



ANNUAL REPORT | 2019

ABOUT

The Maureen and Mike Mansfield Library acquires, organizes, preserves and facilitates access to materials; provides information literacy instruction, research support, and outreach to students and the campus community; and creates and maintains the technological infrastructure necessary for our digital collections and website. Library resources include physical collections; a network of research databases, ebooks, and electronic journal subscriptions; and a web-scale discovery platform. The library includes the Archives and Special Collections, is part of the Federal Depository Library Program, and administers the institutional repository ScholarWorks. The Mansfield Library on the Mountain Campus and the Payne Family Library at Missoula College comprise the physical libraries, and there is a presence at Bitterroot College.

MISSION

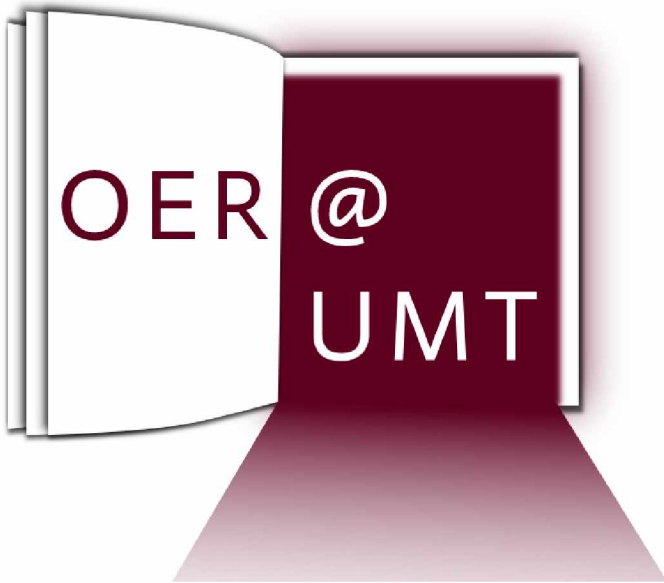
The Mansfield Library, the premier research library in Montana, facilitates the intellectual and creative pursuits of all members of the University of Montana community and supports their informational, educational and cultural development as global citizens.

VISION

As the heart of the university's intellectual pursuits, the library will be a leader in services, instruction, collections, and programming; a place where lives are enriched and transformed; and a catalyst for the creation of knowledge.

This Annual Report highlights the services, instruction, collections, and programs library personnel developed and delivered during the 2019 fiscal year that align with the University of Montana's Priorities for Action.

Priority 1: Place student success at the center of all we do



Librarian Wendy Walker co-chaired the TRAILS OER Committee to encourage the use of OER statewide and to help optimize benefits for current and future UM students. Worked with colleagues at MSU to secure three significant OCHE-funded OER commitments:

- 3-year OER Statewide Coordinator staff position
- OER grant program to incentivize the use of OER by Montana faculty
- TRAILS membership in the Open Textbook Network

Enhanced students' ability to find and use online library and course materials.

- ❑ Explored Open Educational Resources to ease the financial burden on students.

Librarian Wendy Walker co-led and managed, with staff from UMLearn, the OER@UMT grant program to educate faculty about open educational resources (OER), which aims to reduce the cost of course materials for students, improve the quality of teaching and learning, and improve student success and retention.



Wendy Walker
Digital Initiatives Librarian

72,461 Print and physical items checked out and renewed.



- Books
- Equipment
- Keys
- Media
- Serials

412 Circulation of Government Documents including renewals.



Federal Depository Library Program

Circulation and Renewal of Media

Mansfield Library and Payne Family Library

FY19	AT	CD	DVD	PD	VHS	Scores	Other	
	70	1,665	6,106	22	223	649	215	

TOTAL: 8,950

88 videos scheduled for classroom use

386 items digitized and accessibility checked for Moodle pages

COURSE

RESERVES

1,869

course reserve circulation

72,461

Total Charges (Print & Physical Objects; including renewals, excluding reserves)

49,283

Total Charges (Print & Physical Objects; excluding renewals, excluding reserves)

46,383

Total Monograph charges (including renewals, excluding reserves)

212,804

Total Electronic Book use (sections viewed; # searches if NA; not page views; includes MC)

496,410

Total Electronic Thesis and Dissertation and Prof. Paper use (est. unique pdf downloads)

1,072

Total Serial charges (including renewals, excluding reserves)

691,688

Total Ejournal Article Use (Title Click Throughs until FY12 then FT Article Requests; FY14 shift from Counter 3 to Counter 4 stats)

8,240

Total Media charges (including renewals, excluding reserves)

16,766

***Total OTHER charges (including renewals, excluding reserves)**

MANAGED | MOVED | MAINTAINED

Performed database maintenance to make finding library resources easier.

