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Florence M. Jumonville
University of New Orleans, fjumonvi@uno.edu

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I WONDER WHO'S USING US NOW

HURRICANT KATRINA'S INFLUENCE ON USE OF SPECIAL COLLECTIONS AT THE UNIVERSITY OF NEW ORLEANS LIBRARY

Florence M. Jumonville, Ph.D.

Florence M. Jumonville, PhD. Is currently Chair of the Louisiana and Special Collections Department of the Earl K. Long Library at the University of New Orleans. She can be reached at fjumonvi@uno.edu

Introduction

On the afternoon of Friday, August 26, 2005, a student approached the reference desk at the University of New Orleans (UNO) library's Louisiana and Special Collections Reading Room and returned the book from the UNO Faculty Authors Collection that he had been perusing. It was a routine transaction, and department personnel had no inkling that this one would be the last that their department would make for more than four months. Weather-watchers, however, already were aware of the threat posed by Hurricane Katrina, which was then churning in the Gulf of Mexico. Television broadcasts that evening brought alarming forecasts which grew more ominous as the hours passed.

Shortly before 2:00 on Saturday afternoon, midway through an eight-hour desk shift undisturbed by patrons (presumably they were all out there evacuating), the Louisiana and Special Collections librarian received notification from Dean of Library Services Sharon Mader that the library would close on the hour. Materials that normally resided near windows already had been loaded on book trucks and pushed to less vulnerable areas, and the most significant rare books had been sheltered as well as possible. The librarian joined two colleagues in turning off computers and otherwise securing the rest of the building. At about 3:00, convinced that they had done as much as they could, library personnel compared their own plans and left to face a future that was even more tentative than they knew.

Although located in the Gentilly section of New Orleans, which Katrina hit hard (homes in the area drowned in roughly ten feet of foul water), UNO experienced flooding just at one edge of the

campus, affecting mainly the Engineering Building and student housing. Located on high ground in the center of the campus, the library did not flood but suffered considerable damage from wind and downpour, notably a large hole in the roof that admitted much rain. In addition to rendering an elevator and a scanner inoperable, the water and lingering dampness, combined with lack of air conditioning, permitted mold to grow on books in the History classification and on boxes that housed special collections materials. Adverse environmental conditions also exacerbated the deterioration of microfilm. Generous grants from the Louisiana Library Association, the Society of Southwest Archivists/Society of American Archivists, the National Endowment for the Humanities, and the SOLINET/Mellon Foundation's Academic Library Hurricane Recovery Project have assisted with replacing the affected containers and some of the books and microfilm.

Although the main campus remained closed until December 5, UNO opened for a fall semester—the only New Orleans university to do so in the metropolitan area—on October 10, holding classes online and at five satellite locations, principally the Jefferson Center in suburban Metairie. Library personnel who had already returned to the vicinity took turns working at the Jefferson Center until the library was cleared for occupancy. Residences of more than two-thirds of the library faculty and staff had been destroyed or damaged so badly as to be uninhabitable for months, and various factors prevented approximately one-third of library employees (though not necessarily those with housing problems) from returning to their jobs. The Louisiana and Special Collections Department lost two of its six members, one to retirement and

one to another library department. Consequently, the department's hours of service were decreased from 68? hours per week to 49?, curtailing late evening hours and concentrating available personnel during the busier daytime. Two years later, hours remain abbreviated, not only because of staffing problems but also because our evening staff depend on public transportation and the last bus leaves campus at 6:00. Because researchers using primary materials generally arrive earlier and seem sufficiently motivated to adjust to schedule limitations, shorter hours are not thought to have impacted special collections usage.

Librarians who reported for duty in December discovered that, although their workplace may have been safe, it had not returned to normal after its three-month hiatus. Trouble with the heating system and intermittent power outages necessitated several unanticipated closures during the early weeks. Humidity had gummed up the toner in the copiers and printers, and, because similar situations abounded, a local shortage of toner cartridges delayed replacement. Consultation of Louisiana publications resumed at a reduced level, but none of the patrons who braved these extraordinary circumstances requested any special collections materials and a fourth month elapsed before any transactions occurred. With the ever-present processing backlog and the need to help other departments catch up, however, no one sat idle. Besides, staying active facilitated keeping warm.

