Michael Saar, Interim Dean

Mary & John Gray Library – Lamar University

August 15, 2022

MARY AND JOHN GRAY LIBRARY
LAMAR UNIVERSITY

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Annual Report – 2021

Mary and John Gray Library

2021 was an exciting year for the Mary and John Gray library. Despite the challenges Covid-19 brought in both 2020 and into 2021, the library remained active in a variety of endeavors including filling several key positions. As with every other aspect of life, Covid-19 brought significant changes to our operations. As more students gravitated towards online courses, the library bolstered the provision of digital services and resources. The year also brought crucial infrastructure updates to the building with the hopes of more to follow as the library literally builds for the future.

Personnel Changes

The year brought many changes to our personnel including filling some vacant positions from previous years' retirements. Michael Saar was named Associate Dean of the library, while continuing his second year as Head of the newly christened Instruction and Assessment Department. Both Technical Services and Systems named permanent department heads in Trina Nolen and Poornima Gunasekaran respectively. Dr. Alyse Jordan began her tenure as head of the newly named department of Research, Engagement and Learning, formerly the library Reference Department. Of the remaining two departments, Kirk Smith completed his second year as head of circulation and reserves and the department head of University Archives and Special Collections remained unfilled after two failed searches.

2021 saw the departure of several valuable employees:

<u>Faculty</u>

- Carmen Doering, Associate Professor, Research, Engagement and Learning

<u>Staff</u>

- Tristen Anding, Library Associate, Circulation/Reserves
- Kelsey Littleton, Library Assistant, Technical Services
- Schieta Martin, Library Associate, Technical Services
- Severa Norris, Library Supervisor, Technical Services, 30 years of service
- Jonathan Roberson, Library Specialist, Research, Engagement and Learning
- Collynn Thibodeaux, Library Assistant, Circulation/Reserves

We wish the best for all our departed and employees and appreciate their service and dedication not the Mary and John Gray Library.

On a happier note, the library welcomed several new employees into the fold:

<u>Faculty</u>

- Dr. Alyse Jordan, Instructor, Department Head, Research, Engagement and Learning
- Kelly Withrow, Instructor, Cataloging
- Taylor Gruizinga, Instructor, Instruction and Assessment

<u>Staff</u>

- Alec Defeo, Client Computing Lab Specialists, Systems
- Wanda Harper, Document Imaging Specialist, Archives and Special Collections

Library Overview

Digital Support: 2021 Saw the Mary & John Gray Library further our commitment to research support for digital students through several means:

- **Implementation of 24/7 Research Support**: Shortly after taking the position of head of Research, Engagement and Learning, Dr. Alyse Jordan implemented the library's participation in a 24/7 cooperative research chat service. Working with institutions from around the world, we are now proud to provide research assistance to Lamar's students, faculty and staff, 24 hours a day, seven days a week.
- **Digital Serials Conversion**: Using a combination of Covid relief funds and savings from re-negotiated database contracts, the library was able to target several collections of digital backfiles, most notably, 2021 saw the library complete purchases of the remaining thirteen JSTOR Arts & Sciences Collections. These purchases provide perpetual digital access to these resources, extended the access to students off-campus as well as allowing the library to free up valuable space within the building.
- **Digital Support Tickets**: The systems department implemented a digital ticket system for all library related support needs. This tool will allow better control and communication of technical support tickets to ensure the best quality of service possible.
- **Midstream Pathfinder**: Working in partnership with the Center for Midstream Management & Science, the library created an information pathfinder for midstream research. The tool provides a one-stop, easily searchable pathfinder that allows on-campus scholars and potential industry partners to quickly find information related to the midstream field of the petroleum industry.

Outreach: In addition to the above-mentioned pathfinder, the library continued to expand its reach be on the walls of this building by increasing awareness of services and resources through effective promotion and collaboration

- **Data Literacy Presentation**: As the university becomes increasingly dependent on the effective analysis and utilization of data in its decision-making process, the library identified the need to provide professional development on data literacy to university faculty and administrators. Working in collaboration with the Office of Management Information and Analysis (formerly Institutional Research), the library created a data literacy workshop. The workshop demonstrates how data literacy functions in the context of higher education, how to Ask effective questions of data as well as highlighting local tools available for data analysis. The program was presented to Lamar University administrators and deans and later to department chairs at the Lamar Provost Kickoff.
- **Lamar Faculty Corner**: The Department of Research, Engagement and Learning created a new library display highlighting Lamar faculty research. Absent a concrete, unified record of these activities in recent years, this process entailed painstaking research and communication with university faculty. The end results depict the recent research output of Lamar in the center of knowledge production, the Mary & John Gray Library.
- **2021 Libqual+ Survey**: This year saw the continuation of the biannual Libqual+ survey began in 2019. This nationally recognized customer service tool provides valuable insight on perceptions of library services and resources. Conducting this survey on an ongoing basis, every two years allows us to develop a longitudinal look at how perceptions shift over time. Despite a much

smaller physical presence on campus, the instruction & assessment department was able to oversee a 50% increase in survey participation over its previous iteration. More details can be found at https://bit.ly/LULQ2021 as well as later in this report.

Building: Perhaps the most visually notable undertaking this year was the major construction project. With another project approved at the end of the year, we should continue to see dramatic changes to the physical space of the Mary & John Gray Library

- **Sprinkler Project:** In late 2020 the library began an important safety overhaul with the construction of a fire sprinkler system throughout the building. This work continued throughout 2021 and consists of installing a new 8 story wet-pipe sprinkler system and Class I standpipe system. The project also necessitates upgrades to the building's pumps, generator. and transformer. Additionally, this project has led to renovations of first floor office space, new ceilings on the second floor, fire rated doors on all eight floors and the new freight elevator. Kirk Smith, head of Circulations and Reserves is to be commended for his coordination with SETEX Construction Corp to ensure the building remains open throughout this project. Most of the work occurred in 2021 with completion anticipated for early summer 2022.
- **Library Renovation**: In October 2021, the Texas Legislature approved $44.9 million in capital construction assistance to support the renovation of the Mary & John Gray Library. This major investment will mark the first significant renovation of the building since its dedication in 1976. Planning will begin in 2022 and is expected to occur over several years. The project aims to update infrastructure and increase accessibility throughout the building. This significant investment in the Mary & John Gray Library is an exciting opportunity to modernize the technological and service capabilities of the library and develop exciting new partnerships.

* * *

The remainder of this report presents the operating details and accomplishments of individual library units. Statistical tables for various units appear in the Appendix at the end of this document.

Instruction and Assessment

Michael Saar, Department Head

Mission

The Information Literacy Program of Lamar University's Mary & John Gray Library strives to foster student development of information literacy skills by providing instructional services designed to help students develop the ability to identify, access, evaluate, and use information for various purposes, especially for academic and professional endeavors. To meet the needs of students and faculty, the Information Literacy Program adapts to keep up with modifications to the curriculum and to the evolution of technology as these change the way information is accessed. The program also aspires, through outreach and partnership with faculty and administrators, to facilitate the progressive integration and assessment of information literacy student learning outcomes into the curriculum at all levels, so that students will graduate from Lamar University with the information literacy skills necessary for lifelong learning.

The need for librarians, faculty, and administrators to work collaboratively toward the advancement for information literacy at Lamar University is emphasized by the Southern Association of Colleges (2018) within its *Standard 11 Library and Learning/Information Resources*, which also explains:

11. Library and Learning/Information Resources

11.1 The institution provides adequate and appropriate library and learning/information resources, services, and support for its mission. (Library and learning/information resources)

11.2 The institution ensures an adequate number of professional and other staff with appropriate education or experiences in library and/or other learning/information resources to accomplish the mission of the institution. (Library and learning/information staff)

11.3 The institution provides (a) student and faculty access and user privileges to its library services and (b) access to regular and timely instruction in the use of the library and other learning/information resources. (Library and learning/information access) (pp. 90-91).

