also relies on LSU library resources. Almost 3500 submitted requests actually were already owned by LSU Libraries. Many of the requests were filled electronically, demonstrating increasing availability of resources or transmission of resources electronically.
- Rapid, a unique resource sharing system, is now being used. This system is fast and cost effective. Much of the service is automated, resulting in savings of staff time.
- In general both Lending and Borrowing Interlibrary Services have been streamlined with much improved turnaround time. Patrons have expressed appreciation for improved service.
- The one-page *Library Services Updates* continue – some are issued in print and electronic form and others are electronic only. These information sheets are about specific services or information resources available to patrons.
- Education Resources conducted user satisfaction surveys and developed a plan to market Education Resources to the students and faculty of the College of Education. Increased use of the area and feedback demonstrate the success of these efforts; tours and class sessions quadrupled.
- There is an emphasis on including records for electronic products into the online catalog for ease of access. A to Z resource links are also maintained for ease of access.
- A document delivery service with the university laboratory school was planned and tested. It will be implemented in the future.
- Outreach to a variety of groups – international, residential hall, prospective students and their parents – continues.
- In FY 2008, LSU Libraries had a successful presence at the Louisiana Book Festival.
- Patent and Trademark workshops have led to connections to other groups.
- Exhibitions continue to be popular and showcase our unique collections in Hill Memorial Library.
- Some units in Middleton also do regular exhibits to publicize materials or activities.

Collections

- During FY 2008, we had a celebration of the 100th anniversary of being part of the Federal Depository Program and 25th year of being a Patent and Trademark Depository. Government Documents circulation is up 25%.
- A new effort to showcase our collections is through the creation of a Hill Collections series in partnership with LSU Press. These are LSU Press books for which most of the

research was done in Hill or for which collections housed in Special Collections were highlighted.

- We were able to add several new electronic resource purchases, electronic journal backfiles, new database or journal package subscriptions, and a number of new single title journal subscriptions. A number of other additional special purchases were made for the general collections. These additions were possible to some extent by cancelling existing subscriptions.
- The ongoing goal of reviewing 20% of the collection each year to determine what can be weeded continued.
- There was participation in several program reviews for academic disciplines.
- New books that had come to LSU Libraries that were not needed for our collections were offered to other academic libraries in Louisiana. Nine libraries asked for these duplicate books.
- The liaison for African and African American Studies, working with the government documents librarian, identified African and African American Studies resources.
- Additions to Special Collections ranged from 16th, 17th, and 18th century books to more recent book arts items.
- Manuscript additions to Special Collections included family papers from area families or individuals. The Edgerton Collection of photographs of the LSU campus was added to our photographic collections.
- *The Civil War Book Review* is an online journal produced by LSU Libraries Civil War Center. The journal's web site [www.cwbr.com] received an average of 200,000 visits per month, a 25% increase.
- Two collections projects completed in FY 2008 were making the Civil War Center and Middleton Collections books accessible and integrated into the collections.
- The Banned Books exhibit was as popular as ever.
- Pulling together the historic children's collection is an ongoing project.
- A project was undertaken to place some books on indefinite loan to some distance education sites to assist with these learning opportunities.
- Digital projects continue to be important to provide access to fragile collections. [see grants section]

Access/Technology

- Better directional signage has long been needed in Middleton and that project is well underway and is being implemented in phases as mentioned earlier.
- Security cameras in both library facilities help provide a safer environment and the cameras can be monitored on and off campus. More will be added as funds are available.
- NACO [Name Authority Cooperative Program] headings project is surpassing requirements for contributions and is another way to provide better access.
- Instant text messaging service and other electronic communications provide alternative ways to have access to reference assistance. Virtual Reference methods and appropriate scheduling of the service continue to be explored.
- Persistence and skills of staff and availability of technology makes it possible to generate more electronic reports and help staff work more efficiently.

- There have been a number of ongoing improvements in technology, including software upgrades, moving ContentDM digital library content to LOUIS, using a blog, replacement of hardware, etc.
- The use of dual monitors for many staff has proven helpful so there has been an effort to move staff to use of dual monitors where reasonable.
- The library is using the Axis TV bulletin capability to publicize not only library events but also other campus activities.
- There was some reconfiguration within Education Resources to provide patrons more places to use laptops.

Development

- The national campaign cabinet members were changed during FY 2008.
- A Benefactor's Society was created to solicit donations to LSU Libraries. Over \$12,000 was raised in the first six months after the initial membership invitations.
- Membership in the Friends of the LSU Libraries continues to decline.
- "Library Partners" newsletter has been revived. This newsletter goes to donors and includes a donation envelope which has led to recipients sending donations to the LSU Libraries.
- The death of a long time Friends member led to contributions to the Friends endowment from friends and also resulted in the family creating an endowment the proceeds of which will be expended for the rare books collection.

