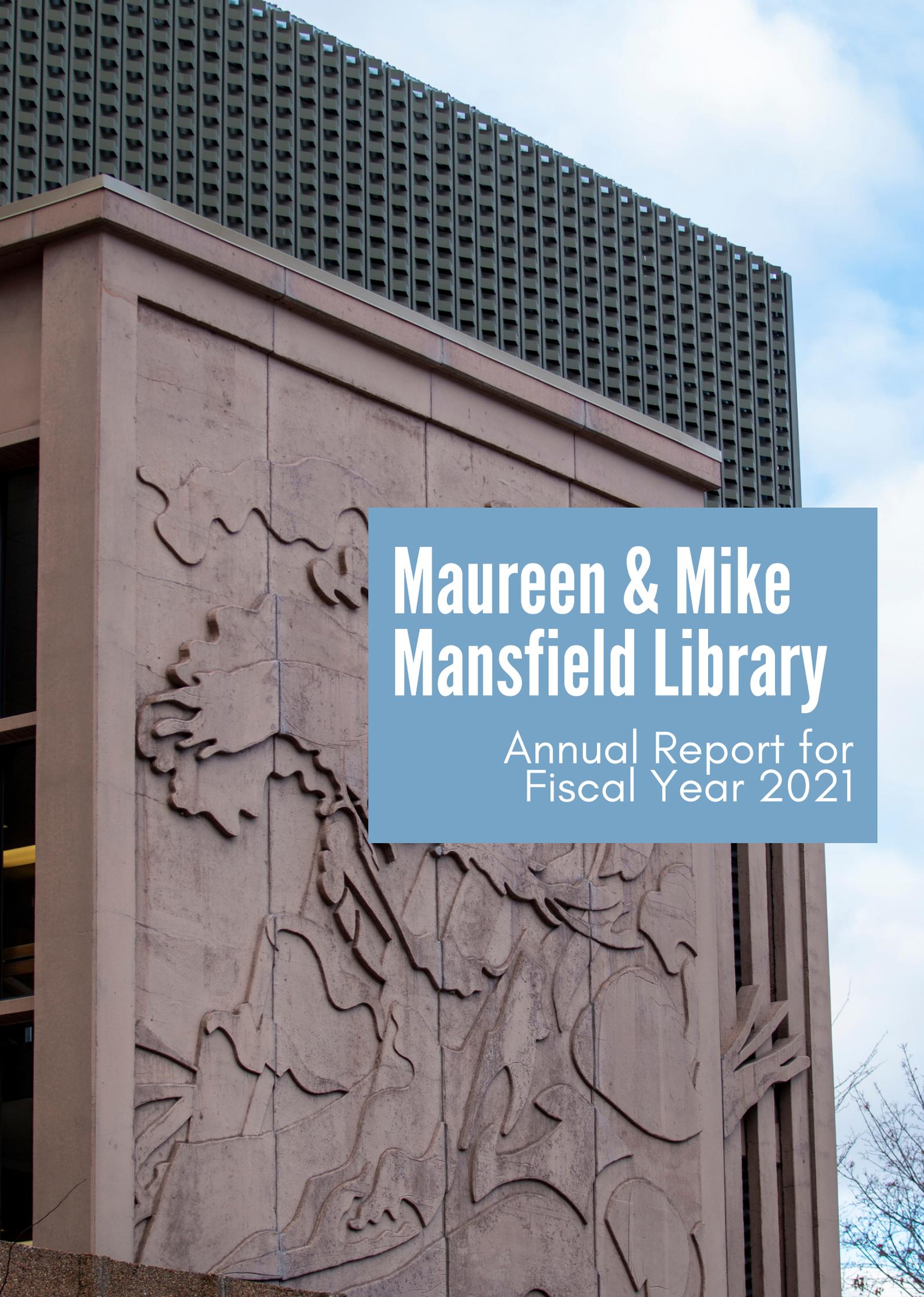


2021

**MAUREEN  
& MIKE  
MANSFIELD  
LIBRARY**

**ANNUAL REPORT**





# Maureen & Mike Mansfield Library

Annual Report for  
Fiscal Year 2021

# Contents

<b>Message From the Interim Dean of Libraries</b> .....	<b>03</b>
<b>Mission, Vision, and Values</b> .....	<b>04</b>
<b>2021 Highlights</b> .....	<b>06</b>
<b>Place Student Success at the Center of All We Do</b> .....	<b>07</b>
<b>Drive Excellence and Innovation in Teaching, Learning, and Research</b> .....	<b>13</b>
<b>Embody the Principle of "Mission First, People Always"</b> .....	<b>17</b>
<b>Partner with Place</b> .....	<b>20</b>
<b>Proudly Tell the UM Story</b> .....	<b>24</b>
<b>Library Student Employees</b> .....	<b>28</b>
<b>Library Committees</b> .....	<b>29</b>
<b>Library Employees</b> .....	<b>30</b>