Conditions had stabilized by the time the library reopened in January, and patrons soon returned in abundance. Appropriately, the first post-Katrina request was for case files from the archives of the Supreme Court of Louisiana, the library's most frequently consulted collection and one which attracts researchers from around the region and the nation. As the spring semester progressed and queries continued to arrive, Louisiana and Special Collections personnel found the patronage erratic—at times a plethora of researchers, at other times a dearth of them. Some of the fluctuation can be attributed to queries that accumulated while the library was closed and then arrived thick and fast when researchers discovered that it had resumed operation, but curiosity arose as to how four

months of dormancy affected the use of primary materials. An examination of registration forms filled out by researchers since mid-2003 sought to answer those questions.

Institutional Background

Founded in 1958 as a member of the Louisiana State University System, UNO has grown from a commuter college to a major urban institution serving metropolitan New Orleans. UNO is among the most diverse major public universities in the nation, with a pre-Katrina minority student population of 44 percent (22 percent black). The university provides instruction, research, cultural activities, and public service in keeping with its urban nature and also with its status as a major university whose reputation has spread regionally, nationally, and internationally. Categorized as a Southern Regional Education Board (SREB) Four-Year 2 institution, as a Carnegie Doctoral Intensive institution, and as a Commission on Colleges of the Southern Association of Colleges and Schools (COC/SACS) Level VI institution, UNO offers doctoral programs focused on fields of study in which it is able to compete nationally and/or to respond to specific state/regional needs. Before the hurricane, UNO was Louisiana's second largest university, enrolling more than 13,000 undergraduate and 4,000 graduate students. After the storm, spring 2006 enrollment dropped to 11,446 (a decrease of 29 percent from spring 2005 registration of 16,203), and fall 2006 saw an enrollment of 11,747 (down 31 percent, from 17,142 in pre-Katrina fall 2005). As the second full post-Katrina year commenced (spring 2007), enrollment further dropped to 10,765 (almost 34 percent less than spring 2005).¹

Information services are supplied by the Earl K. Long Library, which supports the research and instructional needs of the students and faculty, as well as the general public and the international community of scholars. To meet these needs, the library develops, organizes, and preserves collections for optimal use, and it furnishes services, instruction, and facilities which enable its users to succeed in their academic and intellectual pursuits. In the forefront of these endeavors is the Louisiana and Special

Collections Department, which is responsible for publications pertinent to Louisiana and for rare books, manuscripts, and archives. The last of these groups includes the university archives and two adjunct collections, the UNO Faculty Authors Collection and archival copies of dissertations, theses, and master's reports written at UNO (hereinafter referred to collectively as "theses").²

The Louisiana and Special Collections Department was formed in 2001 by the merger of the Louisiana Collection and the Archives and Manuscripts Department, both of which had existed since the 1960s on different floors of the building. A decision to combine two other units at a single service point freed appropriate space near Archives and Manuscripts and made possible the realization of a long-standing dream to unite local and special collections materials, which share topical interrelationships and which many researchers consult concurrently. Louisiana publications and a reading room with a magnificent view of Lake Pontchartrain occupy the area, and, upon request, department personnel transport special collections to the reading room from closed-stack areas across the hall and elsewhere in the building.

Considering UNO's relative youth, the library's 360 collections of archives and manuscripts (nearly 12,000 linear feet) constitute a surprisingly extensive and rich array of primary resources. Early on, the decision was made to collect materials pertaining to aspects of Louisiana history and culture not sought by other institutions in the vicinity. Consequently, the Louisiana and Special Collections Department has focused on the period since 1900 and on two subject areas: ethnic history, emphasizing local groups that have been generally undervalued in years past, and business history. Other fields of study also are amply represented. Through an agreement reached in 1976 between the university and the Supreme Court of Louisiana, the library became the repository of the Court's voluminous historical case files, defined as those dating from its inception in 1813 until 1920. Another large collection rooted in the nineteenth century is the archives of the Orleans Parish

School Board, which dates from ca. 1840 to just a few years ago.

