

UMUC Library FY17 Annual Report

August 1, 2017

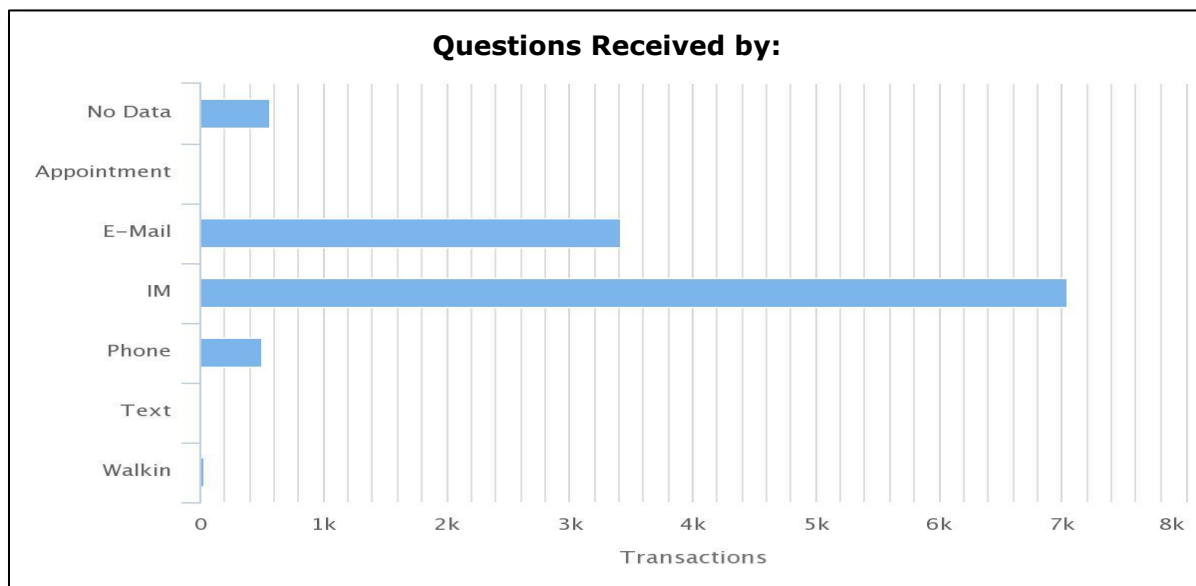
The **UMUC Library** enables student success and promotes the educational mission of the university by:

- **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: Enabling Student Success

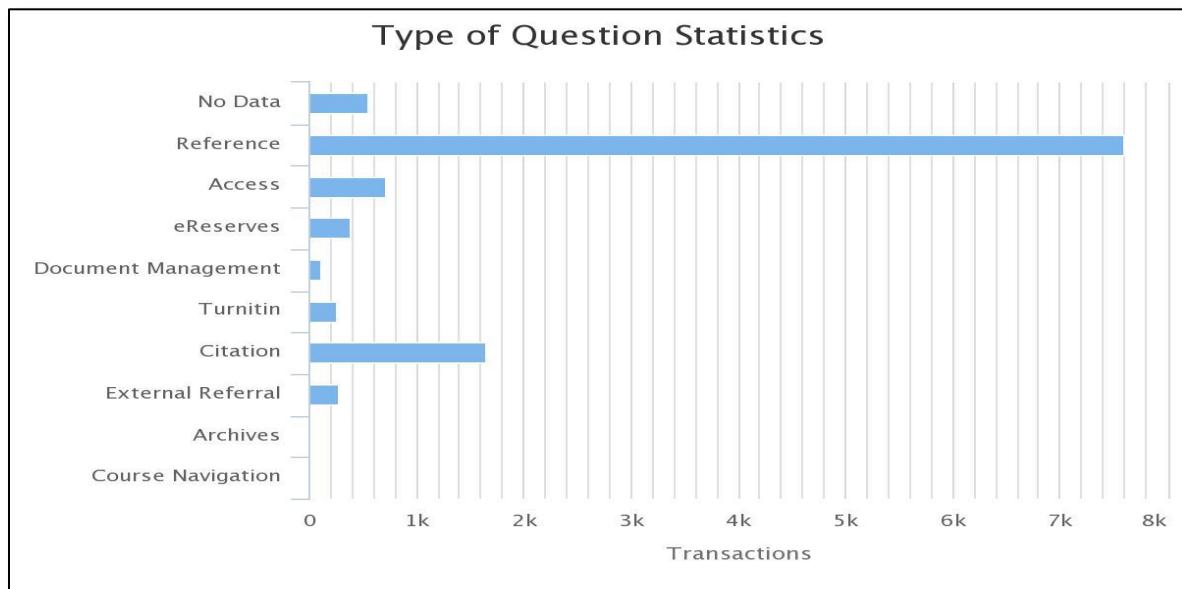
The Library answered 11,559 questions from UMUC students, faculty, or staff in FY17. Most questions were via instant message (IM), 7,037, with email second at 3,415.