# A message from the Interim Dean of Libraries

As Dean of the Maureen and Mike Mansfield Library, I'm happy to present the 2020-2021 annual report for the Mansfield Libraries. This annual report represents an effort to capture and showcase all the work Mansfield Library employees have accomplished during the 2020 - 2021 academic year while also celebrating the ways in which Library employees strived to support the mission, vision, and values of the Library and the University of Montana.

This report is organized by the University of Montana Priorities for Action, which serves as UM's strategic organizing principle. These Priorities are also the foundation for the Library's strategic goals and are expressed through the services, instruction, and programs described in this report.

Each number and piece of data in this report represents the dedicated and talented work of Mansfield Library employees; students, staff, and faculty. Thank you for taking the time to read about our contributions to the University of Montana's mission.



Barry Brown



**Barry Brown,  
Interim Dean of Libraries**

# Our Mission

The Mansfield Libraries **design and implement** specialized services, instruction, and programs to **nurture scholarship and creative activity.**

We provide our campus and community members the **opportunities to understand the past, analyze the present, and prepare for the future** as globally-engaged citizens.

The Mansfield Libraries **continuously adapt** to the world's ever changing, interconnected, complex reality, improving technologies and changing tools, to **best meet the educational and research needs** of our diverse University of Montana campus and community members, and **serve as places where lives are enriched and transformed.**

# Our Vision

# Our Values

**The Mansfield Libraries embrace the UM Priorities for Action while upholding core values of the profession of librarianship. In addition, the Mansfield Libraries also value:**

## **Adaptability and Collaboration**

We experiment with new initiatives and innovative technologies and services to meet the evolving educational and research needs of the UM community. We design inclusive physical spaces and robust online educational resources to meet students' studying and social needs.

## **Campus and Community Users**

We collaborate with library users, campus partners, and the broader community to share expertise and extend the reach of our work. We engage with stakeholders to understand their needs, inform decision-making, evaluate programs, and increase Library advocacy. We connect people to physical and online resources to enhance their personal and professional lives and act as a catalyst for the creation of knowledge.

## **Diversity, Equity, and Inclusion**

We support the University of Montana's commitment to creating a vibrant and welcoming culture that expects and respects diversity. We actively challenge racism and support diversity through our collections, services, instruction, exhibits, and physical and virtual environments. We recognize the Mansfield Libraries' unique responsibility to and long history of upholding equal, inclusive access to information, intellectual freedom, freedom of inquiry, and right to privacy.

## **Engaged Learning and Student Success**

We provide research assistance to support student success, lifelong learning, and to further scholarship and creative activity. We equip people with information technologies and software to facilitate new teaching and learning models, assist with creating new works, and to address the digital divide and college affordability. We offer internships to provide students with applied learning experiences in preparation for their careers and work after graduation.

## **Expertise**

We recruit and retain employees with specialized knowledge and skills. We encourage the adoption and expansion of specialized knowledge within the library by providing professional development and research opportunities. We acquire, make findable, manage, and preserve resources that hold cultural and historical significance to the communities we serve and to western Montana as a place. We design instruction and programs to lead and educate our community in core areas, including the information and data ecosystem and lifecycle, and ethical access to and use of information. We further users' critical thinking skills, information literacy, and ability to make interdisciplinary connections.

## **Stewardship**

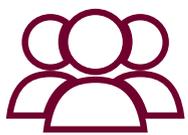
We preserve knowledge and protect the unique and rare cultural heritage contained in our collections by ensuring long-term access to them. We manage our resources responsibly.

## **Transparency and Communication**

We foster transparency in communication, promote ethical behavior, provide a healthy and supportive work environment, and encourage reflective practices and innovation.

# 2021 Highlights

Despite the continuing COVID-19 pandemic, the Library continued to provide a myriad of services to users. From August 2020 to July 2021, Library staff continued fine-tuning services while users adapted to using the Library during the COVID-19 pandemic.



