

UMUC Library FY16 Annual Report

August 23, 2016

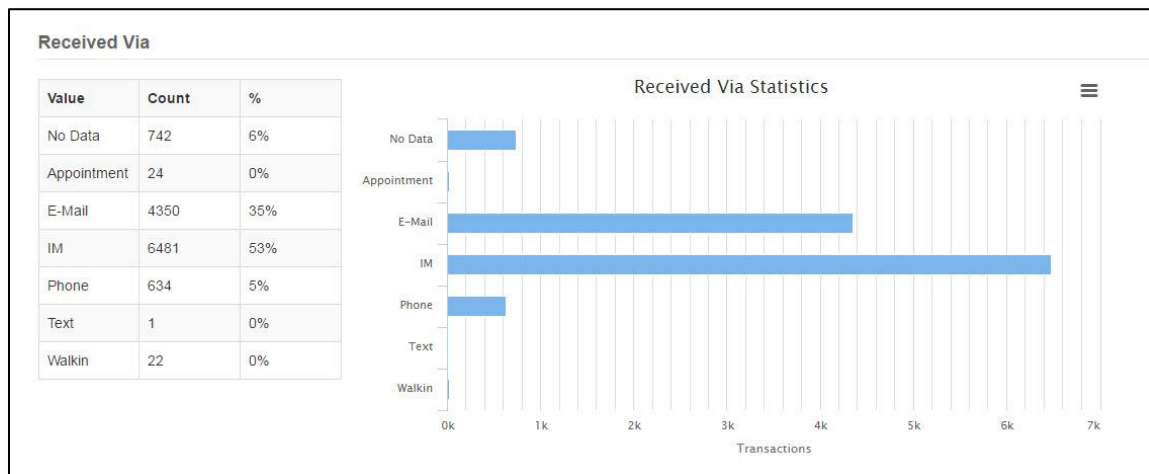
The [UMUC Library](#) enables student success and promotes the educational mission of the university by:

- **Educating** students, faculty, and staff about the universe of information resources and services available today, emphasizing the critical importance of information and digital literacy skills for finding, evaluating, and using information successfully,
- **Partnering** with The Undergraduate School, The Graduate School, and other Academic Affairs and UMUC units in support of UMUC’s strategic goals, and
- **Providing** extensive academic and scholarly resources not otherwise accessible for free online as well as user-centered services for UMUC students, faculty, and staff worldwide.

REFERENCE

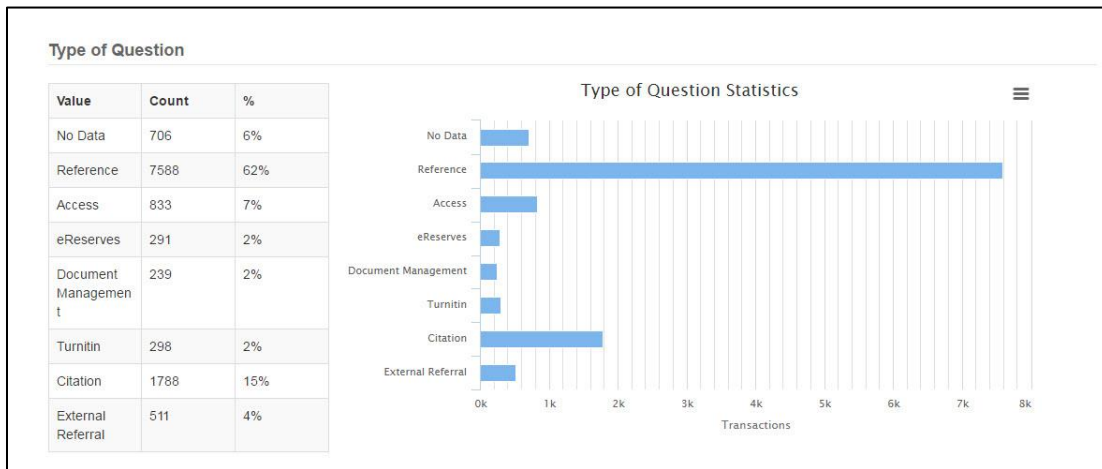
The Library answered 12,254 questions from UMUC students, faculty, or staff in FY16. Most questions were via instant message (IM), 6,481, with email second at 4,350.