Frequently requested materials also include the university archives, records of the Chamber of Commerce of New Orleans, and the René Grandjean Collection, which attracts interest primarily in its transcriptions of communications received by Creole spiritualists in nineteenth-century New Orleans. Probably the single most-often-requested item is "A Black History of Louisiana," a twelve-hundred-page typescript among the papers of Marcus Christian. Christian (1900-1976) was a black man whose multifaceted papers contains nearly twelve hundred poems he composed, as well as research materials compiled in the 1930s and 1940s by the Dillard Unit of the Federal Writers' Project in Louisiana. Part of the Writers' Project component of the collection, the unpublished "Black History" has been mined by numerous authors who find in it a unique compilation of information about the black experience in a southern state before and during the Jim Crow era.

Like most special collections departments, UNO's requires researchers using rare materials to register when they arrive. The registration form requests standard information such as home and work addresses, telephone numbers, and e-mail addresses; subject and purpose of research; and whether the study is likely to result in a publication, thesis, or dissertation or is for personal interest. In addition, the researcher is expected to read the rules on the verso and to sign and date the form, affirming compliance with department regulations. He or she also must present photo identification (most proffer a driver's license or university ID card), and a department member verifies the information, notes the ID number, and returns the card. Staff also record which materials the researcher requests during each visit. Although some means of registration always has been required of users of special collections, the form was revised in 2003 and the present version dates from March of that year. Department personnel turned to these forms to discover how Hurricane Katrina influenced the use of research materials.

Research Questions

It seems reasonable to assume that a 30 percent decrease in the size of the student body, a decrease of 13 percent in the number of full-time faculty members, and a local population substantially reduced by the hurricane and its aftermath would result in a concomitant reduction in patronage.³ Four years of registration forms (July 2003 through June 2007) from 1,313 research visits were examined and the following information extracted:

- Number of persons who used special collections materials (rare books, manuscripts, and archives, including publications from the UNO Faculty Authors Collection and archival copies of theses) during each of eight six-month periods from mid-2003 to mid-2007, consisting of four half-years before Hurricane Katrina, the half-year during which the storm occurred, and three half-years following it;
- Whether those persons were students or faculty at UNO or at another educational institution in the metropolitan area or beyond it, or whether they were members of the local community or beyond it (community members include, for example, free-lance researchers, genealogists, journalists, novelists, and unaffiliated scholars); and
- What collections were requested and how many times each was used.

Acquiring and analyzing these data yielded answers to the following questions:

- What was the level of usage, in terms of number and affiliations of researchers, during the four six-month periods preceding Hurricane Katrina (July 2003-June 2005)?
- How did Hurricane Katrina impact the number and affiliations of persons using special collections and the number of different collections they consulted?

Findings

Previously, data were compiled monthly and cumulated annually, but neither of those blocks of time fit the requirements of this situation. To permit tracking trends, the periods including and following the hurricane needed to be isolated more precisely than by year. On the other hand, a monthly comparison seemed so narrow as to obscure emerging patterns. Both specific and broad examination emerged from considering six-month blocks—each half-year essentially equal academically, consisting of a fall or spring semester and about half of a summer session, plus one and one-half intersessions. For convenience, the periods covering January through June are designated as “spring half-years,” and those from July through December are called “fall half-years.” During each of these six-month periods, totals were calculated separately for researchers in three categories: students, further grouped as UNO students, students from other colleges and universities in the metropolitan area, and those from out of the area; faculty and staff, divided into the same three subgroups; and members of the community from the area and beyond it.