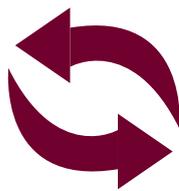
**104,216** *visits to the library*



**75%** *of UM students, staff, and faculty used the library.*



**594** *items digitized and accessibility checked for Moodle pages*



**35,750** *physical items circulated for use by patrons in Missoula and across the state*



**1,791,606** *ScholarWorks downloads*



**464,169** *Ejournal article and Ebook uses*

# PRIORITY 1



**Place Student Success at  
the Center of All We Do**

# Place Student Success at the Center of All We Do

Throughout this challenging year, Mansfield Library employees adapted to serve student success by changing our hours of operation, offering new services, and supporting the digital shift while continuing to employ UM students both virtually and in-person.

67

students  
employed

243

month-long  
laptop  
checkouts

+9000

unique users  
accessed  
library  
materials  
remotely

*A new self-checkout system was introduced, giving users the option of contactless checkout.*

## Still Open!

The Mansfield Library maintained night hours until 10 pm, providing a safe meeting place for study, tutoring and collaborative learning after other buildings are closed.

The Archives & Special Collections adapted to COVID-19 precautions in the workplace and limited staffing to remain open 12 hours a week and by appointment.



# Place Student Success at the Center of All We Do

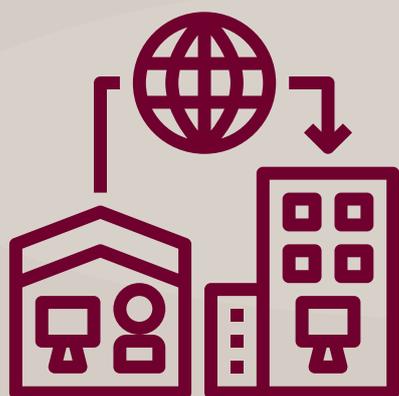
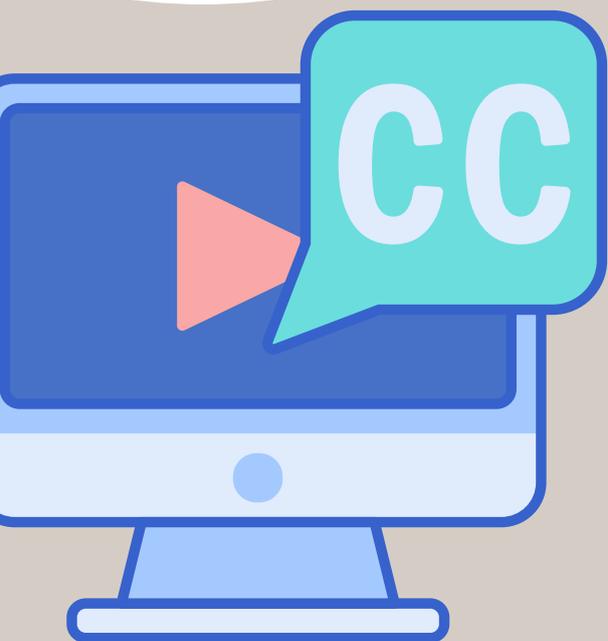


## Books for Grads

The Library honored eight graduating student employees by purchasing books in their name and by creating a display highlighting those students! This tradition has happened every year since 2013.

## Accessible Technology

Digital Initiatives librarian Wendy Walker participated as a member of the Accessible Technology Services (ATS) RFP team, charged with evaluating vendors and selecting a single vendor for the provision of campus-wide captioning, transcription, audio description, and Communication Access Real-time Translation (CART) services. These services help ensure that all students have equitable access to the resources and information they need to succeed in their courses.



# 170,000+

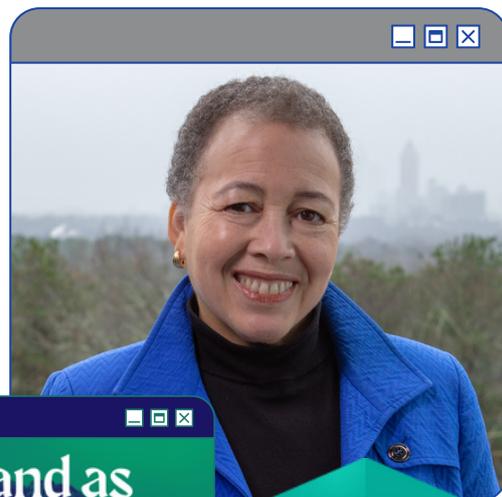
uses of the remote access system that allows campus members 24/7 access to nearly all of the electronic materials that the library subscribes to, a **36% increase** from FY20.

