

FY18 Annual Report

February 28, 2019

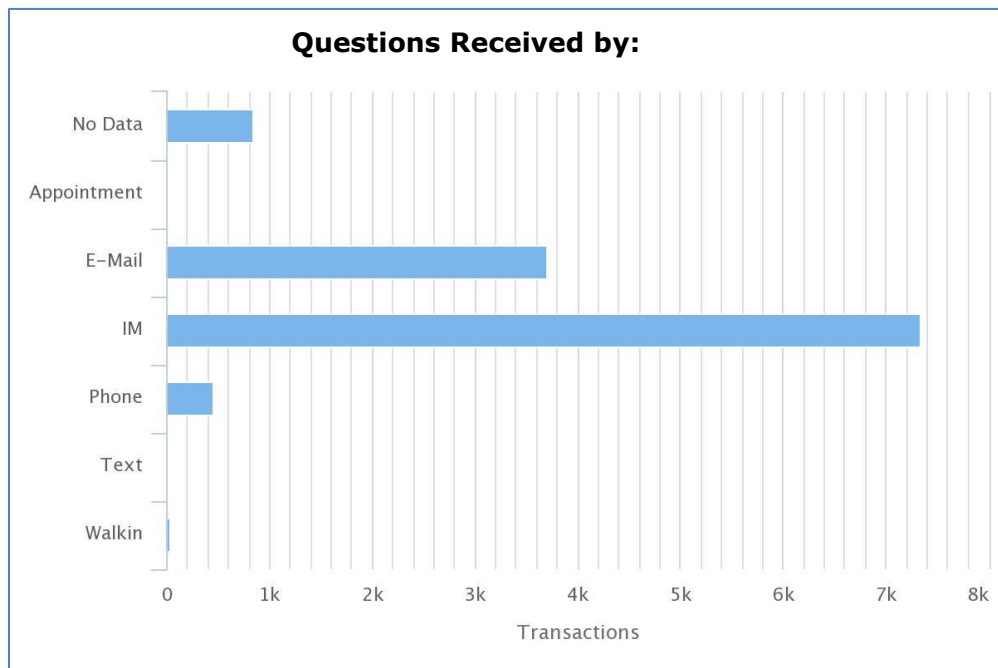
The UMUC Library Mission:

- **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*

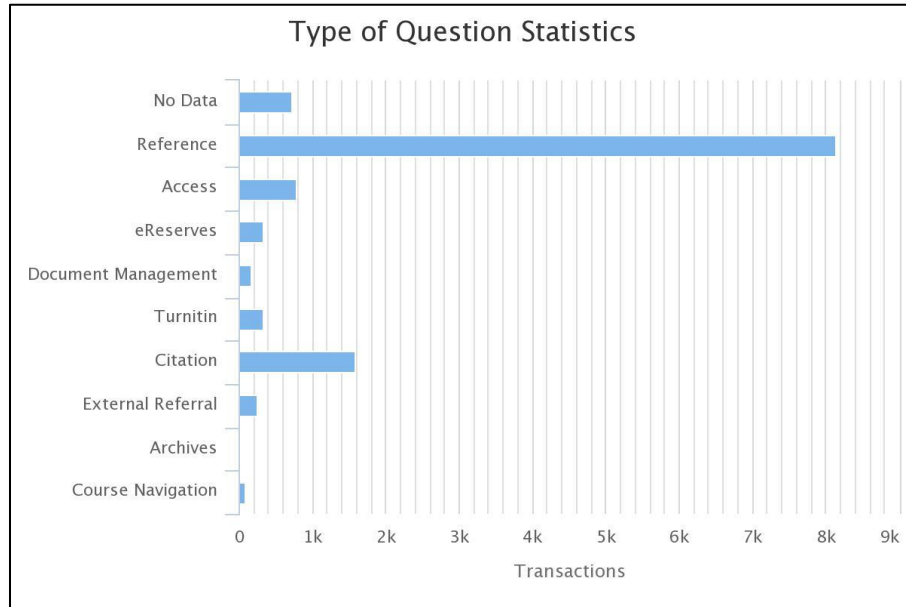
The Library answered 12,399 questions from UMUC students, faculty, or staff in FY18 (was 11,559 in FY17). Most questions were via instant message (IM), 7,344, with email second at 3,705.

