

Maureen and Mike

Mansfield Library

UNIVERSITY OF MONTANA

Mansfield Library Annual Report 2015

The Maureen and Mike Mansfield Library is the premier research library in Montana. The 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 for UM community members. The focus of library efforts is to enable the discovery, creation and expansion of knowledge.

The Mansfield Library exists in two primary physical locations, at the main UM Campus and Missoula College and 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 Fiscal Year 2015 (July 1, 2014-June 30, 2015) the library employed 19 faculty, 45 staff, two contractual professionals, the Dean of Libraries and more than 100 students.

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 The library is proud to host ScholarWorks, an open access repository service for published and unpublished works by University of Montana faculty, students, and staff.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 2015 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

The Mansfield Library's [Vision](#) is that the library is “a place where lives are enriched and transformed; and a catalyst for the creation of knowledge.” The Mansfield Library is a major participant in activities supporting the University of Montana's Partnering for Student Success strategic initiative, which explains that 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.”

Library staff and faculty welcome and orient new students to the University research environment by integrating library instruction and resources into first year required 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.

The following are notable activities that involved **Partnering for Student Success**:

- Seven-day access to the Library included 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 to students.
- First-year students were targeted with an integrated information literacy curriculum that included 154 classes taught to 3,116 students.
- Library research workshops and one-on-one sessions were offered at the Bitterroot College campus.
- Graduating library student employees were honored with a book purchased in his or her name.
- 3D scanning and printing, data management, accessibility, and digital curation were highlights of potential collaboration discussed with faculty across campus.
- Library patrons received 8,912 items obtained from other libraries. Researchers from across the country and worldwide were sent 16,199 items from the Mansfield Library.
- Provided journal access to over 38,000 current, unique, titles with over 95% available online.
- The Mansfield Library partnered with ASUM Transportation to check out 492 bikes, helmets, locks and/or lights.
- To support user access to technology and online resources, the library circulated 1,410 laptops, 316 iPads, and 61 Android tablets.
- Popular [Facebook accounts](#), Twitter, and [Instagram](#) accounts facilitated communication about resources, events, and services at the Mansfield Library and Archives.
- Student outreach occurred through volunteer and hiring opportunities related to specific library projects, including two students enrolled in a vocational preparation program at Sentinel High School.
- The library engaged in a second cohort of its Student-Centered Innovation program and funded the following projects: editing Wikipedia entries, creating [outreach videos](#), and completing journey mapping scenarios.
- A successful “I Heart the Library” campaign was launched during National Library Week to solicit user comments on what they like about the library.
- The library celebrated Archives Month in October with an archival photo caption contest and in April the library recognized Preservation Week with tours of the Preservation Department.
- A new faculty member, the e-Learning and Instructional Technology Librarian, was recruited to design online learning tools and apply cutting-edge instructional technologies for the library’s instruction program.

- Library staff helped over 500 patrons with technical issues at the Techdesk and completed 608 internal technical service requests.
- The library continued, for the 11th consecutive year, to be a net lender (versus borrower) of library materials within the state and nationally for interlibrary loan and document delivery.

Education for a Global Century

The UM Strategic Plan recognizes the need to provide a “discovery experience focused on the challenges of the global century.” 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.”

During the 2015 Fiscal Year the library supported **Education for a Global Century** in the following ways:

- Library faculty collaborated with the instructors of Global Leadership Initiative seminars to imbed information literacy into their curriculum.
- Every year, the Mansfield Library invites Humphrey Scholars and other groups of foreign visitors to attend introductory tours and receive in-depth research assistance. This year, 12 Fellows from Afghanistan, Benin, Cameroon, China, Colombia, Cote D’Ivoire, Haiti, Madagascar, Mali, Russia, and Togo were welcomed at the library session.
- A library research guide assists UM students and faculty currently studying abroad by providing information on how to access online resource from any location.
- Undergraduate and graduate students were trained to collaboratively create and make available open-access digital collections of ASUM governing documents, UM literary magazines (*The Oval*, *CutBank*, and *Camus*), and student research projects.
- Various exhibits were created and hosted that focused on international and cultural issues such as the United States Holocaust Memorial Museum’s “Fighting the Fires of Hate: America and the Nazi Book Burnings”, and the 50th Anniversary of the Wilderness Act.
- Mansfield Library partnered with the Missoula Public Library on the National Endowment for the Humanities’ The Big Read community-wide reading program, designed around Tim O’Brien’s novel *The Things They Carried*, bringing together the UM campus and greater Missoula community.
- The library hosted the 2015 Montana Academic Libraries Symposium with the theme, “Libraries’ Role in Global Education.” Five speakers from Belgium, Canada, China, and Mexico were invited to give presentations at the event. Over 60 librarians from colleges and universities in Montana participated in the Symposium.
- The Dean of the Mansfield Libraries led a delegation of library directors from the UM system affiliate libraries to visit China in November 2014. The delegation gave presentations at a library conference in Shanghai and at a library directors’ workshop in Beijing, and visited numerous academic libraries in these cities.