# Place Student Success at the Center of All We Do

## VIRTUAL RESOURCE GUIDES

On March 3, 2021, Dr. Beverly Tatum presented "A Conversation About Race and Racism," a conversation aided in part by a library-created page hosting access to Tatum's book, *Why Are All the Black Kids Sitting Together in the Cafeteria?* The guide also helped with the President's Lecture series event by posting accompanying discussion questions and information about Dr. Tatum and her book.

In addition to this page, Library employees created and revised many other pages directly supporting student success, instruction, and research. One of the guides created was the Virtual Exhibits Guide, which was launched in 2020 as part of the Library's pivot to support more virtual learning. So far, this guide features four student-created, interactive exhibits with over 2,000 collective views



*Our virtual exhibits were created with ArcGIS StoryMaps.*

The Library continued to provide in-person services to our users across all service points, while also practicing social distancing, mask-wearing, and other pandemic-related safety precautions. During the academic year, we met with users at our service points 6,685 times.



Chat With a Librarian

Mansfield Library  
We're here to help!

Users also contacted us virtually through email and online chat. Employees staffing the online chat provided users with research assistance, resources, and library information 1,220 times.

Hi! I'm looking for some research assistance. Can you help? |

# Place Student Success at the Center of All We Do

## 2.3 Miles of Materials

In anticipation of new building partners, Library employees began making room on Level 4 by withdrawing and cleaning up 53,741 materials in the stacks. These materials have perpetual access online, and also have not had regular use as print versions. As part of this project, library employees began coordinating the reorganization of Level 1 alongside the installation of new compact shelving.



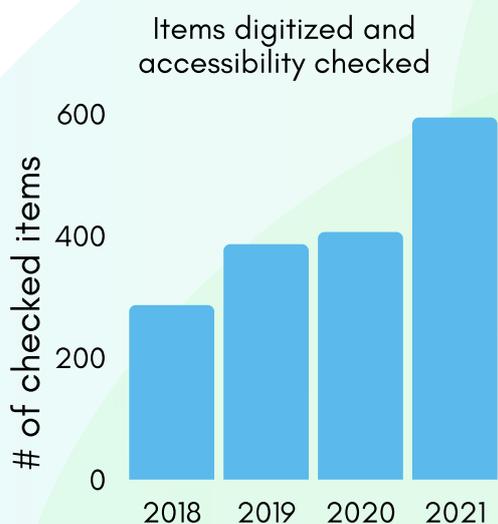
### A couple other ways that we centered student success:

- Provided librarian reference support at Missoula College (MC) to address the unique needs of that student population as well as outreach to the Learning Center and academic departments.
- Partnered with campus units to connect students with academic support services through referrals and provided space for the Writing and Public Speaking Center in the Learning Commons.

# Distanced Times Call For Digital Measures!



Here are just a few of the ways that Mansfield Library employees ensured student access to digital course content, research materials, conferences, and more.



In FY 2021, **594 items were digitized and accessibility checked** so instructors could use them on Moodle, reflecting the increased need for digital content as well as a strengthening of our campus-wide commitment to accessibility.

2,134,516

catalog records modified



While not the most glamorous part of our work, database maintenance provides the flexibility needed to make materials easier for users to find, information in the catalog easier to understand, and even to add specific information to a record that is relevant to a particular course or program of study at UM.



The University of Montana  
Graduate Research Conference  
**GradCon 2021**  
Virtual event

In collaboration with the Davidson Honors College, Graduate School, and Graduate and Professional Student Association, the library helped host **virtual versions of UMCUR 2021 and GradCon 2021**. These online conferences allowed undergraduate and graduate students to participate in these important annual conferences despite the pandemic and to demonstrate their success in research and creative scholarship.

## Quick Stats:

**437,753** unique Ejournal article requests

**10,822** items provided by Interlibrary Loan employees to library users at the University of Montana and around the world



# PRIORITY 2



**Drive Excellence and  
Innovation in Teaching,  
Learning, and Research**

## Digital Collections: Adaptation in Action

Adapting to changes within the library, staff reduced ejournal-related expenses by canceling ejournal packages and single titles based on usage metrics and input from campus. In order to help maximize users' ability to get full-text articles, a post-cancellation informational LibGuide was created.

Additionally, through continued participation in existing agreements like the EBSCO Database package, Ebook Central, and Safari Ebooks, library users maintained access to 43,239 unique, current ejournals, 249 databases, and over 6.7 million ebooks.

## ScholarWorks

UNIVERSITY OF MONTANA

**2,594 new items** were added to the internal repository, ScholarWorks (for a total of 86,711 items) including ten new oral history projects, 115 new interviews, 407 new UM syllabi, and UM publications including the Montana Masquers Event Programs 1913-1978, Montana Business Quarterly 1949-2021, and Montana Magazine 1969-2020. The ScholarWorks platform provides UM faculty and students the opportunity to share and make openly available their research and creative scholarship.