By half-year

It was assumed that patronage would be roughly equal during each half-year, and both pre-Katrina falls were indeed similar (153 and 138 queries, respectively) and the two springs nearly identical (222 and 218 inquiries). No one anticipated finding that usage in both spring half-years notably exceeded usage in both falls. The number of requests for special collections increased 45 percent from fall 2003 to spring 2004 and 58 percent from fall 2004 to spring 2005. Combining both years, the fall-to-spring increase was 51 percent. In 2006/07, the first full academic year post-Katrina, usage grew from 190 queries to 238, a rise of 25 percent. Before the storm, this pattern was most pronounced among UNO students (fall total, 89; spring total, 216, an increase of 143 percent) and might have been attributed to a disproportionate number of seminars and other research-dependent courses being offered in the spring. After the hurricane, the increase resulted not from growing usage by

students—which actually declined slightly—but from increased visits by faculty/staff and members of the community, a trend that began as soon as the library reopened.

Just 39 inquiries arrived during the two months preceding Hurricane Katrina (July and August 2005). It might be speculated that, at that rate, the rest of the half-year would have tripled that amount to 117. Given that classes were out of session and the campus little populated for much of those two months, however, it might reasonably be argued that, but for Katrina, totals almost certainly would have been higher. The first post-hurricane semester, spring 2006, brought nearly that number of queries—115, 48 percent below the average of the two previous spring half-years. Inquiries from UNO students plummeted from a spring average of 108 to 21, a decrease of 81 percent; other local inquiries fell from a spring average of 62 to 35, a drop of 44 percent; and out-of-area queries soared from a spring average of 28 to 51, an increase of 82 percent. The proportion of inquiries from UNO students diminished at a much greater rate than the 30-percent reduction in the size of the student body and the 30-percent decrease in the population of the metropolitan area.⁴ Apparently the city's tenuous condition did not deter out-of-area researchers, who nearly doubled in quantity (51, up from a pre-Katrina average of 29). The closure of the campus prevented some of these distant researchers from visiting during fall 2005 and resulted in a spike in out-of-area patronage in the spring. Fall 2006 brought 190 requests for special collections, more than any of the three preceding falls. Usage by patrons in all categories grew by 31 percent over the average (145) of the two pre-Katrina fall half-years. As noted above, spring 2007 brought 238 calls for special collection s materials—a new high, led by record numbers of requests from members of the community (69) and from beyond the New Orleans area (57).

Grouping the data as pre- and post-Katrina, usage by the UNO community held steady, accounting for about 51 percent of the research visits in each of those two periods. Patronage by other locals dropped from 33 percent to 23 percent, while

requests from out-of-towners rose from 16 percent to 26 percent. This reflects the reduced local population and the need of many who are here to devote their time and energy to recovery rather than research. Most of the library's special collections pertain to Louisiana, and the heightened national interest in and attention to this area may be attracting researchers from afar.

It would be instructive to compare UNO's usage statistics with those of other special collections departments that closed temporarily because of disaster. A search of the literature for other before-and-after data disclosed figures from the annual reports of Loyola University's J. Edgar and Louise S. Monroe Library, which also was struck by Hurricane Katrina. In fiscal 2003/04, 2004/05, and 2005/06, Loyola's Special Collections/Archives team, which is responsible for the same types of rare materials as UNO's Louisiana and Special Collections Department but in smaller quantity, handled, respectively, 234, 244, and 151 requests for research assistance.⁵ During the Katrina year (2005/06), usage decreased 37 percent from the average of the preceding two years. The corresponding figures at UNO were 375, 356, and 154, a decrease of 42 percent. No similar statistics from other academic libraries were located.

By affiliation

Another surprise was the discovery that, over the past eight half-years, barely half of the queries (660 of 1,313, or 50.2 percent) came from members of the UNO community. The library exists to serve the needs of the university community; why, then, no preponderance of queries from UNO faculty and students? Because the collection appeals particularly to graduate students in history programs, part of the explanation lies in the absence of a doctoral program in history at UNO, which eliminates writers of history dissertations from the UNO community. Also, most special collections materials emphasize New Orleans, and, aside from those interested in the university's past, few faculty members are engaged in historical research focused on the city. Another factor is the library's attraction to the local community. The absence of user fees lures writers and

filmmakers, and the extended hours, safe campus, and convenient, economical parking appeal to persons who often shape their research to our holdings. This finding highlights the esteem with which the library's special collections holdings are regarded in the New Orleans area and emphasizes the extent to which many collections, notably the Archives of the Supreme Court of Louisiana and the Christian and Grandjean Collections, engage widespread attention from researchers with varied interests. It also suggests the existence of a large pool of potential patrons right outside our building, some of whom may have research needs we might satisfy.