Email:	4,350
IM:	6,481
Phone:	634
Walk-in:	22
Appointment:	24
Uncategorized:	763
Total:	12,274

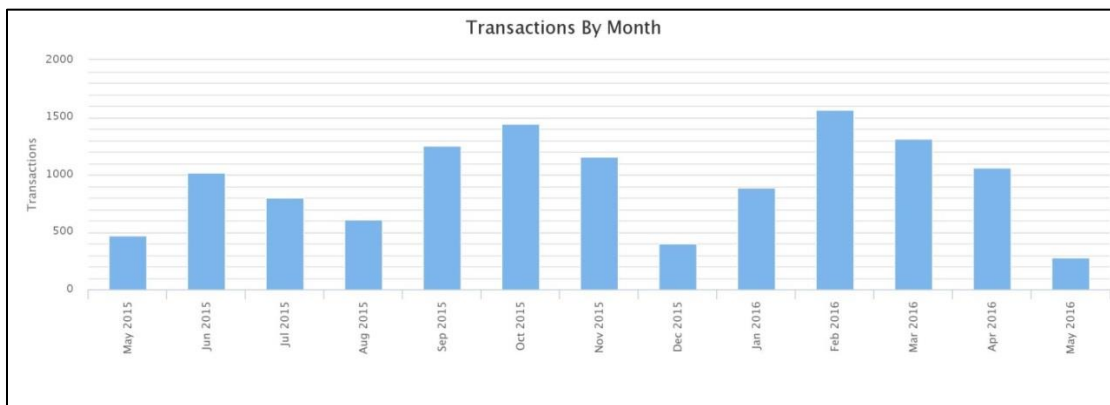


Questions by type of inquiry:

Reference:	7,588
Access:	833
eReserves:	291
Document Management:	239
Turnitin:	298
Citation:	1,788
External Referrals:	511
Uncategorized:	726
Total:	12,274



Questions by Month



LIBRARY INSTRUCTION

Classroom visits:

- TGS face to face: 10 (129 students)
- TGS online: 25 (543 students)
- TUS face to face: 9 (160 students)
- TUS online: 89 (1813 students)

Library Modules: 93 classes for an estimated 1800 students.

Presentations to Faculty: Webinars on Turnitin and e-books via Faculty Development

CURRICULAR SUPPORT

For the ongoing migration from textbooks to free/open content for students, Librarians and staff searched for and provided library resource suggestions for 201 Graduate School teach-out courses, as well as ongoing spot consultations with course chairs. Currently working with TGS to develop a module containing UCSP 815 content for the ELM Doctor of Management curriculum.

