

FY19 Annual Report

August 28, 2019

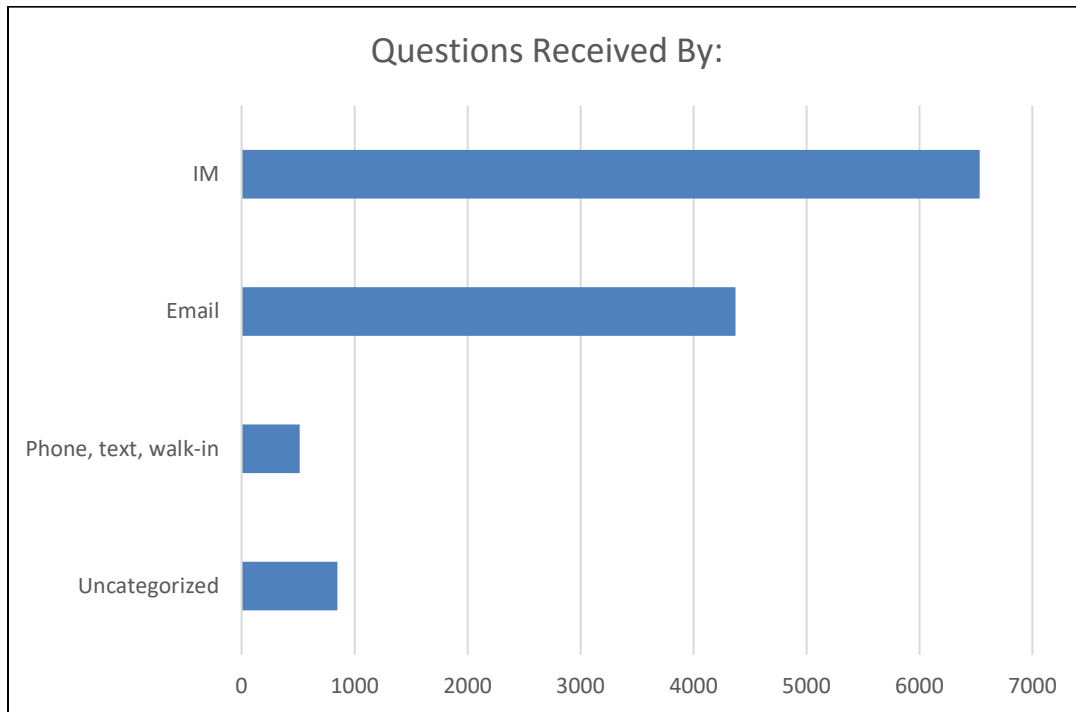
The UMUC Library Mission:

- **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 SERVICES: *Enabling Student Success*

The Library Reference Team responded to 12,271 questions during FY19 (Summer 18, Fall 18, and Spring 19 semesters). Fifty-three percent, or 6,534 of the questions were asked via IM (Instant Messenger), and Email accounted for 36% (4,373).

Email:	4,373
IM:	6,534
Phone, text, walk-in:	515
Uncategorized:	849
Total:	12,271



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: 143 (184 in FY18)

Online: 130

Face-to-face: 13

TUS: 105

TGS: 38

Library Modules: 33 classes for an estimated 564 students.

10 face-to-face library sessions presented to 64 students in the Doctor of Management and Doctor of Management in Community College Policy and Administration programs.

CURRICULAR SUPPORT: *Part of the Team*

In FY19 Librarians continued working with Learning Design & Solutions on searching for OERs and locating and reformatting content.

