2018

Annual Report

Mary and John Gray Library
LAMAR UNIVERSITY

Arne J Almquist, Ph.D., Dean

Mary & John Gray Library – Lamar University

June 5, 2019

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Annual Report – 2018

Mary and John Gray Library

2018 was an "interesting" year at the Mary and John Gray Library. The year was marked by a mid-year change in leadership and direction, the departure of several long-term employees, continuing preparation for the upcoming SACS evaluation, and reorganization. Significant progress was made and 2018 will serve as a good foundation for future development.

Leadership

Leading the library for the first 7 months of the year was Interim Director Sara Tusa. Ms. Tusa deserves credit for the fine job that she did, addressing difficult issues and smoothing the transition for the new Dean of the Library.

While the lead position in the library had been a dean in the past, the director title was used in the recent past. With the arrival of a new hire, the position once again became a dean, providing a better platform to affect change and to build improved services for our students and faculty.

Dr. Arne J. Almquist was selected to serve as Dean of the Library. Dr. Almquist came to Lamar from his former position as Dean of the Library and Associate Provost for Learning Sciences and Technologies at Northern Kentucky University, a metropolitan university in the Greater Cincinnati area.

Personnel Changes

2018 was marked by the departure of several long-term employees:

<u>Faculty</u>

- Mark Asteris, Associate Professor, 32 years of service
- Jon Trisch, Associate Professor, 38 years of service

<u>Staff</u>

- Jon Burton, Library Assistant, 3 years of service
- Kim Le, Library Supervisor, 5 years of service
- Richard Lindsey, Library Associate, 3 years of service
- Virginia McZeal, Library Associate, 19 years of service

Jon Trisch, in particular, was a serious loss to the library due to his experience and skill in the field of cataloging. Jon returned to us temporarily through the fall 2018 and spring 2019 semesters as a part-time employee, completing several extremely important projects. He also served as a professional resource, filling an important gap as we prepared to search for a replacement.

We wish the best for all of our departed employees and thank them for the work that they did in support of the mission of the Mary and John Gray Library.

Vision

A change in leadership frequently leads to a change in managerial approach and organizational vision. In Gray library, it has led to adoption of a new model for the 21st century academic library serving Lamar University.

The model calls for a re-ordering of the importance of services and a re-conceptualization of what the library is, both as edifice and organization. Often thought of in terms of its building and collections, the new approach places the creation of information literate graduates at the center of its mission. Information literate students will perform at a higher level than those who are not, all other things being equal, and we should retain such students at a higher rate.

As information literate graduates, they should be much more competitive in their professions, being able to effectively navigate, evaluate, and use information in their lives and work. They should also be lifelong learners.

Access to information resources remains an important function of the academic library. The availability of advanced technologies and techniques for providing access to information resources allows us to give our users an experience that is akin to that found in top research libraries—a "near research-library

experience." Using data to inform collection development, purchasing at point of demand, making use of document access to supplement subscribed content, will allow us to greatly increase the availability of diverse information sources while allowing us to improve the efficiency with which we use our resources.

Library Overview

Progress was made during 2018 in a number of different areas:

Reorganization: Upon Dr. Almquist's arrival certain units were reorganized and positions filled to address gaps in the structure and to prepare for later changes in library operations. Some examples are:

- **Merger of the former Circulation and Reserves units into Circulation/ Reserves:** The change allowed us to move toward closing a service point (completed in 2019), consolidating staff within the service point on the 1st floor. **Kirk Smith** was named **Interim Department Head** to provide leadership for the unit.
- **Merger of the Cataloging, Acquisitions, and Interlibrary Loan units into a new unit, temporarily named Technical Services**: This was done to align units in preparation for development of an "Information Brokerage" operation. Document delivery services have been put into place and we are beginning to look toward optimizing the journals collection between article access and subscription. **Sarah Tusa** has been named **Department Head**.
- **Rationalization of Equipment, Furniture, and Supplies**: Much effort has gone into surplusing unneeded computers, electronic equipment, and furniture. A 54-foot-long room on the 7th floor has been emptied to provide a space for storage of archival material, which will allow us to move materials currently stored in small group study rooms on the third and fourth floors, freeing those rooms to better serve the large and growing demand for private study space and rooms for group collaboration. Completion of the move of materials and preparation of the study rooms will occur in FY 2020.
- **As a part of the above-mentioned project, we created a census of computers and printers:** Old, unused computers were surplused, and newer machines assigned to vacant positions were redeployed to replace some of the remaining older machines. The printer census will allow us to move to a networked copier/printer system that will improve the reliability and efficiency of our printing, lowering costs and reducing waste.
- **Preparations were made for a major project to repair the online catalog's authority files.** The authority files facilitate easier access to materials by providing a central linking point for names of people or organizations which have changed over time. The file was damaged in the past. The project will improve the efficiency and ease of searching, improve our ability to maintain records, and serve as a necessary pre-requisite to a future move to another system. Retired Catalog Librarian Jon Trisch returned temporarily to coordinate this process. The project is scheduled to occur in mid-spring, 2019.
- **Preparations were put into place for a spring administration of the LibQual+ survey instrument:** Last administered in 2011, plans are for us to administer LibQual+ on an ongoing basis, every two years. This will provide us with a longitudinal look at user perceptions of the quality of library services. Combined with a new emphasis on assessment of services, the library will be able to better address user needs while also documenting the impact and value of library services.
- **Budget Control:** We are using data more effectively to manage the library's budget. Various ongoing expenses have

- been analyzed with one cancelled in 2018 and another planned for 2019. Funds saved will be reapplied to grow and improve services. We are becoming more proactive in planning and managing the budget, allowing us to more quickly respond to challenges.

