

Maureen and Mike

# Mansfield Library

UNIVERSITY OF MONTANA

## Mansfield Library Annual Report 2016

The Maureen and Mike Mansfield Library facilitates the intellectual and creative pursuits of all members of the University of Montana (UM) community and supports their informational, educational, and cultural development as global citizens. The library serves as a place of study, research, and exploration and enables the discovery, creation and expansion of knowledge through services, instruction, collections, and programming.

The Mansfield Library exists in two primary physical locations, at the main UM Campus and Missoula College, and also has a presence at Bitterroot College, and provides robust online services and resources. Library operations involve direct instruction, research support, and interactions with students and community members. The library acquires, organizes, preserves and facilitates access to materials, provides instruction and outreach to students and the campus community, and creates and maintains the technological infrastructure necessary for the website and digital collections.

In addition to employees, library resources include physical collections, a network of research databases, ebooks, ejournal packages and electronic journal subscriptions, and a web-scale discovery platform. Additionally, the library includes the Archives & Special Collections, is part of the federal depository library program, and provides one of the largest collections of music, sound, and video recordings in the state and region. The library is proud to host ScholarWorks, an open access repository service for published and unpublished works by University of Montana faculty, students, and staff. The physical and electronic collections are supplemented by an active interlibrary loan service through which the resources of other libraries are made available free of charge, to students, staff, and faculty.

This Annual Report shares the efforts and activities of the Mansfield Library and its employees during the 2016 Fiscal Year. It highlights the ways in which the library furthered and supported the strategic goals outlined in [Building the Future: The Mansfield Library Strategic Plan 2014-2017](#) and also the University of Montana's [UM 2020: Building a University for the Global Century](#).

### Partnering for Student Success

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Library employees welcome and orient new students to the university research environment by integrating library instruction and resources into required first-year and upper-division writing courses, and creating a comfortable and inviting library space. The library offers faculty and staff professional development opportunities and encourages growth and innovation among library employees to improve the student experience.

#### Preparing K-12 students

- Partnered with the Montana Museum of Art and Culture and other community organizations to bring the Folger Shakespeare Library's "First Folio! The Book That Gave us

Shakespeare” exhibit to the university and community, including the Shakespeare for Students! program which enabled all Missoula County Public Schools seventh grade students to tour the exhibit.

- Provided research instruction and coordinated visits for sixteen high school classes from as near as Missoula and as far as Columbia Falls.

### **Transitioning to college**

- Targeted first-year students with an integrated information literacy curriculum that reached 3,570 students through 167 classes.
- Offered ten research workshops to students at the Missoula College campus.
- Participated in the campus WelcomeFeast to inform new and returning students of library services and unique resources.
- Participated in new student orientation

### **Engaging students**

- Facilitated communication about resources, events, and services at the Mansfield Library and Archives through popular social media [Facebook accounts](#), [Instagram](#) and [YouTube](#).
- Partnered with the Davidson Honors College to engage undergraduate students in issues such as copyright, open access, and digital publishing at the UM Conference for Undergraduate Research (UMCUR) workshops, helping to prepare them for successful participation in the conference and in other research and scholarly communications activities.
- Completed year three of an ongoing partnership with the Associated Students of the University of Montana (ASUM) that allows senators to upload, make available, and permanently archive their agendas, meeting minutes, and resolutions in ScholarWorks, empowering ASUM to share their activities and actively document their own history.
- Employed 80 students.
- Honored graduating library student employees with a book purchased in his or her name.

### **Strengthening student support**

- Partnered with the Office of Student Services, Disability Student Services, TRIO Student Support Services, the V.E.T.S. Office, and the ASUM, among others.
- Implemented a new chat service in September 2015 and have seen an over 400% increase in the number of incoming requests for assistance.
- Provided seven-day access to the library building including 111 open hours each week of the semester on the Mountain Campus and additional access during the week at Missoula College, providing a comfortable and welcoming space and circulating 54,732 unique items.
- Offered 3D scanning and printing, and data management, accessibility, and digital curation instruction and support.
- Obtained 7,132 items from other libraries for library patrons and sent 14,021 items from the Mansfield Library to researchers from across the country and worldwide.
- Provided access to over 38,000 current, unique, journal titles with over 95% available online, and maintained 291 electronic databases.

- Partnered with ASUM Transportation to check out bikes, helmets, locks and lights 566 times.
- Circulated 1,723 laptops, 175 iPads, and 9 Android tablets to support user access to technology and online resources.
- Completed 663 internal technical service requests.
- Continued, for the 12th consecutive year, to be a net lender (versus borrower) of library materials within the state and nationally for interlibrary loan and document delivery.

