

UNIVERSITY OF LOUISIANA AT LAFAYETTE

STEP Committee

Technology Fee Application

Reference Online Center Enhancement

Title

Heather C. Plaisance, Blair Stapleton

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

Edith Garland Dupré Library

Organization

Title: Reference Online Center Enhancement Date: 07/21/2020
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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. After the computers originally purchased for this location in 2010 began to fail, they were 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 nearing a time of obsolescence. Moving forward, the Library has no means to sustain this open-access lab and face the risk of losing it without additional funding. The STEP Lab in the Library is the most heavily used lab on campus. The computers in the ROC help to provide options for student use and printing to supplement the STEP lab. 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 in order to meet the requirements of the University's Quality Enhancement Plan and facilitate virtual learning in response to the COVID-19 pandemic.

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 that after nine years began to fail. At that time, 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.

A number of students will be taking classes remotely and due to the increased demands on technology for virtual learning as a result of the COVID-19 pandemic, the ROC lab may serve as an additional

space for students to attend class and complete course requirements. Computers with updated operating systems will help to facilitate virtual learning, and the Library anticipates users will also need access to webcams, headphones, and an online meeting platform. The Library is requesting additional funding for 24 webcams and 24 headphones.

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 be 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. (See correspondence and library survey comments attached.)

B. Projected Lifetime of Enhancement:

4 to 5 years.

C. Person(s) Responsible for:

- I. Implementation:**
Library System Administrator
- II. Installation:**
Library System Administrator
- III. Maintenance:**
Library System Administrator
- IV. Operation:**
Students

V. Training (with qualifications):
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	\$	
3.	Supplies	\$3095.52	
	Xcellon HDWC-WA10 Full HD Webcam	\$79.99 x 24	
	Koss SB40 Full-Size Communication Headset with Noise-Canceling Microphone	\$48.99 x 24	
4.	Maintenance	\$	
	Dell Service		
5.	Personnel	\$	
	N/A		
6.	Other	\$	
	N/A		
TOTAL:		\$26,255.52	

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