Risks

While we are making progress, there are factors that could negatively affect our ability to provide effective library services:

Staffing: Library staffing has declined over the past few years. Positions that opened during 2018 were not filled and the library is currently missing several important functional skillsets:

- **Cataloger/Metadata Specialist:** The departure of Jon Trisch left the library without a full-time catalog librarian. Catalogers are the people who organize our collections by creating and maintaining the library database records. In addition, they increasingly serve as experts in metadata, organizing and describing non-bibliographic information held in mainly digital collections. As of early 2019, we were cleared to hire a replacement.
- **Head of Systems (Librarian):** The Systems Librarian leads the library's IT staff. Library Systems staff maintain library-specific systems, such as the online catalog, discovery system, ILL System, and the library's virtual interface, the website. We have been without a Head of Systems for a period of years. We are hoping to hire a new Systems Librarian in the next year.
- **Records Manager:** The University Archivist currently serves as Records Manager. With our skills in collection, organization, and preservation of records, the library is the logical place for this function. Lamar University needs a quality records management operation. This will pay for itself by improving space utilization and in addressing legal requests by ensuring compliance with state-mandated records retention rules and best practice in the preservation and storage of permanent records. A quality program will include campus-wide staff training, consulting, preservation of certain records that must be maintained centrally, and the expertise necessary to ensure that we are following the law and best practice when we destroy, retain, or change the format of university records. To build such a program, we need to dedicate a knowledgeable professional experienced in building and operating a state-of-the-art records management program. This will require a position and a national search.

Serials Inflation: The greatest part of our materials budget is devoted to the purchase of serials, whether journal subscriptions or databases. Serials costs tend to escalate annually at a very high rate in comparison to the Consumer Price Index (CPI) and with other information formats (e.g., books). Based on the average annual inflation rate of 5-6% experienced over a period of years and assuming no budget increase, we should see an inflation increase of approximately $75,000 over the next year. Again assuming a flat budget, this would translate into an effective cut in spending power, resulting in the need to cancel additional databases and journals.

*** * ***

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

Instruction and Assessment

Michael Saar, Interim 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. In an effort 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**
>
> SACS Standard 11.1: The institution provides adequate and appropriate library and learning/information resources, services, and support for its mission. (Library and learning/ information resources)
>
> SACS Standard 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)
>
> SACS Standard 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 2018

The following are accomplishments illustrating the Library Instruction Program's support of undergraduate and graduate programs in calendar year 2018:

Category of Class Taught in CY 2018	Number of Classes Taught	Percentage of Total Classes Taught
Lamar Institute of Technology	86	47%
Arts& Sciences	72	40%
Education & Human Dev	2	1%
Fine Arts & Communication	17	9%
Business	1	1%
Other LU	3	2%
Public School	1	1%

Table 1: CY 2018 library instruction statistics for specific groupings of Lamar and LIT students.

Services:

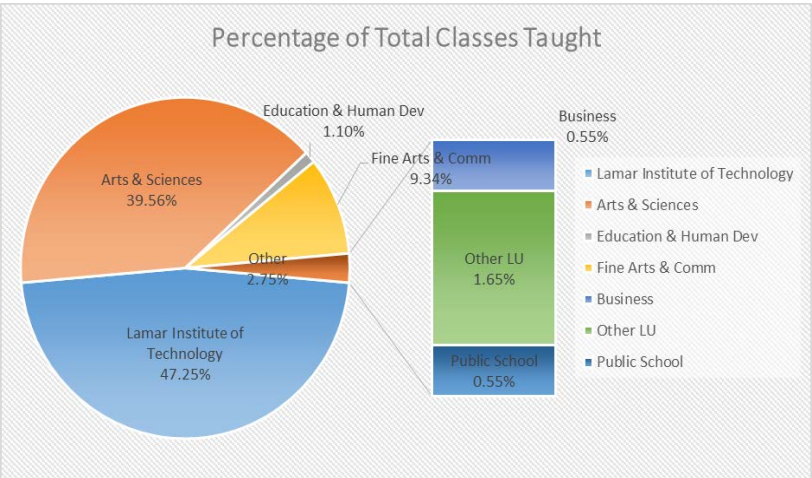
Basic, advanced, and customized library instruction was provided as requested by faculty for individual undergraduate and graduate courses at Lamar University and Lamar Institute

of Technology. Librarians provided library instruction for 182 classes.

The reach of the library instruction program included 3,477 undergraduate and graduate students who participated in library instruction classes in CY 2018. Please see the Appendix for details regarding these statistics.

Special library instruction programs were also provided for programs such as the McNair Scholars and International Student Orientations. We also offered library instruction sessions to

local high school students attending Bridge City High School. In CY 2018, special classes were provided for 4 groups serving 102 students.

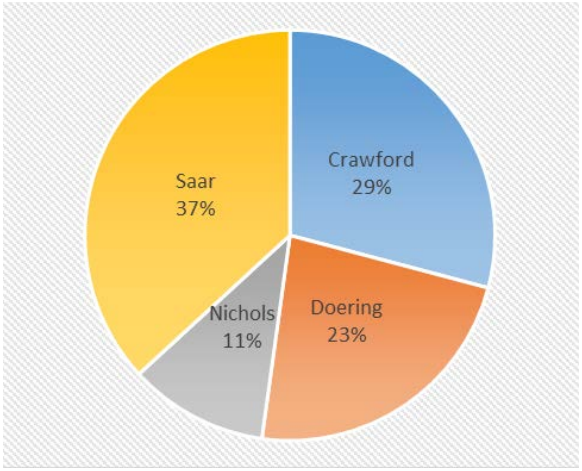


Graph 1: Percentage of classes taught per college.