ACADEMIC PROGRAM REVIEWS

The Undergraduate School

- Gerontology and Aging Services
- Political Science
- Computer Science

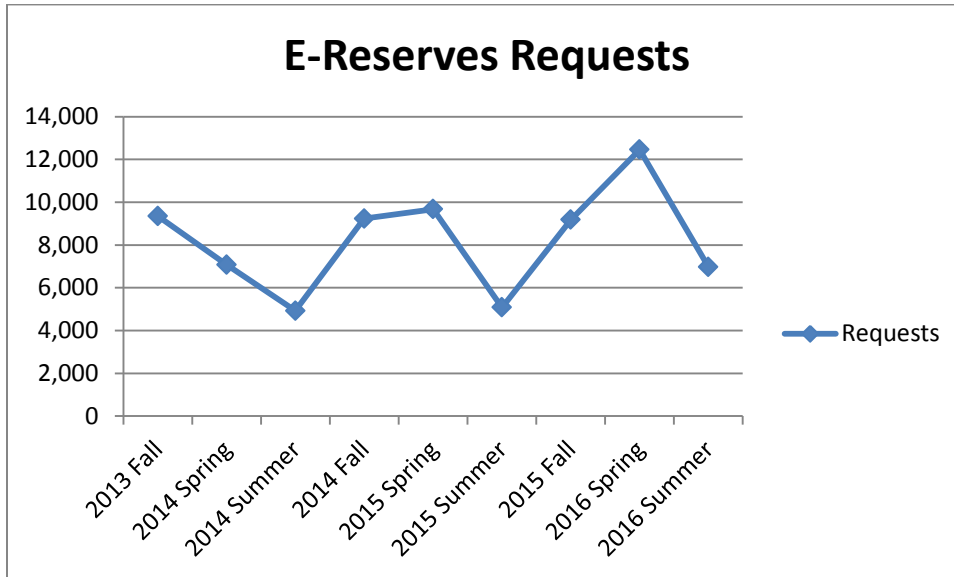
The Graduate School

- Biotechnology
- Accounting
- Cybersecurity

E-RESERVES

Requests for readings in all course sections for FY16: 27,844

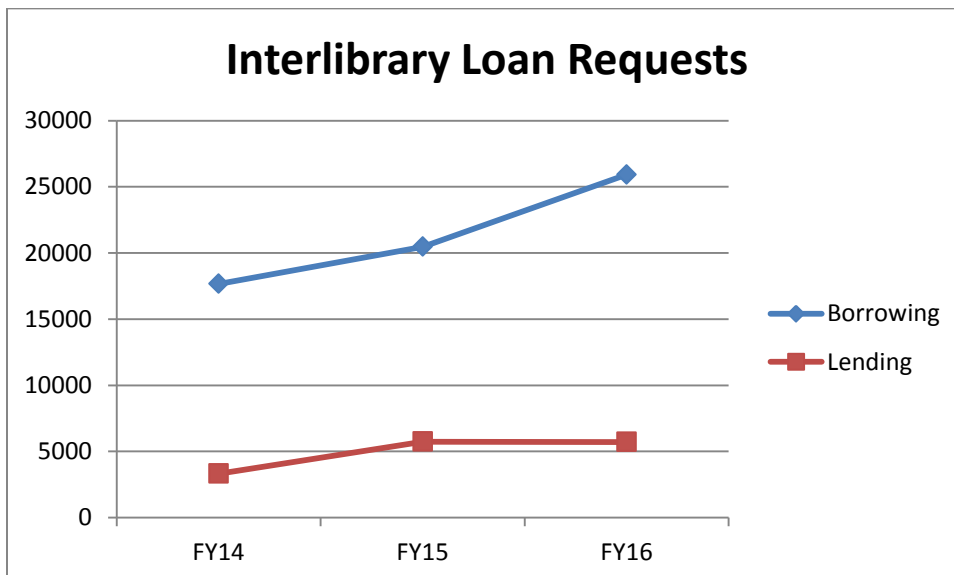
Fall 2015	9,177
Spring 2016	11,697
Summer 2016	6,970



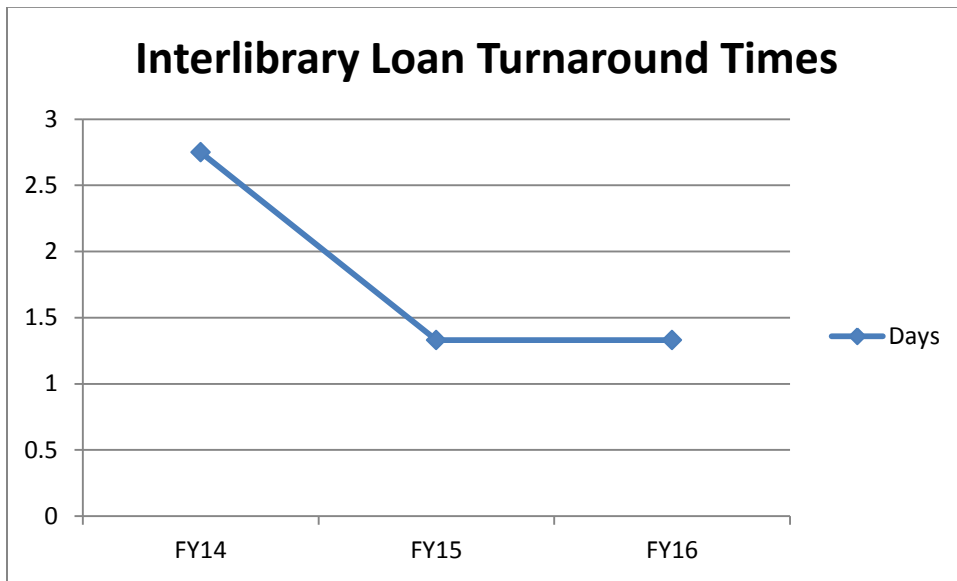
DOCUMENT DELIVERY & INTERLIBRARY LOAN

Interlibrary loan requests:

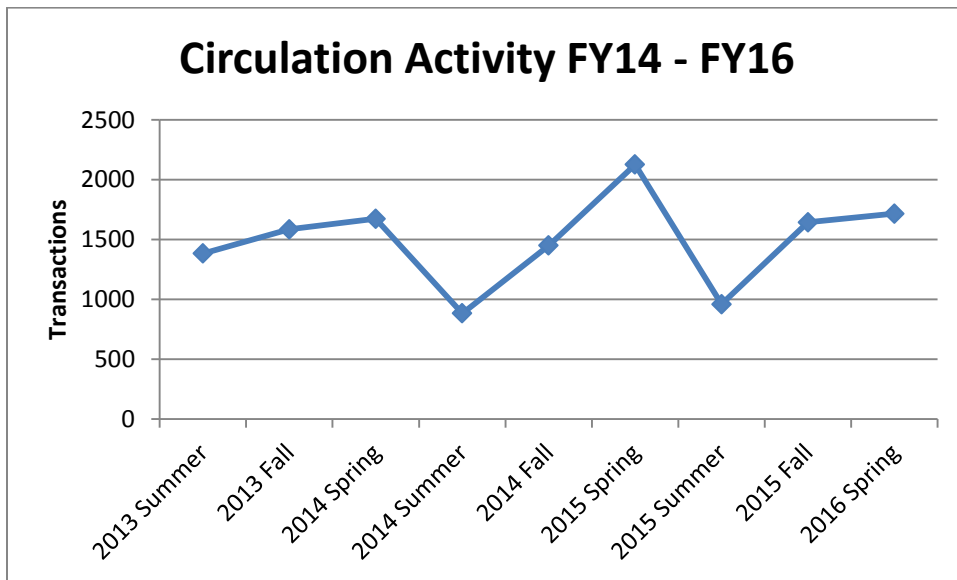
Borrowing:	25,926
Lending:	5,719



USMAI RAPIDILL System implemented in FY14, reduced average turnaround times for articles and book chapters from 2.75 days to 1.33 days.