Email:	3,415
IM:	7,037
Phone:	499
Walk-in:	26
Appointment:	18
Uncategorized:	563
Total:	11,559

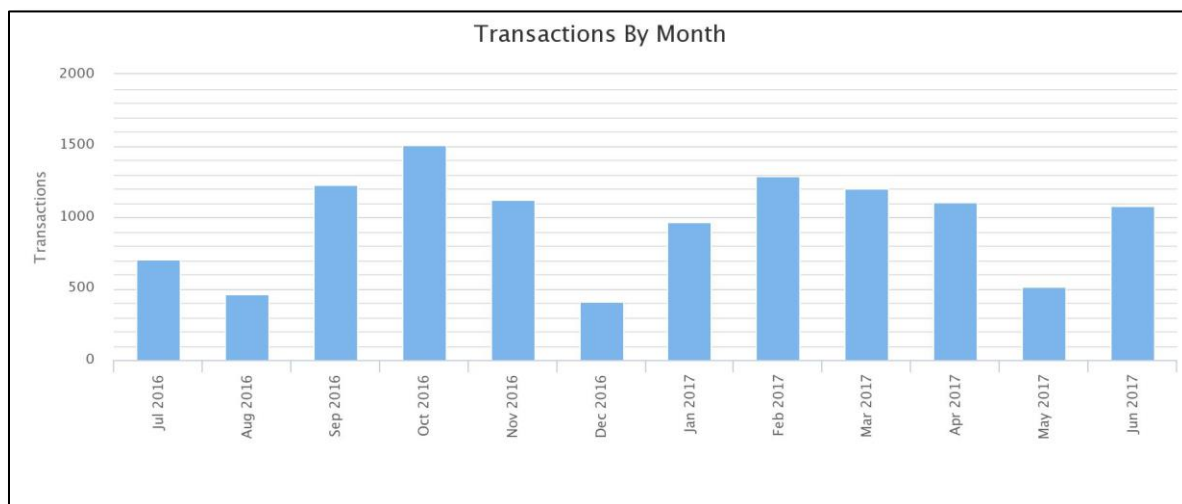


Reference questions by type of question:

Reference:	7,601
Access:	712
eReserves:	384
Document Management:	116
Turnitin:	263
Citation:	1,648
External Referrals:	275
Archives (NEW):	5
Uncategorized:	553
Total:	11,559



Questions by Month



LIBRARY INSTRUCTION: *Promoting Digital/Information Literacy*

"[The instruction session] was amazing. [The Librarian] put it all together. I never understood the whole system before this." – Recent student feedback

Classroom visits: 165 (20% increase over FY16)

TGS face to face: 17 (212 students)

TGS online: 26 (632 students)

TUS face to face: 3 (42 students)

TUS online: 119 (1792 students)

Library Modules: 289 classes for an estimated 5,780 students. (210% increase over FY16)

Presentations to Faculty: Webinars via Faculty Development (see Publications & Presentations section)

CURRICULAR SUPPORT: *Part of the Team*

For FY '17 Librarians Neal Pomea and Megan Davis have worked closely with Learning Design & Solutions on searching for OERs and locating and reformatting content.