The underlying foundation for Lamar's library instruction program is based upon the *Information Literacy Competency Stands for Higher Education* (Association of College and Research Libraries, 2006) and the *ALA Guidelines for Instruction Programs in Academic Libraries* (October 2011). At present, library instruction is provided upon faculty request for undergraduate and graduate classes, and information literacy modules are also built into DORI 0200 College Success Skills.

Highlights from Calendar Year 2021

2021 represented a transitional year for the department with the retirement of reference librarian Carmen Doering and the addition of Taylor Xiao (née Gruizinga) in September 2021 as a full-time faculty member in the instruction and assessment department. Taylor has had an immediate positive impact in the department by initiating a lesson plan template depository. In this depository, instruction librarians can upload their lesson plans along with other relevant details for each section they teach. This provides valuable training information to onboard new instruction librarians as well as ensuring continuity of service when a last-minute substitution is needed due to illness or for other reasons.

Accomplishments illustrating the Library Instruction Program's support of undergraduate and graduate programs in calendar year 2021:

Services: Basic, advanced, and customized library instruction was provided as requested by faculty for individual undergraduate and graduate courses at Lamar University and Lamar Institute of Technology. Librarians provided library instruction for **82 classes**. This number, a decrease from the 187 sessions provided during calendar year 2019 are indicative of the impact the Covid-19 pandemic has had on class offerings and the demand for library instruction. It is worth noting this number reflects a slight (13%) increase from 2020 (72 classes).

Table 1 shows the CY 2021 library instruction statistics for specific groupings of Lamar and LIT students:

Table 1: One-Shot Instruction Sessions

Category of Class Taught in CY 2021	Number of Classes Taught	Percentage of Total Classes Taught
Lamar Institute of Technology	28	34%
Arts& Sciences	33	40%
Business	2	2%
Education & Human Dev	2	2%
Engineering	1	1%
Fine Arts & Communication	8	10%
Other LU	5	6%
K-12 School	3	4%

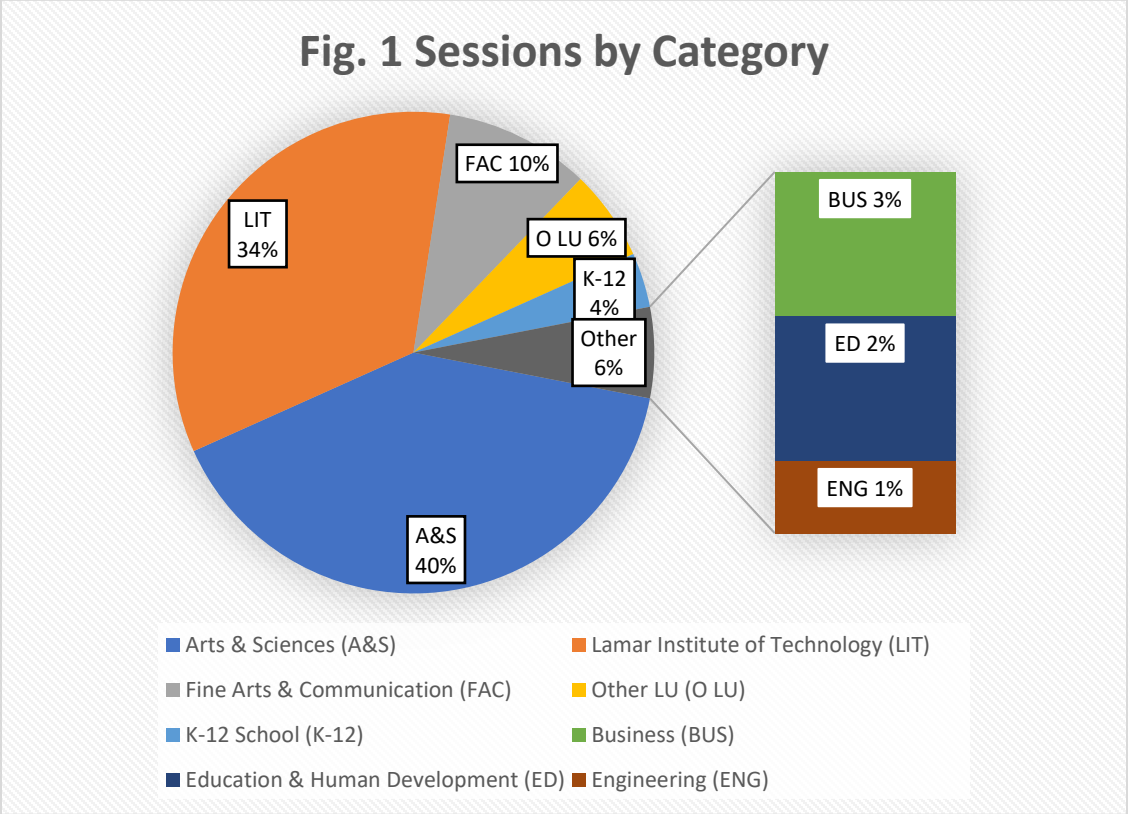
The reach of the library instruction program included **1,200 undergraduate and graduate students** who participated in library instruction classes in **CY 2021**. Four of the sessions offered were for graduate programs which served 47 students totaled.

Special library instruction programs were also provided for programs such as the McNair Scholars and Cardinal Communities. We also offered library instruction sessions to local schools for students attending Bridge City High School, Blanchette Elementary School, and Veritas Classical Academy. In **CY 2021**, special classes were provided for **8 groups** serving **83 students.**

The library classroom also housed **9 lab sessions** during **CY 2021** providing access to computer and internet resources to **120 undergraduate students**. Lab sessions are sessions without a librarian present allowing students to utilize the computer workstations. They typically requiring having a librarian led

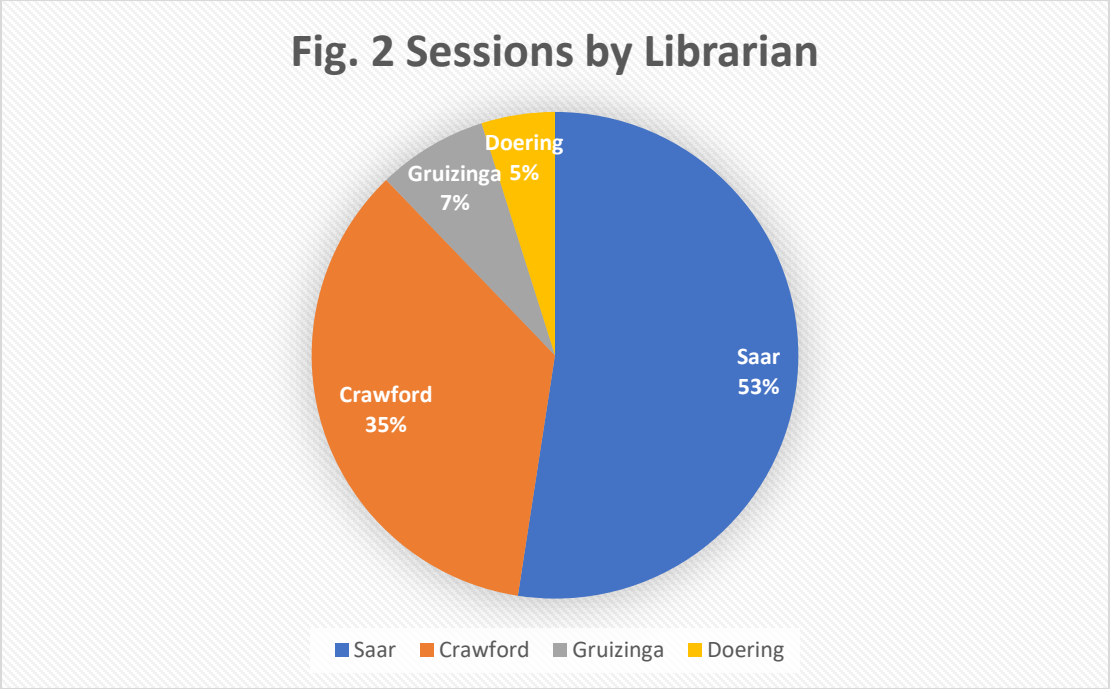
instruction session before the lab session although exceptions have been made for some lab sciences and Cardinal Communities sections.