Email:	3,705
IM:	7,344
Phone, text, walk-in:	492
Uncategorized:	858
Total:	12,399



Reference questions by type of question:

Reference:	8,129
Citation:	1,580
Other categories:	1,969
Uncategorized:	721
Total:	12,399



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

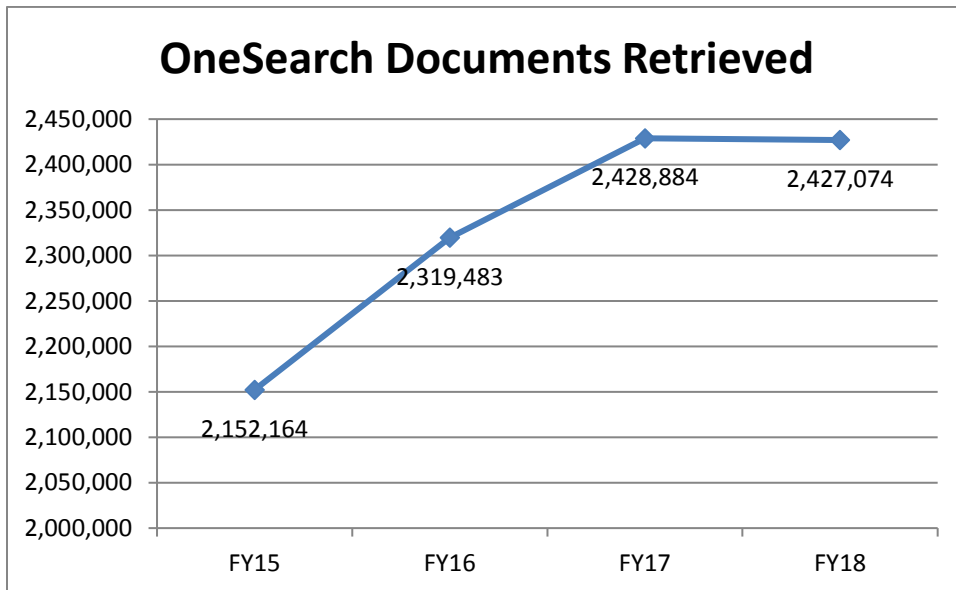
- Social Sciences
- Environmental Management

The Graduate School

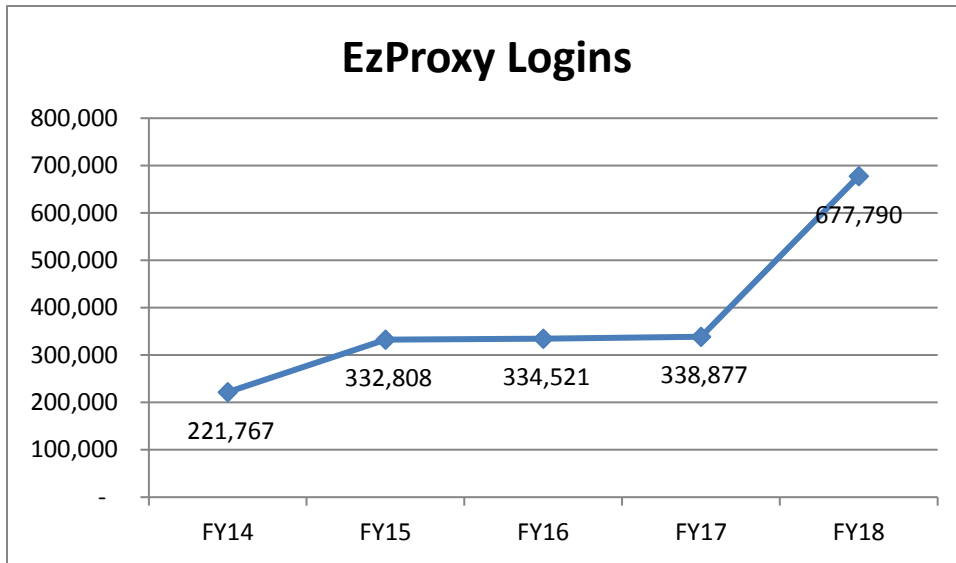
- Master of Business Administration
- Environmental Management

LIBRARY RESEARCH DATABASE USAGE: *Skills and Information for Education*

Articles and other documents retrieved via OneSearch:



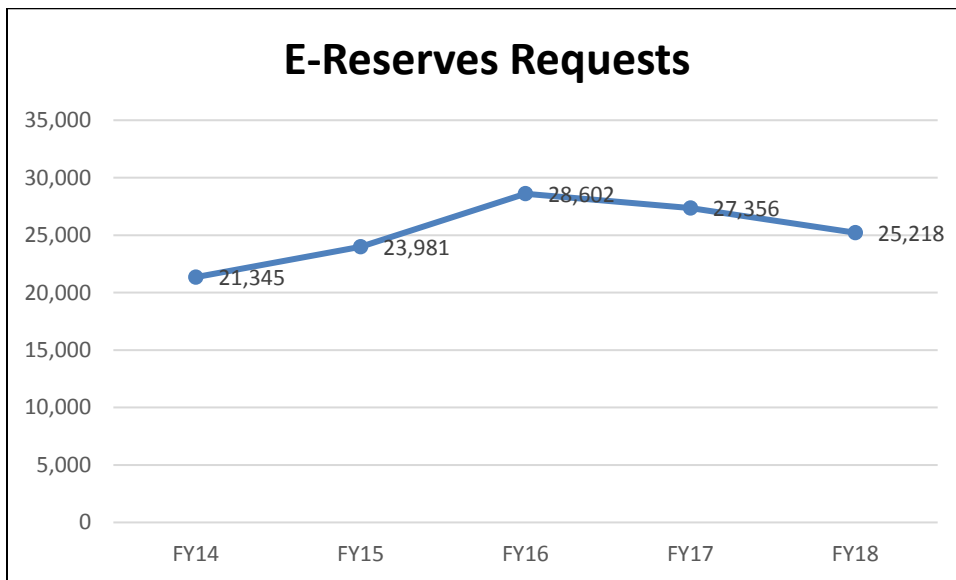
Direct research database logins through EzProxy authentication service:



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

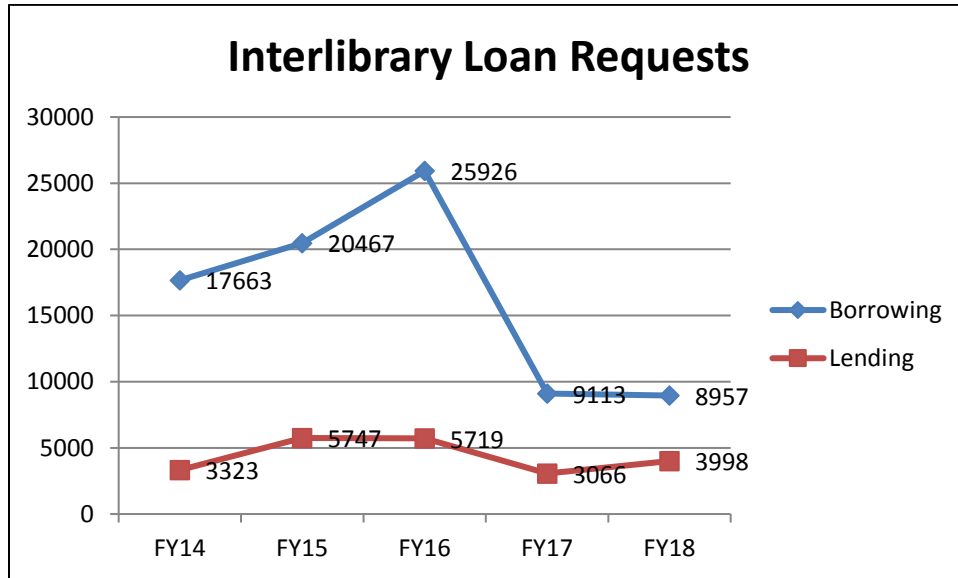
E-RESERVES: Finding, Posting, Respecting Copyright