ACADEMIC PROGRAM REVIEWS WITH LIBRARIAN PARTICIPATION: *Demonstrating Quality*

The Undergraduate School

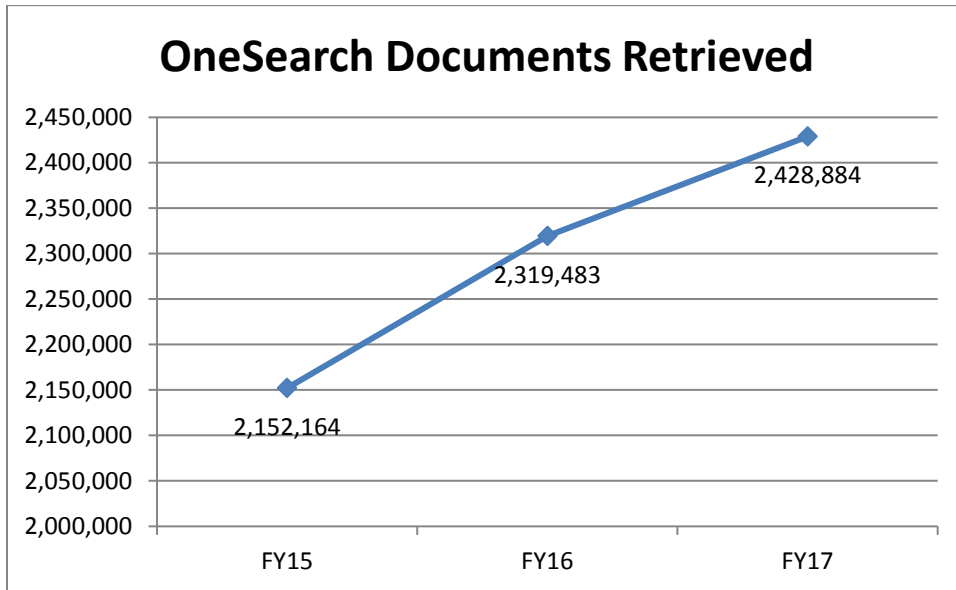
- Criminal Justice
- Legal Studies
- Information Systems Management

The Graduate School

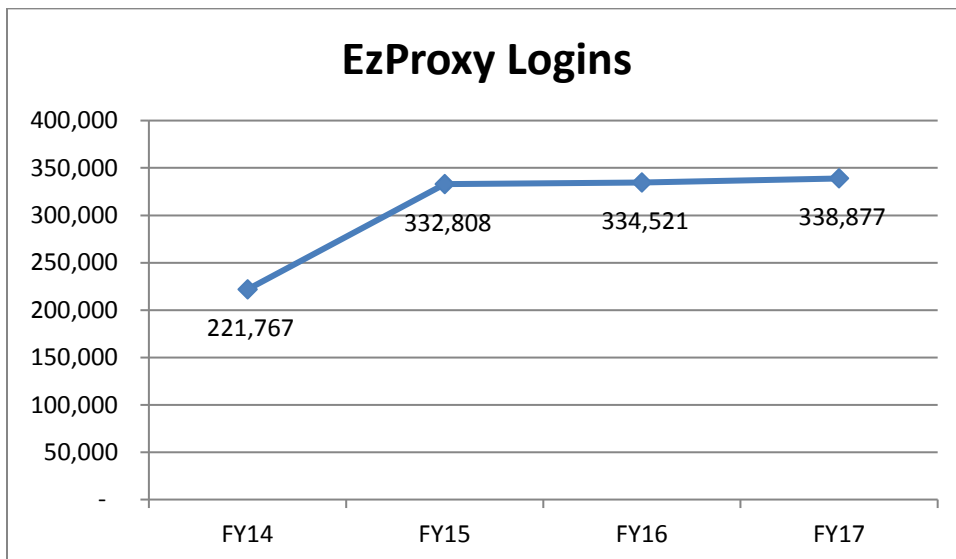
- Master of Science in Management
- Cybersecurity