The library classroom also housed 19 lab sessions during CY 2018 providing access to computer and internet resources to 435 undergraduate students.

Library One-Shot Instruction by Faculty Member

The library instruction faculty include four full time librarians for CY 2018. All faculty can teach freshman level classes and most can teach upper division sessions.



Graph 2: Percentage of Library Instruction sessions taught by each instructor.

LIBR 1101 Introduction to Library Research.

During CY 2018, 12 sections of the LIBR 1101 course were offered and taught.

Student Learning Outcomes for 2018

The library instruction program evaluated students completing LIBR 1101 Introduction to Library Research.

After review of the ACRL Information Literacy Standards, the library instruction faculty determined that the assessment emphasis for this academic year would focus on the outcome of locating information sources effectively which includes the following objectives:

- The information literate student identifies a variety of types and formats of potential sources for information.
- The information literate student constructs and implements effectively designed search strategies.

- The information literate student articulates and applies initial criteria for evaluating both the information and its sources.

Information Literacy Outreach

The success of the Information Literacy Program in helping students achieve literacy learning outcomes depends upon continued collaboration among librarians, faculty, and administrators. Outreach efforts are essential, and recent examples of outreach included the following:

- schedule library instruction

Table 2: LIBR 1101 sections by instructor

Semester	Section #	Instructor	Enrollment
Spring 2018	01	Saar	9
Spring 2018	02	Crawford	12
Spring 2018	47F	Saar	27
Spring 2018	48F	Nichols	29
Spring 2018	49F	Nichols	15
Summer 2018	49F	Nichols	15
Fall 2018	01	Saar	10
Fall 2018	02	Doering	5
Fall 2018	03	Crawford	1
Fall 2018	47F	Crawford	26
Fall 2018	48F	Nichols	29
Fall 2017	49F	Nichols	16

Emails to faculty at the beginning of each semester reminding them to sessions and providing a link to the online scheduling form.

- Information about the library instruction program was provided to faculty participating in the LU Provost Kickoff on August 23, 2018.

Reference

Karen B. Nichols, Department Head

Overview

The Department began the year with three vacancies: two faculty and one staff. Up until September we struggled with being over in the corner beside the print release counter. Once Dr. Almquist arrived, we were able to move in front of the counter. We saw our traffic increase. We ended the year planning to relocate on the other side of 1st floor near to the Writing Center. With appropriate signage and being out in front, here's hoping our traffic flow would increase. This is the 5th year we sponsored the Therapy Dogs for Spring and Fall with our usual 200+ students stopping by to give belly rubs to the dogs. That event continues to grow with more dogs participating every event and more students waiting for the dogs to arrive!

Reference Desk Service

Reference questions were down again – same reasons: less faculty requiring less research or library use, accepting web sources of questionable nature, and the counter issue – hidden in the corner with no signage! Moving out from behind the counter allowed us to actually make up what at that time was a serious deficit. We actually ended the year with 18 more questions than last year! Cannot wait to see what 2019 brings with us being back out front and to the left!

Some statistical highlights:

- Almost half of our questions continue to be on finding resources and research help.
- Library hours are 3rd again this year with textbooks moving down to 5th.
- Our busiest month for Spring has shifted back to March with October still being the busiest in Fall.
- Bryan McConnell and Carmen Doering answered the most questions as they had the most desk hours which still

indicates the need for evenings and weekends to be covered!

- Tuesday remains our busiest day with Thursday following close.
- 40% of our questions continue to be walk-ups, 30% are chat, and 30% are phone calls. There is less than a half a percent in SMS/LibAnswer questions.
- Over 50% of our patrons are undergraduate students.
- 11:00 a.m. is the busiest hour of the week this year. We do see steady service from 9:00 a.m. – 3:00 p.m.

LibGuides

Our LibGuides service continues to be popular. We had 155,423 views this year which is a 9% decrease from last year. We had 76,577 sessions with March again being our highest month for the year. There were only 4,966 searches with 2,963 terms used. That represents a drop of about 40%. We are not sure what accounts for that. The most used guide continues to be the Lamar Competency Exam with over 80,000 views. This guide is for Educational Leadership Doctoral students getting ready for their competency exams and this year accounted for 55% of the total views in LibGuides. A table listing all guides with over 100 views in 2018 appears in the Statistical Tables section at the end of this document.

E-Reserves

We now have 73 courses using e-reserves for a total of 20,409 views in 2018. These figures represent a 66% increase in course use and 40 item increase in actual views.

School/Community Relations	**7,656**
Cognition and Instruction	3,486
Creative Instructional Strategies	3,003
Public School Curriculum	1,197
Instructional Decisions	
Differentiated Instruction	1,060
School Law	527
Practicing Teacher Leadership	506
Disaster & Hazard Management for Public Administration	303

Table 3: Top 10 E-Reserves Pages by Use

Many of these courses are taught in our Academic Partnership program and the large number of views reflect the large number of students taking these courses.

LibChat (Instant Messaging)

Total chat messages = 1289. Total librarian and client messages = 11,364. The total time spent chatting last year was 5, days, 23, hours, 43 min, 54 sec. Avg chat lasted 7.5 mins. October and November were our busiest months. Tuesday, Wednesday, and Thursday were our busiest days.