Withdrew 900 government documents in microfiche for which we already have paper copies. This freed up storage space that can be used for other, unique, materials.

Added contents notes to 431 records for anthologies and other collections. This will assist patrons in finding titles within collections.

Edited 3,857 Alma items
Edited 3,726 serial records

Maintained and expanded access to place-based research sources.

Catalogued over 600 individual titles associated with *The American West: Overland Journeys, 1841-1880* research collection, enhancing discoverability and accessibility.

Expanded and managed content in the Montana Memory Project.

- Added 55 new photos.
- Edited 498 photos already in the collection to increase access.

Managed the remote access system that allows campus members 24/7 access to nearly all of the electronic materials that the library subscribes to. This system was utilized over 125,000 times in FY19 to search for and retrieve materials from off-campus.

Moved UM-Missoula's ebook collections from the Alma Network Zone to the Institution Zone in an effort to increase usability.

Maintained and updated electronic collections as they moved to new platforms and/or upgraded content. Examples from the past year include Safari Books Online and SciFinder-n.

Maintained and grew the library's physical collection.

The Preservation Department completed 3,980 repairs, housings and conservation treatments on general collection materials including books and media items.

Twenty-five treatments were for materials housed in Archives and Special Collections. Sixty-eight treatments were 'rushes' on items needed by faculty, students and the reserves collection.

Continued to purchase monographs and media with Foundation Gift Funds totaling over \$95,000, which maximized use of foundation funds on continuations to help close gaps in the materials budget.

TOOLS FOR STUDENT SUCCESS



- ❑ Provided instruction to address undergraduate and graduate students' evolving research needs to foster lifelong learning.
- ❑ Created partnerships across campus to reach more students.

FORGING NEW PARTNERSHIPS

Partnered with the Davidson Honors College for the sixth consecutive year 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.

Partnered with the Public Speaking & Writing Center to offer in-building tutoring for 15 hours of after evening tutoring to accommodate student's class schedules.

Partnered with UMCUR and GradCon planning committees for the sixth consecutive year, resulting in student poster and presentation submissions to ScholarWorks. Three-quarters of the UMCUR participants and one-third of the GradCon participants submitted their work to ScholarWorks, helping those participants demonstrate their success in research and creative scholarship.



FOSTERED STUDENT CAREER DEVELOPMENT

Archives and Special Collections employed UM graduate and undergraduate students through the year. Experience gained working at the Reading Room reference desk, creating exhibits, monitoring our rare books collection, and arranging and describing archival collections expanded their abilities to conduct research, provide good customer service, and employ critical thinking skills.



Joseph and Ruth FitzGerald Library Scholarship is awarded to outstanding student employees.

Honored each graduating library student employee by purchasing a book in their name for the collection.

Employed **4** students in Digital Production.

Circulation, Interlibrary Loan, and Paw Print employed 41 UM students helping prepare them for life and work after graduation.



Maintained and expanded access to the building and its resources.

- The Mansfield Library was open 111 hours per week.
- Provided private and group spaces and equipment for study, research, collaborative learning, production, tutoring, advising or mentoring all hours the library was open.
- Provided space and setup for 65 events/meetings/presentations held within the library building and provided signage for 54 more events within the building.
- Archives and Special Collections was open to students and the public 40 hours each week throughout the year.
- Circulation Staff led immediate restoration efforts when the library experienced 2 floods in the spring of 2019, safeguarding library collections and returning spaces to usability for students as soon as possible.
- Hired supervisor for the late-night shift at the Library, which created a safe meeting place for study, tutoring and collaborative learning until 2:00a.m.

Answered **18,965** Reference Questions

☐ Supported the whole student.

- Maintained a Popular Reading collection for leisure reading.
- Hosted de-stress activities during finals week.
- Made materials from Curry Health Center readily available at the main service desk.



☐ Maintained access to and expanded the library catalog.

Maintained access to continuing resources:

- 41,645 unique, current Ejournals
- 522 unique, current print serials (not including Gov Docs)
- 255 databases
- over 1 million Ebooks

Added 35,049 new titles:

- Government documents & maps – 6279
- Government documents added via bulk loads from MARCIVE – 21,753
- Media & Music (DVDs, Streaming Video, CDs, LPs, Games, Computer/electronic resources, Scores) – 408
- Oral Histories – 272
- Books & Serials – 3209
- MTLib2Go titles added via bulk loads – 3128

Withdrew 11,359 items
Reclassified 1,240 items

Extended laptop checkout period to 3-day periods.
1902 laptops were checked out during the year.