LIBRARY RESEARCH DATABASE USAGE: Skills and Information for Education

Articles and other documents retrieved via OneSearch: 2,428,884

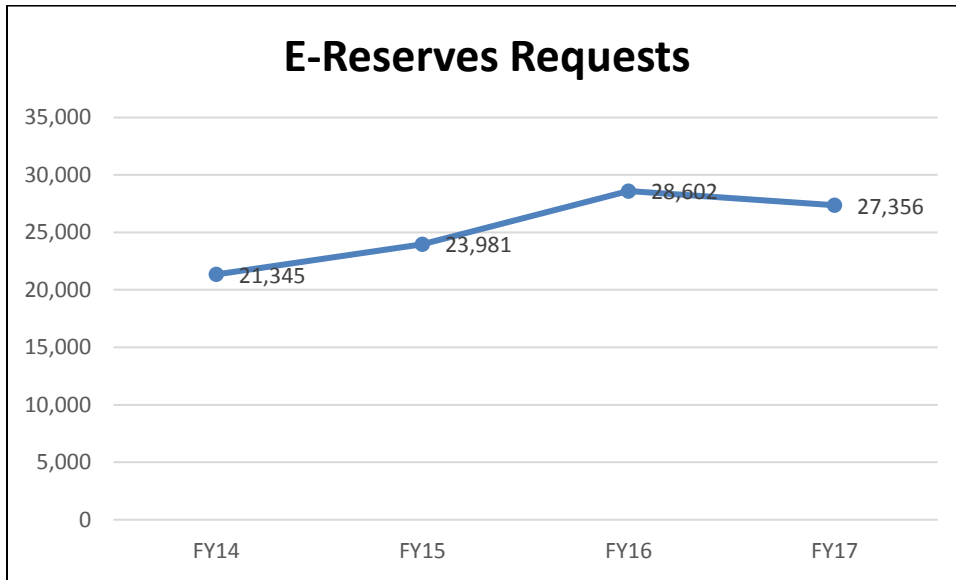


Direct research database logins through EzProxy authentication service: 338,877



E-RESERVES: Finding, Posting, Respecting Copyright

Requests for e-reserve readings in all course sections for FY17: 27,356

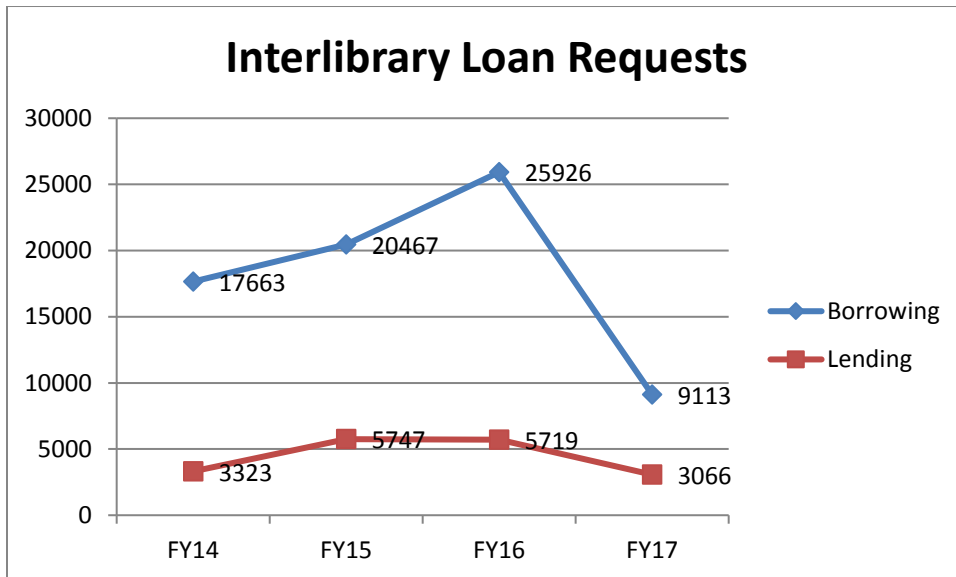


DOCUMENT DELIVERY & INTERLIBRARY LOAN: Delivering What's Needed When it's Needed

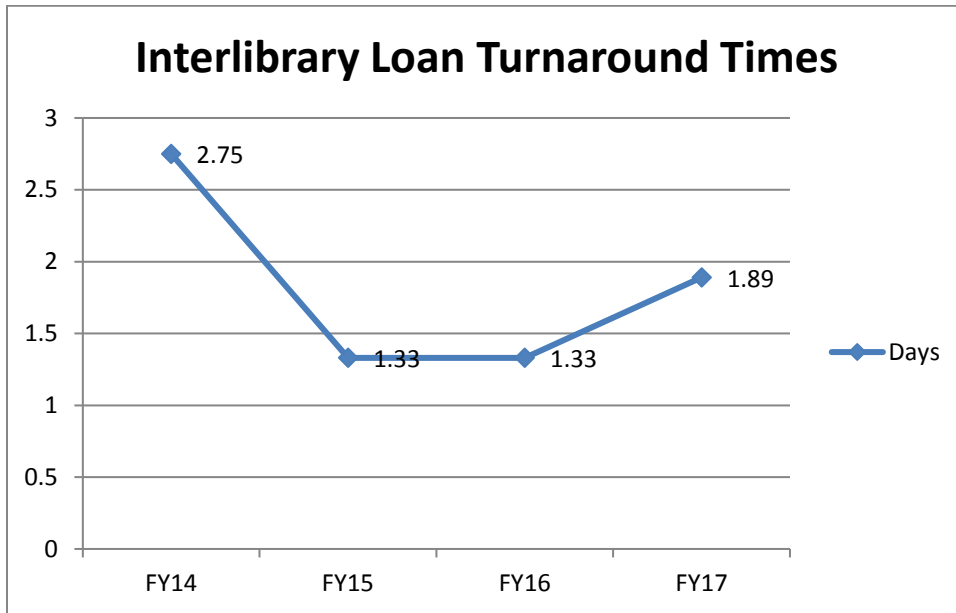