Discovery and Creativity to Serve Montana and the World

The Mansfield Library *Strategic Plan's* values include innovation, stating, “[The library] will provide continuous improvement by committing to learning, experimentation and change, by encouraging risk-taking and creativity, and by providing the resources to be innovative.” 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 through various avenues. 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.

The following are among the many ways the library supported **Discovery and Creativity to Serve Montana and the World** during this fiscal year:

- There were 173 workshop sessions offered, including sessions for English Language Institute and Bridges to Baccalaureate students, as well as sessions for all campus members such as *Manage your Research with RefWorks*, *Using the U.S. Census for Demographic Information*, *Organizing, Annotating, and Citing Your Digital References with Flow*, and *How to Research Place and Navigate Local Resources*.
- The Mansfield Library Diversity Committee commissioned art for the Missoula College Library through an annual art competition. The winning piece, *Boundary Layers*, by UM student and library employee Jewell Case, has received great accolades and is presently displayed at the Missoula College Library.
- The materials added to the library collections included 106,671 new items, and over 358,535 bibliographic records were updated and enhanced.
- A large number of media materials (DVDs and CDs) were moved into open stacks to enable user browsing.
- Nearly 300 archival photographs were digitized and added to the online Montana Memory Project site.
- ScholarWorks, the UM institutional repository, was enhanced with over 30 different collections, resulting in an additional 6,175 new items, for a grand total of 15,000 items.
- Oral history transcripts were converted to accessible pdf files. There are now 283 oral history audio files in the ScholarWorks repository, and 166 of these interviews have accompanying accessible transcripts.
- Researchers at UM and internationally were supported by obtaining and sharing library materials among 32 countries, 50 states, and two territories through 25,445 international transactions.
- The Legacy Thesis Digitization project, providing new online access for scholarly research produced by UM students, now includes over 7,500 items and will include all UM theses.
- To ensure library materials are available for use, maintenance of the collection included repairs of over 11,000 print items, both newly received materials with poor quality bindings and some items damaged during circulation.

- Student and community volunteers contributed to the success of the library, completing projects essential to and supportive of discovery of library materials.
- The library’s discovery platform, Primo, was enhanced through continual fine-tuning and tweaking to provide easy and convenient online search capability. In addition to on-site searches for library resources, 9,385 unique UM-Missoula users accessed library resources remotely.

Dynamic Learning Environment

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.”

The following are ways in which the Mansfield Library helps the University of Montana create and sustain a **Dynamic Learning Environment**:

- Library faculty taught a total of 469 classes to 8,927 students across disciplines through curriculum-integrated and credit classes.
- Various workshops and outreach sessions were provided in 173 sessions to 5,221 participants.
- Library faculty and staff also created fifteen exhibits and offered 46 related events that were attended by 3,000 participants.
- Beyond the classroom, library faculty provided 529 individual consultations to students and faculty needing research assistance. Faculty also completed 27,851 in-person and 733 virtual reference transactions.
- The library’s web site was accessed 514,781 times, subject guides, designed and developed by library faculty to provide virtual research assistance, were accessed 132,076 times, and online guides to the library’s archival collections were accessed 78,509 times.
- Bitterroot College received a computer last fall from the Mansfield Library that was set up to facilitate on-site library research.
- Missoula College Library increased the number of desktop computers available for student research from eight to nine stations and received two more laptops for student checkout.
- Efforts 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.
- There were over one million uses of ebooks and ejournal articles from the library collection, and over 70,000 items circulated.
- The library participated in the Montana statewide courier project to efficiently share and ship library resources, saving the library approximately \$2,400 in postage annually.
- A wide range of printing, copying, and scanning services were offered with an increase in printing of research poster presentations for students. Approximately 12,000 square feet of art and large format printing was completed, as well as 118 hours of scanning and 367 hours of 3D printing to create 70 models.
- The library purchased a digital large format engineering copier/printer that provides the only print service of this type and size on campus, and also added a book scanner and a high-level graphics scanner for self-serve use.

