

UNIVERSITY OF LOUISIANA AT LAFAYETTE

STEP Committee

Technology Fee Application

**Edith Garland Dupré Library:
Reference Online Center Enhancement**

Title

**Heather C. Plaisance, Blair Stapleton, Arthur
Almazan**

Name(s) of Submitter
(Faculty or Staff Only)

Edith Garland Dupré Library

Organization

Title: Reference Online Center Enhancement Date: 12/17/2019
Name (Contact Person): Heather C. Plaisance
Address: 400 E. St. Mary Blvd. Lafayette, LA 70503
Phone Number: (337) 482-1172 Email: hcplaisance@louisiana.edu
Department/College/Org: Edith Garland Dupré Library

ABSTRACT (250 words or less):

The Reference Online Center (ROC) is a vital starting point for students who need to conduct research. The lab also serves as a third open-access lab in the Library where students can work on class assignments, take online tests and collaborate with classmates. The other two labs are the STEP Labs located on the first and second floors of the building. While the STEP Lab in the Library is the most heavily used lab on campus, the computers in the ROC help to supplement it for student use and printing. They were originally purchased in 2010 with STEP funds, but nine years later the computers had to be replaced with equipment that was housed in the Bibliographic Instruction Lab. Unfortunately, these workstations are already showing signs of failure and have software that is becoming obsolescent. Moving forward, the Library has no means to sustain this open-access lab and faces the risk of losing it without additional funding. The purpose of this request is to secure funding for the upgrade of the public access workstations in the ROC of the Edith Garland Dupré Library and to incorporate the lab into the STEP Sustainability Plan to maintain functionality.

A. Purpose of the Grant and Impact to Student Body as a Whole:

Dupré Library serves as a hub for students on campus. It has become a popular place for students to study, do research and socialize with classmates. To serve the thousands of students who utilize its services every year, it is vital that the Library provide updated technology to adequately support the University's mission of academic excellence.

The Reference Online Center (ROC) serves as a primary point of information access for students and is a vital component in the process of facilitating competent and successful research for the student body. With the abundance of information available today, students are unsure as to how to find relevant information in their chosen areas of study and need instruction on how to best utilize library resources. The ROC is a crucial step in this process. Situated directly behind the Reference Desk, the ROC is a teaching lab where reference staff work one-on-one with students to support their research needs.

Most importantly, the ROC serves as a third open-access lab in the Library where students can work on class assignments, take online tests and collaborate with classmates. The lab is open to students approximately 90 hours each week during the fall and spring semesters, with hours during the summer and intersessions. In 2010, the Library was awarded a STEP grant to purchase equipment for the ROC. After nine years, however, the equipment began to fail. To remedy this, equipment housed in the Library's Bibliographic Instruction Lab was relocated to the ROC. Sadly, this equipment is already showing signs of failing. Additionally, their current operating system is Windows 7 which support will cease in January 2020. The Library has no replacement computers, means of repair, nor funds to sustain this open-access beyond the current resources that are in place. Without additional funding, we face the risk of losing this lab entirely.

In the 2020 academic year, the University will begin implementation of a new Quality Enhancement Plan (QEP), Advance, that will focus on undergraduate research. The library will be increasing the type and number of services offered to meet the needs of the QEP. As the use of the current STEP and ROC labs in the library has increased over time, the requirements and expectations of the QEP will place additional strain on computer systems that are already taxed to the limits.

There have been numerous complaints from students about the quality of computers in the STEP Labs in the Library. Members of the Library's administration and faculty have made numerous attempts to

convey the seriousness of the situation. Repeated conversations with the University's Chief Information Officer, the Coordinator of the Student Technology Enhancement Program, and the President of the Student Government Association have occurred to address these critical issues. In an effort to enhance the quality of the computers in the ROC to help supplement the STEP Lab, the Library petitioned to have the lab included in the STEP Sustainability Plan, ensuring replacement of the equipment at regular intervals. In those conversations, it was suggested that the Library submit a STEP grant to gain access to funding to replace the current computers in the lab and to be incorporated into the STEP Sustainability Plan. (See attached correspondence and library survey comments.)

