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
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


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/