Interlibrary loan requests for FY17:

Borrowing: 9,113

Lending: 3,066

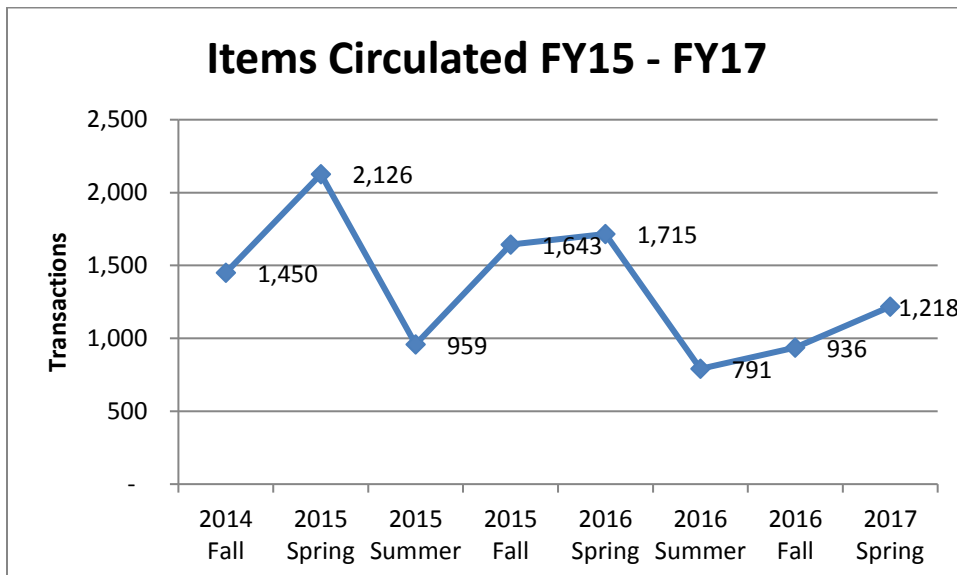


The decrease in borrowing requests was anticipated, and is a direct result of the decision earlier in FY17 to change OneSearch to default to full-text searching. With far fewer non-full-text articles appearing in search results, patrons did not have a need to request as many via ILL. Overall this represents better service to patrons (immediate access to relevant articles) and cost savings for the Library and University.