Technical Services

Sarah Tusa, Head, Technical Services

Acquisitions

FY 2018 saw a continuation of the Gray Library's transition to a mainly digital future. It could be argued that major points in the transition to digital content has come in waves based on format. The first big wave was the move to digital indices. These replaced the print indices which were once ubiquitous and are now obsolete. Examples would be *Applied Science & Technology Index*, and *ERIC.*

The second wave would be full-text journal content. For the past few years, the Gray Library has purchased over 99% of its currently journal content in digital form, whether in the form of an aggregated full-text database, or as online journal subscriptions. The next move, which remains unfinished, is to purchase journal backfile collections to replace content held as print issues

in the form of bound periodicals. Journal backfiles are important as information resources, but harder to search and access when in print form, and therefore, used less and less. Digital journal collections provide the content, often enhanced with clickable bibliographies and other digital amenities.

After journals comes media as standard media formats age, such as the music CD or the DVD, and are replaced by enhanced streaming capabilities. An example database at Gray Library is the ProQuest database, *Music Online: Classical Music Library*, which contains an extensive library of online classical music, all available for high quality playback. Streaming media libraries provide tools that improve their value as classroom supplements and are available wherever the user has computer access, unlike physical CDs or DVDs.

While we are purchasing electronic books, that wave has yet to hit at a level that implies full-scale replacement of physical books at this time.

Supplemental information can be found in the "Supplementary Statistics" section, which appears at the end of this document.

That said, Gray Library spent $15,908.12 of institutional funds on print monographs in 2018. That number continues to decline. 388 individual books were purchased, spread across 20 disciplines. An additional 20 books were purchased using Lamar University Foundation funds. Finally, $966.00 worth of popular recreational reading books were leased during the year.

Our e-book collection expanded a bit with the purchase of 6 new books and 5 licensed seats on the Safari e-book platform, which contains digital monographs in Computer Science.

Fine-Tuning the Collection

We cancelled 213 online journals and 125 print journals in 2018. These cancellations resulted in savings of $13,823.96, which were used to purchase additional library resources which should be better used Another longstanding library materials format, continuations, continued to decline during the year. $8,904.61 were reclaimed through those cancellations.

Microforms are another declining format in the library. Purchases of microforms for 2018 totaled $2,527.90 which was a decline of 83% over the amount spent in 2017. Six reels of microfilm were added in 2018.

In all, $25,256.47 were redirected from obsolete to more current formats during the year.

Digital Resources

In contrast to the numbers discussed above, between HEAF ($174,507) and institutional funds ($1,603,486), Gray Library spent a total of $1,777,993 on digital resources during the period. An itemized list of e-resources paid in fiscal year 2018 appears in the "Statistical Supplement" section at the end of the document.

Staff Activities – Highlights

Richard Lindsey left our employment in July 2018 to pursue teaching full-time. His position as Library Associate was one that we had combined from what had previously been two separate positions: Periodicals check-in and Continuations ordering. Since we had steadily been canceling print periodicals and continuations even before Hurricane Harvey, Richard was responsible for checking in journals and continuations and entering requisitions and invoices for continuations in SIRSI/Dynix Workflows and in Cardinal Purch.

Trina Nolen continued to help identify print journal subscriptions to cancel and/or to move to online access, which saves money in some cases and definitely enhances access, based on availability of content in online full-text databases. While I scoured usage reports for Wiley and Taylor & Francis e-journals, Trina reviewed usage for other publishers' journals. She also worked with our main subscription agency W.T. Cox to retain access to journal content through the document delivery service Reprints Desk. For calendar year 2018, we canceled 213 online journal subscriptions and 125 e-journal subscriptions. Trina also prepared all the paperwork, including requisitions, compliance

forms (for e-resources), purchase orders, and the ensuing invoices for all direct-apply monograph orders, periodical and e-journal renewals, and database subscription renewals, except for approximately 7 requisitions that Sarah Tusa prepared in Trina's absence in the latter part of November and early December, when Trina was recovering from surgery.

Trina assumed Theresa Hefner-Babb's duties for the Library WEAVE. This involved serving on the University Institutional Effectiveness Committee and completing the WEAVE reporting of measures and findings for the AY2017-2018 report. These responsibilities were transferred to Mike Saar when he was confirmed as the Interim Coordinator of Instruction and Assessment.

She also completed the Tipasa May 2018 Cohort Sessions in preparation for the migration from ILLiad to Tipasa. This involved assisting with the setup of policies, constant data, and proven lenders, as well as completing training sessions and interactive demonstrations.

Trina attended the following conferences and training sessions:

- ER&L 2018 (Austin, TX April 4-7, 2018)
- Lamar University Research & Sponsored Programs
- Grant Writing Workshop presented by Sandra Richardson (Program Director, National Science Foundation) and Steve Turley (Program Officer, National Science Foundation). March 8, 2018.

Trina also completed the following research & scholarly activities:

- Submitted a review of *Improving Web Visibility: Into the Hands of Users*, by Ted Fons for "The Read Feed"--Reviews column to be published in *Serials Review* 44.4. Available online February 14, 2019.

From January through August 2018 **Sara Tusa** continued her temporary assignment as Interim Library Director, which assignment had begun as of July 1, 2017. She combined her responsibilities as Coordinator of Collection Development with that of the temporary administrator to work through a library budget that was cut by more than $200,000 over the previous year, largely because of the lingering aftermath of Hurricane Harvey. Though some cancellations took place in fall 2017, we made further cuts to journals/e-journals in spring 2018 because the budget was issued in parts.

Major administrative duties included setting up DDA profiles in EBSCO's ECM platform in fall 2018, but the DDA account still needs some work.

Sara also continued to collect information from various units within the library to complete the ACRL Annual Library Survey and submit the collected data online.

Finally, she scheduled and chaired three meetings of the Library SACSCOC committee during calendar year 2018.