Fall 2006 belied all the trends. The half-year brought 190 queries, 31 percent more than the average of the two pre-Katrina falls. Of these queries, 117—62 percent—came from the UNO community (51 percent from students, 11 percent from faculty/staff). As compared with spring 2006, faculty/staff requests increased from 25 to 26, with 20 requests from UNO personnel dwarfing the 6 inquiries from other universities' faculty members. Queries from members of the community changed little, with a total of 38 in each half-year and only the slightest variation in geographical representation. Requests from students, however, increased by 142 percent, from 52 to 126. Usage by UNO students soared 362 percent, from 21 to 97. Part of this increase resulted from a new assignment in an upper-level history class, "Researching New Orleans," which required students to use several different collections and accounted for approximately 20 of the queries. This finding emphasizes the degree to which usage by students is assignment-driven and the importance of connecting with faculty members to incorporate, whenever appropriate, coursework involving primary materials.

By collection

Since mid-2003, 130 collections—36 percent of the 360 among the library's holdings, including unprocessed collections—were consulted at least once, for a total of 1,313 requests for archival and manuscript materials. Little fall/spring difference was noted pre-Katrina, with a fall average of 34

and a spring average of 36 collections requested at least once. During the two pre-Katrina months of fall 2005, just 8 collections were used, but usage began to rebound in spring 2006 when researchers consulted 26 collections. Outdistancing the previous six half-years, fall 2006 brought requests for all or part of 59 different collections. The history assignment noted above inspired the use of some of these materials, but, because many of the students referred to the same few collections, the impact on the quantity consulted was not large. No comparable assignment existed in spring 2007, when 60 collections were consulted.

Of these 130 collections, twenty-one (6 percent) have received at least 10 uses each, accounting for 971 requests, or 74 percent of the total (Table 2). Most of these collections have in common that they consist of the archives of organizations or business, rather than personal or family papers, and that they are among the library's largest collections. Obviously containing more materials, they offer the greatest potential to appeal to a wider variety of research interests. In the lead is the archives of the Supreme Court of Louisiana (Mss 106), which was called for 275 times (21 percent), followed by the archives of the Orleans Parish School Board (Mss 147), which received 183 requests (14 percent). These also are the library's two largest collections, at 2,730 and 1,681 linear feet, respectively. Four more of the most-used collections occupy at least 150 linear feet. It should be noted, however, that one or two researchers who visit often while researching a prospective publication or thesis will skew the numbers. The Iris Kelso Papers (38 linear feet), for example, consisting of scrapbooks and research of a prominent local political journalist, was requested 10 times during fall 2006. All of those requests came from the same graduate student who was writing a paper. By contrast, the comparably sized René Grandjean Collection (32 linear feet) also was requested 10 times during the same half-year, by four persons working on different projects.

Although the library's modest collection of rare books contains some extraordinary items, it is not of a caliber to attract scholars from afar.

Publications by faculty authors, intended to centralize UNO professors' research and preserve it for the future, enjoy flurries of popularity, mainly when the bookstore runs out of required texts. Similarly, archival copies of these leave their shelves when the circulating copies have been borrowed already. It is perhaps disappointing but, given such circumstances, hardly surprising that, even taken together, these three groups of materials experience little use. The pre-Katrina average was 87 requests per half-year; post-Katrina, that figure dropped to 29?, a decrease of 66 percent. Despite their shortcomings, these collections merit more patron attention than they are receiving. This study points out the need to attract notice to them, perhaps through highlighting the "rare book of the week" on the department's web page or other ongoing publicity.

