



ANNUAL REPORT | 2020

The 2019-2020 (FY20) Annual Report highlights the services, instruction, collections, and programs library personnel developed and delivered during the year that align with the University of Montana's **Priorities for Action**.

Priority 1

Place Student Success at the Center of All We Do

Priority 2

Drive Excellence and Innovation in Teaching, Learning, and Research

Priority 3

Embody the principle of "Mission First, People Always"

Priority 4

Partner with Place

Priority 5

Proudly Tell the UM Story



Priority 1

Place Student Success at the Center of All We Do

253,566 In Person Library Visits

Welcomed students to campus: Big Sky Experience, Around the Oval in 80 Ways, Bear Fair orientation events; organized “Spin to Win” outreach table at WelcomeFeast; and highlighted library services and answered questions at the Missoula College orientation.

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

Employed UM graduate and undergraduate students expanding their research, customer services, and critical thinking skills.

Managed with UMLearn, the OER@UMT initiative to educate faculty and students about open educational resources (OER), which aim to reduce the cost of course materials for students and improve student success and retention.

Collaborated with Davidson Honors College (DHC) to host digital UMCUR 2020, showcasing undergraduate student work in research and creative scholarship.

Supported laptop checkouts for 3 day periods allowing students who may not have access to a mobile device to study at a location that best suits their needs.

Transitioned to remote learning during spring semester and summer session checking out laptops supporting student transition to online learning.

Increased support at Missoula College Payne Family Library. Installed directional signage at Missoula College so students can easily find the Library.

Maintained late night hours until 2:00a.m. creating a safe meeting place for study, tutoring and collaborative learning.

Supported diversity and inclusivity through hiring.

Digitized and checked course materials for accessibility.

The Mansfield Library helps students – and the entire campus – understand the past, analyze the present, be prepared for the future, interface with technology, create new knowledge, and both engage with and participate ethically in their local and global communities.

MANSFIELD LIBRARY CIRCULATION

43,187 - Print checkouts
30,108 - Monograph checkouts
4,724 - Media checkouts
 429 - Serial checkouts

3352 – Traditional course reserve item checkouts

1841 – Self-served checkouts

805 - Laptop checkouts

125,000 – Remote access searches for and retrieval of information from off-campus allowing for campus community 24/7 access to electronic materials.

PAYNE FAMILY LIBRARY CIRCULATION

1079 - Checkouts including renewals
379 – Monograph checkouts
294 – Media checkouts
32 – Serial checkouts

20,463 -New materials additions

INTERLIBRARY LOAN USERS: 825

- 276 - Graduate students
- 204 - Undergraduate students
- 233 - Faculty
- 103 - Staff
- 9 – Other

14,146 - Interlibrary Loan requests processed

INTERLIBRARY LOAN BORROWING

- 1,214 - Articles/non-returnables
- 1,875 - Loans/returnable
- 1,356 – Alma resource sharing
- 996 – Document delivery

INTERLIBRARY LOAN LENDING

- 3,129 - Articles/non- returnables
- 1,393 – Loans/returnable
- 606 – Alma resource sharing

INTERLIBRARY LOAN

- 161 - Loaned
- 401 - Borrowed

RESOURCE SHARING

- 606 – Loaned
- 1,356 - Borrowed



Priority 2

Drive Excellence and Innovation in Teaching, Learning, and Research

18,000 Reference Questions

16,744
Questions answered
in-person

1,641
Virtual reference

3,113
Instruction
(168 sessions)

66,185
Research guide usage

83
Events

Provided instruction for undergraduate and graduate students' research.

Integrated library instruction into required and high enrollment first-year courses: COMM 111 Introduction to Public Speaking, COLS 194 Freshman Seminar, HONR 120 Introduction to Honors, and WRIT 101 College Writing I, reaching 99 classes. Piloted the use of Credo Information Literacy-Core in COMX111 during spring semester.

Provided 8 Instruction sessions to Missoula College classes, including WRIT 101+.

Targeted Advanced Writing classes across the curriculum to develop undergraduate information literacy skills.

Taught 69 instruction sessions to undergraduate and graduate students.

Taught 3 credit courses: 300-level Democracy and Citizenship General Education course Who Owns Culture: An Introduction to Copyright, 200-level course Environmental Information Resources, and a Reading and Walking independent study.

Taught "Beginning R for Ecologists: Data Manipulation and Visualization" workshop.

Added Credo Information Literacy-Core resource.

Designed new subject-specific LibGuide template to provide consistent types of information.

Maintained Federal Depository Library and Regional Depository Library status for Montana.

Developed a Resources Against Racism guide.

Fostered Knowledge Creation and Innovation

Digitized 406 course material documents and performed accessibility checks.

Provided space and setup for 50 events/meetings/presentations and provided signage for 38 building events.

Posted 1558 UM Syllabi to ScholarWorks.

Provided 4445 items obtained from other libraries to UM users; loaned 5129 Mansfield Library 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 455 recently published, books and media for immediate and future use.