Conferences Attended:

- TLA Annual Conference, Austin, TX, April 19-21, 2018
- TLA Annual Assembly, Austin, Texas July 7-10, 2018
- South Central Modern Language Assn Annual Conference, San Antonio, Texas, October 11- 13, 2018
- Accident Reduction Training for Supervisors, Reaud Bldg, October 26, 2018

Scholarly Activity:

- *Goethe's Hand at Chess" at the South Central Modern Language Association (SCMLA) Conference, San Antonio, TX, October 11, 2018.

  Book reviews:

- *Altmetrics: A Practical Guide for Librarians, Researchers and Academics*, edited by Andy Tattersall. London, UK: Facet Publishing, 2016, in *Serials Review*, 44 (1), 77-81. Published online: February 23, 2018.

https://doi.org/10.1080/00987913.2018.1431870.

- Her membership on the editorial board of *Serials Review* (refereed journal) was renewed a third time. In this capacity she reviewed the following manuscripts:
  - "Beall's List, Cabell's Blacklist, The Reality and Divided Views of Predatory OA Journals," review submitted 6/11/2018; and:
  - "Copyright Issues of Online Scholarly Journal Aggregators in China," review submitted 11/30/2018.

Cataloging

Cataloging statistics appear in the "Statistical Supplement" section.

Miscellaneous Notes

- Of the total of 1474 monographic print titles cataloged, only Books (547) and RefBooks (23) could be considered as actual purchases (570 total). The other categories (FunRead, maybe SpecColl, Theses, & Music Scores) were mostly not outright purchases. Still, it continues the downward trend in purchase of print titles for the collections.
- The difference in the wide gap for Online items (4277 in 2017 versus 403 in 2018) is because we were adding Streaming Videos the preceding year. They were taken out of the catalog because newer records were lacking OCLC control numbers, used as the primary control key number for access. It was felt that having a mixture of some records having OCLC control numbers and others using another number would lead to confusion. Besides, many of these newer records were not yet in OCLC (another problem for holdings posting).
- Lamar theses still show a healthy increase from 2017.
- GPO electronic documents are the sole Documents category to show a big increase in Document items added. GPO sends us very little in print anymore. The bulk of the 679 GPO print items added were not new titles, but rather retrospective cataloging of existing documents on 2nd floor.

Special Collections & Archives

Penny Clark, University Archivist

The two biggest events in 2018 were Maxine Johnston winning the **Terry Hershey Texas Women in Conservation Award** sponsored by the Texas Audubon Society and hiring David S. Worsham as the new library associate.

- University Archivist, Penny Clark, was the co-nominator of Maxine for the award.

- Penny was featured in a video on Maxine and her contributions to conservation and the development of Special Collections at Lamar. The videographers stayed over filming in Lamar's Special Collections for over four hours. Here is the link to the Terry Hershey Award winners' video: http://tx.audubon.org/conservation/2018-terry-hershey-award-honorees.

- Charlotte and Penny exchanged over 20 emails with the videographers, and Maxine, revising the script, and providing photographs and information.

- Penny attended the luncheon in Houston honoring Maxine.

- After an extensive search, we hired David Worsham as the new library associate.

- David's early projects include digitizing Lamar's extensive records of Lamar's board of regents. He took training in Xtender, the University's digitization system so that he would be able to scan and digitize documents on the university's server.

- David has created 368 Xtender files.
- He also collaborated with Kirk Smith and student assistants who removed staples and paper clips to enable scanning with Xtender.

Outreach and Professional Activities

Special Collections had a table with various ecological organizations at the Magnolia Garden Club's presentation of the film at the Jefferson Theatre, *Call of the Forest*, February 22, 2018.

Charlotte Holliman gave a PowerPoint presentation, "Images in Time: The Rolfe and Gary Christopher Negative Collection" to the Texas Gulf Historical Society, April 17, 2018 which included exhibit panels with images from the Christopher's of the Neches River Festival.

In April we brought exhibit panels on the history of the Neches River Festival to the Chambers House Museum Lawn Party. The Neches River Festival is the biggest social event in Beaumont. This enabled us to promote the Rolfe and Gary Christopher Negative Collection which has thousands of images of the NRF over the years.

David Worsham gave an interview on historic bottles discovered in Beaumont on Television Channel 12, September 5, 2018.

Charlotte Holliman gave a presentation, "Beaumont Women During World War II," to St. Andrew's Presbyterian Church Women's "Enrichment Day" September 25, 2018.

Special Collections publicized its Big Thicket collections by attending Big Thicket Day at the Big Thicket National Preserve Visitors' Center near Kountze. Our display included swag, exhibit panels with photographs and informative text, and a wheel of fortune game with Big Thicket related questions. October 13, 2018.

Providing Assistance to Library and University Activities

- Provost's Kick-Off, August 23, 2018. We all participated in creating a brochure honoring faculty who had written a book in the last several years. We had a table featuring faculty books, swag, and the brochure.
    - Penny contacted deans asking for lists of faculty publications.
    - Charlotte arranged an exhibit of faculty publications
    - David typed most of the brochure which was over twenty pages and required proper formatting.

- Launch and continuing support of the Center for History and Culture of Southeast Texas and the Upper Gulf Coast:
    - Posted flyers for events.
    - Penny serves on the Board.
    - Penny made her presentation, "Desperate People, Desperate Times: Civil War Women's Work to Free Confederate Prisoners" on April 12, 2018 as part of her fellowship from the Center.

- Charlotte participated in the Lamar University Staff Association, Lamar University Staff Council, and is the staff advisor for the faith-based student organization, Awakening.