Conclusion

Analyzing patrons' registration forms disclosed a reasonable level of consistency among fall half-years and spring half-years before the hurricane, from just about every angle: the number of researchers, their affiliations, and the quantity of collections they used. Overall, the department served an average of 183 researchers per half-year before Katrina and 181 per half-year after it. With just 115 queries, the first half of 2006 was well below pre-Katrina averages, but the latter half of the year rebounded with 190 inquiries and took the number of collections used in a single half-year to a new high. Spring 2007 brought the most research visits and the greatest number of collections used in any of the half-years studied. Optimism that researchers are returning seems to be justified.

In addition to the specifics of collection usage at the Earl K. Long Library, the study revealed the following:

- Analyzing usage statistics in different combinations—by half-year or by semester and intersession, as well as by month and year—provides new opportunities for insight and comparison. We will continue diligently to maintain statistics, to use them

creatively to track trends and aberrations in usage, and to use the results to identify potential needs in our user communities.

- Collection usage proved to be more assignment-driven than we realized, and the way to a student is through his teacher. The key to increasing patronage is to work with faculty members to incorporate the use of primary materials into coursework. When primary materials are demystified, chances increase that the students will employ them in other courses.
- Materials that are underutilized should be publicized in hopes of attracting more patrons to them, and usage statistics will be used to assess the efficacy of that publicity.
- Patterns of usage have implications for collection development decisions. Further examination of the frequency with which collections on various topics are requested will focus the pursuit of additional collections, prioritize candidates for processing, and optimize the allocation of processing supplies and space. If efforts to promote underutilized materials fail, perhaps further collecting in some areas should be reconsidered.

Just as the usual predictors—of population growth, of student enrollment, even of the arrival of mail—have been thrown askew in post-Katrina New Orleans, so have patterns of library usage. As time passes and the present study is expanded by the inclusion of more half-years of data, it will lend further insight into the effects of a disaster on special collections patronage. Hurricane Katrina exposed a great deal—both bad and good—about New Orleans. Similarly, its aftermath led to this study which disclosed both bad and good. Developing an awareness of our weaknesses and strengths is the first step toward ameliorating the former and further improving upon the latter—and having a better idea of what to expect if, heaven forbid, it ever happens again.

TABLE 1: REQUESTS FOR SPECIAL COLLECTIONS MATERIALS

	July- Dec. 2003	Jan.- June 2004	July- Dec. 2004	Jan.- June 2005	July- Dec. 2005	Jan.- June 2006	July- Dec. 2006	Jan.- June 2007	TOTAL
Students									
UNO	48	114	41	102	8	21	97	88	519
Other Local	21	8	7	16	0	9	11	5	77
Out of Area	5	5	10	8	15	22	18	27	110
Subtotal	74	127	58	126	23	52	126	120	706
Faculty/Staff									
UNO	9	13	17	30	2	8	20	42	141
Other Local	10	28	0	2	0	3	1	1	43
Out of Area	11	13	11	15	1	16	5	6	78
Subtotal	30	54	28	47	3	26	26	49	262
Community									
Local	38	32	39	39	11	25	26	45	255
Out of Area	11	9	13	6	2	13	12	24	90
Subtotal	49	41	51	45	13	38	38	69	345
TOTAL	153	222	138	218	39	115	190	238	1,313
Total UNO	57	127	58	132	10	29	117	130	660
Total Other Local	69	68	45	57	11	35	38	51	375
Total Out of Area	27	27	34	29	18	51	35	57	278
TOTAL	153	222	138	218	39	115	190	238	1,313