Scheduled 50 media items for classroom use.

Supported faculty as part of the OER@UMT initiative, which drives excellence and innovation in teaching and learning by encouraging faculty to adopt, adapt, and create open content in a way that best supports student engagement and learning outcomes.

Provided one-on-one consultations with faculty and students about options and ensure their understanding around copyright, privacy issues, and access restrictions related to best practices in publishing, managing, and sharing research.

Maintains remote access system, continually improving the default library search platform.

Improved integration of ScholarWorks into Primo.

402 students attended classes in Archives and Special Collections.

Researched, evaluated, and maintained collections and facilitated access to resources.

Ordered and processed monographs, media, serials, and other formats:

- 1601 - Books ordered
- 288 - Media ordered
- 1609 - Books received
- 273 - Media received
- 1847 - Books catalogued
- 189 - Added volumes & copies

Maintained access to continuing resources:

- 47,168 - Unique current Ejournals
- 518 - Unique print journals
- 258 - Databases
- 6 Million+ Ebooks

Facilitated electronic resource trials in Spring 2020 semester to support the transition to remote learning and research, and closure of the physical library. Trials: Flipster catalog, NewsBank, and Ultimate versions of core EBSCO databases expanded access to journal and newspaper materials. Helped direct users to ebook catalogs like RedShelf and Internet Archive temporarily opened to institutions as relief during COVID-19.

Maintained and updated A-Z Database page. Contributed to standardize and enhance descriptions project across database A-Z page.

Revisited and revised lists of print journal holdings duplicated in online back files owned by the library to identify space for future needs. Created a LibGuide to communicate with campus about titles planned for removal.



Priority 3

Embody the principle of "Mission First, People Always"

Outreach and Support

Resolved 267
helpdesk requests
related to general
hardware/software
problems and 77
specifically for Primo
and Alma systems

Assisted TRAILS
library partners with
virus response issues
and training resources

Behind-the-scenes
work to keep
technology across
campus running in top
form

During the unprecedented upheaval of the COVID-19 pandemic, Bibliographic Management Services quickly moved operations online, allowing faculty, staff, and student workers to work from home. As classes moved online, cataloging and metadata staff worked to quickly digitize and stream media needed by students.

Provided remote work projects for student employees.

Supported professional development and leadership opportunities for faculty and staff. Provided training sessions on how to use Microsoft Teams and made this software available to library personnel during the COVID-19 transition to remote work. Teams was used to facilitate communication in work units.

Checked out laptops, webcams, headsets and other pieces of technology equipment, enabling library personnel to work from home.

Participated in Teaching Excellence Initiative professional development to improve instructional practices.

Read *Disrupting Whiteness in Libraries and Librarianship*: reading list articles to self educate about racism in libraries.

Faculty and staff library retreat participations. Prepared Mansfield Library Vision document.

Support library-wide remote work learning. Developed a Free Professional Development and a Professional Development Learning wiki providing a platform for colleagues to share their learning.

Participation in library and/or University committees. Professional workshops, webinar, conferences and giving presentations enhanced staff expertise and professional development.

Developed accounting manuals providing administrative staff easy access to "how to" information in support of a high-level of customer service.

Reestablished the Staff Supervisors Committee with the goals to improve communications and provide necessary resources.

Dispersed Student Incentive Umoney.



Priority 4

Partner with Place

16 On-site Library exhibits

Provided space for tutoring through the Writing and Public Speaking Center.

In partnership with Archives and Special Collections, the personal stories of generations of Montanans collected as oral histories are being re-cataloged by cataloging and metadata staff as part of a long term project to make the physical versions easier for patrons to find in the online catalog, while also updating the descriptive headings assigned to the digital versions found in the ScholarWorks repository.

Represented UM in the Big Sky Country Digital Network.

39 new collections of digitized and institutional content in ScholarWorks.

Posted community resource contacts related to COVID and internet access information on the library entrance doors.

Installed Snmipnuntn sign on Payne Family Library door.

Created exhibits supporting on-campus programs and groups: Griz Read; Pacific Islanders Student Club.

Hosted National Library of Medicine's Native Voices: Native Peoples' Concepts of Health and Wellness and partnered with Health Careers Opportunity Program.

Scheduled 16 on-site Library exhibits: Graphic Novel Storytelling; Gay, Lesbian, Bisexual and Transgendered (GLBT) Book Month; Montana Wildflowers; Griz Read; Welcome Students; Banned Books Week; Archives and Special Collections - Photos Caption Contest; 110th Anniversary of the Mansfield Library as a Federal Depository Library; Native American Heritage Poetry; Native Voices Heritage Month; Extraction: featured Special Collections Book; Public Domain Fair Use Week; NLM traveling exhibition - Native Voices: Native Peoples' Concepts of Health and Illness; Celebrating Black History Month; 19th Amendment United States Constitution Celebration; and UM Neuroscience Club – Brain Awareness.