- David Worsham assisted co-worker Poornima Gunasekaran with her library school project involving a digital library featuring the Dishman/Justice Cookbook Collection in Special Collections. He gave her extensive instruction on writing metadata.

Facebook posts: We collaborated with Michael Saar and Melaney to use the library's social media pages, aided publicity for the University and created exhibits.

- October 11, 2018
  Exhibit about Gulf Coast Reads, a regional initiative that encourages citizens to read a particularly thought-provoking book each year. Lamar's Special Collections participated in an on-line exhibit about life in East Texas,

displaying images from the Larry Jene Fisher Collection.

- September 25, 2018
  James Eskridge, Class of 1965, came from Seattle to LU's Homecoming. He appreciates the education and opportunities for leadership development he received at Lamar. He donated to University Archives a Cardinal mascot from his college days.

- September 25, 2018
  LU alum, David Lewis, harvested edible mushrooms outside the library. He is a mycologist, or mushroom expert. His photographs provide LU with the largest number of images of fungi in the South! Don't eat wild mushrooms without consulting an expert!

- July 13, 2018
  July issue of VIP and see archivist Penny Clark's article on the Wanda Landrey Collection "East Texas Story Teller."

- May 11, 2018
  Congratulations to our own Charlotte Holliman for her recent article in “The Journal of the Texas Gulf Historical Society!” The article, "Primary Sources” includes images from the Rolfe and Gary Christopher Negative Collection from the library's Special Collections.

- May 11, 2018
  Welcome Jeff Wisor Art to The Mary and John Gray Library's Special Collections!
  Jeff Wisor Art May 10, 2018 · Donna Rae Wisor digitizing and archiving the Jeff Wisor Collection at Lamar University Library, Special Collections.
  ~ LU Dept. of Theatre 1995-2014.

- April 30, 2018
  VIP of April 24, 2018 ·
  “Renaissance Man of East Texas” - Read all about Larry Jene Fisher on page 18 of the April VIP Magazine
  http://digital.olivesoftware.com/…/ODN/Beaumon…/Default.asp

- February 7, 2018
  Ann Golias, with her friend, Joan Hataway, donates a copy of her autobiography Hoping for the Best to the library. In the book she documents her life including she and husband founding Helena Laboratories which they initially operated out of their home.

Exhibits

- In 2018 we graciously allowed our cases to be utilized by another member of the university community, Arthur Stewart and the Center for Philosophical Studies. Unfortunately, the cases were damaged and unable to be used for other exhibits for much of 2018.

- “Gulf Coast Reads,” - Lamar’s Special Collections took part in this regional initiative in which library patrons throughout the Texas Gulf Coast read a thought-provoking book. Our window exhibit which correlated to the book featured East Texas scenes from the Larry Jene Fisher Collection.

- Charlotte Holliman assembled her annual Christmas display highlighting Godey’s Lady’s Books from Special Collections.

Highlights of Donations to University Archives and Special Collections

- The Cokinos family donated a collection of Bonnie and Jimmie Cokinos’ papers including scrapbooks documenting Cokinos’ role in the desegregation of Lamar in the 1950s and Bonnie Cokinos’ long career in dance in Beaumont.

- David Carroll transferred an oral history conducted by Lamar history professor Paul Isaac with Seawillow Ward Stafford

- Lamar alum Jimmie Adams donated slides of Lamar in the 1950s-1960s.

- University Archives materials from Mark Asteris including a scrapbook documenting the 60th Anniversary of Lamar University, and photographs of university events and places.

- Jon Tritsch's records of university business in the library and Faculty Senate over the last 30 years.

- Approximately 5 cubic feet of library records from Dean Arne Almquist.

- Lamar alum, James C. Eskridge donated a small fiberglass mascot which he purchased from the student union in the 1960s.

- Elizabeth Goettle Estate donated 225 scientific photographic slides taken of East Texas fungi.

- Andre Cokinos donated his father, Jimmie Cokinos' scrapbooks documenting his career as mayor and the desegregation of Lamar.

- Victoria Price donated a Distinguished Faculty Lecture scrapbook dating from 2017.

- Judge John B. Stevens donated another Mirabeau B. Lamar history book.

- Received Public Relations materials from Brian Sattler.

University Archives Processing Project

We made more of the rich history of Lamar University available. We made several trips to the storage facility carefully selecting records to be brought to the archives. David has been checking to see if we have the Regents minutes, scanning the supporting documents, and discarding unneeded materials.

Special Collections Processing

- We worked with the TARO, Texas Archival Resources Online to make our archival inventories more accessible. They have received a Summerlee Grant to assist archives who have no inventories on-line or only a handful of inventories get their inventories on the web. I provided a list of all the collections in Special Collections. They are assisting us by editing our collections' inventories, making suggestions for improvement, and most importantly providing the coding work. Collections we revised and resubmitted include:

    - Lois Parker Local History Collection
    - Oral Histories conducted regarding Babe Zaharias
    - Lamar History professor Howell Gwin
    - Lance Rosier Collection
    - Willard George Lovell Collection

- Applied for a Rescuing Texas History Mini-Grant from the University of North Texas to be featured on the Portal to Texas History. Unfortunately, less than half of the submissions received a grant and our grant proposal was not selected. Plans for next year include having Roxanne Smith-Parks examine the grant and discuss ways to make the grant more important to readers.
- We worked on the Pete Gunter Collection. Gunter, a Yale graduate, was a professor at the University of North Texas for decades. He was also a tireless promotor of the creation of the Big Thicket National Preserve. We look forward to devoting more time to this important collection in 2019.