Funding from this grant would provide the ROC with twenty-four new open-access workstations and monitors.

B. Projected Lifetime of Enhancement:

4 to 5 years.

C. Person(s) Responsible for:

I. Implementation:

Arthur Almazan, Library System Administrator

II. Installation:

Arthur Almazan, Library System Administrator

III. Maintenance:

Arthur Almazan, Library System Administrator

IV. Operation:

Students

V. Training (with qualifications):

Arthur Almazan, Library System Administrator

Budget Proposal

1. **Equipment** **\$23,160**

Dell Optiplex 3000 Series with Monitor \$965.00 x 24 (UL Lafayette PC Depot)

2. **Software** **\$**

N/A

3. **Supplies** **\$**

N/A

4. **Maintenance** **\$**

Dell Service

5. **Personnel** **\$**

N/A

6. **Other** **\$**

N/A

TOTAL: **\$23,160**

Previously Funded STEP Grants

Edith Garland Dupré Library: Knowledge Imaging Centers for Digital Scanning. Fall 2019.
\$35,653.97

Blair Stapleton, Arthur Almazan, and Heather C. Plaisance
To purchase four Knowledge Imaging Centers for Digital Scanning

Edith Garland Dupré Library: Collaboration Stations. Fall 2016.
\$5,630.00

Heather C. Plaisance and Susan Richard
Purchased two Table-mounted outlets, eight task chairs, two large screen monitors, and five mobile whiteboards.

Edith Garland Dupré Library: Replacement for Digital Access to Microfilm Reader. Fall 2015.
\$17,878.00

Andrea Flockton and Heather C. Plaisance
Purchased digital microform reader.

Upgrades to Audiovisual Equipment in Dupré Library. Spring 2012.
\$2610.66

Andrea Flockton and Heather C. Plaisance
Purchased Blu-ray disc players, flat-screen televisions, headphones, CD/Cassette players, portable DVD players.

Security Cameras in Dupré Library. Spring 2011.
\$66,858.00

Susan Richard, Betsy Miguez, et. al.
Purchased security cameras throughout Edith Garland Dupré Library

MEMO

TO: Gene Fields

Chief Information Officer

FROM: Susan Richard

Interim Dean of University Libraries

DATE: September 19, 2019

RE: Acceptance of library computers to STEP Sustainability Plan

The Library serves as a hub for students on campus. It has become a popular place for students to study, do research and socialize with classmates. To serve the thousands of students who utilize the library's services every year, it is vital that the Library provide them with updated technology to support the University's mission of academic excellence.

The computer lab behind the Reference Desk serves as a primary point of information access for students and is a vital component in the process of facilitating competent and successful research for the student body. The lab also serves as the third open-access lab in the Library and is available to students during the Library's hours of operation. This lab is currently not a part of STEP, but functions as an open-access lab like the other STEP Labs in the Library.

The Library is not able to sustain this lab with the funds we have available. Attempts by the Library to secure funding for replacement computers for this lab have been made. A STEP grant proposal submitted during the Fall 2018 cycle was denied, reason being that the lab had been accepted for inclusion in the STEP Sustainability Plan. To date, we have received no further information regarding this matter, nor have the computers been replaced by STEP.

Currently, the lab houses 24 computers that were purchased with STEP funds in 2010. Sadly, the equipment is failing and there are no replacement computers and or means of repair. In addition, their operating system is Windows 7, which as you know, support will cease in January 2020. I have consulted with Heather Plaisance, Head of Reference & Research Services, along with Arthur Almazan, IT Coordinator for the Library, and we propose that STEP accept this lab into their program because we face the risk of losing this lab entirely.

I am asking that you begin the process of officially including this lab in the STEP Sustainability Plan, providing replacement equipment as soon as possible. Otherwise, as equipment fails, the Library will have no choice but to eliminate the lab altogether.

