

Mansfield Library Annual Report 2014

The Maureen and Mike Mansfield Library, the premier research library in Montana, 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 for students and community members. The expertise of our personnel and the focus of our efforts lie in facilitating the discovery, creation and expansion of knowledge.

We exist in two physical locations, one at the Mountain Campus and one at Missoula College, and provide a robust online presence. Our operations involve direct instruction, research support and interactions with students and others, behind the scenes activities in the form of materials acquisitions and organization, and technological infrastructure creation and maintenance. In Fiscal Year 2014 (July 1, 2013-June 30, 2014) the library employed 17 faculty, 43 staff, the Dean of Libraries and more than 30 students.

In addition to our employees, our resources include traditional library collections; a network of research databases, ejournal packages and electronic journal subscriptions; a web-based library catalog; ScholarWorks, an open access repository service for published and unpublished works by University of Montana faculty, students, and staff; one of the largest collections of music sound and video recordings in the state and region; a substantial archives and special collections repository; and a full federal government documents depository collection. Our 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 2014 Fiscal Year. It highlights the ways in which the library furthered and supported the strategic issues outlined in the University of Montana's *Strategic Plan 2012-2020*.

Partnering for Student Success

The University of Montana “seeks to improve students’ success by addressing their preparedness for college-level work, improving their transition to college, providing an integrated early curriculum, increasing student engagement and support, and emphasizing faculty and staff development.”¹ The Mansfield Library is a major participant in activities supporting UMs Partnering for Student Success strategic initiative. To ensure students’ academic success, we welcome and orient new students to the University research environment; provide an effective, inviting library space; teach students information literacy skills; acquire, connect and make findable to students, faculty and staff foundational research resources; offer faculty and staff professional development opportunities; and maintain our own professional skills. The following are among the major activities undertaken in this area:

¹ *Strategic Plan 2012-2020*, p. 7

- During the 111 open hours each week of the semester, we supported increasing numbers of users in the building. Our gate count during this year was 550,310. We provided comfortable, welcoming study spaces, and maintained an organized, pleasant environment on all five floors of the library.
- We grew and maintained research materials: Over 756,000 bibliographic records were updated and enhanced; 72,183 journals and databases were maintained; more than 94,000 authority records were processed; 14,416 items, including rare and unique materials, received conservation or repair work; and 171,681 items were added to the library's holdings.
- We checked out 60,459 items, obtained 9,349 items from other libraries for UM users through interlibrary loan, and loaned 14,575 items from the Mansfield Library to other libraries across the country and worldwide (maintaining our net lender library status). We implemented a self-checkout system to allow individuals to check out their own materials. We continued our free delivery of library materials to campus offices and introduced home delivery of library materials for a fee.
- We enabled users to find our collections by making metadata enhancements for digital collections hosted in the Montana Memory Project (MMP). Mansfield Library collections within MMP are now included in the partnership with Mountain West Digital Library, resulting in a 300%+ increase in page views for these digital collections. These collections are also part of the Digital Public Library of America (DPLA).
- We supported the preparation of K-12 students by providing 16 research visits for high school classes with support from New Student Services, and by providing volunteer opportunities for two students enrolled in a vocational rehabilitation program at Sentinel High School.
- We engaged UM students by providing training, internships, and employment opportunities for individuals interested in library science.
- We offered 10 research and professional development workshops (in 14 sessions) for undergraduate students, graduate students, and faculty, including "Manage Your Research with RefWorks," and "Using the U.S. Census for Demographic Information."
- Employees participated in professional development opportunities at UM, regionally and nationally.
- Partnering for student success is an essential component of library faculty outreach to Global Leadership Seminars, service-learning classes, Disability Student Services, TRIO Student Support Services, American Indian Student Services, and Foreign Student and Scholar Services, among others.