*Looking  
for a good  
read?*

**WE HAVE**

**250+  
NEW  
EBOOKS**

**SUBJECTS INCLUDE:**

- Race, Class, & Gender
- Black History
- LGBTQIA+ Voices
- Indigenous Studies
- Disability Studies



*In December of 2020, staff members worked with TRAILS to acquire a collection of 250+ ebooks relating to diversity, equity, and inclusion.*



Since ScholarWorks' launch in mid-September 2013, there have been **5,512,284 total downloads** from around the world, and **1,791,606 downloads** during the 20-21 academic year!

# Library Collections



## NEW ADDITIONS

ASC faculty, staff, and student employees organized (processed) **twenty-seven new archival collections** for research, including a number of photograph collections.

Staff at the Mansfield Library permanently added **1,347 books, 223 media items, and 2,627 journal issues** to the collection.

## POPULAR READING

The library got **512** new popular reading books!

# Library Instruction

60

Instructional sessions, including several in-person sessions

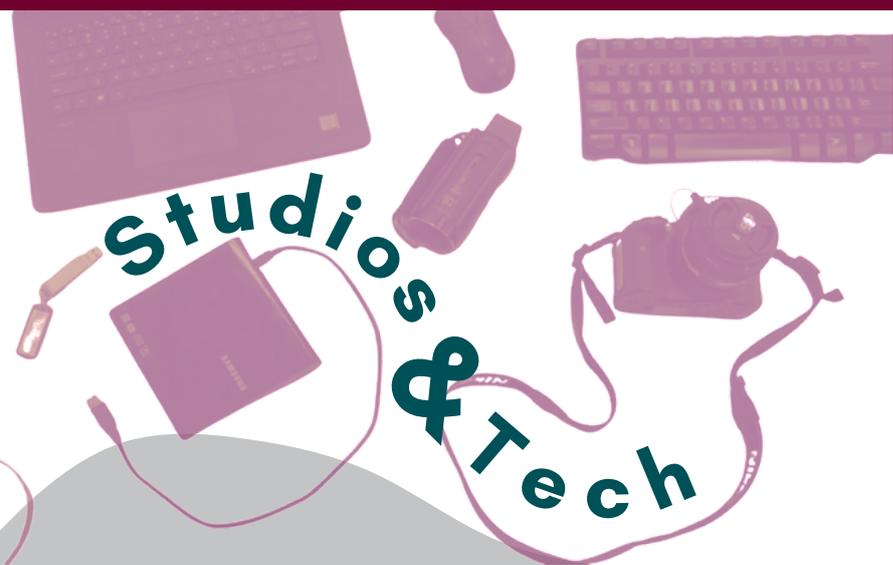
8

Different library employees taught instructional sessions

922

Total students reached

# Drive Excellence and Innovation in Teaching, Learning, and Research



In FY21, the Library significantly expanded studio support by creating and continually supporting innovative new studios around campus, particularly in the Forestry, Business, and Law schools.

Additionally, employees lent unique hardware to 202 members of our campus community. This technology supported presentations, recordings, hybrid learning classrooms, and more.



The OER@UMT Grant Initiative pilot was concluded with \$4,000 in open educational research (OER) grants that generated nearly \$25,000 in cost savings to University of Montana students in a single year.

## Oral Histories with the Archives

An Archives and Special Collections employee, Hannah Soukup, created a page for the **Oral History Research Guide** providing information about conducting remote oral histories. Why remote interviews? The aforementioned page explains:



Due to the COVID-19 pandemic and the requirement to cease face-to-face interviewing for the health of both narrator and interviewer, many oral historians have adopted remote interviewing as a pathway to continue essential oral history work. This page provides information and resources on how to conduct quality oral history interviews even when we can't meet in person, and tries to answer some of the most common questions that arise from this process.

There are many reasons that in-person interviewing has been the default method for oral history practitioners, but remote interviewing has a place in oral history practice even when it is safe to resume meeting face to face.

# PRIORITY 3



**Embody the Principle of  
"Mission First, People  
Always"**

# Embody the Principle of "Mission First, People Always"

# THANK YOU!

The Library is extremely grateful for the support of our donors this year. During the 20-21 academic year, the Library received over \$332,000 from 118 donors that chose to support the Library. These donations help the Library acquire new material, replace existing material, improve Library services and spaces, and advance the Library's mission and vision.



