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# Mansfield Library

UNIVERSITY OF MONTANA

## Annual Report FY2013

The Mansfield Library, the premier research Library in Montana, facilitates the intellectual and creative pursuits of all members of the University of Montana community and supports their informational, educational and cultural development as global citizens. This report highlights the ways in which the services, instruction, collections, programming and outreach provided and developed by Mansfield Library faculty and staff furthered each of the five strategic issues outlined in the University of Montana's *Strategic Plan 2012-2020* during fiscal year 2013.

### Partnering for Student Success

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The Library's services, instruction and collections forward five of the University's Partnering for Student Success Strategic Issue objectives, as highlighted below. To ensure students' academic success Library personnel orient new students to the University research environment; teach students information literacy skills; connect and make findable to students, faculty and staff foundational research resources including archival and special collections; and offer faculty and staff professional development opportunities.

#### *Preparing K-12 Students*

Librarians continued their ongoing outreach to support the research exploration of regional high school students and to introduce them to the University environment. There were thirteen visits from nine schools, including a new connection with Hellgate High School's International Baccalaureate Diploma Programme. Classes came from as near as Missoula and as far away as Columbia Falls. Librarians worked with leaders of summer programs that bring potential students to UM to support students' study, including Bridges to Baccalaureate and the English Language Institute. Tours and an overview of Archives and Special Collections resources were provided to two high school classes.

#### *Transitioning to College*

Library employees participated in the Division of Student Affairs annual campus-wide Welcome Feast and New Student and Transfer Student Orientation activities to introduce new students to key services available at the Library that support their academic success. Additionally librarians provided targeted outreach to the Associated Students of the University of Montana (ASUM), Disability Services for Students (DSS), Foreign Student and Scholar Services (FSSS), American Indian Student Services (AISS), TRiO Student Support Services, the Veteran's Education and Transition Services Office (VETS Office), Athletics, and the English Language Institute (ELI).

#### *Engaging Students*

The Library engaged students and connected them to the University community:

- Organized student appreciation events at the end of each semester.

- Developed and offered a credit-bearing paid internship, MLIB 398 *Careers in Academic Librarianship*.
- Provided the Office of the President and the Assistant Vice President for Marketing with resources, including trivia questions and historic images from the Archives and Special Collections (A&SC), designed to entertain and engage students through the University's Facebook page.
- Enhanced the Library's and the A&SC's web presence: Added hundreds of photographs to the [Online Photo Archive](#); mounted new online exhibits, including [100 Years of Forestry at the University of Montana](#); maintained a blog and Facebook page; and launched an A&SC Facebook page which by June had 168 posts, over 130 followers, and several viral reaches to over 9,000 people.
- Recognized each graduating Library student employee by purchasing a book in their name for the materials collection.

### ***Strengthening Student Support***

The Library's collections provide foundational research resources; outreach initiatives strengthen students' relationships with the Library; and centralized support and resources, including technology and tutoring, address other facets of students' academic careers:

- Maintained the Library's website, the access point for Library resources, research guides, and information about workshops, programming and events, which received 507,416 visits.
- Supported 6,000 unique users entering the building over 10,000 times during the 110 open hours each week by providing comfortable, welcoming study space and circulating over 71,000 items.
- Began targeted outreach efforts to the VETS Office and maintained liaison connections with ASUM, FSSS, AISS, Disability Services for Students, TRiO Student Support Services, Athletics, and the English Language Institute.
- Added electronics kits, including arduino sets and Raspberry Pi setups, to connect the Missoula College electronics program with the Missoula Public Library's makerspace.
- Collaborated with Bitterroot College to establish a satellite location for the circulation of Library materials.
- Provided access to materials, supported software and hardware systems, hosted content, developed tools and interfaces for local digital content access, and supported patron computing.
- Provided specialized equipment for printing student scholarly research posters, and classroom projects for UM fine arts programs.
- Partnered with The Office for Student Success and the Math Department to integrate tutoring services in the physical Library building. The *Math@Mansfield Tutoring Center* offered an average of 29 hours of tutoring per week during the academic year and The Writing Center provided a total of 529 tutoring sessions in the Library.