The USMAI RAPIDILL system was implemented in FY14, which reduced average turnaround times for articles significantly in subsequent years.

Circulation of print books from USMAI Libraries: 2,945



MAJOR PROJECTS AND ACTIVITIES IN FY17: *Continuous Improvement, Future Focus*

- Ongoing evaluation and development of OneSearch, making it easier for students/faculty to use by switching default searching to full-text, along with incorporating more open access indexes.
- Archives: Reviewing and arranging European collection; offered tours for VIPs and others to the Archives; procured new supplies and technologies such as a dedicated slide scanner; working with marketing on planning for the 70th anniversary commemoration; building archives databases and indexes; making more of the collections available online via ContentDM
- Participation in e-resources projects, locating OER and library materials for courses, working with faculty and LD&S on course resources. Full-time Librarians and Library Technicians also assist LD&S with locating and processing OER content for ELM courses on an ongoing periodic basis.
- Comprehensive annual review of database collections. Added new EBSCO Health Business Elite and ProQuest Health Management Database to address new academic program needs.
- Library Meet and Greet was held on January 18, 2018 in the Largo auditorium.
- Developed customized library instruction modules for BMGT 317 and HMGT 300, as well as an additional 91 embedded library instruction sessions for calendar year 2017.
- Active participation in USMAI leadership and groups, USMAI projects and initiatives that benefit all partners. Librarians & staff are active in professional organizations such as ALA and ACRL, including serving in leadership positions.
- Ongoing updating and upgrading of library systems to ensure latest functionality available to users – software upgrades, custom programming, implementing vendor improvements, etc.
- Continual Library website improvements. Flipped all the Library pages to two column, 75/25 layout. Continuing to streamline LibGuide research guides and instructional materials to maximize value for users.
- New Directors/Chairs tracking database implemented for more effective management of e-reserves ARES system (the tracking database is also used by other UMUC Departments).
- Transitioned internal documentation from SharePoint system to Google Drive.
- Developing new systems for management for electronic resources processes, to continue in FY18, dovetailing with current USMAI projects.
- Updating and revising library tutorials; replaced all Flash-based learning objects to meet current HTML5 standard, with videos placed on YouTube for easier access and broader distribution.
- Held a meet-and-greet event on April 10, 2017, for National Library Week. Greeted staff and faculty at the staff entrance with refreshments and informational materials about the Library.

PRESENTATIONS BY FACULTY LIBRARIANS & STAFF IN FY17: *Professionally Engaged*

- England, L. (2016, December). *E-resources management presenter and host*. University System of Maryland and Affiliated Institutions (USMAI) Library Consortium E-Resources Forum, Largo, MD.
- England, L., Lowe, R., & Thomas, C. (2016, November). *E-Resources management as an incubator: A framework for consortial governance*. Presentation made at the Charleston Library Conference, Charleston, SC.
- Foge, M. (2017, March). *MLA 8th edition*. UMUC Faculty Development Online Webinar.
- Friedman, S., & Miller, R. (2017, May 11). *Research-to-writing: Helping students integrate sources into a research project*. Presented at the Maryland Library Association and Delaware Library Association joint conference, Cambridge, MD.
- Gallagher, D., O'Donnell, E., & Shepard, R. (2017, May). *Academic honesty is the best policy: Responsible use of research*. UMUC Faculty Development Online Webinar.
- Harding, J., & Pomea, N. (2017, February). *Textbook-free: Open educational resources at UMUC*. Bridging the Spectrum: The Ninth Annual Symposium on Scholarship and Practice, at the Catholic University of America School of Information Science, Washington, DC
- Homol, L., Miller, R., & Thomes, C. (2017, March). *Eliminating for-cost textbooks: The library as key campus player*. Poster presented at the Association of College & Research Libraries conference, Baltimore, MD.
- Miller, R., & Homol, L. (2016, August 18). *Building an online curriculum based on OERs: The library's role*. Presented at the Bucks County Community College online OER seminar.
- Miller, S. (2016, August 4). *Open educational resources at University of Maryland University College*. Presentation and discussion session for Maryland Community College Library Consortium, held at Baltimore City Community College, Baltimore, MD.
- Miller, S. (2017, February 2). *Information literacy in a post-fact world*. Presentation at 2017 UMUC Online Faculty Development Conference, February 2017.
- Miller, S. (2017, March 27). *Open educational resources at University of Maryland University College*. Presentation for Northern Virginia Community College online faculty development conference.
- Miller, S., Blicher, H, & Grewe, K. (2017, January 24). *Open educational resources*. Presentation for faculty at Howard County Community College, Columbia, MD.
- Moua, C., & Miller, S. (2017, March 1). *Fake news and other unreliable sources*. UMUC Faculty Development Lunch and Learn Online Webinar.