Education for a Global Century

The UM Strategic Plan recognizes both a need to maintain its strength in foundational academic programs and a need to provide a "discovery experience focused on the challenges of the global century."² From the two-year degree to the Ph.D., Mansfield Library's collections and services address UM's goal of educating baccalaureate "students [who] will apply their content knowledge, critical thinking, and problem solving abilities to address global and local issues" and "graduate research and creativity that contribute to Montana's place in global and local contexts." During the 2014 Fiscal Year the library supported UM's strategic issue of Education for a Global Century in the following ways:

² *Plan*, p. 8

- Based on the central mission of library instruction to create information literate students who know how to find, evaluate, and use information effectively and ethically, library faculty taught or facilitated a total of 522 classes to 10,665 students through curriculum-integrated classes and workshops. Of these classes, 149 were taught to 3,206 undergraduate students through a carefully crafted integration of information literacy into the curricula of WRIT 101-College Writing I and COMX 111-Introduction to Public Speaking.
- The Head Librarian at Missoula College served as a liaison to all academic programs within the College, providing course-integrated information literacy instruction, research assistance, online instruction, collection development and maintenance, among other services.
- We created satellite library collections at West Campus and at Bitterroot College.
- Library faculty taught or co-taught four credit classes, including LSCI 200-Research Strategies and ENST 201-Environmental Information Resources, and collaborated with the instructors of the Global Leadership Initiative freshman seminars to imbed information literacy into their curriculum.
- We enhanced the library's collection through a Patron Driven Acquisition program via Interlibrary Loan requests, providing valuable, recently published books and media for immediate and future use.
- We acquired significant new collections of unpublished content for Archives and Special Collections, supporting graduate and undergraduate research. These collections range from the diaries of Ruby Scofield Doyle, documenting family life in rural Missoula County in the 1910s, to the 1,000 linear foot (plus electronic content) collection of Max Baucus, former US Senator for Montana and current US Ambassador to China.

Discovery and Creativity to Serve Montana and the World

The UM Strategic Plan emphasizes that “scholarship, research, and creative work are central to the lives of faculty, students, and staff, and to academic programming at The University of Montana.”³ The library enhances contributions by faculty and students through research in a number of ways. Library collections provide key infrastructure for student and faculty research across disciplines, offer opportunities for interdisciplinary discovery, and provide unique materials to support a variety of scholarship. 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. And instruction guides students in the research process. The physical library building provides a space for collaboration and contemplation, and information technologies that we acquire or develop enable students and faculty to create and disseminate their work. The following are among the many ways the library supported discovery and creativity this year:

- ScholarWorks, the University's institutional repository, was implemented in September 2013. It showcases research and creative scholarship from UM faculty and students. To facilitate the dissemination of scholarship, we researched the status of intellectual property rights for UM faculty publications and added 1,203 to ScholarWorks. A partnership with the Associated Students of the University of Montana (ASUM) to collaboratively create digital collections of ASUM governing documents in ScholarWorks brought together archival records and current agendas, meeting minutes, and resolutions. By the end of the 2013-2014 academic year, ScholarWorks provided open access to the scholarship of more than 150 UM faculty members, and to over 4,100 digitized UM student theses, dissertations, and

³ *Plan*, p. 10

professional papers. ScholarWorks also hosted one journal and the content of four conferences.

- We completed Phase 3 of the legacy thesis digitization project. Over 2,700 UM theses were digitized and received descriptive metadata; 7,533 theses have been digitized to date and are available on the ProQuest dissertation databases. They are also slated to be made freely available via ScholarWorks.
- We supported the remote database access system for UM-Missoula, Missoula College, Jameson Law Library, Montana Tech and UM Helena. Remote access allows users to access the library's electronic journals and databases anytime and from anywhere. 711 unique UM-Helena users, 967 unique Montana Tech users and 10,181 unique UM-Missoula users accessed library resources remotely.
- We provided Data Management workshops to UM Faculty and to Graduate Students.
- We hosted several sessions of UMs *Innovation & Imagination 2014*, including lectures, a reception, and Poetry for Lunch, a poetry reading and celebration of undergraduate creative writing and fine arts.
- Mansfield Library faculty published one book, five book chapters and six scholarly articles during this year. Five faculty authored or co-authored funded grants. We also authored six scholarly posters and made twenty-nine scholarly presentations.