Priority 2: Drive excellence and innovation in teaching, learning, and research

❑ Created and expanded partnerships both within campus and beyond.

Faculty Development Office - Partnered with the Faculty Development Office and the Office of the Provost to integrate OER resources and information in support of the Provost's Teaching Excellence Initiative (TEI) to educate faculty about how OER can underpin open pedagogy and other innovative approaches to teaching.

TRAILS - Evaluated new TRAILS collection proposals and continued participation in existing agreements like the EBSCO Database package, Ebook Central, and Safari Ebooks.

Montana State University - Completed a joint agreement with MSU to permanently acquire the Nineteenth Century Collections Online, a significant collection of digital primary source materials dating from the 19th century. The purchase extends access to all TRAILS sites.

UM Campus Units - Facilitated online access to new resources licensed by other campus units by making them discoverable through library's systems; this includes the Physical Therapy Dept and Pharmacy School. Worked with the Business School on researching an affordable replacement for Compustat after the vendor discontinued its hosting software.

- **Helped** to analyze UM's New Program Proposals and Department Accreditation Reports by compiling 2017 Journal Citation Report (JCR) data in disciplines represented at UM; compared 5800 top-cited journals to library's subscription offerings.
- **Updated** legacy data migrated to Alma and utilized the new system tools to more fully integrate acquisitions data with the e-resource knowledge base. Closed 352 records for subscription resources, purged duplicative electronic records, and combined vendor records with ExLibris data.
- **Implemented** Ovid and Springer automated holdings maintenance.
- **Sought** price quotes, conducted electronic resource trials and license reviews.
- **Completed** the organization of the majority of the Max S. Baucus archival collection for research access. This collection, totaling 937.1 linear feet of manuscript material, 808 microfilm reels, 21 oversized items, 149 artifacts, and 913.7 GB of digital material, will support scholarship at and beyond UM.

INCREASING OUTREACH

Provided support to UM faculty.

- Digitized 386 course material documents and performed accessibility checking.
- Posted 1718 UM Syllabi to ScholarWorks.
- Scheduled 88 media items for classroom use.

Provided Internships for UM students.

- Archives and Special Collections - 4 micro-internships for UM graduate students and three UM undergraduate students.

Provided information literacy instruction for UM students.

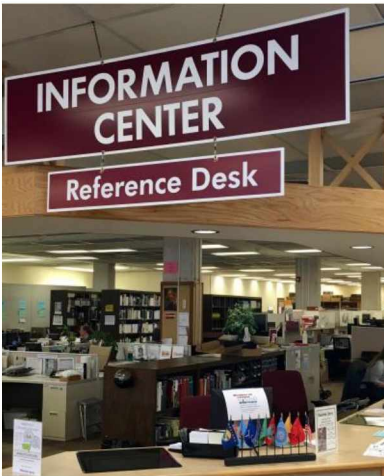
- Archives and Special Collections – 402 students attended classes in A&SC.



Provided Interlibrary Loan services for the UM community and beyond.

- Provided 6269 items obtained from other libraries to UM users; loaned 6875 of our items to other libraries in the state and country.
- Continued to enhance the library's collection through a Patron Driven Acquisition program operated through ILL, providing 405 essential, recently published, books and media for immediate and future use.





Reference and Information Services provided research assistance through multiple mediums; chat, email, telephone and in-person.

Responded to over **18,965** questions.

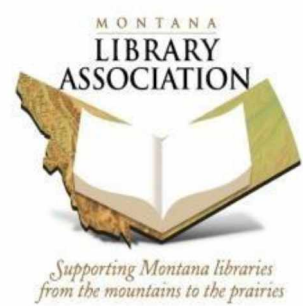
INSTRUCTION

- **Provided** instruction to address undergraduate and graduate students' evolving research needs and to foster lifelong learning. Integrated library instruction into required and high enrollment first-year courses: COMM 111 Introduction to Public Speaking, C&I 194 Freshman Seminar, and WRIT 101 College Writing I and College Writing I Plus, reaching 127 classes.
- **Taught** a total of 86 instruction sessions to undergraduate and graduate students, from Geography and History, to Native American Studies and Theater classes, in addition to the first-year courses.
- **Targeted** Advanced Writing classes across the curriculum for instruction to develop undergraduate students' information literacy skills.
- **Taught** a 300-level Democracy and Citizenship General Education course Who Owns Culture: An Introduction to Copyright as well as an independent study and co-taught the 200-level course Environmental Information Resources.
- **Provided** an internship to a student interested in careers in librarianship.

