

Maureen and Mike

Mansfield Library

UNIVERSITY OF MONTANA

Mansfield Library Annual Report 2017

The Maureen and Mike Mansfield 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 and enables the discovery, creation and expansion of knowledge through services, instruction, collections, and programming.

The Mansfield Library exists in two primary physical locations, at the main UM Campus and Missoula College, and also 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, accessing library resources, and developing and hosting digital collections.

Library resources include physical collections; a network of research databases, ebooks, ejournal packages, and electronic journal subscriptions; digital collections; 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 also administers ScholarWorks to centralize, curate, preserve and make freely available online the research and creative scholarship produced by UM faculty and students. The library's 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 UM students and employees. The library's makerspace technologies and studio facilities provide easy access to produce 3D prints and high-quality videos.

This Annual Report shares the efforts and activities of the Mansfield Library during the 2017 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 the University of Montana's [UM 2020: Building a University for the Global Century](#), including a snapshot of quantitative data and faculty scholarship.

Partnering for Student Success

Library employees welcome and orient new students to the university research environment by integrating library instruction and resources into required first-year and upper-division writing courses, engaging students with outreach and employment, 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 increase students' persistence toward graduation.

Preparing K-12 students

- Provided research instruction and coordinated visits for over twelve high school classes from as near as Missoula and as far as Columbia Falls.
- Collaborated with the Department of Teaching and Learning to implement a library work opportunity for local high school students with disabilities through Introduction to College internship.
- Participated in the UM STEAM Lounge as part of the Montana Science Fair attended by over 600 students from Montana's schools, and demonstrated 3D printing models to the students.

Transitioning to college

- Participated in new student orientation and WelcomeFeast to inform new and returning students of library services and unique resources.
- Led and participated in Griz Read first-year reading experience activities.
- Targeted first-year students with an information literacy curriculum integrated into key first-year courses, including College Writing I, Introduction to Public Speaking, Introduction to Honors, and First Year Seminar.

Engaging students

- Led a student internship focused on enhancing information about and access to archival collections with Native American content.
- Maintained and strengthened our social media presence via [Facebook accounts](#) and [Instagram](#) to communicate information about Library and Archives resources, events, and services.
- Honored each graduating Library student employee by purchasing a book in their name for the materials collection.
- Employed 67 students in units across the library.
- Participated in student appreciation events at the end of each semester.
- Awarded two outstanding student assistants with the Joseph & Ruth FitzGerald Library Scholarship.

Strengthening student support

- Moved to the new Missoula College River Campus, continuing to offer an on-site library facility for the College's students.
- Offered over 60 research workshops, including ten at the Missoula College campus.
- Began collaboration with the School of Extended & Lifelong Learning and the campus bookstore to investigate and promote open educational resources which aim to reduce the cost of instructional materials for students, improve the quality of teaching and learning, and improve student retention.
- Implemented a new library discovery system that provides users quicker, easier access to the collections of twenty-three other academic libraries around the state.
- Supported media captioning for audiovisual items being circulated via course reserves and directly to users; captioned 44 media items from the library collection.

- Improved accessibility of materials by: updating online exhibits, increasing the number of oral histories we have online with both audio and complete transcripts, performing accessibility checks of 405 scans for posting on Moodle, partnering with Accessible Technology Support and Disability Student Services to have films captioned for classroom use and establishing policies that ensure we purchase captioned films whenever possible.
- Partnered with the Office of Student Services, Disability Student Services, TRIO Student Support Services, the V.E.T.S. Office, and the Associated Students of the University of Montana, among others.
- Provided seven-day access to the library building including 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.
- Continued to add new furniture and reconfigure spaces within the building to provide an inviting and functional atmosphere for library users.
- Supported 94 computers with an average of 224 users per day.
- Offered 3D scanning /printing, data management, accessibility, and digital curation instruction and support.
- Hosted the Math Lab in a cooperative arrangement with the Missoula College Math Department.
- Awarded five proposals initiated by library faculty and staff through the library's Student-Centered Innovative Projects.

Emphasizing faculty and staff development

- Provided workshops through the Faculty Development Office about data management, the One Button Studio, and open educational resources.
- Presented library services at UM new employee orientation.
- Implemented library open houses to enhance internal employees' overall knowledge of library units and their practices.
- Organized diversity and cultural awareness lectures for library employees.
- Presented and attended training sessions during implementations of the new library system.
- Employees attended local, regional and national professional development offerings and served on international, national, regional, campus, and library committees.