## Publications & Presentations

### "Digital Literacy Skills for Family History Research"

In June 2021, Natalie Bond co-published an article with Jaci Wilkinson for evidence based librarianship in practice.

### "Streamlining Streaming: Copyright, Licensing and Processing Patron Requests for Video Content"

Tammy Ravas and Xavier Kneeder-Shorten co-presented this paper at the June 2021 Kraemer Copyright Conference.

### "Streamlining Streaming: A Workflow for Streaming Video Requests with a Small Number of Academic Library Personnel and a Limited Budget"

Tammy Ravas and Xavier Kneeder-Shorten co-presented this paper at the April 2021 MnPALS virtual conference.

# Embody the Principle of "Mission First, People Always"

## New Library Task Forces

**Anti-Racism Task Force:** 11 employees worked to address racism and implicit bias in the Library's policies, practices, and behaviors. Additionally, the task force members explored how we as a library can proactively respond and take preventative measures to oppose racism. The task force submitted a final report to the dean which was used to craft a portion of the 2021-2023 PFAs.

**Organizational Planning Task Force:** 6 employees created a public version of a visioning document created in late 2019, identified library aspirations, and examined how we can all work together efficiently as an organization through a proposed reorganized structure. These six employees worked to include feedback from the library from all types of employees.

The task force submitted a final report detailing employee feedback about the Library, proposed steps toward creating a communication plan, a literature review of current trends in academic libraries alongside steps toward adopting a new organizational structure.

**Building Space Planning Task Force:** 7 employees and one student from ASUM are currently working on scenario planning for the current and future use of building space within the Mansfield Library, including the reorganization and renovation occurring on levels 1 and 4.

# PRIORITY 4



# Partner with Place

# LIBRARY EXHIBITS



Mansfield Ceramics



Welcome Back & New Library Services



Celebrating 125 Years of the Mansfield Library



Banned Books Week 2020



Government Documents Information



Gothic Books & Authors



Women's History Month: Maureen Mansfield & Emma Lommasson



National Library Week



Pride Month 2021: Collaboration with the Lambda Alliance



MT Ecosystems, Industry, and Restoration



Mansfield Library Graduating Student Employees Celebration



Native American Heritage Month: Indigenous Food in MT



Asian American & Pacific Islander Heritage Month



Mansfield Lecture: A Conversation with Dr. Fauci



Black History Month: The Black Family



(Virtual Exhibit) Envisioning Our Future: Stories & Skills for What Lies Ahead



(Virtual Exhibit) Land as Liberation: The Black Farming Legacy

## Partner with Place

THE NEWLY OPENED

# seed library



ALL SEEDS ARE FREE AND ANYONE CAN CHECK THEM OUT!

received and distributed seeds from partners at the Five Valleys Seed Library, UM Dining, and the PEAS Farm. We are very grateful for these partnerships and for the opportunity to provide more diverse resources to the community!

In only **5 months**, we had over **1,059** checkouts!



## Archives Use

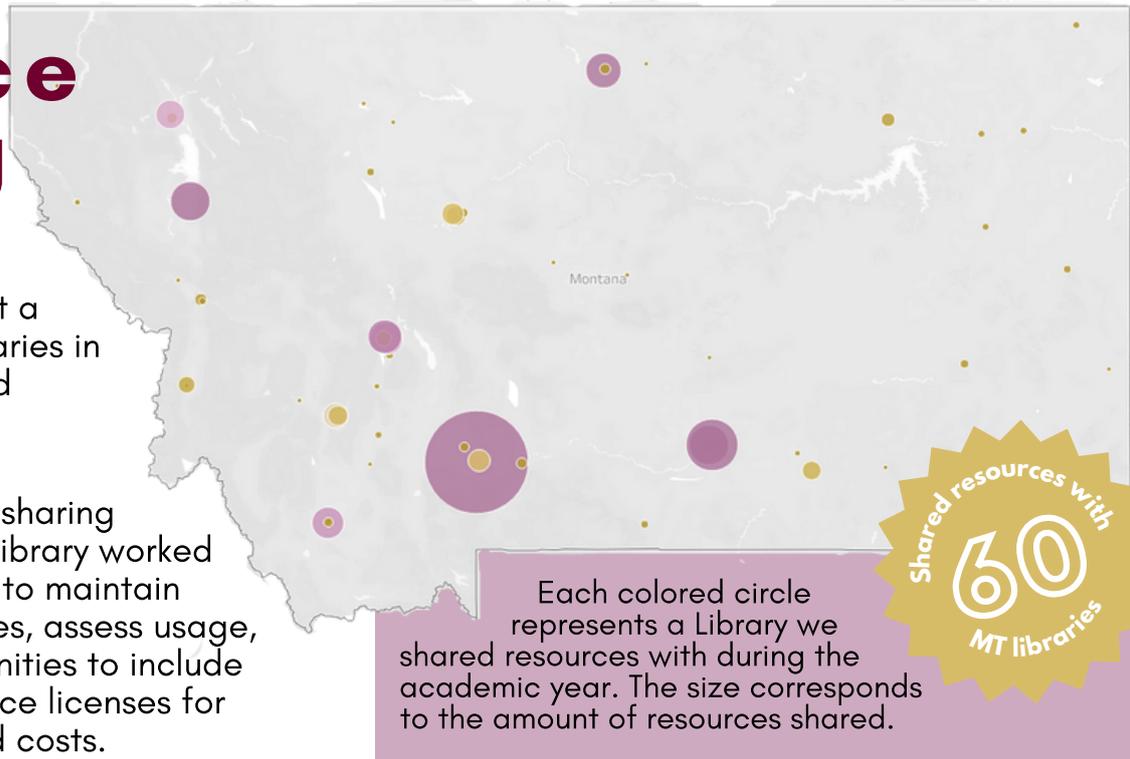
- 1,475 boxes of archival material were pulled for onsite and remote researchers.
- 56 publications and theses/dissertations were pulled for onsite researchers.
- 43% of research was done by or for members of the general public.
- 57% of the research was for members of UM or other academic communities.