The chart below (Fig. 1) shows the type of sessions broken down in various categories. As shown sessions for Lamar University comprise 62% of all offerings with, the Lamar Institute of Technology (LIT) making up the bulk of the remainder at 34%. The largest component of Lamar University sessions comes from the College of Arts & Sciences. While we have seen growth in some areas (for example, Engineering had sessions for the first time in recent memory) there is an opportunity to expand our services further to other departments.



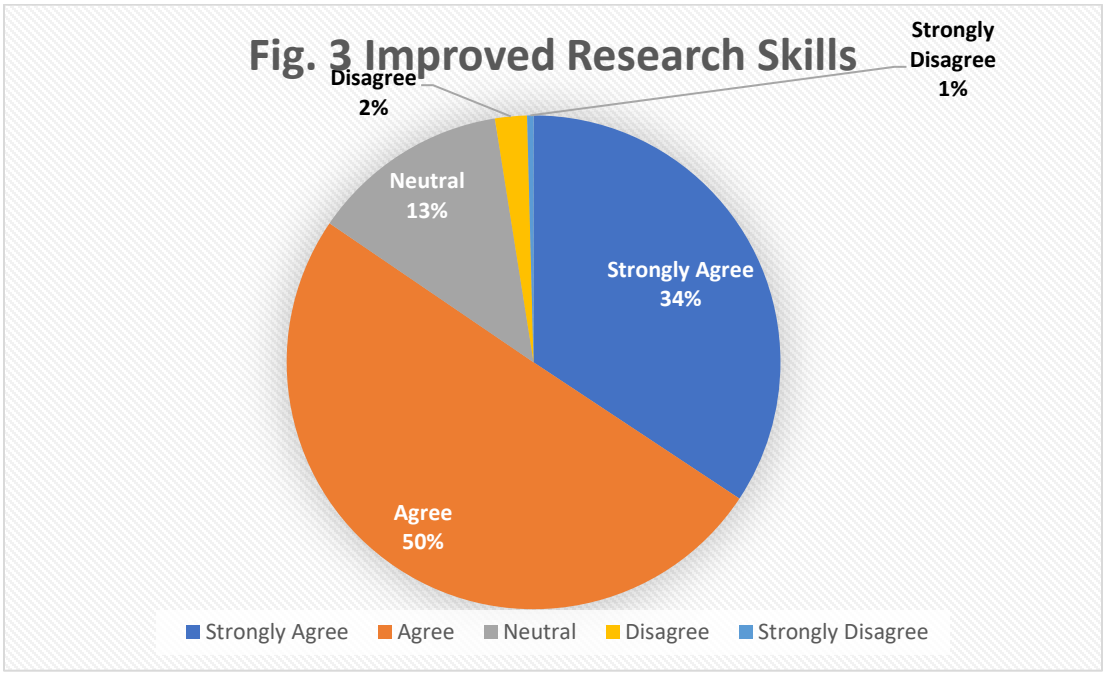
Library One-Shot Instruction by Faculty Member

The library instruction faculty include two full time librarians for CY 2021 plus a half-time appointment split between this department and the Research, Engagement and Learning (REL) department. Additional support came from other REL faculty as demonstrated in Figure 2. Librarians handling instruction are equipped to teach in any level and discipline. While this division of labor was adequate for the decreased demand in library instruction that followed the Covid pandemic, it will be critical to find solution to instruction staffing as library instruction requests are anticipated to resume the pre-Covid pace of instruction in the 22-23 Academic Year.

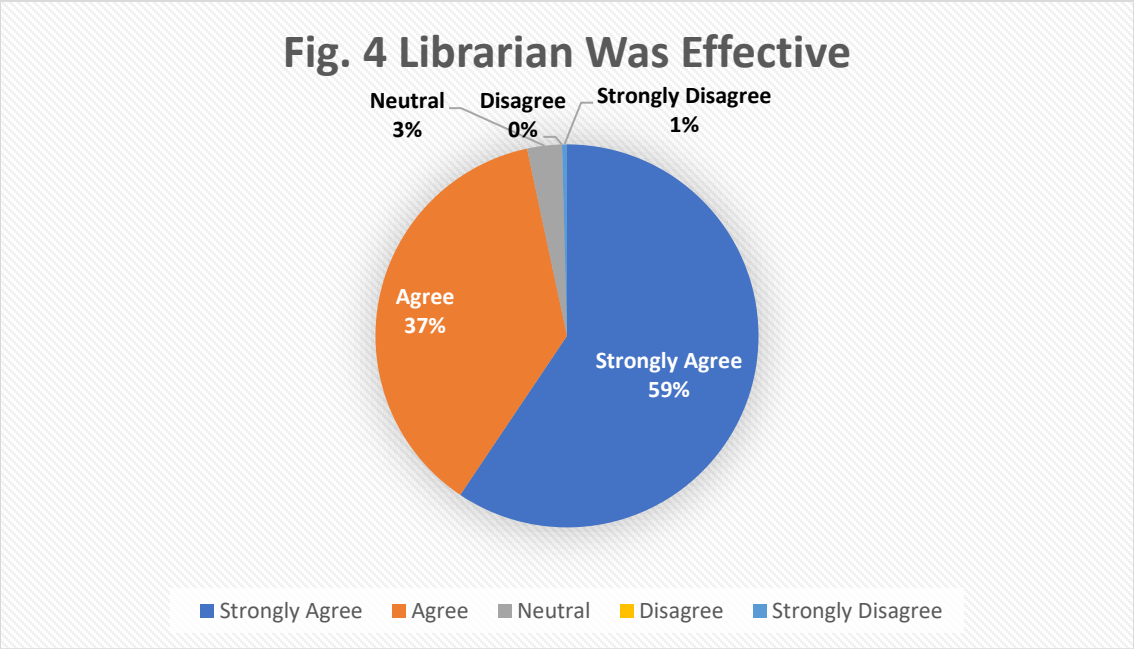


Library One-Shot Assessment

Library faculty periodically distribute student surveys at the conclusion of instruction sessions. These surveys explore several affective areas of the instruction experience including comfort levels with both the library and the librarian and whether the session leaves the student feeling prepared to meet the course's research needs. As demonstrated in Figures 3 and 4, the sessions have been highly successful in these aspects.



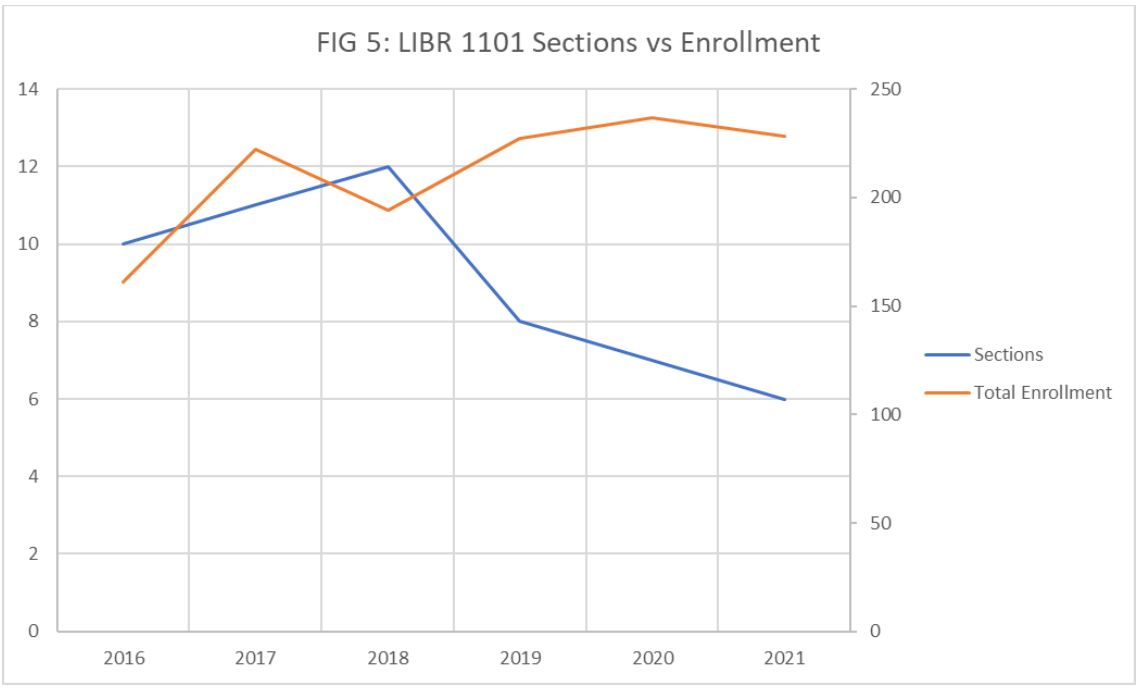
When asked whether the students felt the session had improved their research skills over 80% of the students agreed or strongly agreed that it had (with only 3% disagreeing. Figure 4, below, indicates that a lot of the credit for this goes to the librarian's pedagogy with over 95% of respondents agreeing or strongly agreeing that the librarian was effective in leading the instruction for that session.



