



Library Annual Report, AY 2020-2021

Director's Narrative

The academic year of 2020-2021 proved to be unprecedented and unique in the University Library's history (as well the institution's and the nation's history). The Library reopened over the summer of 2020 with the rest of campus and began the fall of 2020 with limited hours, fewer physically-present personnel, and a keen awareness of the digital disparities experienced by some students. Attempting to balance these considerations with promoting and preserving the health of Library personnel and the campus community was challenging, especially in light of issues with mask adherence and social distancing compliance. Despite these challenges, the Library endeavored to provide services and resources as close to "normal" as possible, including continuing engagement activities.

Spring 2021 saw the Library retain the same limited hours used in the fall. A few personnel who had been working from home returned to campus. Ongoing digital disparities and students trying to balance in-person and hybrid or online courses necessitated the Library allowing students to use study rooms as private Zoom spaces. Students also needed these spaces for exams and interviews. As with 2019-2020, in 2020-2021 the University Library remained and remains dedicated to and focused on supporting ULM's students and employees in learning, teaching, and research and the pursuit of excellence.

Fall 2020

The Library started business for the fall semester with curtailed hours in deference to reductions to in-person faculty and staff. Several members of the Library's personnel self-identified as COVID-vulnerable and were granted permission to work from home (WFH). The general hours for the fall were as follows:

Monday – Thursday, 7:30am – 11:00pm

Friday, 7:30am – 4:30pm

Saturday, CLOSED

Sunday, 12:00pm – 11:00pm

The Library established, per state mandate, a temperature check station in the lobby. This station was staffed all hours the Library is open and was staffed mainly by 04 student workers. The student workers were instructed on acceptable temperatures and what to do in case of excessive temperatures. They were also instructed to inform patrons that masks must be worn in the Library and kept on when not eating or drinking.

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concerns about safety and staffing which were shared with Dr. Fellows, AVPAA. However, the end of the month saw the landfall of Hurricane Zeta that also resulted in a loss of power on campus again. The Library once again agreed to accommodate students, preparing a 24-hour staffing plan. However, the Library also lost power and was unable to serve in that capacity. Zeta

was not as problematic as the previous year. The library was able to provide a 24-hour staffing plan during the power outage. The library was able to provide a 24-hour staffing plan during the power outage. The library was able to provide a 24-hour staffing plan during the power outage.

LIBRARY A

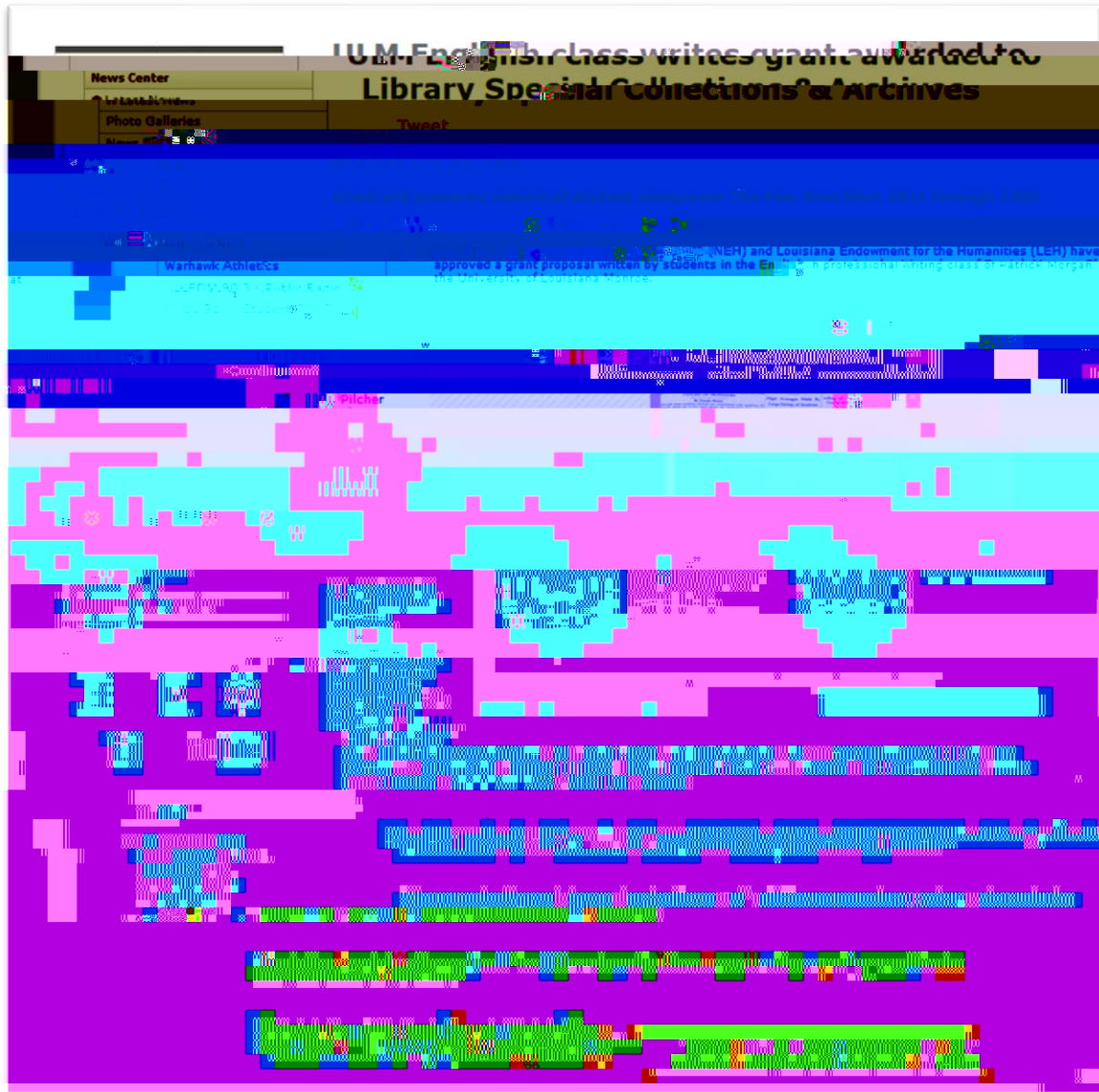
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This year this report will include information regarding the Library's social media profiles. The Library has two main social media profiles: Facebook and Twitter. On Facebook, the number of followers for 2019-2020 was 926; the number of followers for 2020-2021 is 1,117. The total number of likes in 2019-2020 was 54; for 2020-2021, the total number of likes was 3,152. On Twitter, the number of followers for 2019-2020, the number of followers was 141; the number of followers for 2020-2021 is 143. The total number of likes in 2019-2020 was 271 and retweets were 53. The total number of likes for 2020-2021 is 141 and retweets are 40.

With regard to followers, though the gains were not significant for Twitter, the Library nonetheless experienced an increase in the number of followers for both platforms. Facebook saw an increase in the number of likes but Twitter saw a decrease in the number of likes and retweets. It is not clear why there was a decrease from 2019-2020 to 2020-2021 in Twitter activity. It is possible that because activities on campus were restricted, there was little activity within the building itself physically speaking, that the Library was simply positing less. It could also be argued that the problems arising from COVID lockdown and Hurricane Laura also impacted the Library's ability to engage.

CIRCULATION

Appendix A: Press Release on Rebirth Grant, Nov. 18, 2020



https://www.ulm.edu/news/2020/class_writes_grant-111820.html

Appendix B: LOUIS Participation Report, 2020-2021