Email from the Coordinator of the Technology Enhancement Program:

From: Daniel K Guillory <daniel.guillory@louisiana.edu>

Sent: Monday, November 18, 2019 8:11 AM

To: Susan M Richard <susan.richard@louisiana.edu>

Subject: Dupre Reference Area

Susan,

This email is in response to the attached memo. We recommend writing a STEP grant to replace the PCs. This will allow the STEP Council to vote on funding.

Please let me know if more information is needed.

Thank you.

D. Keith Guillory
Manager
Office of Information Technology
University of Louisiana at Lafayette
104 University Circle
Lafayette, LA 70503
(337) 482-6420
daniel.guillory@louisiana.edu

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Library Survey Comments About Computers
All Comments are Verbatim

Library Survey 2018:

- More computers that work, especially when printing
- Better computers
- Making sure more computers are able to be logged in to and print from. A large number of computers - are always “down”
- More study spaces, better computers
- Some computers are slow and hard to work on
- Better IT support for printing and computers
- Fixing the computers on the first and second floor
- Improve the quality/speed of the computers
- Make sure all the computers are on and working
- More sites to print other than the first floor
- Nothing, library is great
- The computers are a little old
- More computers to accommodate more students
- Continue to repair computers
- Computers always broken
- Fixing the printer issue with the computers
- Fixing the computers would be great help, also labeling the topics of the books more visibly. I’m not sure where to start when it comes to finding a book here
- Computers that work
- There are always so many computers out of service
- Fix the computers

Library Space Survey 2019:

- Please for the love of God fix the computers. I have waited an hour to log in. This is truly unacceptable when sometimes I need to print one thing
- **About library computers in No. 7: less now because they are garbage
- **About the printers in No. 7: less because of the terrible log in time on the computers
- Can we have computers that actually work?
- Fix the computers and printing
- The library NEEDS working printers. If students pay to use the printers then they should be up to code and work properly
- Brighter colors, chill vibes. More importantly I pay way too much in tuition and fees for the computers in the computer lab and printers to continually never work properly. Sometimes it takes ten minutes for a computer to update and once it updates and gets onto the main screen they aren’t connected to a printer so I have to hop onto the next available printer and this is extremely inconvenient. I would hope that these issues would be resolved soon
- Keep the computers working. Most of the time you have to go to more than one to get it to turn on and work. We pay for these things so I would like them to work consistently
- We need an additional computer lab, with may, 20 extra computers if not doubling what we have
- Better computers; the ones now load slow and most of them do not work
- The computer situation is a huge hindrance to the library’s potential

- The computers are way too unreliable. Sometimes you wait 15 minutes trying to get any computer to turn on and load. 2nd floor stairway door hinges are so loud and distracting
- Please fix the computers, a majority of them do not work/print. I usually have to skip around to 3-4 computers to find one that works and prints
- Sometimes the STEP lab computers are hard to turn on and I know that people can be frustrated by them
- Fix the damn computers
- It would certainly be nice not to have to play musical chairs to find a computer that logs in. It would be even better to find out that after waiting 5 minutes to log on that it actually prints, instead of it not being connected or the printers being broken altogether. It would also be nice to have people around who could fix such issues when they occur.
- The library would be much better if all the computers would print all the time. There have been a few times in the past where I've had to switch computers, so I just avoid printing here altogether. I go to the conference center
- Please fix the computers on the first floor! Half of them don't work and other half take 30 minutes to start up. It's embarrassing
- Fix the computers, very slow sometimes. More quiet places (sofas & chairs)
- More working computers
- Just make the computers work, please
- Please, for the love of God, fix the STEP lab computers. They take more than 10 minutes to boot up. It's not because we haven't logged in to them before. It's very frustrating to come to the library for the sole purpose of printing only for the computers to take 20 minutes just to turn on
- Computers need to be updated, printers need to be added to ALL the computers, need better study rooms
- The computers are functioning less than in my freshman year by a lot. Some can't print, and others will not turn on no matter what. It can also take a very long time to log into them