Dynamic Learning Environment

As noted in the UM Strategic Plan, the dynamic learning environment “segment of our mission is characterized by a broad set of components, including provision of technology and infrastructure, experiential learning, partnerships, engaged faculty, staff, and students, and opportunities for community participation.”⁴ The following are ways in which the Mansfield Library helps the University of Montana create and sustain a dynamic learning environment:

- We completed a redesign of the library's web pages that host the primary collection of databases and subject guides. These online resources have been carefully selected and compiled by library faculty to serve the research needs of the University of Montana in an information-rich global environment. The library web site was accessed 515,081 times, ejournal articles had 651,170 uses, and our subject guides, designed and developed by library faculty to provide virtual research assistance, were accessed 132,076 times.
- To make our library collection content more discoverable by all residents of Montana, we partnered with Montana State University's Renne Library to implement a state-wide discovery system using Primo Central Index and the SFX OpenURL link resolver. Primo and SFX allow researchers to use a single search box to explore content in books, journals, electronic databases and other library resources. Additionally, we provided Integrated Library System support to the library at St. Patrick Hospital in Missoula, to the Carson Library at UM-Western, and to the D'Arcy McNickle Library at Salish Kootenai College, allowing the residents who use these libraries better access to not only their own materials, but also to materials from our entire library consortia.
- We improved the library's physical facility with the needs of our user community in mind. Most recently added was a Veterans Group Study Room, funded by a successful Montana Office of the Commissioner of Higher Education grant written with the Veteran's

⁴ *Plan*, p. 13.

Education and Transition Services Office. Existing group study rooms were augmented with additional technology.

- We created policy statements and workflow requirements for born digital materials, improving the capacity of the archives and the library to effectively collect and manage unique electronic content.
- We participated on UMs Electronic and Information Technology Accessibility Task Force in response to the 2012 Office of Civil Rights complaint, and developed procedures and policies for creating accessible documents and purchasing accessible software.
- We engaged with UM and with the library and archives professions by serving in leadership roles on campus, regional, national and international committees, consortia, task forces and organizations.
- We provided financial, logistical and faculty advisory support for the undergraduate student literary publication, *The Oval*.
- We provided printing services for the University of Montana Conference on Undergraduate Research (UMCUR) posters, placed them on display in the library and hosted the UMCUR awards event.
- Through online exhibits, physical exhibits and public programming we provided opportunities for students to take learning outside of the classroom and for the public to engage with the library. Recent exhibits and programming include “Leading the Way: Montana Woman Suffrage and the Struggle for Equal Citizenship,” “Death Dying, and the Afterlife” and “The 50th Anniversary of the Civil Rights Act.” A Gardener’s Gathering was held at Missoula College Library, which brought together students, staff, faculty members of the public, and experts in the field.

Planning-Assessment Continuum

The UM Strategic Plan emphasizes that the “University will model transparency, systematic communication and sound decision-making to ensure resources are marshaled to achieve UM’s mission.”⁵ The Mansfield Library supports ongoing assessment and improvement. Through both formal and informal mechanisms we seek out information and feedback about our current activities, collections and services and welcome recommendations for ways we can better serve our users.

During the 2014 Fiscal Year:

- We developed *Building the Future: The Mansfield Library Strategic Plan 2014-2017*. This Plan directs our focus on specific strategic goals and directions to help us become a more flexible and adaptive library. This plan builds on various documents including our self-study, the Diversity Plan, and the 2013 ClimateQUAL report and incorporates input from many of the library’s stakeholders – students, faculty/researchers, staff, administrators, library personnel, and Mansfield Library affiliates. *Building the Future* also supports the strategic issues of the University of Montana’s *Strategic Plan 2012-2020*.
- We evaluated library resources based on price per use, print status, and department representative feedback in order to make data-informed collection cuts given the budget reduction.
- We assessed student learning outcomes to make informed instructional program changes.

⁵ *Plan*, p. 18

Appendix: Faculty Publications and Presentations

Brown, B.N. (2014, April). General aquatic ecology. In M. Wetzel (Ed.), *Current and selected bibliographies on benthic biology 2011* (pp. 248-288). Champaign, IL: Society for Freshwater Science.