### ***Emphasizing Faculty and Staff Development***

The Library coordinated fourteen research workshops targeted to faculty, staff and graduate students, and participated in two others, reaching a total of 90 individuals. Workshop topics ranged from research management to navigating copyright. Librarians collaborated with the Faculty Development Office and Writing Committee on two of the sessions (*Plagiarism: How to Address Cases of Academic Misconduct and Try to Prevent Them from Happening in the First Place*, and *Promoting Information*

*Literacy Skills: A Workshop on Designing Assignments and Activities for UM Writing Courses*), with The Writing Center to offer *Literature Review: Effective Searching and Writing Strategies*, and with The Office of the Vice President for Research and Development to offer a session on the Institutional Review Board. Additionally, two librarians conducted a survey of UM staff to determine their Library and research needs and established workshops specifically designed for staff and the Library provided UM Staff Ambassadors with an overview of the Library.

## Education for the Global Century

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The Library's instruction, collections, and services forward two of the University's Education for the Global Century Strategic Issue objectives, as highlighted below.

### *Strength in Foundational Academic Programs*

The Library's instruction and reference services strengthen students' information literacy skills, foundational for life-long learning and preparation for the challenges of a highly competitive, information-rich society:

- Reached 452 classes, 8,750 students, through the Library's curriculum-integrated instruction program.
- Library faculty taught four credit-bearing classes, including a paid internship, MLIB 398 *Careers in Academic Librarianship*, the online class LSCI 200 *Research Strategies*, and ENST 201 *Environmental Information Sources* (co-taught with Environmental Studies faculty).
- Continued integrating information literacy into specific courses and programs designed for undergraduate students, specifically WRIT 101 *College Writing* and COMX 111 *Introduction to Public Speaking*, and has provided outreach to faculty teaching courses designated as Service Learning and the Global Leadership Initiative program.
- Supported students with reference assistance in-person, by phone and email, and via instant and text message; there were 33,899 reference transactions including 1,979 virtual.
- Developed and maintained materials to support student research including online research guides which were accessed 164,635 times, and a series of instructional posters for teaching classrooms in the mountain campus and Missoula College libraries.

Collection activities included:

- The collection development activities of A&SC, largely focused on documenting the campus and the region, resulted in the addition of scores of maps and monographs, just under 60 linear feet of archival material including photographs and oral histories, and over 6 GB of electronic content. Notable among this year's acquisitions are the diaries of Henry K. Hashitani. Written in Japanese, these diaries likely document Hashitani's experience as a Japanese immigrant including his work for the railroad near Missoula, Montana in 1907 and his life in Oregon before and during World War II. Also notable are two decades worth (ca 1940s-1960s) of Missoula area and Western Montana photographs taken by John A. Forssen.
- The Library's Preservation department completed over 12,000 repairs on collection items, returning them to circulation, and increased conservation activities for the Library's most rare and valuable items.
- An effort to create a digital preservation policy framework and technological infrastructure to address preservation needs of all Library digital content, including born digital content acquired by Archives and Special Collections, produced through the Library's digitization

program, placed in our institutional repository, or received as licensed electronic content is underway. These activities will benefit the entire university by ensuring current and future access to these valuable resources.

Additional activities that enhanced University graduates knowledge of an increasingly connected world include: Library tours for new international students in coordination with Foreign Student and Scholar Services and outreach to the English Language Institute; exhibits focused on African American History, the Irish in Montana, World War I propaganda and international student culture; participation at the International Food Festival; and partnership with the Missoula Public Library on *The Big Read*, a program of the National Endowment for the Arts.

### ***Two-year Programming Responsive to Local, Regional, State, and National Needs***

The Mansfield Library at Missoula College is a full service branch Library that provides services specifically targeted to the two-year programs of Missoula College: course-integrated information literacy instruction, research assistance, online instruction, and collection development and maintenance, among other services. Over the past two years the collection has been honed to focus on current and valued resources for programs taught on the campus, and staffing has expanded to increase the ability of the Library to integrate into campus activities. A structured partnership with the Bitterroot College Program is under development – there is now a circulation location at the College, and services are expanding on the West Campus of Missoula College.