ACADEMIC PROGRAM REVIEWS WITH LIBRARIAN PARTICIPATION: *Demonstrating Quality*

The Undergraduate School

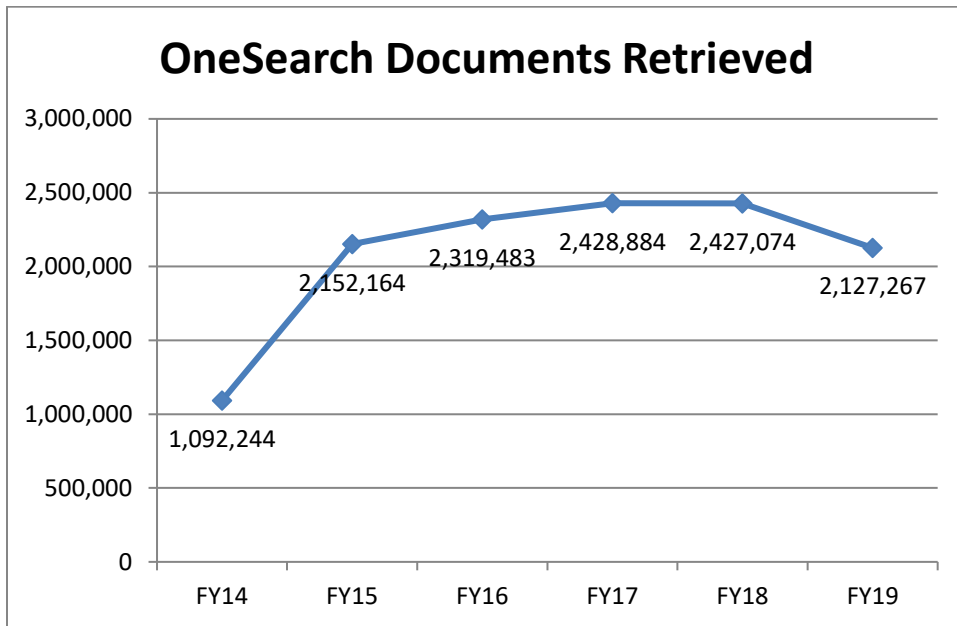
- Health Services Management
- Nursing
- Public Safety Administration
- History
- Humanities

The Graduate School

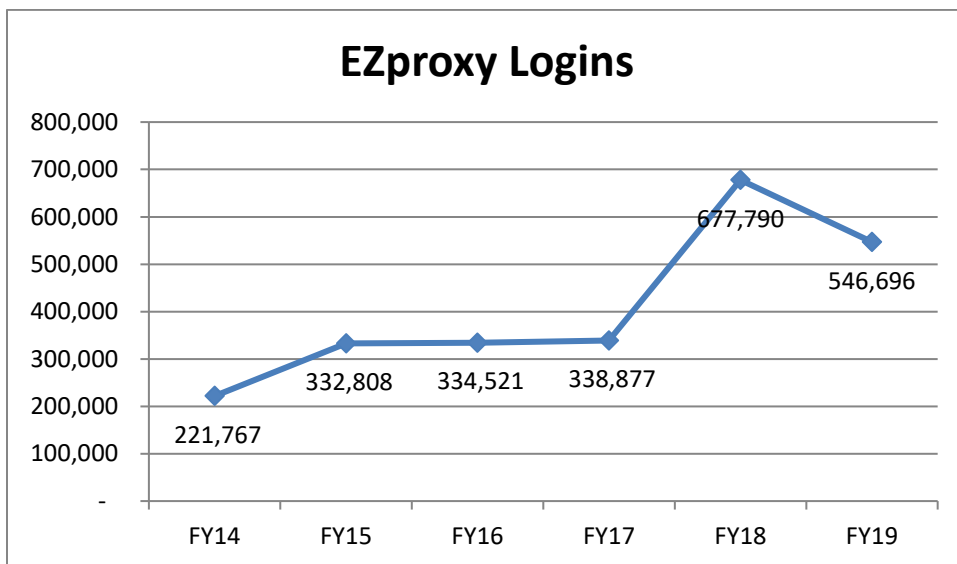
- Cybersecurity
- Doctor of Management in Community College Policy and Administration
- Doctor of Business Administration

LIBRARY RESEARCH DATABASE USAGE: Skills and Information for Education

Articles and other documents retrieved via OneSearch:



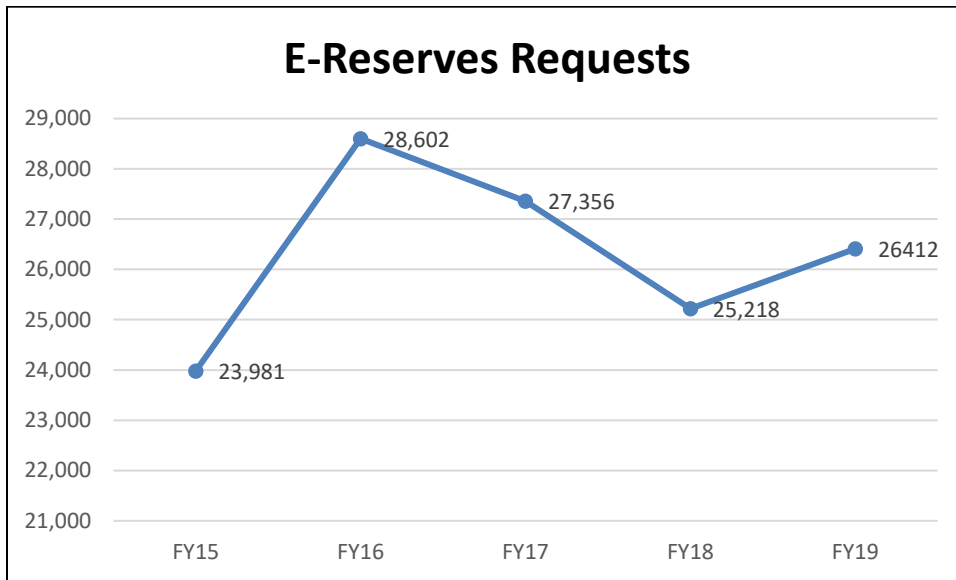
Direct research database logins through EZproxy authentication service:



This figure was higher in FY18 due to direct links to resources being placed in classrooms as course materials.

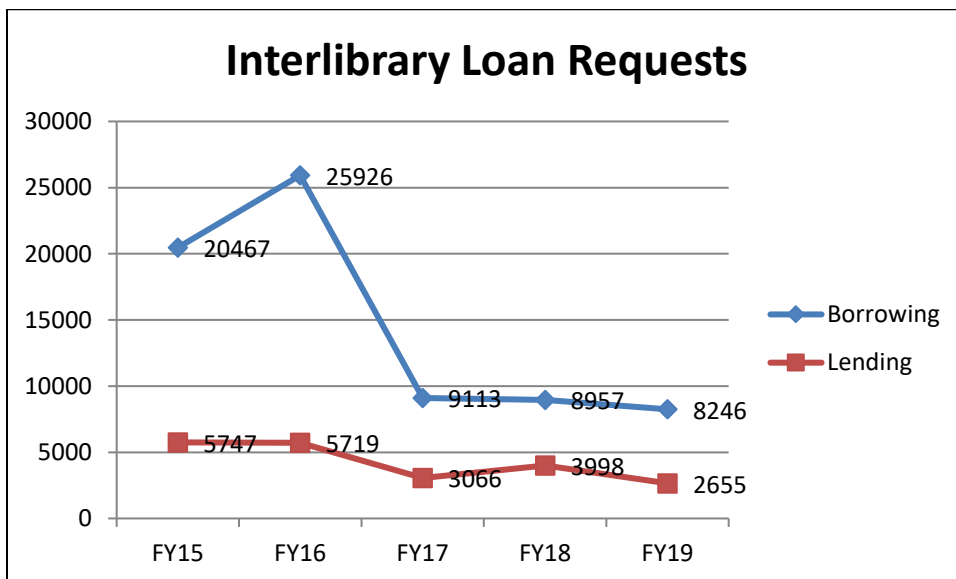
E-RESERVES: Finding, Posting, Respecting Copyright