# Partner with Place

## Resource Sharing

We continued sharing physical resources with other libraries, loaning out a total of 4,151 items to libraries in the state and country, and obtaining 3,995 items for Mansfield Library users.

Alongside borrowing and sharing of physical material, the Library worked with UM affiliate libraries to maintain access to shared resources, assess usage, and look for new opportunities to include affiliate libraries in resource licenses for shared access at reduced costs.



## Documenting COVID-19 in Missoula County

Erin Baucom and Donna McCrea represented (and continue to represent) the Mansfield Library as part of a county-wide "Documenting COVID-19 in Missoula County". The project team currently includes representatives from Missoula County government, Missoula City government, the Historical Museum at Fort Missoula, the University of Montana, the Downtown Missoula Partnership's "Heritage Missoula Program" and private Missoula businesses.

The Mansfield Library provided a web portal for submissions to the Project, and ASC will ultimately serve as its archives. To date, a number of photos, videos, personal narratives, and oral histories have been submitted.



The Theta Rho room was used as a safe, socially distanced classroom for teaching hundreds of students enrolled in University of Montana classes.

# PRIORITY 5



# Proudly Tell the UM Story

# Proudly Tell the UM Story

**CONGRATULATIONS ON THIS CRAZY SEMESTER**



**ASIAN AMERICAN & PACIFIC ISLANDER HERITAGE MONTH**



## Library Social Media

The Library maintained three different social media channels and posted information related to Library services and events, while also engaging users in a variety of other ways.

The Mansfield Library social media team created over **170 posts** and gained **300+ followers** on Instagram alone, helping broadcast Library services and resources while keeping users aware of our COVID-19 policies.



The Library Marketing Team met monthly during the academic year and assisted the chair in creating marketing related material, events, and resources.

- Created and sent out a Mansfield Library Newsletter, "Connections", to donors.
- Represented the Library at outreach events like Take a Break Tuesday, Earth Day, Stressless in the University Center, and Final Week Kits, building connections across campus.
- Provided feedback related to building signage, marketing material and event staffing.



# Proudly Tell the UM Story

The Montana Memory Project (MMP) is an online source for digital collections relating to Montana's cultural heritage. In part, these collections document the Montana experience. Access is free and open through the Internet.



Many of these items are digitized copies of historical material, and some items are contemporary. All serve as a resource for education, business, pleasure, and lifelong learning.

The Mansfield Library is one of many institutions that adds material to MMP. Contents may include maps, copies of photographs, rare books, historical documents, diaries, oral histories, audio and video clips, paintings, illustrations, and art.

The Archival Photographs online collection in the Montana Memory Project received 40,518 unique pageviews in FY21.

Library employees coordinated and began the **migration of over 20,000** of UM's digitized items to a new online platform for the Montana Memory Project. The new platform hosts and surfaces digital collections that provide



unique information about the people, places, and events of Montana and the region.

