April 2022

Report to the Grain threather to be Report to the Grain threather to be

- x Multiple circulation and eference service points ave been consolidate in to a single Service Desk located in Bierce Library
- x Continuidation is fisher solid in the Sectuli of the solid in the Sectuli of the solid in the Sectuli of the solid interest in the Sectuli of the solid interest in the solid interest 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 2002 Continue. Chat reference and research assistant beas 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 materizalstinue 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:

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

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- x The Curriculum Center and surrounding acceptate ground floors being rebranded as the Children and Young Adult Center, with new signage expected by summer of 2022. Award winning children's books have been provided with their own location, and the collection supplemented by a Library Services darechnology Act granto purchase elevant books.
- x A lactation room has been added on the second floor of Bierce Library and is a comfortable, locking room that is designated for breastfeeding or pumping. The room includes a refrigerator, sink, baby changing unit, and seating. Visitors to the building do not need to schedule the room.
- x A Hoyer lift is available in the family restroom the 1st floor, for use by patrons with mobility challenges and their caregivers.

University of Akron Press Report

x Total titles published in 2021: 143th

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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 EngragaritheThis 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 comportunities for usercentered design across the organization. In additional 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