## **Discovery and Creativity to Serve Montana and the World**

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The Library's collections, processes, and instruction forward one of the University's Discovery and Creativity to Serve Montana and the World Strategic Issue objectives, as highlighted below. Library collections provide key infrastructure for student and faculty research across disciplines, offer opportunities for interdisciplinary discovery, and provide unique materials; cataloging and metadata enable effective and timely access to collections; preservation ensures long-term access to materials; digitization ensures 24/7 online access to materials; instruction guides students in the research process; the physical Library building provides a space for collaboration and contemplation; and information technologies enable students and faculty to create their work.

### ***Enhance Contributions by Faculty and Students Through Research***

Activities that supported the transformation of discovery and creativity into knowledge, applications and experiences in ways that benefit the state, region, nation, and world include:

- Partnered with The Office of the Vice President for Research and Development on *Innovation and Imagination 2013*, a series of events to celebrate research and creative scholarship at UM.
- Supported the student literary publication, *The Oval*, and the annual *Poetry for Lunch* celebration of students reading from the publication.
- Hosted the University of Montana Conference on Undergraduate Research (UMCUR) posters and awards event.
- Developed *Artemis to Apollo 17: A Celebration of the Moon's Influence on Art, Culture and Science*, a series of lectures and events.
- Tested an institutional repository platform (Dspace) for highlighting, sharing, and preserving the work of UM students, faculty, and staff.

- Implemented phase I of the Legacy Thesis Digitization project (2,700+ items digitized) which will eventually result in the digitization of all UM theses.
- Streamlined acquisition and description of materials for timely access to Library collections.
- Shared Library materials among 32 countries, all 50 states and 2 territories as a net interlibrary lender in 26,559 transactions.

Collection Development Snapshot: FY2000 & FY2013 Comparison

Collection Factors	FY 2000	FY 2013
Acquisitions Budget	\$2.1 million	\$5 million
Print Holdings – Total Items	1 million	> 1.6 million
Items Cataloged / Added (Monographs & Media)	9,706 total	15,680 books; 1,028 media
Acquisition Funds Allocated to Books & Media	20% – 25%	20% – 25%
Journals:		
Current Subscriptions & Titles Accessible	4,500 print	> 33,000 electronic & print
Electronic UM Dissertations & Theses - Total	0	2,020
Electronic Books (e.g., Ebrary, Springer, etc.) Total	0	> 169,000
Digitized Collections (# of objects (mast.) / size) Total	0	> 267,000 objects; > 6.3 TB
Government Document Catalog Records with URLs	0	> 357,000
Archives (Linear feet of material; Elect. Finding Aids)	11,200 ft.; 0	12,450 ft.; 710 finding aids
Interlibrary Loan Service - Borrowing vs. Lending	Net Borrower	Net Lender for last 8 years

## Dynamic Learning Environment

The Library’s outreach and collections, instructional technologies, and physical buildings forward each of the University’s Dynamic Learning Environment Strategic Issue objectives, as highlighted below.

*Programs – Provide programs of distinction, including outstanding athletic, cultural and entertainment opportunities, engage local to world-wide partnerships and connect programs to our unique location*

The Library develops displays and programs, collections, and partnerships with University and local groups to connect with the community. The Library creates displays and programming to highlight other campus events such as the launch of *The Oval*, the undergraduate literary magazine, with a *Poetry for Lunch* reading. Other accomplishments include:

- Partnered with the Missoula Public Library on the National Endowment for the Arts *The Big Read* grant.
- Established opportunities for performance events such as the performance of the *Vagina Monologues* in the East Faculty Office area.
- Curated exhibits on *The Big Read* and international student culture and organized lectures surrounding *Artemis to Apollo 17*.
- Established year-round themed book displays, themes included Travel Under the Big Sky, Staff Picks, Immigration, Award Winning Poetry, and Gardening.

- Partnered with ASUM to circulate bikes, locks, lights and helmets.
- Continued to maintain and expanded resource sharing with UM and MSU Affiliate Libraries.
- Participated in the Montana statewide courier project that efficiently shares Library resources and saves money on postage.
- Continued to be a net lender (vs. borrower) of Library materials within the state and nationally for interlibrary loan and document delivery.