Requests for e-reserve readings in all course sections for FY18: 25,218

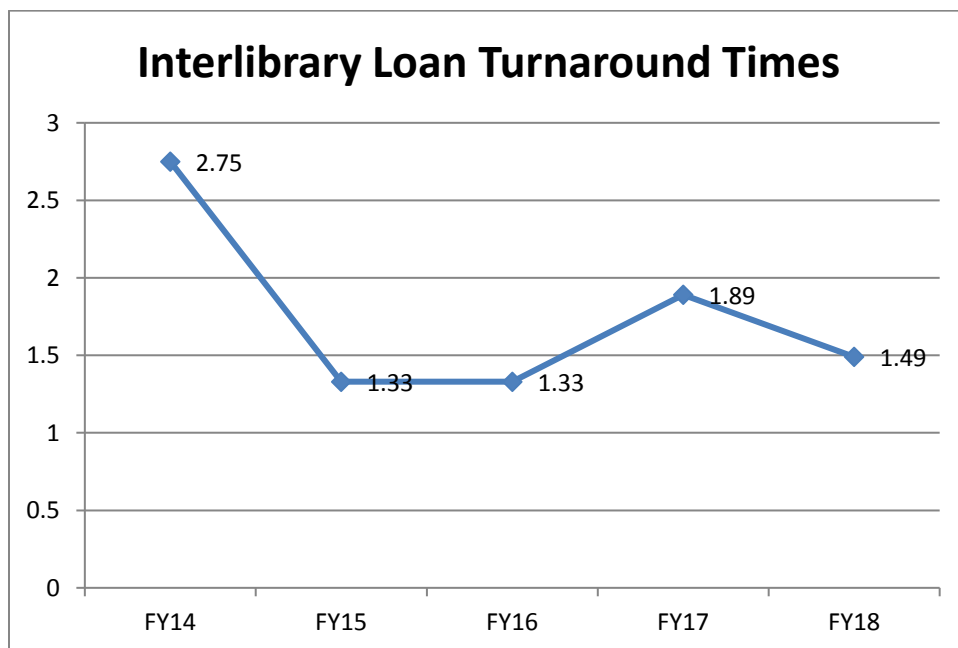


DOCUMENT DELIVERY & INTERLIBRARY LOAN: *Delivering What's Needed When it's Needed*

Interlibrary loan requests for FY17:

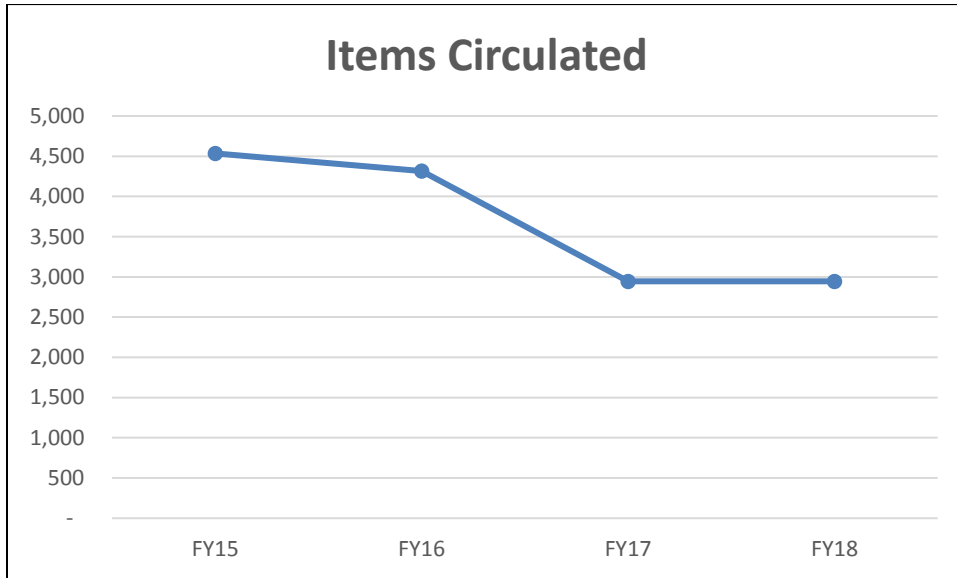


The decrease in borrowing requests from FY16-FY17 was anticipated, and is a direct result of the decision earlier in FY17 to change OneSearch to default to full-text searching. This represents better service to patrons (immediate access to relevant articles) and cost savings for the Library and University.



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*

Davis, M., Foge, M., Harding, J., & Moua, C. (2018, April). *Where is my reading? The effect of textbook-free classrooms on reference desk questions*. Presented at the 18th Distance Library Services Conference, Houston, Texas.

Denzer, K., Gallaway, T., Rakozy, 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.

Pritsker, M., Salisbury, L., Sayre, F., & Thomes, C. (2017, November). Librarians leading the way to improved research reproducibility (*Journal of Visualized Experiments*). Panel session conducted at the Charleston Library Conference, Charleston, SC.

Thomes, C. (2017, August 23). *Finding and using case studies in the classroom*. UMUC Faculty Development online webinar.

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

Arnold-Garza, S., & Miller, R. (2018). Shape shifting: ACRL MD fall program embraces change. *The Crab: The Digital Magazine of the Maryland Library Association*, 48(2), 7-8.
<https://www.mdlib.org/files/docs/crab/winter18.pdf>

Friedman, S., & Miller, R. (2018). Divide and conquer: Rethinking your approach to research. *Writing Commons*. Retrieved from <https://writingcommons.org/chapters/research-methods-methodologies/secondary-research/1371-divide-and-conquer-rethinking-your-approach-to-research>

Miller, R. (2018). ACRL MD visits the National Gallery of Art. *The Crab: The Digital Magazine of the Maryland Library Association*, 48(4), 14-16.
<https://www.mdlib.org/files/docs/crab/summer18.pdf>

Questions or comments?
Contact the Library at library@umuc.edu
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<http://www.umuc.edu/library/>