Brown, B.N. (2014, May). *Datasets for aquatic science: A preliminary investigation of use, citation, and repositories*. Paper presented at the Joint Aquatic Sciences Meeting, Portland, OR.

Brown, B.N. (2014, July). *Retooling your literature research skills for conservation biology*. Short Course presented at the Society for Conservation Biology Second North America Congress for Conservation Biology, Missoula, MT.

Caro, S. (2014, April). *The amazing world of government documents*. Session presented at the annual conference of the Montana Library Association, Billings, MT.

Caro, S. (2014, May). *Marketing through events*. Session presented at the meeting of the Depository Library Council, Washington, DC.

Caro, S. (2014). Professional development needs and resources for government document librarians. In S.G.S. Hines (Ed.), *Revolutionizing the development of library and information professionals: Planning for the future* (pp. 163-179). Hershey, PA: IGI-Global.

Caro, S., Ireland, S., & Gause, R. (2014, April 5). *Using social media for collection development of eGovernment*. Webinar presented for the Federal Depository Library Program.

Dresselhaus, A. (2013, December 18). *Accessible electronic resources for all*. Webinar presented for the Association for Library Collections & Technical Services.

Dresselhaus, A. (2014, May). *Opportunities beyond electronic resource management: An extension of the core competencies for electronic resources librarians to digital scholarship and scholarly communications*. Session presented at the annual conference of the NASIG, Forth Worth, TX.

Edwards, J.B., Samson, S., Ravas, T., Stark, M., & Hines, S.G.S. (2013, August). *Information literacy: Sequenced, tiered, and integrated*. Paper presented at the satellite meeting Redefining and Refining Information Literacy and Reference Services in the Digital Age of the International Federation of Library Associations, Singapore.

Granath, Kim. (2013, September). *Bike locks, bluebooks, and flags: Enhancing the user experience at Mansfield Library*. Paper presented at the Pacific Northwest Chapter of the Medical Library Association Conference, Anchorage, AK.

Hines, S.G.S. (Ed.). (2014). *Revolutionizing the development of library and information professionals: Planning for the future*. Hershey, PA: IGI-Global.

Hines, S.G.S. (2013). A brief history of embedded librarianship. In Russo, M. and Daugherty, A., *Embedded librarianship: What every librarian should know* (pp. 1-12). Santa Barbara, CA: ABC-CLIO.

Hines, S.G.S. (2013). Avoiding and recovering from burnout. In Smallwood, C. & Wade, L., *Job stress*

and the librarian: Coping strategies from the professionals (pp. 95-100). Lanham, MD: Scarecrow Press.

Hines, S.G.S. (2014, April). *What is the future of professional development for library workers?* Session presented at the Alberta Library Conference, Jasper, Alberta.

Hines, S.G.S. (2014, April). *Here, have a cookie: Motivating library employees.* Session presented at the California Academic and Research Libraries Virtual Conference.

Hines, S.G.S. (2014, April). *Top three public speaking tips for library workers.* Significant Tidings presented at the annual conference of the Montana Library Association, Billings, MT.

Hines, S.G.S. (Moderator). (2014, April). *Academic libraries and financial literacy.* Session presented at the annual conference of the Montana Library Association, Billings, MT.

Hines, S.G.S. (2014, February). *Here, have a cookie: Motivating library employees.* Session presented at the online conference Big Talk From Small Libraries.

Hines, S.G.S. (2013, September). *Mentoring relationships for library employees.* Workshop presented at the Montana State Library Fall Workshop, Helena, MT.

Meister, S. (2014, May). *Embracing the iterative: Building out workflows, policies, and infrastructure for born-digital materials at the University of Montana.* Session presented at the LYRASIS Preservation Town Hall Meeting, Burr Ridge, IL.

Meister, S., & Chassanoff, A. (2014, February). *Integrating digital forensics techniques into curatorial tasks: a case study.* Session presented at the Ninth International Digital Curation Conference, San Francisco, CA.

Meister, S. (2013, November). *Getting bits off disks: Using open source tools to stabilize and prepare born-digital materials for long-term preservation.* Session presented at the annual conference of the Best Practices Exchange, Salt Lake City, UT.