### **Emphasizing faculty and staff development**

- Engaged in a third cohort of Student-Centered Innovative Projects and funded projects to explore the use of short tutorials, experiment with the History Pin app to create a map-based access point to oral histories, and survey students on their ability to interact with the library website.
- Participated in UM new employee orientation.

## **Education for a Global Century**

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Mansfield Library's collections, programs, and services address the university's goal of educating students who "will apply their content knowledge, critical thinking, and problem solving abilities to address global and local issues." The library also supports "graduate research and creativity that contributes to Montana's place in global and local contexts."

### **Strengthen foundational academic programs**

- Offered instruction to students through a continuum of services including: in-person reference transactions, virtual reference transactions, web site research guides, individual consultations, curriculum-integrated classes, credit classes both online and face-to-face, and online tutorials.
  - Taught a total of 525 classes to 9,066 students.
  - Offered six credit courses, including Research Strategies, Who Owns Culture, Environmental Information Resources, and archives and library internships.
  - Collaborated with the Provost to imbed information literacy into the Freshman Seminar curriculum and with Global Leadership Initiative instructors to imbed instruction into the GLI Capstone.
  - Created six new video tutorials for undergraduates on topics including topic selection, keyword searching, advanced searching, database and research guides, finding full text, and information ethics.
  - Provided 21,672 in-person and 1,609 virtual reference transactions.
- Collaborated with the UMCUR planning committee to help conference participants document their participation and share their research; over half of the UMCUR participants (56%) submitted their work to ScholarWorks.

### **Innovation through graduate education**

- Offered workshops on research strategies, citing references, and the literature review process.

- Collaborated with the GradCon planning committee to help conference participants document their participation and share their research; nearly one-third of GradCon participants (29%) submitted their work to ScholarWorks.

### **Global engagement and leadership at all levels**

- Added resources in Korean, Farsi, Japanese, and Chinese to the library's physical book and media collections, and improved discovery and access to materials by adding bibliographic information to the catalog in both English and native scripts.
- Hosted a Visiting Scholar from China for the year.
- Oriented a delegation of scholars from Japan to the ways in which the library contributes to providing resources in alternative formats for people with print disabilities.
- Provided introductory tours and research assistance to Humphrey Scholars and other groups of international scholars.

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

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The library enhances creative contributions by faculty and students by providing infrastructure for student and faculty research across disciplines and opportunities for partnerships that enhance creativity and discovery. Library systems contribute to discovery and access, cataloging and metadata enable effective and timely access to collections; preservation ensures long-term access to materials; electronic resource acquisitions and digitization ensure 24/7 online access to materials; and 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 and disseminate their work.

### **Enhance contributions by faculty and students through research**

- Offered 56 workshop sessions for undergraduate students, graduate students, and faculty including Research Strategies, Memoir Writing, Organizing, Annotating, and Citing Your Digital References with Flow, and Literature Review.
- Continued to enhance the library's collection through a patron driven acquisition program operated through Interlibrary Loan, providing valuable, recently published books and media for immediate use.
- Added 105,968 new items to the library collections, and over 539,045 bibliographic records were updated and enhanced.
- Added 905 new CD's to the Raoul Collection.
- Added 300 images to the [Archival Photographs](#) collection in the Montana Memory Project, bringing the number of images contributed by Archives & Special Collections to over 6,700; this collection received over 22,000 unique page views in FY16.
- Continued to grow the institutional repository, [ScholarWorks](#), adding new content to 27 different collections and creating ten new collections, resulting in the addition of 9,775 new items (for a grand total of 24,775 items) that provide UM faculty and students the opportunity to share and make openly available their research and creative scholarship.
- Completed the Legacy Thesis Digitization project that involved the digitization and upload (to ScholarWorks) of all UM theses and dissertations. Over 10,000 graduate theses,

dissertations, and professional papers, going back to the earliest thesis from 1899, are now available electronically.

- Supported researchers at UM and internationally by obtaining and sharing library materials among 32 countries, 50 states, and two territories with 21,357 transactions.
- Repaired over 13,400 print items, both newly received materials with poor quality bindings and some items damaged during circulation to ensure library materials are available for use.
- Continued to fine-tune the library's discovery platform, Primo, to provide easy and convenient online search capability.
- Co-authored a General Records Retention Schedule for the Montana University System, which was published as a directive of the Commissioner of Higher Education.

## Dynamic Learning Environment

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The UM Strategic Plan defines a dynamic learning environment as the “provision of technology and infrastructure, experiential learning, partnerships, engaged faculty, staff, and students, and opportunities for community participation.”