***Infrastructure – Use technologies and practices that optimize the learning experience while modeling sustainability***

The Library's web site is the interface for accessing scholarly resources, critical for efficient and effective access to information and serves as a primary teaching tool. In addition to accessing content through vendor interfaces, the Library offers the web-scale discovery service Summon. This service allows Library users to search many of the Library's collections from one central search interface simultaneously; searching with Summon, users can find content from the Library's disparate electronic resources as well as physical items (books and media) traditionally discoverable only by searching the Library's catalog.

Library spaces and computing provide the on-site infrastructure for Library instruction and for users to obtain, use, and create information. Technical assistance is provided to answer questions and troubleshoot any access problems.

The mountain campus and Missoula College libraries provided access to 186 desktop and 20 laptop computers; desktop computers were used on average 490 times per day by patrons. The Mansfield Library at Missoula College Library increased available computers, and offers the only multimedia station and station with physical and software accommodations on the Missoula College campus for students with disabilities. A videophone for hard of hearing students was added. The Library planned to circulate electronics kits, such as arduino sets and Raspberry Pi setups, during Fall 2013 and will use these kits to connect our electronics program with Missoula Public Library's makerspace.

Additionally, the Library:

- Formed new cost-sharing relationships with the Skaggs School of Pharmacy and the School of Business Administration and investigated new partnerships with the Alumni Association to expand access to electronic resources.
- Hosted tabletop scenario training with the Disaster Response Team and reviewed and revised the Library's Disaster Prevention, Response and Recovery Plan.
- Continued to provide a wide range of printing, copying, and scanning services with an increase in printing of research poster presentations for students and the addition of new equipment such as the Zeutschel Scanner and a microfilm scanner for digitizing entire rolls of microfilm.

***Culture – Inspire an atmosphere where engagement and passion for learning thrive***

- The Library completed a Diversity Plan in March 2012 that indicated the Library would create and maintain spaces that reflect the diversity inherent in Montana, and particularly in Montana's twelve tribes. The Library added the *Honor Yourself* poster display, native flags, archival photos, and hung a *Snmipnuntn* (a Salish word meaning a place to learn) sign.

- The Library created a family-friendly group study room; designated themes (Montana Orchards, Veterans, 25<sup>th</sup> Infantry Bicycle Corps, etc.) for other study rooms, developed and distributed activity packets for children who come to the Library with their parent(s); and was designated as a breastfeeding-friendly business by the Missoula Breastfeeding Coalition, to meet the needs of diverse students and the community.

***Place – Integrate the character of the campus environment into discovery and instruction***

The Library continues to be a critical place on campus centered on student learning and student engagement.

- Designated Quiet Study areas on Levels 1 and 5, including a “technology-free” quiet study area on Level 1; created signage to identify all quiet study areas in the Library; and purchased new furniture more conducive for comfortable studying both individually and in groups.
- Added more than 15,000 images with descriptive metadata to the *Natives of Montana Archival Project* (NOMAP) digital collection.
- Completed several digitization projects including Mansfield Speeches and Fort Missoula Alien Detention Records. Began several new, large digitization projects including the *Montana Kaimin*, Sentinel Yearbooks, and theses.

## **Planning-Assessment Continuum**

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The Library’s practices forward three of the University’s Planning-Assessment Continuum Strategic Issue objectives, as highlighted below.

***Engage Transparent and Participative Processes Throughout the Cycle***

- Completed an Assessment Plan in February 2013 aligning the Library’s data collection and assessment processes with professional standards and University goals; feedback was gathered throughout the plan development.

***Use Data-Driven Decisions and Goal-Setting***

- Conducted comprehensive research and analysis of eJournals, databases, and print resources to provide data critical to collection development decision-making in response to a reduction of the Library’s materials budget.
- Reviewed eBook platforms, evaluated eJournal packages, and performed a value analysis of two journal packages to inform purchasing decisions and realize cost savings.
- Collected and reviewed reference statistics, including using the *READ Scale* (Reference Effort Assessment Data) to capture qualitative data.
- In response to user questions and requests, maintained a collection of basic supplies, purchased two bicycle locks that can be checked out and researched and developed a plan for a popular reading collection.

***Gather Objective and Timely Assessment of Outcomes***

- Aggregated online instruction assessment data and reviewed curriculum-integrated and credit classes.