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:

![OneSearch Documents Retrieved](chart)

Direct research database logins through EZproxy authentication service:

![EZproxy Logins](chart)

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

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.

![Interlibrary Loan Turnaround Times](image)

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.


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


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