- Library employees worked with professional designers to create additional welcoming and useful study spaces within the library: new furniture was added in the lobby to provide a gathering space for users; a former listening and viewing room was repurposed for multiple use with new study tables and chairs; privacy film was added to study rooms on two floors to enhance collaboration and minimize distraction; and the fifth floor was transformed to a quiet study floor through designation and installing new, comfortable furniture.
- Archives and Special Collections partnered with the Mansfield Center to provide content from the library's image and document collections that were featured at the Mansfield Conference, "The Storied Past, The Troubled Future: The Imperative of Wilderness at 50 Years."
- The Archives continued to partner with the Missoula Public Library to loan biographical note cards about people in and around the Missoula area in the late 1800s and early 1900s to be scanned and placed online.
- Hardware and software were added and a Born Digital Workflow was implemented to guide transfer of archival content from removable media to the library's server and to off-site storage as part of a long-term preservation strategy.
- A process for recycling discarded books was implemented.
- The library's wireless usage increased, with a maximum of 578 clients connected at one time, and a daily average of 66 clients, an increase of 18% on average days.
- A new microfilm scanner was installed for public use, greatly increasing patrons' ability to read documents in a microfilm format.
- Library faculty and staff worked with campus accessibility groups to develop procedures and policies for creating accessible documents and purchasing accessible software, and efficient workflows for providing accessible classroom materials. They helped scan and make accessible 614 items for course use by campus faculty.
- The library migrated most library server infrastructure into a more consolidated virtual environment, lowering power and cooling usage along with reducing hardware costs.

Planning-Assessment Continuum

The Mansfield Library supports ongoing internal evaluation and improvement and upholds the strategic plan statement that "the university will model transparency, systematic communication and sound decision-making to ensure resources are marshaled to achieve UM's mission." 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.

During the 2015 Fiscal Year, the Mansfield Library supported **Planning-Assessment Continuum** in the following ways:

- The library's Assessment Committee implemented the Association of Research Libraries' LibQUAL+® survey to solicit and track users' opinions of library service quality, in order to better understand and act upon that data. Analysis of the results will be completed in Autumn 2015.
- Instruction sessions were evaluated for effectiveness.

- The library partnered with a 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.
- Library employees used journey mapping, which consists of following the “journey” that library users take to find resources and research materials, to redesign the databases and research guides organization on the webpage.
- A faculty study was designed to determine if a correlation exists between use of library e-resources and student attainment as defined by grade point average (GPA), among other goals. The findings statistically confirmed this correlation, as a statistically significant relationship was established between GPA and the number of times students use electronic library e-resources at each stage of their academic careers.
- Employees 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.
- The library’s general operating budget was successfully administered and monitored in addition to designated, gift, and special fund budgets and accurate and efficient accounting records and procedures for all funds were maintained.
- Seven staff, two faculty and one contract professional position were recruited and hired.
- The library continued implementing recommendations from the ClimateQUAL Survey Working Group to create an inviting and positive work environment.
- The library’s Strategic Plan Oversight Committee (SPOC) held quarterly meetings to review progress and activities in the Year-One implementation of the library’s strategic plan, [*Building the Future: The Mansfield Library Strategic Plan 2014-2017*](#).

Appendix: Faculty Publications and Presentations

Brown, Barry N. "Datasets in Geology Articles: A Preliminary Investigation of Use, Citation, and Repositories". Geological Society of America Annual Meeting. Vancouver, British Columbia. 21 Oct. 2014. Conference Presentation.

Brown, Barry N. "The Clark Fork River Basin Information Ecosystem". Clark Fork Symposium. Missoula, MT. 24 April 2015. Conference Presentation.