### **Programs – Provide programs of distinction, create local and worldwide partnerships, connect programs to our unique location**

- Created or hosted exhibits to raise awareness of the library's intellectual and cultural resources, as well as to educate the UM community on multiple topics, and offered 50 related events that were attended by over 7,300 participants.
  - Exhibits ranged from the internally designed “Duck and Cover: Fact and Fiction of the Nuclear Age” and “Ceramics from the Mike Mansfield Collection” to the Medical Library Association's “Opening Doors: Contemporary African American Academic Surgeons” exhibit, and the national touring exhibition from the Folger Shakespeare Library, “First Folio! The Book That Gave us Shakespeare”. The library partnered with the Montana Museum of Art and Culture and other community organizations to bring “First Folio!” and hosted complementary events including lectures and professional development for teachers that totaled a participation of over 6,100.
  - Hosted events included a lecture and poster presentation on the objectification of female characters in video games as well as table top role-playing games by an undergraduate student in sociology; lecture by Professor Anita Bernstein on online harassment and free speech issues; and the “Poetry for Lunch” poetry reading and launch of the newest issue of the *Oval*, an undergraduate literary magazine.
- Sponsored a poetry reading of poets published in UM literary publications as part of the Montana Festival of the Book.
- Loaned books and artifacts from Archives & Special Collections to the Defense Critical Language Institute, the Historical Museum at Fort Missoula and the Montana Museum of Art and Culture for use in their own exhibitions.
- Hired a Digital Archivist Assistant Professor to continue the Archives & Special Collections focus on the management of unique, locally-focused collections warranting long-term preservation.
- Hosted a cultural competency workshop for all library staff and students on Native American traditions.

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

- Library users accessed the library web site 393,998 times, subject guides, designed to provide virtual research assistance, were accessed 67,259 times, and online guides to the library’s archival collections were accessed over 74,080 times; users accessed a new suite of online instructional tutorials 722 times.
- Library users accessed 1,059,000 ebooks and ejournal articles from the library collection, and borrowed 67,898 items.
- Discussed and planned for resource sharing through the Montana Academic Library Consortium resulting in the beginning migration and implementation planning for a new statewide Library System.
- Integrated print serials into a Journal Finder tool so that print and electronic serials can now be searched together.
- Implemented a One Button Studio, an intuitive video studio for library users to practice presentations and create video content.
- Continued to increase accessible formats for resources by procuring closed-captioned media, transcribing primary resources represented in digital collections, and maintaining and expanding resource sharing with UM and MSU Affiliate Libraries.
- Scanned and made accessible 695 items for course use by campus faculty, and worked with campus units to have 208 media items captioned.
- Participated in the Montana statewide courier project to efficiently share and ship library resources, saving the library approximately \$2,400 in postage annually.
- Offered a wide range of printing, copying, and scanning services.

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

- Designed several exhibits to raise awareness of the library’s intellectual and cultural resources, including “Once Upon a Time...Stories from Special Collections” highlighting the unit’s collection of richly illustrated children’s literature; “Montana: the Sporting Life,” sharing photos and other documents from our archival collections related to hunting and taxidermy; “Ceramics from the Mike Mansfield Collection” and “Illustrating the Works of Shakespeare,” which featured book collections tied in to the “First Folio!” exhibition activities.
- Continued to add new furniture and reconfigure spaces within the building to provide an inviting and functional space for library users.

## **Planning-Assessment Continuum**

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Through both formal and informal mechanisms, the library seeks out information and feedback about current activities, collections and services, and welcomes recommendations for ways to better serve library users.

### **Linkage of plans and resources**

- Held quarterly meetings to review progress and activities in the Year Two implementation of the library’s strategic plan, [\*Building the Future: The Mansfield Library Strategic Plan 2014-2017\*](#).

### **Transparent and participative processes throughout the cycle**

- Participated in accreditation visits for the Missoula College paralegal and nursing programs.
- Analyzed library collections and services for new program proposals and department accreditation reviews.
- Solicited library user feedback via two whiteboard projects as part of an effort to engage, learn about, and respond to library users.
- Collaborated with sociology faculty to offer a focus group of student employees to increase library personnel understanding of student employee experiences.

### **Data-driven decisions and goal-setting**

- Evaluated library resources based on price per use, print status, and department representative feedback in order to make data-informed collection cuts given the continued budget reduction.
- Administered and monitored the library's general operating budget in addition to designated, gift, and special fund budgets and accurately and efficiently maintained accounting records and procedures for all funds.
- Used Google Analytics to track usage data for all digital and ScholarWorks collections. This user-generated data will help drive decisions regarding new digital/ScholarWorks collections as well as outreach efforts for existing collections.

### **Objective and timely assessment of outcomes**

- Proposed the implementation of the Experiences with Information Literacy Topical Module as part of the university's administration of the National Survey for Student Engagement to first-year and senior-students.
- Focused instruction assessment on two information literacy dispositions identified for 200-level students.
- Partnered, for the second year, with the Faculty Senate Writing Committee to include information literacy questions for students to answer when they submit their course paper from an approved writing course, as part of the university-wide writing assessment.