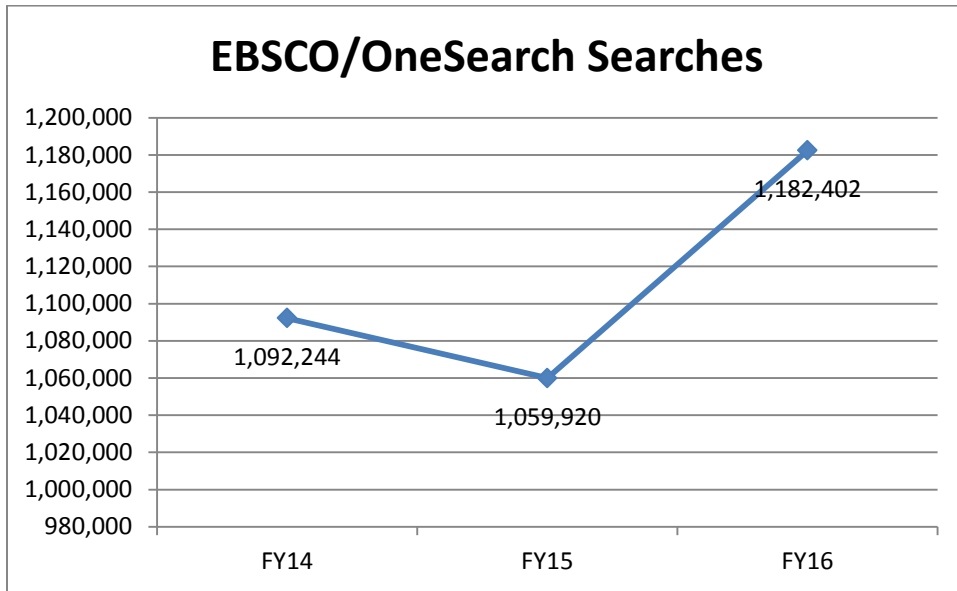


Circulation of print books from USMAI Libraries: 4,317

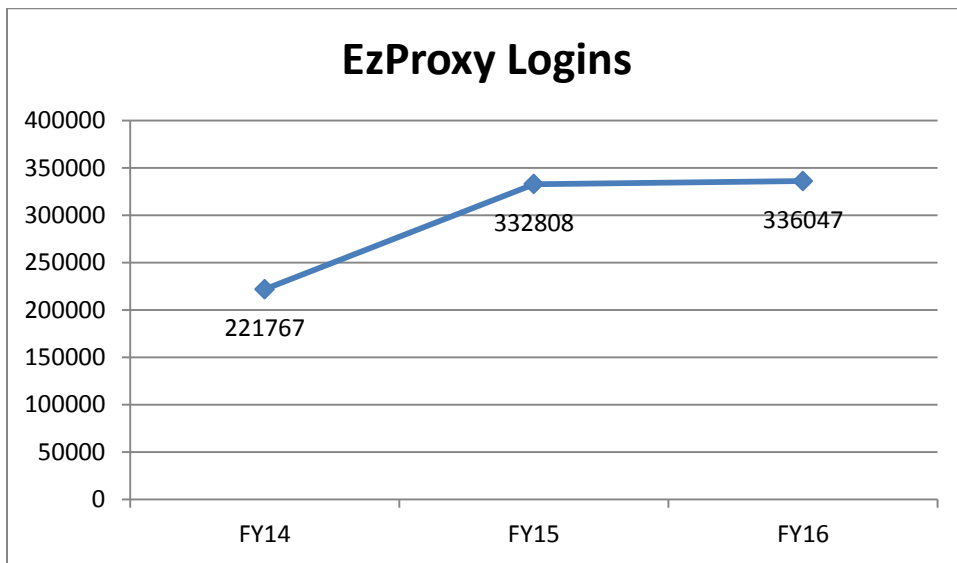


LIBRARY RESEARCH DATABASE USAGE

Searches in all EBSCOhost Resources including OneSearch:



Direct Database Logins through EzProxy



MAJOR PROJECTS AND ACTIVITIES IN FY16

- Developed and implemented website revisions and usability improvements including a new Library-specific banner with drop-down menus, a cleaner and more up-to-date tabbed search interface on the homepage, and a shifted layout with the chat box on the right side of the screen, putting the search interfaces and content front and center.
- Improved OneSearch: The Library team used search terms captured through Google Analytics to create “tiles” in EBSCO’s EDS search interface (which we brand as OneSearch). When a user types in a frequent term, such as the name of a database, a UMUC department like Financial Aid, or the title of a frequently-searched-for book, a “Are you looking for?” box will provide them with a proper URL rather than simply database search results with those terms. Second, subject-limited searches have been integrated into the subject guides for UMUC disciplines, so that only subject-relevant databases are searched.
- Developed Faculty Teaching and Learning Collection, with input from Faculty Development, to assist faculty in teaching and professional development.
- Updated the Open Educational Resources guide and included subject-specific and general-purpose OER collections into each of our online Research Guides. Vendors have also been incorporating more open journals and OER content into their databases.
- Improved the look and feel of the subject guides, simplified navigation, and implemented a subject-based search box for each guide.
- Continued to support e-resources, working with LD&S when new e-resources were required and continuing to work with LD&S and Course Chairs to update previously processed courses.
- Course Chairs/Directors database development and improvements - Critical for E-Reserves and the ARES system that enables it, the database is also used by TUS and TGS to create lists of Chairs/Academic Directors and their reports. The database is a necessary stop-gap until this information can be tracked and supplied to our systems by the new HR Workday system.
- In the UMUC Archives, processing of the European archives collection started, and Archives staff participated in Overseas Marylander events.
- Participated in review of records retention schedules/policy and provided input on what should be transferred to the UMUC Archives.
- The Library has been actively identifying, assessing, and analyzing developing trends in higher education, industry, and the library profession on an ongoing basis to stay ahead of the curve in planning strategic direction, priorities, and initiatives through a Library Futures Group and ongoing all-staff discussions. In addition, the Library proactively informs the library profession about our initiatives and innovations through articles and presentations.
- Library promotional activities in FY16 included the creation and dissemination of a Library infographic with statistics on the volume of library use and how the library helps students and supports the curriculum; online presentations to faculty through Faculty Development’s Webinar series; a presentation to Institutional Advancement in March 2015; contribution of reports and materials to the Middle States archive; and discussion of the Library in the 2016 Middle States Self Study Report.