Brown, Barry N. "General Aquatic Ecology". *Current and Selected Bibliographies on Benthic Biology 2012*. Ed. Mark J. Wetzel. Champaign: Society for Freshwater Science, 2015. 266-294.

Caro, Susanne. "Documents to the Classroom! Great, Free Primary Source Materials for Students and Educators." Montana Library Association Annual Conference. Bozeman, MT. 10 April 2015. Conference Presentation.

Caro, Susanne. "Federal Depository Library Program Panel." Tribal College Librarians Professional Development Institute. Bozeman, MT. 2 June 2015. Guest Panelist.

Dresselhaus, Angela. "Opportunities Beyond Electronic Resource Management: An Extension of the Core Competencies for Electronic Resources Librarians to Digital Scholarship and Scholarly Communications." *The Serials Librarian* 68.1-4 (2015): 361-369.

Edwards, Julie B. "Diversity Plans for Academic Libraries: An Example from the University of Montana." *Library Leadership & Management* 29.2 (2015): 1-15.

Edwards, Julie B., Melissa S. Rauseo, and Kelley Rae Unger. "New Year, New Library!" *Public Libraries* 53.6 (2015): 9-11.

Edwards, Julie B. "Traveling Exhibits Create and Share Knowledge: Community Collaborations to Enhance Library Outreach." International Federation of Library Associations and Institutions World Library and Information Congress. 18 August 2014. Lyon, France. Poster Presentation.

Edwards, Julie B., Rauseo, M.S., and Unger K.R. "Sustainability as Story." American Library Association Annual Conference. Las Vegas, NV. 29 June 2014. Invited Presentation.

Granath, Kim. "The "No Book": Turning No Into Yes at the Reference Desk." Quintessential Chapter Meeting of the Medical Library Association. Denver, CO. 16 Oct. 2014. Meeting Presentation.

Hines, Samantha. "Future Modes of Professional Development." *Pacific Northwest Library Association Quarterly* 79.1 (2015): 103-106.

Hines, Samantha. "The Art of Asking for Library Workers." Montana Library Association Annual Conference. Bozeman, MT. 10 April 2015. Conference Presentation.

Hines, Samantha. "Social Work Internships in the Library." Montana Library Association Annual

Conference. Bozeman, MT. April 2015. Lightning Talk.

Hines, Samantha. "Sustainable Professional Development." Association of College & Research Libraries 2015 Conference. Portland, OR. March 2015. Roundtable Facilitator.

Hines, Samantha. "Time Management for New Managers." Library Leadership and Management Association. 20 May 2015. Webinar Presentation.

Keenan, Teresa M. "The Time Management Study, Tools for New Technical Services Managers." American Library Association Annual Conference Leading the Charge: Practical Management Tools and Tips for New Technical Services Managers session. San Francisco, CA. 27 June 2015. Conference Presentation.

McCrea, Donna, Elizabeth Nielsen, and Anne Foster. "The Northwest Archivists Mentoring Program: A Case Study." *The American Archivist* 77.2 (2014): 350-76.

Ravas, Tammy. "IMSLP Round Table: Success Stories and Pitfalls for Cooperations Between IMSLP and Music Libraries." International Association of Music Libraries and Archives / International Musicological Society Congress. 23 June 2015. Roundtable Address.

Samson, Sue, and Megan Stark. "Use Demographics and Electronic Resources." Association of College & Research Libraries 2015 Conference. Portland, OR. 26 March 2015. Poster Presentation.

Samson, Sue, Megan Stark, Sheila Bonnard, and Ryer Banta. "Let's Build a Strong Information Literacy Alliance (MUS-IL)." Montana University System Academic Libraries Symposium. Missoula, MT. 5 May 2015. Symposium Presentation.

Stark, Megan, Sam Meister, Wendy Walker, Asa Hohman, and Mariah Williams. "Building a Community of the Students, by the Students, for the Students: Collaborating with Student Government Organizations." *Innovative Solutions for Building Community in Academic Libraries*. Eds. Sheila Bonnard and Mary Anne Hanson. Hershey: IGI Global, 2015. 73-96.

Walker, Wendy, and Teresa Keenan. "Do You Hear What I See? Assessing Accessibility of Digital Commons and Content." *Journal of Electronic Resources Librarianship* 27.2 (2015): 69-87.