## Appendix: Faculty Publications, Presentations, and Grants

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Banta, R., Ewbank, A., Hansen, M., Stark, M., Samson, S., & Zoellner, K. (2016, April). *Montana information literacy alliance*. Presentation at the annual conference of the Montana Library Association, Missoula, MT.

Bond, N. (2015). *Testing the waters: Working with CSS data in congressional collections* (Case Study No. ERC004). Retrieved from Society of American Archivists Congressional Papers Roundtable Electronic Records Committee website: <https://cprerc.wordpress.com/case-studies/case-study-004/>

Brown, B. N. (2015, August). *Datasets in ecology articles: A preliminary survey of availability, citation and repositories*. Presentation at the annual meeting of the Ecological Society of America, Baltimore, MD.

Brown, B. N. (2016). General aquatic ecology. In M. Wetzel (Ed.), *Current and selected bibliographies on benthic biology 2014* (pp. 189-237). Champaign, IL: Society for Freshwater Science.

Brown, B. N. (2015, November). *Show me the data (sets) for the natural sciences*. Presentation at the annual Charleston Conference, Charleston, SC.

Caro, S., Meister, S., Ravas, T., & Walker, W. (2016). *Digitizing your collection: Public library success stories*. Chicago, IL: ALA Editions.

Drummond, C., Beatty, B., Claeson, T., Gutsche, B., McCrea, D., Shelton, A., & Skinner, K. (Eds.). (2016). *National agenda for continuing education and professional development across libraries, archives and museums*. Dublin, OH: OCLC Research.

Edwards, J.B. (2015). Developing and implementing a diversity plan at your academic library. *Library Leadership & Management, 30*(2).

Edwards, J.B. (2015). Diversity plans for academic libraries: An example from the University of Montana. *Library Leadership & Management, 29*(2).

Edwards, J.B. (2015, November). *Reflecting the world increasingly made right: From Response to action in public libraries*. Presentation at the Symposium on Historical Trauma, Missoula, MT.

Edwards, J., McCrea, D., Meister, S., & Walker, W., (Co-PIs). *The electronic Irish research experience: A digital humanities project on the Irish diaspora*. Institute of Museum and Library Services National Leadership Grant. \$49,343. 2014-2016.

Edwards, J. (PI). *First folio! Shakespeare for students!* Humanities Montana Opportunity Grant. \$700. 2015.

Edwards, J. B., McCrea, D., Meister, S., & Walker, W., & Magill, C. (2015, August). *Cross-cultural partnerships for dynamic access: Creating the electronic Irish research experience*. Poster presented at the International Federation of Library Associations' 81<sup>st</sup> World Library and Information Congress, Cape Town, South Africa.

- Granath, K., Samson, S., & Alger, A. (2015, October). Journey mapping: Listening to users. Presentation at the annual meeting of the Pacific Northwest Chapter of the Medical Library Association, Seattle, WA.
- McCrea, D. & Walker, W. (2015, November). *Conceptualizing EIRE: The electronic Irish research experience*. Poster presented at the Institute of Museum and Library Services Focus Conference, New Orleans, LA.
- McCrea, D. (2015, August). *Creating accessible content: Responding to an Office for Civil Rights complaint at the University of Montana*. Poster presented at the annual meeting of the Society of American Archivists, Cleveland, OH.
- McCrea, D. (2016, April). *Making new friends, reaching new audiences: Social media outreach from archives and special collections*. Presentation at the annual conference of the Northwest Archivists, Seattle, WA.
- Montana University System Office of the Commissioner of Higher Education (D. McCrea contributor). (2016). *Montana University System general record retention schedule*. Helena, MT: Author.
- Stark, M., & Zoellner, K. (2016, August). *Carrying meaning across borders: Libraries and the language of sustainability*. Presentation at the annual conference of the Pacific Northwest Library Association, Calgary, Canada.
- Stark, M., & Zoellner, K. (2015, October). *Libraries and the language of sustainability*. Presentation at the annual ASLD/PLD retreat of the Montana Library Association, Pray, MT.
- Walker, W., & Keenan, T. (2015). Going beyond availability: Truly accessible research data. *Journal of Librarianship and Scholarly Communication*, 3(2), eP1223.
- Walker, W. & Keenan, T. (2016, April). *Accessibility: Electronic and information technologies (EIT)*. Presentation at the annual conference of the Montana Library Association, Missoula, MT.
- Zoellner, K. (2016, April). *Exploring students' experiences on the NSSE information literacy module*. Presentation at the annual conference of the Montana Library Association, Missoula, MT.