Credit Bearing Courses

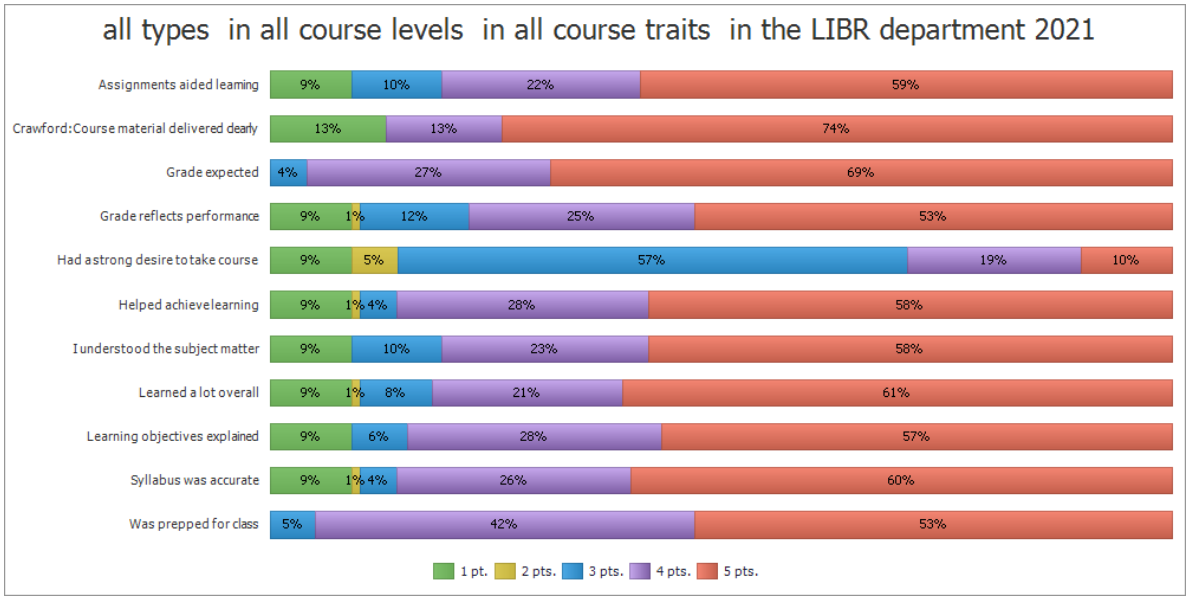
LIBR 1101 Introduction to Library Research

During CY 2021, **6 sections** of the **LIBR 1101 course** were offered to 228 students. For the first time since its creation every section of the course was offered as online. While this is not unique to courses during the Covid year of 2021, this marks a strategic decision in course deployment rather than a reflection of circumstances. Through 2020 and into early 2021 department head Michael Saar and Scott Crawford reviewed and reconstructed the course to better reflect its academic level and its mode of delivery. These changes resulted in a streamlined approach to the course without sacrificing learning objectives. It also allowed for a more concentrated deployment of sections without sacrificing enrollment. As seen in Figure 5, 2021 maintained its high levels of enrollment over the past three years while halving the number of sections offered during its 2018 peak (from twelve to six). This allows the library to utilize its personnel more effectively, dedicating fewer library faculty to credit-bearing instruction. Despite the reduction in sections, the library can continue offering the discipline specific section for students in the Bachelor of Science in Information Technology program. This specialized section focuses on research skills and resources that are most valued in this discipline. The continued success of this program alludes to the potential for sections in other disciplines.



Information literacy faculty did quite well overall in the course evaluations. Figure 6 presents a snapshot of course evaluations from all sections during calendar year 2021.

Fig. 6: 1101 Evaluation Data



On the above scales 4 and 5 points indicated the student agreed or strongly agreed with the statement and 1 and 2 points indicated strongly disagreed and disagreed respectively. Especially noteworthy is that while most students did not have a strong desire to take this class (with only 29% assigning 4 points or more), most students felt the course helped achieve learning goals, was presented in manner easy to

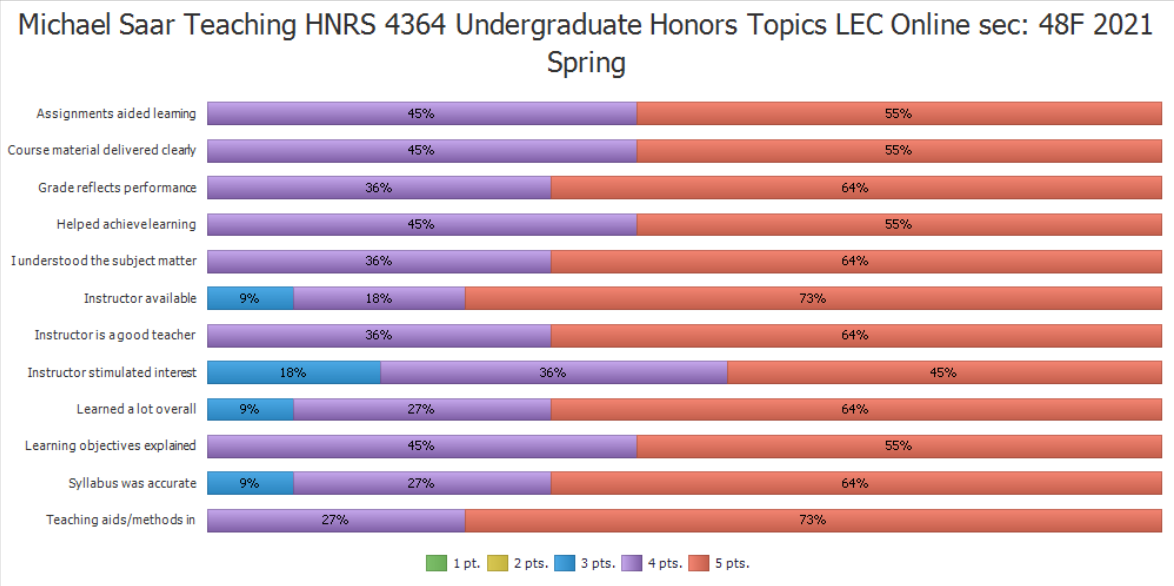
understand and taught them a lot overall. The low score in desire to take the class is not unexpected as almost all students enrolled in this are doing so as a requirement in their major. However, it does provide an opportunity to better market the course. If instruction librarians were able to meet with individual departments and conduct outreach to students, that number could go up (along with enrollment).