- Charlotte continued work on the papers of Aline Michaelis, better known as the "Rhyming Optimist." Michaelis, the poet laureate of Texas, had a wealth of papers in the collection, which is housed in 32 boxes and includes poetry, photos and a ledger from the 1850s. Charlotte completed an inventory and will upload to TARO in 2019

- Completed a nine-page, single spaced inventory of the collection of long-time history professor and administrator, Howell H. Gwin. The collection includes documentation of Gwin's career and the history of Lamar.

- David transferred three inventories created by Dr. Joseph B. Carlucci of fine arts collections in WordPerfect to current software for accessibility.

- Made a concerted effort to enhance our oral history collections by having selected collections digitized and by ordering digital voice recorders.

Student Assistant

During 2018, we had one student assistant, Dat Phan, who scanned photographs from University Archives and Lamar images from the Rolfe and Gary Christopher Negative Collection. These images include sports, classroom scenes, student organizations, student activities, and campus buildings. He also did other routine, but vital activities including shredding duplicate materials, transporting newly acquired archival materials, and recording temperature and humidity.

Volunteers

In 2018, we had four volunteers, Maxine Johnston, who devotes hundreds of hours per year, organizing and adding to her Big Thicket collections, gives presentations in the community, and serves as an advocate for Special Collections.

David Lewis continues to work on his important collection that provides meticulous information on the Big Thicket Association and fungi in the Big Thicket. Lewis is known throughout the world for his mycology, and documentation of bio-diversity in the Thicket.

Our other volunteer was Timothy Gerage, who was exploring careers in archives. He briefly worked with the University Press photographic morgue but had to leave because of family concerns.

David Worsham worked with William Black, a TALH student who removed duplicates from the regents' papers.

Highlights of University Archives and Special Collections Research Requests

We provided photos and other information for professors and students at Lamar, scholars at other institutions, authors of history books, and the press. Some notable examples include:

- Furnished oral histories on the Latinx community in the Golden Triangle and the folklore of the Ghost Road in Hardin County to Miguel Chavez who is a Lamar history professor who is researching Latinx history.

- Provided photographs of Lamar history which were enlarged and displayed in the Setzer Student Center

- Supplied information to a Houston architectural historian regarding a black cemetery in Orange county.

- Provided records management information to many departmental personnel on campus including:

    - Diane Thibodeaux
    - Becky Cozad
    - April Coon
    - William David Short, Jr.
    - Nickolaus Ciocci
    - Shelly Traxler
    - Crystel Conley
    - Jason West
    - Jim Jordan
    - Jerry Stovall
    - Judy Guillory
    - Barbara Price
    - Barbara Wilson

- Provided information on Jefferson County Commissioners' Court records to Sarah Bellian who was preparing an exhibit at the Museum of the Gulf Coast.

- Provided information to the associate provost including the score at a Homecoming game many years ago.

- Provided information to Kate Downing regarding the oldest building on campus.

- Provided photographs of what was then the Edson Hotel in Downtown Beaumont to Tom Bell, director of Beaumont Main Street.

- Assisted with the restoration of the Jack Brooks Federal Building by providing information on stone used in the construction extracted at Frank Yount's quarry in Manitou Springs, Colorado.

- Assisted Daniel McLemore, Associate Director of Marketing and Communications with information on ceremonial bells used in past years at football games.

- Provided information to Daniel Chand, Lamar alum and political science professor at Kent State University, regarding his grandfather's life as an immigrant from India, work as a merchant, and trial for theft.

- Provided information to Carrie Shanda, a sociology professor at the State University of New York at Stony Brook regarding how internships are integrated into college curricula.

- Provided information to Jim Sanderson, Lamar University English professor, regarding digitization of cassette tapes.

- Provided information to Peggy Frazier of Advancement regarding "Miss Mary" Campbell, a beloved teacher from the early days of Lamar.

- Provided information to Dean Arne Almquist regarding how Lamar's library was built at the center of the campus.

- Provided photographs and captions to Micah Leigh who was writing an article about Maxine Johnston for VIP.

- Provided extensive information to historian and Lamar alum, Fred McKinley regarding his natural father.

- Provided a photograph of former Lamar President Jimmy Simmons and U.S. President George H.W. Bush in 2001 to Simmons.

- Provided photograph of Mildred "Babe" Zaharias for television show, Mysteries at the Museum

- Provided contact information to a woman who was researching a woman's diary dealing with Beaumont and lumber barons in the late nineteenth century.

- Provided Lamar budgets from 1988, 1998, 2008 to the Finance Department.

- Provided information to Shawn Hare about madams in the Golden Triangle for a book he is planning to write.

- Provided a photograph of the Kirby Commissary in Honey Island to Randy Mallory for the magazine, Texas Co-op Power.

- Provided negatives from David Lewis' collection to Dr. William Godwin at Sam Houston State Natural History Collections.

- Provided an oral history interview of an alum's grandfather to her.

- Provided history students with documents over 80 years old for a project.

- Publicized the department's resources through the library's Facebook page.

- Participated in Gulf Coast Reads, an initiative in which libraries in the Upper Gulf Coast of Texas plan promotional events centered on a specific book.
- Provided images of outlaws from the Larry Jene Fisher Collection to an online exhibit sponsored by the Archivists of the Houston Area (AHA).

CONTENTdm Featured Collection

The Larry Jene Fisher Collection which includes images documenting the diverse history of Texas was the Featured CONTENTdm collection in April 2018. The collection was publicized on many social media platforms.

Preservation of Collections

Our student assistant, Dat Phan, takes periodic temperature and humidity readings when Special Collections is open. He also removed the water from the dehumidifiers. During his absence archives staff empty the dehumidifiers. Our temperature and humidity readings are always a bit higher than what is ideal – the temperatures are usually low to mid 70s and the humidity readings are often in the fifties and occasionally range to slightly above sixty percent. This is not surprising in a subtropical climate and the fact that the areas were not designed for archival storage.