PRESENTATIONS BY LIBRARIANS & STAFF IN FY16

- Collins, C., Sherlock, J., & Thomes, C. (2015, September). *Developing online search skills for the evidence-based manager: How to quickly and accurately identify the relevant research evidence*. Presentation given at the Fifth International Conference on Engaged Management Scholarship, Baltimore, MD.
- Cullen, M. A., Miller, R., Smith, B., & Woodward, K. M. (2016, April 20). Open educational resources. Invited panel speaker at the Distance Library Services conference, Pittsburgh, PA.
- England, L. (2016, May). *E-resources management presenter and host*. USMAI E-Resources Forum, Largo, MD.
- England, L. (2016, January). *ERM: Visio and JIVE*. Panel presentation at ALA Midwinter, ALCTS/LITA Electronic Resources Management Interest Group, Chicago, IL.
- England, L. (2015, November). *E-resources management presenter and host*. USMAI E-Resources Forum, Largo, MD.
- Harding, J. L., & Denny, W. T. (2016, April). Lindberg, S. M., & Hyde, J. S. (2007, March). *An Analysis of Student Satisfaction in an Online Information Literacy Course*. Poster presented at the 17th Annual Distance Library Services Conference, Pittsburgh, PA.
- Homol, L., & Miller, R. (2016, February 12). *LibGuides best practices: Designing for usability*. Poster session presented at Bridging the Spectrum: The Eighth Annual Symposium on Scholarship and Practice, Catholic University of America, Washington, DC.
- Miller, R. (2016, May 12). *Students as knowledge creators: Metacognition and discussion*. Lightning talk presented at The Innovative Library Classroom conference, Radford University, Radford, VA.
- Miller, R., & Homol, L. (2016, April 21). *Building an online curriculum based on OERs: The library's role*. Presented at the Distance Library Services conference, Pittsburgh, PA.
- Miller, S., & Homol, L. (2016, March 10). *Beyond textbooks: Open educational resources*. Computers in Libraries 2016, Washington, DC.
- New, S., O'Donnell, E., Sullivan, K., & Tomlinson, C. (2016, April). *New models of reference service*. Panel session conducted at Reference Remodeled: New Ideas for Research and Reference Services: A forum sponsored by USMAI Reference & Instruction Subgroup.
- Thomes, C. (2016, June). *Tips for becoming a systematic researcher and conducting evidence-based research*. Presentation given at the Lilly International Conference on Evidence-Based Teaching and Learning, Bethesda, MD.

PUBLICATIONS BY LIBRARIANS & STAFF IN FY16

- England, L., Gilbert, M., Hoover, J., Lowe, R., Ohler, L., & Schmidt, K. (2016). ERM ideas and innovations column, How do you see your library managing electronic resources five years from now? *Journal of Electronic Resources Librarianship*, 28(2), 103-110. <http://dx.doi.org/10.1080/1941126X.2016.1164560>
- England, L., & Miller, S. (2015). *Maximizing electronic resources management in libraries: Applying business process management*. Oxford, UK: Elsevier Publishing. <http://store.elsevier.com/Maximizing-Electronic-Resources-Management-in-Libraries/Lenore-England/isbn-9781843347477/>
- England, L., Foudy, G., & Ohler, L. (2016). What You Need to Know About Moving Collections and Acquisitions Into An E-Dominant Model! In B. R. Bernhardt, L. H. Hinds, & K. P. Strauch (Eds.), *The Importance of Being Earnest: Proceedings from the Charleston Library Conference, 5-8 November 2014* (pp.470-474). West Lafayette, IN: Purdue University Press.
- Friedman, S., & Miller, R. (2016, April). Launching students towards source-based writing: An introduction for librarians. *C&RL News*, 77(4), 198-201 Retrieved from <http://crln.acrl.org/content/77/4/198.full>
- Thomes, C. (2016). *Keeping up with... systematic literature reviews*. Association of College and Research Libraries e-newsletter. Retrieved from http://www.ala.org/acrl/publications/keeping_up_with/slr
- Wu, C., Fei, Y., and Airong, J. (2016). Technology Innovations in Academic Libraries. Chapter 12 In L. Ruan, Q. Zhu, and Y. Ye (Eds.) *Academic Library Development and Administration in China*. Hershey, PA: IGI Global.

Questions or comments?

Contact the Library at library@umuc.edu

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<http://www.umuc.edu/library/>