LIBR 1301 Fundamentals of Information Literacy

After several years of planning, a three-credit hour introductory course was approved by the university undergraduate curriculum council. LIBR 1301 Fundamentals of Information literacy provides a thorough introduction to the research and evaluation skills sought after by employers and necessary for success in all facets of the 21st century information society. This cross-disciplinary course explores information in a variety of contexts. Topics covered include: the process of information creation and consumption; strategic information seeking behaviors; critically evaluating information; the ethical use of information; and issues pertaining to the protection of our own personal information.

The course was piloted over two semesters in cooperation with the Honors College (Spring 2020 and Spring 2021) and received enthusiastic support as demonstrated by the Spring 2021 course evaluation shown in Figure 7. As depicted, most respondents agreed (4 points) or strongly agreed (5 points) that the course stimulated interested, helped achieve learning and provided an opportunity for the students to learn "a lot overall."

Fig. 7: LIBR 1301 Pilot Evaluation Data



Overall, the instruction program continues to maintain or improve its numbers along with its solid reputation while adapting to changes in instructional delivery and methods. The coming year should provide more changes as instruction moves increasingly digital and the department explores ways of expanding information literacy offerings beyond the one-credit hour course. Such changes will necessitate an examination of the 1101 course's purpose as well as its efficacy. While the department continues to incorporate assessment data in its practices there is room for improvement particularly in

the consistency and reliability of the data. Part of the examination of the 1101 course will hopefully include a look at its overall efficacy in terms of student success.

Outreach continues to be a growth opportunity. One of the primary impediments is finding time within the daily schedule to conduct outreach. Time and personnel will be the biggest concerns going forward with several recent personnel changes affecting staffing in the instruction and assessment department. With the proper staffing support, the unit will not only be able to meet prior demands for library instruction session and credit-bearing courses but should be able to grow both programs providing even more students with the information skills necessary for academic and professional success.

Assessment Activities

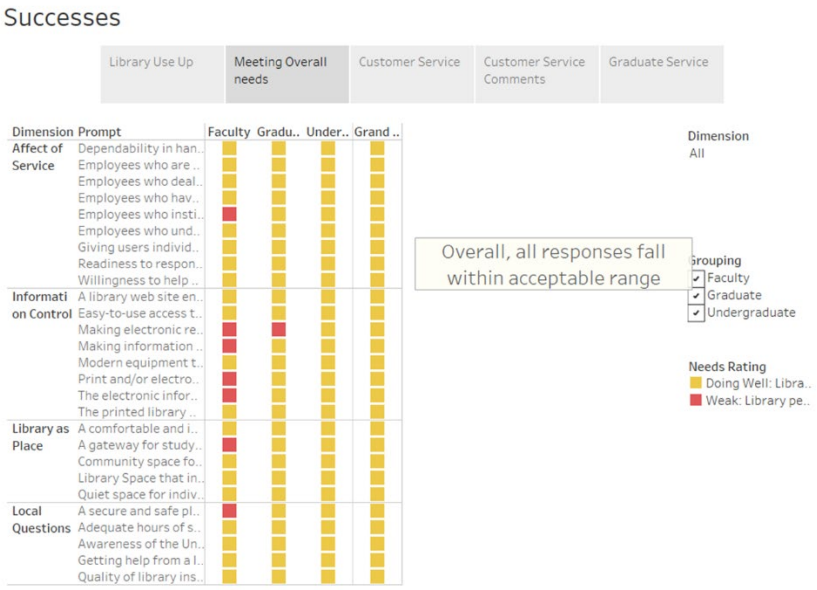
In 2020, the library instruction department was renamed the department of Instruction and Assessment. This rebranding reflected an acknowledgment from library administration of the importance on utilizing assessment data to analyze performance levels and inform the strategic decision-making process. As a unit that was already actively performing these tasks with various instruction activities, this department seemed a logical fit. While the head of the unit was eager to extend assessment activities beyond instruction, it was understood that one task would be to generate buy-in from other library departments and begin to foster a culture of assessment. Unfortunately, the Covid-19 pandemic coupled with the loss of several key faculty and staff positions has slowed this progress. However, several important steps have been made in this year, particularly after the addition of Taylor Xiao as Instruction and Assessment Librarian in September 2020.

Libqual+ Survey

In February 2021, the library conducted the LibQual+ survey, a nationally recognized survey developed by the Association of Research Libraries (ARL) which assesses services in areas including information resources, the physical library and customer service. While the library had conducted this survey several times dating back to 2006. The 2021 release is the second time the survey was distributed since moving to a bi-annual cycle. This regular survey cycle will provide valuable longitudinal data to track perceptions of service over time.

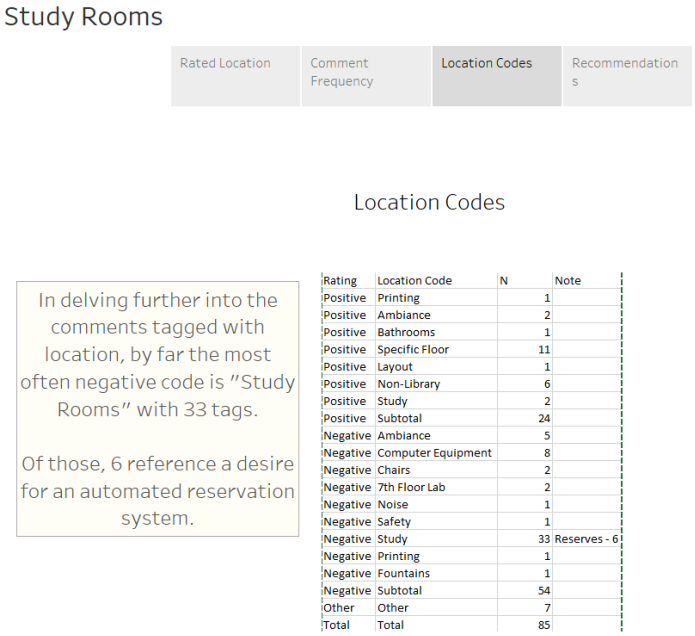
Due to the pandemic, the survey was distributed solely online and thanks to an aggressive outreach strategy, engagement outperformed expectations leading to a 49.86% increase in valid survey responses from 2019 to 2021. The survey asks respondents to identify their minimum and maximum levels of service for each category as well as their perception of where the library falls within that range. Figure 8 provides an overview of Libqual+ responses from all groups (faculty, undergraduate students, and graduate students). While none of our scores exceeded expectations, responses indicate that for the most part the library was within the acceptable performance range (between minimum and maximum levels of service). When taking all responses, the library falls within the acceptable range in every category.

Fig. 8 2021 Libqual+ Overall Scores



Analysis of this data included comparing the scores from the previous (2019) survey as well as looking at different user groups. In addition to the quantitative component, the survey concludes with an open-ended question that allows for the collection of valuable qualitative data. Analysis of that information suggested users at all levels had strong feelings towards the current state of the library study rooms. As demonstrated in Figure 9, 33 of the 54 negative responses on location received in the survey, relate to the study rooms.

Fig. 9 Location Code Qualitative Data



Rating	Location Code	N	Note
Positive	Printing	1	
Positive	Ambiance	2	
Positive	Bathrooms	1	
Positive	Specific Floor	11	
Positive	Layout	1	
Positive	Non-Library	6	
Positive	Study	2	
Positive	Subtotal	24	
Negative	Ambiance	5	
Negative	Computer Equipment	8	
Negative	Chairs	2	
Negative	7th Floor Lab	2	
Negative	Noise	1	
Negative	Safety	1	
Negative	Study	33	Reserves - 6
Negative	Printing	1	
Negative	Fountains	1	
Negative	Subtotal	54	
Other	Other	7	
Total	Total	85	

This information is one of the impetuses for the planned Study Room Focus Group sessions to be conducted in early 2022. Full LibQual+ 2021 data can be found at https://bit.ly/LULQ2021.

Data Inventory

As the department began incorporating a more holistic approach to library assessment in 2020, it was quickly determined that conducting data audit would be a useful exercise to both educate the assessment team of the information currently being collected throughout the library and increase overall aware of both the importance and availability of assessment options throughout the library.