Documenting COVID-19

Participated in a Documenting COVID-19 in Missoula County project. Project partners include representatives from Missoula County government, Missoula City government, the University of Montana, the Downtown Missoula Partnership's "Heritage Missoula Program," the Historical Museum at Fort Missoula and private Missoula businesses.

ARCHIVES AND SPECIAL COLLECTIONS

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.

1516 on-site users in FY20 (closed April-June) and about 1,000 requests were received by telephone and e-mail.

689 collections used for research.

139 interviews added to ScholarWorks.

1,475 interviews available online in ScholarWorks, 1,427 have both audio and transcripts available for download.

Over 1,500 downloads of Montana and the West recordings.

Archives worked collaboratively with Bibliographic Management Services to place images (archival photographs) online with appropriate descriptive metadata.

7,225 photographs from Archives were available in the Montana Memory Project.

Photographs online collection received.

55,844 photographs online collection unique pageviews.

Archives fulfilled 30 prints orders and 455 scans.

97 people toured Archives and Special Collections.



Priority 5

Proudly Tell the UM Story

3,642,139 ScholarWorks Downloads

Cataloged or reclassified materials including the multi-part oral history of a former UM librarian, Lucile Speer, and many digitized photos taken throughout UM's rich history, ranging from those of student athletes from the early 1900s, the first place winners of the 1920 Varsity Vaudeville show, and candid shots taken during the famous Aber Day Kegger concerts held in the 1970s to raise funds for the University Library.

Cataloged materials published by campus organizations and faculty, recordings of guest lecturers, and artistic performances by UM faculty and students.

Shared open educational resources produced by UM faculty via ScholarWorks. This work demonstrates the first-class education available at UM as well as the values held by UM and UM faculty, such as open sharing, accessible education, and student support.

Completed Kaimin digitization project with the addition of born-digital issues. Nearly all issues of the Montana Kaimin (1898-2020) are available in ScholarWorks.

Published Mansfield Library newsletter Connections.

Published and posted in Beyond the Stacks the building monthly fliers that highlight library services and exhibits.

Library donor communication in collaboration with UM foundation; monthly donor thank you correspondence; quarterly library impact stories to donors; and holiday greetings to donors in December.

Informational library tours: Educational Leadership; Library accessibility tour - DSS & TRIO; University Library Committee; UM Alumni – Homecoming; and UM Family Weekend.

550+ social media followers. Social media communication of library services and resources. Content analysis and approval by Marketing Committee and support of social media team in alignment with ALA social media guidelines for public and academic libraries and ALA Instagram ethical policies and guidelines.

ScholarWorks Milestone

January 2020, the all-time ScholarWorks download count reached 3 million. ScholarWorks collections feature faculty and student scholarship as well as Archives and Special Collections content. ScholarWorks includes scholarship from over 60 departments, institutes, centers, and other units on campus.

MONTANA MEMORY PROJECT

- 128,234 – Pageviews
- 110,205 - Unique pageviews
- 18,164 - Total items

12 - Total number of University of Montana Collections in Montana Memory Project

TOP TEN SCHOLARWORKS COLLECTIONS:

1. Graduate Student Theses, Dissertations, & Professional Papers (ETDs)
2. University of Montana Course Syllabi
3. The Mathematics Enthusiast
4. Montana Kaimin, 1898-present
5. University of Montana News Releases, 1928, 1956-present
6. Undergraduate Theses, Professional Papers, and Capstone Projects
7. CutBank
8. Biological Sciences Faculty Publications
9. Mike Mansfield Speeches
10. Institute for Tourism and Recreation Research Publications

Download statistics of UM-created content: UM News Releases, the Kaimin and the UM Yearbook.

Demonstrate ongoing interest in accessing materials about the University.

Archives in collaboration Paw Print and Digital Production made eleven UM publications available via ScholarWorks including: the literary journal Camas; Grizzly Basketball Game Day Programs, 1945-1987; Grizzly Basketball Yearbook, 1955-1992; Grizzly Football Game Day Programs, 1914-2012; Reports of the UM President, 1895-1968; the Forestry Kaimin, 1915-2015; the University Faculty Association Collective Bargaining Agreements, 1978-2017; the Women's Studies Newsletter, 1993-2003 the Montana Women's Resource newsletters, 1975-1986; the Associated Women Students Handbooks, 1919-1963; and the UM Bulletin: Biological Series, 1901-1910.

Campus Building and Grounds collection in ScholarWorks includes campus maps, proposed and completed campus design plans, and architectural drawings of campus buildings.

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

Claire Fairbanks

Archives and Special Collections Technician (temporary), July-November, 2019

Christa Fehrer

Continuing Resources Technician

Mark Fritch

Archives Photo Specialist

Debbra Graham

Fiscal and Personnel Manager

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, Oral History Curator

Megan Stark, 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
(part time, temporary) July 2019-May 2020

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



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