TABLE 2: COLLECTIONS CONSULTED AT LEAST 10 TIMES

No.	Name of Collection	Size (l.f.)	July-Dec. 2003	Jan.-June 2004	July-Dec. 2004	Jan.-June 2005	July-Dec. 2005	Jan.-June 2006	July-Dec. 2006	Jan.-June 2007	TOTAL
106	Archives of the Supreme Court of Louisiana	2,730	23	26	19	34	13	56	56	48	275
147	Orleans Parish School Board Archives	1,681	12	83	9	35		8	14	22	183
11	Marcus Christian Collection [Black studies]	150	5	13	19	10		6	15	28	96
159	UNO Archives	645	7	14	12	19	5	11	8	17	93
85	René Grandjean Collection [Spiritualism]	32	4	5	4	19		1	10	4	47
66	Chamber of Commerce of New Orleans Archives	250	2	26	4	1				9	42
28	National Association of Colored People (NAACP) Archives	67	3	4	7	7	5	2	7		35
56	Audubon Park Commission Archives	58	7	7			1	2	1	4	22
135	United Teachers of New Orleans Archives	13	2	3		2			8	7	22
140	Dart & Dart (& Other Legal Firms) Collection	30	5	5				1	3	4	18
0	Photographs Collection [Miscellaneous photographs, chiefly New Orleans area]	9	3	2	3	2	1	1	2	2	16
312	Building Arts Project Collection [Oral histories of Creole craftsmen]	2		10		3				3	16
145	Frank B. Moore Collection [Local photos]	33	2	1	1	1	1	2	2	4	14
176	Elizabeth Rogers Collection [Civic activist]	78	1		2				4	7	14
277	WDSU-TV Film and Video Collection	1,668	1		4			5	1	3	14
23	Abe L. Shushan Collection [Early aviation]	6							2	10	12
65	Higgins Industries [WWII boat plans]	75	2	1	2	2		1		3	11
332	“Writing Katrina” (Spring 2006) (Narratives of hurricane survivors and rescuers)	2							8	3	11
197	Judge John Minor Wisdom Collection [Carnival memorabilia]	3	1			1		3	5		10
296	Iris Kelso Papers [Local political columnist]	38							10		10
NUMBER OF DIFFERENT COLLECTIONS USED			35	41	33	31	8	26	59	60	130

Endnotes

¹University of New Orleans, “UNO History,” <http://www.uno.edu/history.cfm>, and University of New Orleans Office of Data Management, Analysis and Reporting, “Enrollment Summaries,” <http://www.dmar.uno.edu/enroll.htm>, accessed November 25, 2006, and July 1, 2007.

²Louisiana publications are not considered in this study. Patrons consulting them are not required to register, and only general usage statistics exist.

³Attempting to estimate the number of residents at any given point in post-Katrina New Orleans has been likened to trying to hit a moving target. As of January 1, 2006, the most recent estimate of the population of seven area parishes was 915,000, down from 1,300,000 just before the hurricane (a decrease of 30 percent). On the same date, the U.S. Census Bureau counted 158,353 New Orleans residents, down from 437,186 on July 1, 2005 (a decrease of 64 percent). Other estimates at about the same time placed the city’s population at 210,000 to 221,000 (reduced about 50 to 52 percent). According to the most recent figures as this is revised on July 1, 2007, the population has grown to 262,000. Mark Waller, “Population Count to Help City Recover,” *New Orleans Times-Picayune* (June 19, 2006); Coleman Warner, “Census Tallies Katrina Changes,” *New Orleans Times-Picayune* (June 7, 2006); University of New Orleans Office of Data Management, Analysis and Reporting, “Enrollment Summaries”; April Capochino, “Storm and Increased Academic Standards Affect Enrollment at Louisiana Colleges and Universities,” *New Orleans CityBusiness* (July 17, 2006); “BR Area Grows by 40,000-Plus,” *Baton Rouge Advocate* (June 22, 2006); Bruce Egger, “New Orleans Population Reaches 262,000 in May,” *New Orleans Times-Picayune* (June 28, 2007).

⁴Waller, “Population Count”; Warner, “Census Tallies Katrina Changes.”

⁵2003-2004 *Annual Report*, http://library.loyno.edu/about/report_03_04.htm, and 2004-2005 *Annual Report*, http://library.loyno.edu/about/report_04_05.htm, both accessed December 27, 2006; personal communication from Art Carpenter, archivist, January 2, 2007.