Again, the pandemic and staffing shortages delayed this project, but with the addition of a second librarian to assist with assessment in September 2021, the inventory was able to begin in earnest. Surveys were distributed to all units asking them to identify currently collected data and information they wish to have. Taylor Xiao followed up with many of the faculty and staff to delve further into their data collection process and address and questions or concerns they may have. Initial process finalized in December 2021 with over 75 data points identified. Full analysis will be conducted in early 2022 and communicated to the Dean's Administrative Group.

Study Room Focus Group

As mentioned, one major finding from the 2021 LibQual+ survey was the high levels of dissatisfaction with the library study rooms. Coincidentally, a project piloting two potential study room options was initiated in 2019. After lengthy delays due to construction delays as well as safety concerns for gathering in the pilot rooms during the pandemic. The library is finally poised to initiate these focus groups. Taylor Xiao has begun working on questions and drafting a call for participation. The expected rollout date is March 2022, with the anticipated completion of analysis by end of Summer 2022. This information will be especially valuable if the proposed library renovation project is accepted.

Research, Engagement, & Learning (REL)

Scott Crawford, Research & Instruction Librarian, Bryan McConnell, Senior Library Specialist, and Dr. Alyse Jordan, Head of Research, Engagement, & Learning

Overview

The REL Department's research services are primarily virtual. Overall, we strive to support students, faculty, and researchers in their innovative endeavors to research, teach, and learn. The focus of the REL Department is to enhance the research experience of the Lamar University (LU) and Lamar Institute of Technology (LIT) students, faculty, and researchers. We are promoting, supporting, and integrating library resources into research and scholarly activities with campus partners.

REL Focus

- We provide 24/7 virtual research assistance to access library resources.
- We primarily answer questions related to research strategies. We assist patrons with navigating the library's databases, catalog, and other information services in becoming lifelong learners.
- We address questions about library holdings and how to obtain materials that are not owned by the library, such as resources that can be obtained through Interlibrary Loan or Government Documents.
- We help students with citation questions and lead them to library research guides and database citation tools. For more in-depth assistance, we refer students to the Writing Center.
- We address broader questions about the library's policies, technology, and the university.

Research Initiatives

Virtual Research Assistance:

Research Consultations
Virtual Research Assistance: Email, Chat, Phone, Text
Library Research & Course Guides

Virtual Research Chat service is designed to assist users with brief questions, such as identifying the appropriate resources to answer a question or how to locate a specific resource. More complex questions usually require an alternative method of communication, such as a scheduled research consultation with a professional librarian. Virtual Research Chat services are available 24 hours a day, 7 days a week. Global and local chat services provided by library staff and faculty includes virtual text, chat, and email to support LU's research initiatives. The global chat began in June 2021.
The implementation of the Reference Effort Assessment Data (READ) Scale records and rates research transactions on a scale of 1 to 6 which began in May 2021.
Research Kiosk: Two dedicated computers used to locate books locate on the first floor.

Research Café: Embedding library resources within Blackboard (in development)
Roving Research Assistance: Student-centered peer research assistance on the third, fourth, and fifth floors. (In development)

Research & Course Guides:

Revising the 2018 Library Guide Guidelines by Michael Saar; the committee includes Charlotte Holliman, Bryan McConnell, and Poornima Gunasekaran

Faculty Corner Display: located on the first floor
Committee: Charlotte Hollman, Bryan McConnell, David Worsham, and Alyse Jordan, chair
The Mary and John Gray Library is recognizing Lamar University (LU) faculty scholarship in the Faculty Corner Display that highlights published peer-reviewed articles and book chapters from 2019-2021 and books from 2017-2021. The Faculty Corner Display opened on August 16, 2021, in the Gray Library on the first floor.

The Mary and John Gray Library's faculty and staff reviewed LU faculty curriculum vitae in the five colleges for published books, peer-reviewed scholarly articles, and book chapters ranging from 2019-2021 to place on display. In addition, we encourage LU faculty to donate their recently published books to The Mary and John Gray to expose LU students to their research.

Engagement & Learning Initiatives
Engagement initiatives provided opportunities to meet partners across the university's campus and advocate library resources and services. We partnered with:

Center for Teaching and Learning Enhancement
Division of Student Engagement
Office of the Provost and Vice President of Academic Affairs
International Student Affairs
The Office Undergraduate Research

May – December 2021 Events
Total Events: 14
Total Student & Parent Interactions: 1068
Total Engagement & Learning Minutes: 610/10.16 hours

Procedures & Guidelines

- READ Scale (Reference Effort Assessment Data). A six-point scale for recording qualitative statistics gathered when Research librarians and staff assist users with their inquiries or research-related activities by emphasizing recording the skills, knowledge, techniques, and tools utilized.
- Library Database Access Policy (Committee). The Library Database Access Policy provides guidelines for user access and appropriate use of library databases.
- Local and Global Chat Policies and Procedures (Committee). Virtual Research Help/Chat is designed to assist users with brief questions, such as identifying the appropriate resources to answer a question or how to locate a specific resource.
- LibGuide Guidelines Revision (Committee). Guides are intended to serve as research tools and instructional support for the Lamar University and Lamar Institute of Technology communities (including undergraduate students, graduate students, faculty, and staff).

Guidelines In Process

- Roving Research Help.
- Onboarding training for peer research assistance.
- Electronic Reserve. The addresses copyright and fair use

Supplementary information may be found in the Statistical Supplement at the end of this report.

Technical Services

Trina Nolen, Department Head, Technical Services

Acquisitions

2021 book purchases continued the trend of digital over physical books with the library adding 74 e-books to the collection compared to 57 print books. The library continued to explore options for implementing an information brokerage model by testing several deposit account tools including Ingenta Connect and Reprints Desks. These tools ensure rapid delivery of resources outside of the library collection to Lamar students, faculty, and staff.

As always, subscription databases represented the largest portion of the acquisitions budget. Savings gained through renegotiating a vendor's contract allowed the library to add several popular databases to our holdings:

- Art Full-Text
- PsycTESTS
- IBISWorld
- Project Muse

Finally, the library undertook several one-time purchases to convert some of our physical holdings into digital. These were done by purchasing archival and backfile collections. This allows the library to free up valuable physical space without losing access to the information provided in these tools. Additionally, this ensures more equitable access to these resources regardless of location and in several instances resulted in an increase of our holdings as some purchases contained items not previously held in our collection. The products purchased include:

- Magazine Archives
- JSTOR Arts and Sciences Collections 2 and 4-15
- Regional Pioneers
- IEEE Digital Archives 1985-1994

Cataloging

2021 saw the welcome addition of Kelly Withrow as the library's new cataloger and metadata specialist. Replacing a vacancy left unfilled since the retirement of Jon Tritsch in 2018. This position is critical as they provide original cataloging, adjust records when items are removed, or the format is changed (i.e., from physical to digital). Kelly hit the ground running and cataloged 2992 titles this year.

The Mary & John Gray Library is a federal depository library and the government documents collection continued to grow during the year with a total of 5711 new documents added.

Interlibrary Loan

The Interlibrary Loan (ILL) unit is an essential aspect of providing quick access to an ever-increasing portion of the information universe. The department continued to remain active despite having several major vacancies in 2021 and received 1376 requests for items from our patrons while receiving 2954 requests for items from our collection from other libraries.

Staff Notes and Highlights

Trina Nolen (Interim Head of Technical Services) was promoted to Head of Technical Services. She continued to serve as the Acquisitions Librarian and participated in the ScienceDirect renewal for 2021-2024. She collected and reviewed usage and cost data for ScienceDirect and the Freedom Collection, selected the title list for the new deal representing a significant reduction in our spend commitment, and collaborated with other Texas Library Coalition for United Action (TLCUA) member Electronic Resource Librarians.

