

Report to the Graduate Faculty (April 2022) (Table 1) (Page 10) This includes to be

- x Multiple circulation and reference service points have been consolidated to a single Service Desk located in Bierce Library
- x Consolidation of the Science & Technology and Bierce S&T collections in the SEC building as closed stacks while library faculty and staff select, deselect, shift, relocate, and ultimately integrate the collections in Bierce. The S&T reference collection was relocated to Bierce in 2020 and we expect to begin moving large portions of the S&T collection to Bierce in summer 2022.
- x Ask Us, the chat reference service launched in March, 2020 continue. Chat reference and research assistance has been extended to 90 hours per week, up from the original 70 hours per week. In calendar year 2021 we fielded over 3000 virtual transactions from the prior year which is to be expected since the physical Service Desk was also open again.
- x Curbside Pickup and Home Delivery services for UL and OhioLINK members will continue UA students, faculty, and staff can request books and a delivery or pick up preference directly through the library's catalog.
- x Increased

Library tutorial use:

Course	Total Users	Active Users	Average Time Spent (Hours:Minute:Second)
Library 101	745	611	0:28:27

Reenvisioning Outreach: The User Experience and Engagement Unit (UXE)

For FY23, UL is reorganizing personnel and services from Communications & Marketing, Web Services, and MakerStudio to create a new User Experience and Engagement. This department will help students navigate and understand the libraries in new ways as UL services and resources continue to adapt to hybrid teaching and learning modalities. In collaboration with other library units, it will identify and act on opportunities for user-centered design across the organization. In addition to creating digital content geared to help students build information literacy and related skills, it will: develop and maintain web and signage solutions; advise on space and se