Statistical Usage Information

The number of patrons who contacted us in person, by telephone, or by e-mail fell from the previous year. However, we have thousands of people viewing our collections on-line. We look forward to improving our on-line presence to meet the needs of 21st century researchers. Please see statistical charts in the “Statistical Tables” supplement.

Systems

Poornima Gunasekaran, Interim Dept. 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. A number of things were accomplished in 2018:

- We migrated the ILL unit from ILLiad to its replacement, Tipasa. The ILL system connects with libraries throughout the world through OCLC, Inc. Tipasa represents a significant advancement in capabilities over the older ILLiad system.
- With the move to Tipasa, we also migrated from LDAP (Lightweight Directory Access Protocol) to CAS (Central Authentication Service). CAS provides centralized single sign-on, using LDAP for authentication.
- Completed a major update of the Sirsi system from version 3.2 to 3.4.
- Worked to fix a number of issues affecting catalog searches.
- Completed a project to allow circulation of non-book materials, such as markers and other supplies for the small group study rooms.
- 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 e-journal listings.

Training

It has been recognized that we lack training in certain key areas. Preparations have been made to address this problem in the next year. In the spring, Poornima Gunasekaran will be undergoing extensive training in the operation of the Sirsi/Dynix library system. Web Support Analyst Xiao Chen will be learning key functions in that system to provide backup when Poornima is unavailable.

Circulation/Reserves

Kirk Smith, Interim Department Head

Mission Statement

The mission of the Circulation Department is to "facilitate access to the library collection 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 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 also provides support to periodicals and reserves. 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.

	2017	2018
Spring	$43,452.50	$30,178.13
Summer	$15,162.50	$10,993.75
Fall	$35,967.50	$23,201.88
TOTAL	$94,582.50	$64,373.76

Personnel

The Circulation Department underwent several personnel changes in 2018. Mark Asteris retired from his position as Library Access Service Coordinator during the summer, Kim Le resigned her position as a Circulation Supervisor in August, and Kirk Smith became the Interim Library Manager (a newly created position) in October.

Prior to her resignation as a Circulation Supervisor Kim Le directly supervised the full-time Library Associate, Melaney Whiting. Kim was also responsible for overseeing the opening of the library Monday through Friday, verifying deposits, reconciling the register and deposits daily, supervising student workers, and completing other duties as necessary.

From January, 2018 until October, 2018 Kirk Smith held the position of Circulation Supervisor. In October, 2018 Kirk was promoted to the newly created position of Interim Library Manager. As Interim Library Manager Kirk directly supervises the Circulation department which includes Library Associate, Melaney Whiting and Library Assistant, Patricia Ruff (Pat). Additionally, as

Table 4: Student Wage Expenditures

Interim Library Manager Kirk is responsible for supervision of the Reserves department which includes Library Assistant Schieta Martin and Library Assistant, Edna Collins. Kirk's other duties include hiring, training, and supervising the daily work of the Circulation and Reserves departments; hiring and managing the library's student labor pool; opening and closing the library; supervising the maintenance of the library's stacks, including re-shelving, inventory of books and shifting of books to alleviate overcrowding; handling cash and balancing the cash register; providing security for the building and the collections, keeping and compiling accurate records and statistics of various library functions; and managing communications with patrons regarding their accounts and transactions with the library. Kirk also serves as a member of the Dean's Administrative Group. He performs and trains in all task relevant to the operations of the Circulation and Reserves departments and proposes new Circulation and Reserves policies and procedures.

Melaney's primary duties as Library Associate include working the circulation desk, making deposits at the cashier's office, sending emails to students who request a hold on books, verifying lost and found USB drives, sending emails to students for notification, assisting with projects, overseeing student workers, opening and closing the library, monitoring the building, and assisting with various duties as needed. Additionally, Melaney has begun learning to assist with accurately compiling and completing a variety of Circulation department reports. Melaney also serves as a secretary for the Library's Libqual committee.

Pat's primary duties as Library Assistant include, overseeing the management of library accounts and communicating with the cashier's office to place holds and fines on patron's accounts, working the Circulation desk, opening and closing the library, monitoring the building, overseeing student workers, and assisting with various duties as needed. Pat also emails graduating patrons to remind them of late fines and/or overdue books that need to be taken care of prior to graduation. In addition to these duties Pat oversees an ongoing clean-up of errors, duplicate accounts, and dormant users from the patron database. Pat is also maintaining older patron accounts to ensure collections can be made.

In addition to the full-time staff the circulation department also employed an average of 14 student workers per semester. Circulation student worker duties include working the circulation desk, assisting patrons, shelving book, straightening the stack collection, maintaining the presentation of the floors, and assisting on special projects as assigned. For 2018 Circulation student workers assisted the Archives department with two special projects.

During the 2018 spring semester,17 student workers were employed, totaling $30,178.13. Student assistants accounted for $27,667.50 of the budget and work study students accounted for $2,510.63 of the budget. During the summer semesters of 2018, the library employed 10 students, totaling $10,993.75. Student assistants accounted for $9,942.50 of the budget and work study students accounted for $1,051.25 of the budget. In the 2018 Fall semester, 15 student worker were employed totaling $23,201.88. Student assistants accounted for $20,665.00 of the budget and work study students accounted for $2,536.88 of the budget. During 2018 a total of $58,275.00 was paid to student assistants and $6,098.76 to work study students for a total of $64,373.76. The total has decreased exponentially saving the library $30,208.74 in student labor in 2018.