Kelly Withrow (Cataloging and Metadata Librarian) started January 15, 2021. In addition to supervising the Library Specialist, she performed original and copy cataloging, ran reports from SirsiDynix WorkFlows for the Cataloging and other Departments, and maintained authority records for name and subject access entries in the library's catalog. After clearing a backlog of more than 1,000 purchased and gifted materials, she worked with Circulation deaccessioning bound periodical titles for which digital archives had been purchased.

Kelsey Littleton (Library Specialist- Cataloging) started March 1, 2021. She performed minor copy cataloging and prepared physical materials for circulation, like stamping books and creating and attaching spine labels. She also assisted with deaccession projects. Kelsey resigned September 19, 2021, to pursue employment in her field after graduating.

Severa Norris (Interlibrary Loan Supervisor) retired on March 31, 2021, after having worked in Interlibrary Loan (ILL) for 30 years. Before leaving, she trained the library associate to complete the borrowing tasks in ILL. She returned part-time on September 22, 2021.

Schieta Martin (Library Associate – ILL) completed the borrowing functions in ILL when the ILL supervisor retired. She trained two student workers to complete the lending tasks and oversaw their work. She resigned September 10, 2021, for employment with a federal agency.

Supplementary information may be found in the Statistical Supplement at the end of this report.

Special Collections & Archives

Penny Clark, Special Collections Librarian

2021 was a year of great progress in University Archives and Special Collections. We added a new employee Wanda Harper who brings a 14-year expertise to her work scanning collections. Charlotte Holliman spent much of the year processing the Maxine Johnston Collection and assisting patrons with research, and work with university committees. David Worsham continued his leadership with records management and photography. Penny Clark published a book and completed a journal article to be published in 2022 as well as obtaining a Rescuing Texas history grant and selecting appropriate photographs.

Records Management

- Created and implemented the records management brochure to distribute throughout the campus including deans and department heads
- Updated university archives and special collections web page
- Read ARMA articles on records management
- Assisted 60 people with records management
- Sent 22 cubic feet of records to be shredded
- Started information governance course
- Attended the Texas State Library and Archives Commission on records management
- Attended a webinar from TSLAC on re-certifying the records retention schedule
- Disposed of two 90-gallon bins for obsolete media

Archival Photography

- Replaced camera, which was stolen in 2020, researched cameras, submitted bid for approval
- Took headshots of library staff members for library web page
- Took photos of library for insurance purposes
- Took photos of library convocation

Wanda Harper (Document Image Specialist) began work in University Archives and Special Collections August 2021

- Utilized her 14 years of experience with Xtender by digitizing Lamar University's land records including 4-cubic feet of files

Special Collections

- Worked with Maxine Johnston's massive collection on the Big Thicket Association. Compiling metadata, re-foldering with special acid free folders, and weeding duplicate materials.
- Served on the Faculty Corner Committee. Created display board which highlights the work of the faculty, proofread text for a notebook of articles and book chapters for Faculty Corner, created representations of books that could not be obtained in time for the exhibit.

- Created a list of negatives to be scanned by Wanda Harper of the Neches River Festival from a primitive on-line index to be included in a book on the 75th anniversary of the Neches River Festival.

Preservation and Access

- David Worsham painstakingly empties the dehumidifiers and maintains records of the temperature and humidity.
- Selected electronic media, including VHS tapes, cassette tapes, and mini cassette tapes, to be professionally digitized. Collections were assessed for historical value including oral histories of African Americans discussing segregation, black and white relations, and the Civil Rights movement. Vendors were contacted, quotes received, and the media were boxed and shipped to vendors in faraway states. This provided both preservation of items which are quickly deteriorating as well as access to items which were previously inaccessible to patrons because they were stored on obsolete technology.

Exhibits

- Charlotte Holliman, Penny Clark, David Worsham, and David Lewis collaborated on an exhibit highlighting David Lewis collection including paraphernalia utilized on his mushroom hunts as well as many photos from his collection.
- created a window display "Remember the Alamo," featuring Special Collections books
- prepared an exhibit, "Black History Month" at the request of Wilma Jackson, Director of Global Diversity and Inclusive Excellence including photos of prominent African Americans and related library books.
- Assembled annual Christmas display highlighting Godey's Lady's Books from Special Collections.

Patron Highlights

- Provided information on Joseph Deshotel to Amilcar Shabazz history professor at the University of Massachusetts, Amherst. Deshotel was the first African American Lamar student body president, as well as a Lamar regent, and a Texas House member.
- Special Collections' Larry Jene Fisher Collection was highlighted in the January 2022 issue of *Texas Co-op Power*. The article by Randy Mallory entitled, "Larry Jene Fisher: Renaissance Man of the Big Thicket," featured biographical information provided by Penny and 12 photos provided by Charlotte.
- Provided photos of the Jefferson Theatre organ for publicity on the organ's restoration including coverage on KBMT Channel 12
- Sent information on early oil field labor unions and labor strikes to Taylor Lindner, a history graduate student at the University of New Orleans. The material was from the Wanda Landrey and Lance Rosier Collections.
- Josh Poorman, doctoral student at the University of Southern California, utilized materials on the history of the Gladys City Boomtown Museum for his research on industrial tourism.
- Met with representatives of the Neches River Festival 75th Anniversary commemorative history book committee about utilizing our extensive collection of images from the Christopher Negative Collection. Charlotte devoted hours to locating NRF negatives for this project.

Online Presence

- Lamar University's holdings on the Portal to Texas History boasts 197,015 uses over its history on the Portal! It has 2,449 total items and 17,283 total files. In 2021 Lamar University's contributions to the site received 33,206 hits with the majority, being the school newspaper, which received 38.4% of the hits and the Texas Digital Newspaper Project, or the Pennship Log, the World War II newspaper of Beaumont's Pennsylvania Shipyard which received 44.1 percent of the hits.
- Our division had approximately 19,536 page views on CONTENTdm. The vast majority were from the Lamar University yearbooks, that had 16,656 page views, which has a built-in audience of thousands of alumni. In 2022 we need to explore ways to boost CONTENTdm usage by creating new collections, posting links and photos on Facebook, and creating a brochure highlighting women's collections.
- We are handicapped that Lamar's library keeps statistics on the web site but has no individual analytics on Special Collections and University Archives.

Donations

- David Worsham donated a signed, framed photograph of Texas Senate Bill 260 which created the Lamar University System in the 1983.
- Gary Christopher made a significant donation which includes negatives and photographs documenting his father, Rolfe Christopher's work as a photographer in the Navy during World War II, scenes around Beaumont including images at Lamar, and newspapers documenting historical events.
- Lynn Sweat, Lamar alum and famous artist best known for illustrating the Amelia Bedelia series of children's books donated a collection containing correspondence, sketches, and exhibit brochures.
- Maxine Johnston donated books of East Texas interest with special inscriptions to Maxine from noted authors including Rep. Charles Wilson, who worked closely with Maxine in her work to add land to the Big Thicket National Preserve.
- Federal judge Michael Truncale donated papers of his father Joseph Truncale's work as an opera performer and opera professor extraordinaire.
- David Lewis added to his collections on mycology, the Big Thicket fauna and flora, and local history
- Craig Edge donated photos of R.E. Jackson and his wife, Velma, to Special Collections. Jackson founded the East Texas Big Thicket Association in the late 1930s, which worked for the creation of a Big Thicket national park.
- Carl Knight, a professor at Eastfield College at Dallas donated a collection documenting his students' research projects in the Big Thicket and oral histories of Big Thicket preservationists, Maxine Johnston, Geraldine Watson, and Pete Gunter.
- Victoria Price donated a Distinguished Faculty Lecture scrapbook for 2020.

Systems

Poornima Gunasekaran, Department Head

Systems provides technical support for the major centralized library technology systems, including the library management system (catalog, acquisitions module), ILL system, proxy server, and website. Several things were accomplished in 2021:

Researched other options for cloud-based ILS and reached out to Library Services Consultant at OCLC – Worldshare Management Services to analyses the cost, pros, and cons of the system. Also, working with other vendors to get more information about their ILS.

