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.

<table>
<thead>
<tr>
<th>Method</th>
<th>Questions</th>
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<tbody>
<tr>
<td>Email</td>
<td>3,415</td>
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<tr>
<td>IM</td>
<td>7,037</td>
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<tr>
<td>Phone</td>
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<td>Walk-in</td>
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<td>Appointment</td>
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<tr>
<td>Uncategorized</td>
<td>563</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>11,559</strong></td>
</tr>
</tbody>
</table>

Questions Received by:
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

![OneSearch Documents Retrieved](image1)

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

![EzProxy Logins](image2)
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


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, 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.


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**


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](http://dx.doi.org/10.1080/1533290X.2016.1223957)
UMUC Library

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Questions or comments?
Contact the Library at library@umuc.edu
240-684-2020
http://www.umuc.edu/library/