- O'Donnell, E. (2017, April). *Using UMUC's database tools*. UMUC Faculty Development Online Webinar.
- O'Donnell, E., & Miller, R. (2017, February 23). *Psychology resources for faculty*. UMUC Faculty Development Lunch and Learn Online Webinar.
- O'Donnell, E., & Thomes, C. (2016, September). *Utilizing library resources for business faculty*. UMUC Faculty Development Online Webinar.
- Thomes, C. (2017, February 3). *Systematic reviews and evidence-based research*. Presentation given at Bridging the Spectrum: The Ninth Annual Symposium on Scholarship and Practice, Catholic University of America, Washington, DC.
- Thomes, C. (2017, February). *Publish your research: Tips for finding the right journal*. UMUC Faculty Development Conference, February 2017.
- Thomes, C., Banks, D., & Wharton, L. (2017, June). *Online learning research committee discussion forum* (ACRL EBSS). Panel session conducted at the American Library Association annual conference and exhibition, Chicago, IL.

PUBLICATIONS BY FACULTY LIBRARIANS & STAFF IN FY16: *Furthering the Conversation*

- England, L., & Lowe, R. (2016). ERM ideas & innovations: Evolution of a new framework of shared governance for consortial electronic resources management at the University System of Maryland & Affiliated Institutions, part one. *Journal of Electronic Resources Librarianship*, 28(3), 186-192.
<http://dx.doi.org/10.1080/1941126X.2016.1200932>
- England, L., Lowe, R., & Thomas, C. (2016). ERM ideas & innovations: Evolution of a new framework of shared governance for consortial electronic resources management at the University System of Maryland & Affiliated Institutions, part two. *Journal of Electronic Resources Librarianship*, 28(4), 271-278. <http://dx.doi.org/10.1080/1941126X.2016.1243871>
- Foge, M., Harding, J., & Miller, S. (2017). ERM ideas & innovations: ERM issues in the adoption of no-cost resources for students. *Journal of Electronic Resources Librarianship*, 29(2).
doi:10.1080/1941126X.2017.1304767
- Miller, R. (2017, June). Internet resources: Medieval illuminated manuscripts. *C&RL News*, 78(6), 334-337. Retrieved from <http://crln.acrl.org/index.php/crlnews/article/view/16683>
- Miller, R., & Homol, L. (2016). Building an online curriculum based on OERs: The library's role. *Journal of Library & Information Services in Distance Learning*, 10(3-4), 349-359.
<http://dx.doi.org/10.1080/1533290X.2016.1223957>

UMUC Library

Enabling Student Success • Promoting Digital/Information Literacy

Part of the Team • Demonstrating Quality

Skills and Information for Education

Finding, Posting, Respecting Copyright • What's Needed When it's Needed

Continuous Improvement, Future Focus • Professionally Engaged

Furthering the Conversation

Questions or comments?

Contact the Library at library@umuc.edu

240-684-2020

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