Priority 3: Embody the principle of “Mission First, People Always”

Supported the wholistic and professional needs of library employees.

- Offered employees alternative work scheduling and the ability to work remotely when possible.
- Provided cross-training in order to enhance employee skill sets and provide greater service when appropriate.
- Provided funding for professional development for library faculty and staff; activities ranged from on-campus training and webinars to national conferences and institutes.
- Provided professional development opportunities to campus faculty and staff in collaboration with the Faculty Development Office.
- Encouraged staff and faculty to serve on both library and university committees.



Priority 4: Partner with place

Represented UM in the Big Sky Country Digital Network (BSCDN). As a service hub for the Digital Public Library of America, BSCDN continues to support and promote the creation, discoverability, and use of UM's Montana-focused digitized content both for Montana residents and for interested researchers and individuals around the world.

- ❑ Maintained status as a Federal Depository Library and Regional Depository Library for Montana, ensuring state residents access to government information.
- ❑ Provided training and support for the entire TRAILS consortium on an as-needed and able basis. Much of this work has been focused on user interface issues and some resource sharing configuration changes. During FY19 systems members attended national and international trainings and conferences as well as held a training session for TRAILS Alma users.
- ❑ Archives and Special Collections - (A&SC) collects and cares for thousands of books, archival collections, maps and other primary source materials which help to document the people and places of Montana, with emphasis on Missoula and Western Montana. These resources are available to the UM community and the world.

ARCHIVES & SPECIAL COLLECTIONS

- Served 1,831 physical patrons
- Answered more than 1,000 reference questions
- Continued to transcribe, edit, digitize and place oral histories online
 - **237 oral history interviews were transcribed**
 - **216 oral history interviews were edited**
 - **1,337 interviews are available online in ScholarWorks**
- Managed 7,125 A&SC photographs that are available online in the Montana Memory Project
- Received over 34,168 unique pageviews in the Archival Photographs online collection and fulfilled reproduction orders for 35 prints and 603 scans
- Provided informational tours to 139 people
- Acquired 103 new collections or additions to existing collections in FY19
- Manage 850 guides in Archives West, which provide content to OCLC's ArchiveGrid
 - Records added to OCLC and made available via WorldCat. Collection guides were accessed via Archives West 119,472, up from 114,772 times in FY18 and just over 104,000 times in FY17
- Organized and processed 16 new archival collections

Partnered with Lee Newspapers and the *Missoula Independent* to acquire physical and electronic copies of the *Independent*. Partnered with Newspapers.com and Lee Newspapers. The Mansfield Library now provides free, on-campus electronic access to the entire run of the *Indy* as a service to the UM and Missoula communities.

Priority 5: Proudly tell the UM story

CONTINUE TO GROW SCHOLARWORKS

Added 36 new collections and 10,945 new items (for a total of 78,617 items) that provide UM faculty and students the opportunity to share and make openly available their research and creative scholarship.

Reached **two million** mark for all-time downloads.

This means that users throughout Montana, the United States, and around the world had collectively downloaded over two million times the journal articles, dissertations, graduate and undergraduate theses, conference papers and presentations, creative works, data sets, oral histories, special collections documents and manuscripts, and more that are made available by ScholarWorks. These works represent the outstanding research and creative scholarship produced and curated by University of Montana faculty, students, and staff.

Provided undergraduate and graduate students with multiple opportunities to share their best scholarly work with scholars around the world via ScholarWorks. Student theses and conference presentations represent some of the most downloaded content from ScholarWorks – garnering well over half a million downloads from around the world during the FY18-19 year alone – demonstrating and allowing students to understand the global importance of their work.

ScholarWorks
UNIVERSITY OF MONTANA



Noteworthy material digitized and uploaded to ScholarWorks:

- UM Course Catalogs
- Grizzly Football Yearbooks (Athletics Department media guides)
- Native News Honors Projects
- Air Force ROTC's Take Off, published during World War II

