2018

Public Services Annual Report 2017-2018

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Deborah Mongeau, Chair

The past year continues to bring both accomplishments and challenges.

Two newly designed instruction spaces were re-created out of existing space. The RE:Space was reconfigured in Room LL11B and now offers flexibility of use of furniture and technology. The Pop-Up learning Lab (PULL) was reconfigured out of the “back of the ROC” space and has been repurposed to be an instruction space as well as continuing as a general study space. Both spaces were also reconfigured to be used by both the Library and the campus community. This provides a “third space” where classes and instructors can meet informally outside of their assigned classroom.

The past year was the first full year of ILLiad. Rapid was implemented in December and UPS Campus Ship was implemented in January. All three services complete our full entry into the BLC resource sharing system. Even with the entry in BLC, the Library continues to be a net lender in both books and articles.

The chronic problem of getting the patron upload file to work was finally resolved in FY2017 thanks to the efforts of Donna Whitford, Application Support Services Manager in ITS as well as Mike Cerbo, Head of Cataloging and Metadata. However a campus network failure at the beginning of July caused a failure to load and we were right back to square one. Thanks to Bohyun Kim, the upload process was fixed and improved in the fall and it has been running smoothly ever since.

Another accomplishment was the Library entering into an agreement with the Government Publishing Office to be a Preservation Steward for the National Oceanic and Atmospheric Administration publications. The inventory and assessment is almost complete. The coming year will be to identify publications of predecessor agencies of NOAA and add them to the program.

The department continues to offer credit bearing courses of LIB 150, LIB250 and LIB 350. A total of 9 sections of LIB 150, 2 sections of LIB 250 and 2 sections of LIB 350 were offered over the past year. All sections were filled.

After much revising and finessing by Jim Kinnie, with assistance by Peter Larsen and Mary MacDonald, LIB 350 was granted Grand Challenge status.

A pilot library instruction class was offered to the new WRT104B classes which are “digital badging” classes. The pilot was a success and will be offered to all WRT104B classes in the fall.

Providing library instruction to high school classes throughout the state taking WRT104 as part of the University’s Early Credit Program expanded slightly. The challenge of high schools bringing in their classes to the Library continues so Jim will be investigating the feasibility of remote instruction for the coming year.

Existing research LibGuides were examined and were either weeded or updated.
The reference collection in the LC call number P’s were examined and updated with the assistance of PFE student Tayla Cardillo. The process used for this project will be applied to the rest of the reference collection in the coming year, starting with the Z’s.

A setback was yet another reduction of hours that the Info and Research Help Desk is open due to the elimination of the part time librarians and a reduction in the student budget. The additional hours that were eliminated were done so only after serious consideration of the usage data. The desk is now closed Friday, Saturday and during the day on Sunday. There is anecdotal evidence that the circulation staff has been asked to provide reference service for which they’re not qualified to do nor is it their job classification. If they get a reference question, the circulation staff have been provided with a script directing them to reference services when they are available and will hand out the business cards of the Head of Reference. In the coming year the department will be examining possibilities for expanding student help such as shortening and intensifying the training program and recruiting outstanding undergrads who have completed a LIB course.

In staffing, the Head of Circulation was out on medical leave during the Spring semester and the Instructional Services Librarian was out most of J-Term also on medical leave. However their colleagues stepped up to the plate and made sure that everything ran smoothly.

The Data Services Librarian continues to forge partnerships with University stakeholders in collaborating on capturing and preserving data.

During the year the CML was staffed solely by GSLIS students under the general supervision of the Chair. In addition no library instruction classes were taught. This was supposed to be a temporary situation until the School of Education is able to hire a Lecturer but it has gone on for two years and there is no end in sight.

In summary there were some of challenges but also a lot of accomplishments. Please read the reports of the individual units to learn more about the Department’s accomplishments.