LIT students had issues with LEA access and the circulation department mentioned lot of LIT students are unable to create LEA. The self-service Kiosk that used to be in place for LEA reset was not working for LIT students. When going to the link for LIT it just states the server was unavailable. The issue has been resolved with the help of Lamar IT department

ServiceNow library service catalog for library is up, and with this process the library faculty and staff can open a service ticket or request something from Library Systems department.

Completed a major update of the Sirsi system from version 3.5.3 to 3.7.1.

Maintain appropriate relationships with SirsiDynix team (Library Relations Manager), plan upgrades, attend training programs and manage Client Care account.

Participated in Annual Disaster Recovery Test for Sirsi server that is conducted every year by Lamar IT department.

Xiao Chen, web support analyst is working on updating our faculty/staff page

Performed ongoing maintenance and updates to the website including, fixing broken links, generating statistics reports, changing program code in Libguides, and adding, removing, and updating entries in the database and ejournal listings.

Circulation/Reserves

Kirk Smith, Department Head with the Circulation and Reserves Department staff

Mission Statement:
The mission of the Circulation and Reserves Department is to "facilitate access to the library collection and reserved materials through providing efficient, friendly patron service in the checking out and discharging of library materials in a timely manner, maintain accurate patron records, maintain neat and orderly stacks, to assist in maintaining information as to availability of materials through inventory of the collection." In addition to these duties, the Circulation and Reserves Department opens and closes the building each day, collects fines, collects service fees, and collects money from various machines (copiers, microfilm, and coin changer). Circulation and Reserves also provides access to periodicals and reserve materials. Our department strives to provide quality customer service to students, faculty/staff, and other library patrons. We are seen as one of the main welcome points when a patron first walks through the door and strive to handle each transaction in a friendly manner, while still abiding by departmental policies and library regulations.

Personnel:
The Circulation Department underwent several personnel changes in 2020 and 2021. Library Associate, Tristen Anding , hired in 2020 and left a few months later, and Library Assistant, Collynn Thibodeaux, was hired in 2021 and left a few months Later

Table 2: Student Labor Budget 2021

	Spring 2021 (budget)	Summer 2021	Fall 2021	Total
Student Asst.	$24,712.50	$10,135.00	$8,822.50	$43,670.00
Work Study	$15,175.00	$472.50	$15,342.50	$30,990.00
Grad Asst. IT			$12,900.00	$12,900.00
Grad Asst.LIB			$0.00	
Total COST TO BUDGET	$24,712.50	$10,135.00	$8,822.50	$56,570.00
Total Cost			$37,065.00	$87,560.00

Student Budget

When looking at the student budget for the last two years you had to look at two different budgets as we had the IT side and the library side. Though we always came in under budget each semester and each year, in each department, it was still extremely difficult to hire due to the Covid pandemic.

Table 3: Circulation by Month

Circulation by Month all items						
Total Circulation by Month	2016	2017	2018	2019	2020	2021
January	523	342	293	234	122	65
February	1068	614	653	482	564	120
March	871	837	776	640	405	264
April	1107	1034	737	708	136	177
May	455	200	147	196	55	82
June	287	227	127	162	88	87
July	276	227	200	209	48	64
August	508	148	234	150	78	149
September	820	922	552	403	148	189
October	1150	998	744	715	265	231
November	1244	1001	804	831	204	225
December	403	397	178	122	60	48
Totals	8712	6947	5445	4852	4193	3722

Table 3 is a comparison of the monthly circulation totals for the past six years. Highlighted in green you can see what the Covid pandemic did, as the campus went to mainly online. The charts below show the monthly circulation totals by user type for 2018 to 2021.

Table 4: Circulation by Call Number

Call Number Range		Number Circulated 2017	Number Circulated 2018	Number circulated 2019	Number circulated 2020	Number circulated 2021
A-AZ		0	3	13	2	6
B-BZ		425	295	271	127	109

C–CZ		0	9	12	12	2
D-DZ		397	284	150	81	54
E-EZ		233	227	236	70	77
F-FZ		0	106	118	46	34
G-GZ		0	107	78	71	18
H-HZ		602	560	569	176	179
J-JZ		0	83	47	18	24
K-KZ		0	85	79	26	22
L-LZ		165	120	72	11	29
M-MZ		529	678	465	363	289
N-NZ		231	173	209	126	39
P-PZ		2043	1943	1522	620	502
Q -QZ		529	444	308	119	139
R-RZ		0	39	26	7	7
S-SZ		0	29	10	10	4
T-TZ		332	239	209	98	99
U-UZ		0	16	3	5	2
V-VZ		0	0	0	0	0
Z-ZZ		0	5	3	7	9
totals		7503	7463	6419	4015	3665

Table 4 displays the most circulated books by their call number ranges; while the total circulated items vary there is not a significant difference in the materials that students and faculty are checking out. The Language and Literature (P-PZ) items are the most circulated.

Study Rooms

Table 5 is a new chart for the Circulation/Reserves Department, and you can see the jump from one year to the next. It will be very interesting to see what 2022 brings to this chart.

Table 5: Study Room Checkouts

study room check out for 2020 and 2021 by room			
Call Number	Room Number	2020 Usage	2021 Usage

XX(833375.1)	302	0	173
XX(833377.1)	303	0	153
XX(833378.1)	403	0	207
XX(833379.1)	404	0	224
XX(833380.1)	409	0	193
XX(781505.1)	602	223	907
XX(781500.1)	603	281	995
XX(781504.1)	604	228	875
XX(781502.1)	605	253	914
XX(781496.1)	606	236	803
SR 607	607	240	783
XX(781501.1)	608	200	733
XX(781495.1)	609	130	740
XX(781499.1)	610	192	664
XX(781503.1)	611	167	666
		2150	9030

Money Collected

Table 6: Collections by Type

	2019		2020		2021	
Total COLLECTED	$9,515.41		$7,351.88		$7,600.41	
CURRENT 5 YEARS	$4,613.13		$4,423.60		$2,507.57	
6 YEARS OLD OR MORE	$4,902.28		$2,928.28		$5,092.84	

Circulation collected $76,600.41 during 2021. As depicted in Table 6, Most of the money collected looks to be what we call old money (Older than 5 years). And as far as new money or new bills We are keeping those off the account and getting those paid in the current years. Over the last three years we've been very successful at clearing off the grad list with no money left owed to the university.

Gate Count

Table 7: Gate Count by Month

	2018		2019		2020		2021	
	Alarm	Total	Alarm	Total	Alarm	Total	Alarm	Total
January	27	34,127	13	14,327	30	16629	14	7075
February	117	58,901	31	38,787	63	34712	13	9083
March	129	60,126	611	30,674	27	19626	20	14172
April	138	54,168	68	41,240	3	3089	14	12912
May	44	20,384	37	19,844	0	801	31	5034
June	21	13,681	19	10,915	0	630	26	4755
July	133	13,158	19	12,097	16	2215	25	3842
August	187	14,104	23	15,431	13	7247	30	9591
September	53	43,784	50	35,776	19	14819	103	18790
October	44	50,987	98	45,734	20	8908	71	17199
November	30	43,728	88	36,557	16	10543	52	17473
December	14	20,106	23	14,843	4	3382	43	8600
Total	937	427254	1080	316225	211	122601	442	128526

The gate counts for 2020 had two big issues. The library had two construction projects in 2020, the outside of the building and the parking lot both moved the front door to the side of the building and the gate counts were not used. The highlighted months are during those projects. The 2021 gate counts involve more of the pandemic timeframe.

Conclusion:

2020 and 2021 brought numerous challenges to the Circulation department. Although the department saw several changes in personnel it has continued striving to provide positive customer service to library patrons.

Concerns:

The incomplete remodel of the library's first floor has led to some confusion for library patrons. To reduce confusion, the first-floor computer lab, References department, and Circulation and Reserves department all need permanent locations and appropriate furniture and signage. The lack of a professional looking environment effects the building's ambiance which, therefore, could affect the use of the library. Also, the Covid pandemic has affected all areas of the library and we won't know the true outcome for years to come.