EVENTS | EXHIBITS | ENGAGEMENTS

1. **Imagined Realities: World War Propaganda**
2. **Plenty Coups of the Apsáalooke**
3. **Book Illustrators in Special Collections**
4. **Max Baucus: Public Service, Public Archives.**
5. **Accessibility Updates**
6. **A quick guide to Missoula culture**
7. **Carrying on the Linderman Legacy**
8. **Native Knowledge and Cultural Mores**
9. **DiverseU**
10. **He Huaka'i i ka Pākīpika 'A Journey to the Pacific'**
(collaboration with the Pacific Islanders Club)
11. **Brain Awareness: Neuroscience @ UM** *(collaboration with the Neuroscience Club)*
12. **Pride Week** *(collaboration with the Lambda Alliance)*
13. **The 51st Annual Kyiyo Pow Wow** *(collaboration with Kyiyo)*
14. **The Oval Magazine** *(collaboration with the Oval)*
15. **Undergraduate Research UMCUR**
16. **Max S. Baucus Papers**
17. **Mike Mansfield Tap 'er Light**
18. **Did You Know? Government Information**



Accessibility Updates



Mike Mansfield Tap 'er Light



Did You Know?



Aaron Brien, Archaeologist and Ethnographer, contributed significant context and appropriate language for the exhibit "Plenty Coups of the Apsáalooke".

Donna McCrea and Erin Baucom were invited presenters at the Beijing Academic Library and Information System (BALIS) Special Conference at Beijing Normal University in April, 2019. Both highlighted content and practices in place at UMs Mansfield Library.

Prioritized Montana places and people when choosing the subjects and names when creating authority records to increase access and visibility for our state in shared catalogs world-wide.

Our Year in Gratz, Austria presentation by Kim Swanson.

Jazz duo performance in Library Commons.

Oval launch party and poetry reading in Library Commons.

UM Theatre and Dance students performed modern contemporary dance in the Library Commons.

Humphrey Fellows presentation to UM campus and Mansfield Library. The Hubert H. Humphrey Fellowship Program provides a year of professional enrichment in the United States for experienced professionals from designated countries throughout the world.

Gathering of Mansfield family, library reception hosted by Archives and Special Collections.

Welcomed new and returning students at WelcomeFeast on the Oval. Librarians talked to students about library resources and services. Hundreds of prizes were given to students who stopped by the library outreach table and took a spin on the library "Spin to Win" prize wheel.

APPENDIX A.

Library Employees

Barry Brown, Interim Dean of Libraries; Professor

Alex Anderlik

Course Reserves, Circulation Supervisor

Erin Baucom, Assistant Professor

Digital Archivist

Blaine Belcher

Public Computing Support Specialist

Ben Chiewphasa, Assistant Professor

Government Information Librarian

Kevin Crowley

Evening/Weekend Circulation Supervisor

Tony deRonnebeck

Paw Print Supervisor

Julie Edwards, Associate Professor

On leave 2017-2019 at the University of Botswana as a Fulbright Scholar

Christa Fehrer

Continuing Resources Technician

Mark Fritch

Archives Photo Specialist

Debra Graham

Fiscal and Personnel Manager

Kim Granath, Professor

Head of Information and Research Services;
Public Health Librarian

John Greer

Head of Technology and Systems Services;
Systems Administrator

Jill Howard, Adjunct Assistant Professor

Reference & Instruction Librarian

Julia Jackman-Brink

Circulation Reserve Materials Supervisor

Teresa Keenan, Associate Professor

Head of Bibliographic Management Services;
Metadata Librarian

Glenn Kneebone

Manager of the Paw Print

Xavier Kneeder- Shorten

Reference Technician

Erik Larson

Interlibrary Loan Technician

Carol Leese

Acquisitions Manager

Beverly Maas

Acquisitions Technician

Pam Marek

Interlibrary Loan Technician

Donna McCrea, Professor

Head of Archives and Special Collections;
Interim Head of Access and Collection Services

Patti McKenzie

Dean's Assistant, Media Information

Shelley Ramberg

Assistant Library Management Platform Administrator

Tammy Ravas, Associate Professor

Media Arts Librarian, Copyright Coordinator

Leslie Rieger

Metadata / Data Management Specialist

Jennifer Rusk

e Resources Manager

Wes Samson

Staff Computing Support Specialist

Danette Seiler

Metadata Manager

Hannah Soukup

Archives and Special Collections, Curator

Megan Stark, Associate Professor

Undergraduate Services Librarian

Kim Swanson, Adjunct Assistant Professor

Reference & Instruction Librarian

Pat Turnage

Acquisitions Technician

Chris Vance

Manager Circulation and ILL; Building Projects

Kathy Vaughan

Conservation and Preservation Technician

Daniel Vollin

Library Technician

Burt Vollmer

Accounting Associate

Wendy Walker, Professor

Digital Initiatives Librarian

Ann Weiler

Library Technician

Kate Zoellner, Professor

Assessment Coordinator, Interim Head Information and Reference Services Division; Education and Human Sciences Librarian