In conjunction with this migration, University of Montana collections curated and uploaded by Library employees received a total of

**107,599** unique pageviews

Employees from across the Library contribute to the success and functionality of the collection in MMP. This year, cataloging and metadata staff:

- **Added 275 new photos to the collection.**
- **Edited 145 photos already in the collection to increase access.**

Reasons for these edits include: editing errors discovered (typos, an incorrect collection listed, etc.), edits to conform to new format standards in MMP, changes to subject headings, and information added or updated based on further research.

# Library Student Employees

During this academic year, the Mansfield Library employed **67 different student employees** across all five divisions. The Library could not function without student employees. They provide the backbone for many of the key services the Library offers.

## Some highlights from this year:



### Archives & Special Collections

Through experience gained working at the Reading Room reference desk, creating exhibits highlighting collections and resources, monitoring the rare books collection, and arranging and describing archival collections (among other activities), ASC student employees expanded their abilities to conduct research, provide good customer service, and employ critical thinking skills. ASC also hired its first Graduate Research Assistant providing tuition and a stipend in exchange for advanced research and project support 16 hours each week.

### Circulation and Reference

Circulation student employees helped keep the building open until 10 pm. When an extensive clean-up and weeding project began on all floors of the Library, student employees worked to pull, discard, and/or recycle over 2.3 miles of pulled material.

Reference students helped staff events throughout the year while also creating several virtual and physical displays for the Library, among other things.

### Supporting Students

Reestablished the Student Supervisors Committee to find equality in student employee pay schedules and update the Mansfield Library Student Employee Handbook to include updated policies and forms, offer additional trainings and/or workshops for students, and improve communication structure.

### Bibliographic Management Services

A BMS student worker removed nearly 8,000 notes erroneously added to bibliographic records during migration to Alma making records cleaner and removing confusing or unnecessary data from the users' end.

This same student also worked on updating nearly 5,000 bibliographic records by removing an obsolete series heading field and replacing it with current headings. This will improve the linking of records in our catalog and make it easier for users to find related records within series.

# Library Committees

Anti-Racism Task Force

Building Space Planning Task Force

Collection Development Group

Division Heads

Faculty Group

Library Administrative Advisory Group

Marketing Team

Operational Planning Task Force

Student and Staff Supervisors Group

Web Committee



# Library Employees

Alex Anderlik	Circulation Supervisor
Erin Baucom	Digital Archivist
Blaine Belcher	Public Computing Support Specialist
Natalie Bond	Government Information Librarian
Barry Brown	Interim Dean of Libraries, Science Librarian
Adam Carroll	Presentation Technology Specialist
Kevin Crowley	Acquisitions Specialist
Tony deRonnebeck	Paw Print Supervisor
Christa Fehrer	Serials Cataloging Specialist
Laurie Fliger	Government Documents Technician
Mark Fritch	Archives Photos Specialist
Kristin Gates	Archives Technician
Margo Geddes	Digital Production/Metadata Technician
Deb Graham	Fiscal and Personnel Manager
John Greer	Head of Technology and System Services; Systems Administrator
Angela Groves	Circulation Supervisor
Hannah Hall	Circulation Supervisor
Jill Howard	Reference and Instruction Librarian
Julia Jackman-Brink	Circulation Reserve Materials Supervisor
Teressa Keenan	Head of Bibliographic Management Services; Metadata Librarian
Glenn Kneebone	Manager of the Paw Print
Xavier Kneedler-Shorten	Reference Technician
Erik Larson	Interlibrary Loan Specialist
Carol Leese	Acquisitions Specialist
Beverly Maas	Cataloging Technician
Pam Marek	Interlibrary Loan Specialist

Donna McCrea	Archives & Special Collections Head, Access Services Interim Head
Patricia McKenzie	Assistant to the Dean of Libraries
Shelley Ramberg	Assistant Integrated Library System Administrator
Tammy Ravas	Media Arts Librarian, Copyright Coordinator, IRSD Interim Head
Leslie Rieger	Metadata/Data Management Specialist
Jennifer Rusk	Acquisitions & E-Resources
Wes Samson	Staff Computing Support Specialist
Danette Seiler	Cataloging/Metadata Manager
Hannah Soukup	Oral History Curator
Megan Stark	Undergraduate Services Librarian
Pat Turnage	Acquisitions Technician
Chris Vance	Circulation & Interlibrary Loan Manager
Danny Vollin	Payne Family Library at Missoula College Technician
Burt Vollmer	Accounting Associate
Wendy Walker	Digital Initiatives Librarian
Annie Weiler	Payne Family Library at Missoula College Technician
Kate Zoellner	Education & Human Sciences Librarian