Meister, S. (2013, November). *The cross-search and context utility: Contextualizing digital content and associated encoded archival description finding aid metadata in the northwest.* Session presented at the Digital Library Federation Forum, Austin, TX.

Keenan, T. (2013). Charting a course with NOMAP: Integrating metadata workflows into a traditional cataloging unit. In S.D. Miksa (Ed.), *Functional future for bibliographic control: Transitioning into new communities of practice and awareness.* New York, NY: Routledge.

Keenan, T. (2014). Resource description access: Cataloging standards affect reference service. *Reference Services Review*, 42(3), 446-466.

Keenan, T. (2014). Tech services on the web: Free MARC records from Amazon and the Internet Movie Database. *Technical Services Quarterly*, 31(4), 407-408.

Keenan, T. (2014). [Review of the book *Catalogue 2.0: The future of the library catalogue*, edited by C. Hennessey]. *OLAC Newsletter*, 34(1), 37-38.

Keenan, T. (2014, February 18). *RDA: What is it & what does it have to do with you?* Online lecture presented for the Montana State Library.

Keenan, T. & Badger, A. (2014, April). *Next steps: Cataloging non-book formats using RDA*. Preconference presented at the annual conference of the Montana Library Association, Billings, MT.

Keenan, T., Burroughs, J & Ebanues, E. (2013). U.S. Government Printing Office and the University of Montana, partners in collaborative cataloging: A report. *Cataloging & Classification Quarterly*, 15(1-3), 118-128.

Ravas, T. (2013, August). *Opening the CD and DVD collections for patron browsing: A pilot project at the University of Montana's Mansfield Library*. Presentation given at the annual meeting of the International Association of Music Libraries and Archives, Vienna, Austria.

Ravas, T. (2013, November). *An intro to copyright for schools of music*. Session presented at the annual conference of the National Association of Schools of Music, Miami, FL.

Ravas, T. (2013, October). *Opening the CD and DVD collections for patron browsing: A pilot project at the University of Montana's Mansfield Library*. Presentation given at the annual ASLD-PLA retreat of the Montana Library Association, Chico Hot Springs, MT.

Ravas, T., & Root, D. (2013). (Johann) Peter Schickele. In C.H. Garrett (Ed.), *Grove dictionary of American music* (2nd ed.). New York: Oxford University Press.

Samson, S., & Swanson, K. (2014). Support your staff employees: They support the academy. *Reference Services Review*, 42(1), 165-180.

Samson, S. (2014). Poetry corner: Collaboration among ss. In C. Smallwood (Ed.), *Bringing the arts into the library* (pp. 25-33). Chicago, IL: American Library Association.

Stark, M. (2013, August). *Students serving communities: Integrating service learning into information literacy instruction*. Session presented at the annual conference of the Pacific Northwest Library Association, Boise, ID.

Stark, M. (2014, March 17). New directions for IL and collection development [Blog post]. Retrieved from <http://www.libraries.wright.edu/servicelearning/2014/03/17/new-directions-for-il-collection-development/>

Stark, M. (2014, March). *Does this actually work in the real world? Bridging academic information and service environments*. Session presented at the Montana State Service Learning Colloquium, Missoula, MT.

Stark, M., & Ryan, K. (2014). Legitimizing the local: Integrating sustainability into information literacy instruction and first-year composition. In M.A. Jankowska (Ed.), *Focus on educating for sustainability: Toolkit for academic libraries*. Sacramento, CA: Library Juice Press.

Taylor, E., Rockenbach, A., & Bond, N. (2014). Archives and the past - Cataloguing and digitisation in Uganda's archives. In T. Barringer & M. Wallace (Eds.), *African studies in the digital age: Dis/Connects?* (pp. 163-178). Leiden, The Netherlands: Brill Publishing.

Walker, W., & Keenan, T. (2014, June). *Accessibility: Opening windows to digital collections*. Poster presented at the annual conference of the American Library Association, Las Vegas, NV.

Zoellner, K. (2014, August). *Organizational climate and diversity: Lessons learned*. Poster presented at the biennial Library Assessment Conference, Seattle, WA.