The UMUC Library Mission:

- **Educating** students and the UMUC community about information and digital literacy for finding, evaluating, and using information successfully;
- **Partnering** with faculty, administrators, and staff in building next generation learning solutions;
- **Providing** information resources not otherwise available to students, faculty, and staff;
- **Preserving** and promoting UMUC's history.

**REFERENCE: Enabling Student Success**

The Library answered 12,399 questions from UMUC students, faculty, or staff in FY18 (was 11,559 in FY17). Most questions were via instant message (IM), 7,344, with email second at 3,705.

- Email: 3,705
- IM: 7,344
- Phone, text, walk-in: 492
- Uncategorized: 858
- **Total:** 12,399
Reference questions by type of question:

<table>
<thead>
<tr>
<th>Type</th>
<th>Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference</td>
<td>8,129</td>
</tr>
<tr>
<td>Citation</td>
<td>1,580</td>
</tr>
<tr>
<td>Other categories</td>
<td>1,969</td>
</tr>
<tr>
<td>Uncategorized</td>
<td>721</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>12,399</strong></td>
</tr>
</tbody>
</table>

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." – Student feedback

Classroom visits: 184 (165 in FY17)

Online: 169
Face to face: 15
TUS: 138
TGS: 46

Library Modules: 134 classes for an estimated 2,926 students.

Presentations to Faculty: Webinars via Faculty Development (see Publications & Presentations section)
CURRICULAR SUPPORT: Part of the Team

For FY 18 Librarians Neal Pomea and Megan Davis continued working 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
- Social Sciences
- Environmental Management

The Graduate School
- Master of Business Administration
- Environmental Management

LIBRARY RESEARCH DATABASE USAGE: Skills and Information for Education

Articles and other documents retrieved via OneSearch:
Direct research database logins through EzProxy authentication service:

This figure is substantially higher this year due to direct links to resources being placed in classrooms as course materials.

**E-RESERVES: Finding, Posting, Respecting Copyright**

Requests for e-reserve readings in all course sections for FY18: 25,218
DOCUMENT DELIVERY & INTERLIBRARY LOAN: Delivering What’s Needed When it’s Needed

Interlibrary loan requests for FY17:

![Interlibrary Loan Requests Graph]

The decrease in borrowing requests from FY16-FY17 was anticipated, and is a direct result of the decision earlier in FY17 to change OneSearch to default to full-text searching. This represents better service to patrons (immediate access to relevant articles) and cost savings for the Library and University.

![Interlibrary Loan Turnaround Times Graph]
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:
PRESENTATIONS BY FACULTY LIBRARIANS & STAFF IN FY18: Professionally Engaged


Denzer, K., Gallaway, T., Rakoz, N., & Thomes, C. (2017, November). From advocacy to action: How libraries are advancing their role with regard to open educational resources (Gale). Panel session conducted at the Charleston Library Conference, Charleston, SC.


PUBLICATIONS BY FACULTY LIBRARIANS & STAFF IN FY18: Furthering the Conversation


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