Infrastructure/Support/Facilities

While the library's mission focuses on support of the curriculum and research needs of the LSU community, the LSU Libraries could not function without an infrastructure to support the day-to-day operation. Facilities are an important part of this infrastructure; the business operation is also critical.

- Several renovation improvements were undertaken in Middleton. The reference office project was completed, providing more than shelving to separate reference staff offices from the general public. Window tinting of the south side of Middleton was done in FY 2007; the north side was tinted in FY 2008. Wayfinding signage in phase II was completed. The administrative suite was recarpeted and new furniture was added or furniture was moved from other areas for the suite.
- The patron counter system and the voice activation alarm system have been mentioned previously but are important additions to monitoring facilities.
- Some additional changes were made to the Information Commons.
- The age and condition of Middleton and Hill Memorial continue to be challenges.
- FY 2008 saw more effort to move to the LSU ID and elimination of SSNs.
- More paperless accounting and personnel functions are either in place, partially in place, or on the horizon.

Personnel/Staff

- There were successful searches for several faculty and library associate vacancies in FY 2008.
- An online staff newsletter is issued as news accumulates.
- Some in house workshops were held on FMLA, interactions techniques, leave policies, etc.
- There is ongoing financial investment in external workshops for library employees. Employees are also encouraged to attend free workshops held on campus. There is also some financial support for professional development travel.
- A diversity committee was appointed with a report due in December 2008.
- The mentoring committee and the mentoring program have been in place for about ten years. The program began with tenured mentors being paired with tenure track library faculty to provide guidance as the tenure track faculty worked toward reappointment and promotion/tenure. In more recent years, the mentoring committee has added a component of partnering current library faculty with newly appointed library faculty with the library faculty serving as peer mentors to the newly hired faculty. This is an effort to assist the new faculty in learning his/her way around campus, the area, and learning the library organization. These two mentoring programs – the original program linked with the faculty advancement process and the newer peer mentoring program to assist new faculty during their relocation – have proven beneficial. General librarians are also eligible to participate.
- Faculty have been busy writing articles and books and making presentations.

Grants

LSU Libraries regularly writes grant proposals and successfully receives and completes grants. These grants range in size and have a variety of subjects. These grants were completed and closed in FY 2007:

- American Library Association, “Let’s Talk about it Program”, \$2500. Scholar-led book discussion centering on Jewish Literature. Grant staff: Sigrid Kelsey, Stephanie Braunstein, Elizabeth Pankl. Scholar-leader: Dr. Sharon Weltman.
- Louisiana Board of Regents, “Louisiana Historical Newspapers: Preservation and Access”, \$400,000. Acquisition of digital and microfilming equipment for LSU, McNeese, LSU-Shreveport. Digital newspapers resulting were added to LOUISiana Digital Library. Grant staff: Faye Phillips, Elaine Smyth, Gina Costello, Jacob Kimrey, Gabe Harrell.
- U.S. Department of Education, “Senator John Breaux Papers”, \$297,600. Made the political papers of Senator Breaux accessible. Grant staff: Faye Phillips, Tara Laver, Phyllis Kinnison, and library associates.
- Louisiana Sea Grant, LSU, “Percy Viosca Photograph Collection”, \$10,000. Digitized Viosca Photographs [1920s-1960s] for LOUISiana Digital Library. Grant staff: Elaine Smyth, Gina Costello, Mark Martin.
- National Endowment for the Humanities, \$30,000 emergency hurricane recovery grant to stabilize and restore archival collections damaged in Hurricanes Katrina and Rita.

Assistance provided to: Louisiana State Museum, Catholic Archdiocese of New Orleans, Notre Dame Seminary, a St. Bernard Parish newspaper, New Orleans Port Authority photographer Donn Young, Cameron Parish Public Library, and a number of small Catholic churches in N.O. area. Grant staff: Elaine Smyth, Tara Laver, Mark Martin, Faye Phillips.

- Board of Regents collaborative grant with the Center for French and Francophone Studies, “The Francophone Heritage of Louisiana: the Compilation of a Corpus of Early Louisiana French Correspondence”, \$17,000. Digitized manuscript letters from LLMVC with keyword searchable transcriptions. Library grant staff: Elaine Smyth.

A grant for \$99,000 was submitted at the end of FY 2008 to the Coypu Foundation for the conservation of the “Elephant Folio” edition of John James Audubon’s *Bird of America*. Grant staff: Elaine Smyth [Addendum: funded in FY 2009]

Other grant proposals are underway.

LSU Libraries takes its mission of supporting the curriculum and research of the LSU community very seriously. It is also conscious of the evolving nature of libraries with more emphasis on electronic delivery of information and instructional needs. Primary challenges of the LSU Libraries are: (1) funding; and (2) space/facilities.