Requests for e-reserve readings in all course sections for FY19: 26,412

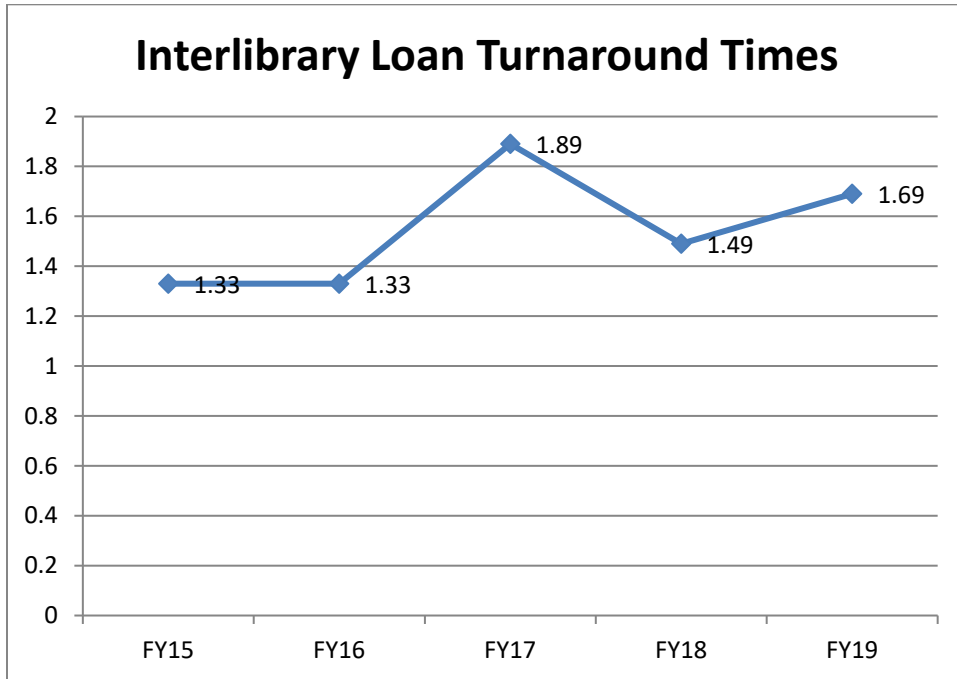


DOCUMENT DELIVERY & INTERLIBRARY LOAN: What's Needed When It's Needed

Interlibrary loan requests for FY19:

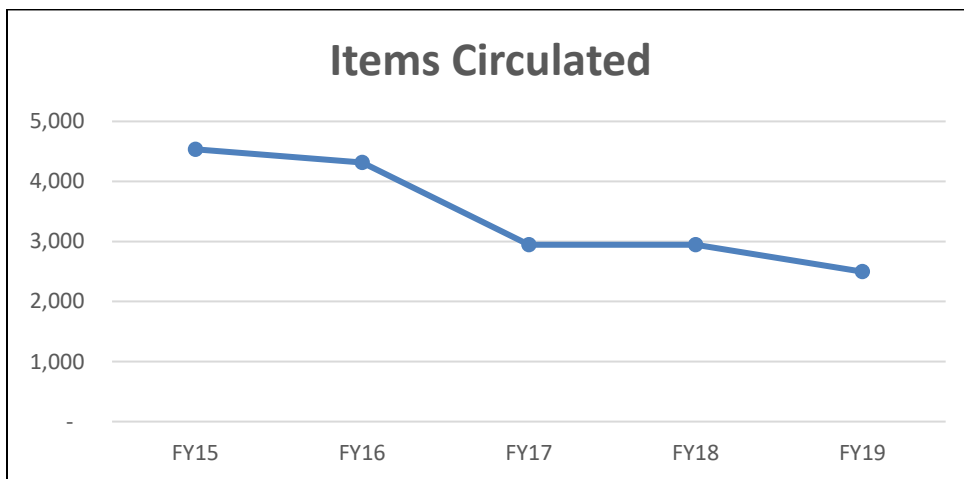


The decrease in ILL borrowing requests from FY16-FY17 was anticipated and is a direct result of the decision earlier in FY17 to change OneSearch to default to full-text searching. With far fewer non-full-text articles appearing in search results, patrons did not have a need to request as many via ILL. 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: 2,497



PRESENTATIONS BY FACULTY LIBRARIANS & STAFF IN FY19: *Professionally Engaged*

- Harding, J. & Shepard, R. (2019, April 11). *The lifecycle of a research tutorial: From concept to implementation and beyond*. Presented at the Association for College and Research Libraries annual conference, Cleveland, OH.
- Miller, S. (2019, May 28). *Creating the infrastructure to support institutional OER initiatives* (co-facilitated and presented). Presented at Maryland Open Source Textbook (M.O.S.T.) Open Educational Resources State Summit.
- Miller, S. (2019, June 12). *Library services for distance learning*. Presented at the Maryland Community College Library Consortium Annual Conference, Chesapeake College, Wye Mills, MD.
- Thomes, C. (2018, December 7). *Case study: Successful embedding with graduate school faculty*. University System of Maryland and Affiliated Institutions (USMAI) Marketing and Outreach Committee online webinar.
- Thomes, C. (2018, November 15). *Working with faculty to revise a problematic assignment*. Presented at the Maryland Information Literacy Exchange (MILEX) fall workshop and meeting, Loyola University
- Thomes, C., & Miller, R. (2019, June 6). *Designing effective research assignments: The library can help!* Poster presentation at The Innovative Library Classroom conference, Williamsburg, VA.
- Thomes, C., & Miller, R. (2018, November 15). *Research assignment guidelines*. Presented at the Maryland Information Literacy Exchange (MILEX) fall workshop and meeting, Loyola University Maryland, Columbia, MD.

PUBLICATIONS BY FACULTY LIBRARIANS & STAFF IN FY19: *Furthering the Conversation*

- Friedman, S., & Miller, R. (2018). "Give all thoughts a chance": Writing about writing and the ACRL Framework for Information Literacy. *WPA: Writing Program Administration—Journal of the Council of Writing Program Administrators*, 42(1), 72-88.

Questions or comments?
Contact the Library at library@umuc.edu
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