Education for a Global Century

Mansfield Library's collections, programs, and services address the university's goal of educating students who think critically and address global and local issues.

Strengthen foundational and nationally distinctive academic programs

- Offered information literacy instruction and research assistance to students through a continuum of services including: in-person and virtual reference transactions, online research guides, individual consultations, curriculum-integrated classes, credit classes both online and face-to-face, and online tutorials.
 - Reached over 8,000 students through over 395 curriculum-integrated instruction sessions.
 - Integrated information literacy into the Global Leadership Initiative capstone seminar.

- Offered eight credit courses, including Research Strategies, Who Owns Culture, Environmental Information Resources, and library internships.
- Provided 19,469 in-person and 1,223 virtual reference transactions through an enhanced chat service.

Enhance discovery and innovation through two-year, baccalaureate and graduate education

- Partnered with the Davidson Honors College to engage undergraduate students in issues such as copyright, open access, and digital publishing through UM Conference for Undergraduate Research (UMCUR) workshops, helping to prepare students for successful participation in the conference and in other research and scholarly communications activities.
- Offered workshops throughout the year on research strategies, citing references, and the literature review process.

Discovery and Creativity to Serve Montana and the World

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 and access, 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. Information technologies enable students and faculty to create and disseminate their work.

Enhance contributions by faculty and students through research

- Continued to grow ScholarWorks, adding 6,305 new items (for a grand total of 31,215 items) that provide UM faculty and students the opportunity to share and make openly available their research and creative scholarship, including journal articles, dissertations, graduate and undergraduate theses, conference papers and presentations, creative works, data sets, oral histories, special collections documents, and manuscripts. In April 2017, the total number of downloads reached one million by the worldwide audience.
- Continued work on large-scale digitization projects that will make student work and institutional history widely and freely available online, including digitization of the *Kaimin* and UM News Releases.
- Continued to select and acquire published materials like books and ejournals from leading commercial and scholarly sources; collect, preserve, and describe one-of-a-kind primary sources capturing local and institutional history through Archives & Special Collections; and support materials acquired over the many decades of the library's existence by performing physical and digital maintenance to ensure their continued findability and longevity.
 - Added 150,000 ebooks across many disciplines from ProQuest Ebook Central through the support of gift funds.
 - Added resources in Hindi, Chinese, Spanish, and Icelandic to the library's physical media collection.
 - Added 227 digitized photos to the [Montana Memory Project](#), making them available online via the [Digital Public Library of America](#) as well.

- Acquired 57 new collections and collection additions to Archives & Special Collections, ranging in size from a single photograph to 150 linear feet of documents and photographs covering the history of Region 1 of the U.S. Forest Service; other additions included the papers of a founding member of the grassroots environmental organization Friends of the Bitterroot, former president George Dennison's unfinished history of the University of Montana, and the papers of Regents Professor Albert Borgmann.
- Circulated over 54,700 items, including books and media.
- Library users accessed 781,000 ebooks and ejournal articles from the library collection, and downloaded 474,747 items from ScholarWorks.
- Provided 6,623 items, obtained from other libraries, to our users through Interlibrary Loan.
- Continued to enhance the library's collection through a Patron Driven Acquisition program operated through Interlibrary Loan, providing over 400 recently published, books and media for immediate and future use.
- Relocated almost 5,000 CDs to open shelves to make them browsable.
- Participated in the Montana Memory Project-Digital Public Library of America Service Hub partnership (Big Sky Country Digital Network). This partnership, which includes the State Library, the Historical Society, and Montana State University, supports and promotes initiatives and services within the state for creation, access, discoverability, and use of Montana-focused digital content both for Montana residents and for interested researchers and individuals around the world.
- Completed retrospective cataloging of maps in the geographic areas of the Balkan Peninsula and Scandinavia, Cambodia, Laos, Vietnam, Thailand, West Africa and Australasia to facilitate discovery and access.
- Offered ten Humphrey Fellows from ten different countries with an introduction to library resources and services and hosted their end-of-the-program presentations.
- Hosted a visiting scholar librarian from Guangdong Ocean University Library in China.

Expand knowledge and cultural richness through creative scholarship

- Collaborated with UMs Women's, Gender and Sexuality Studies program to present a course-integrated public lecture, "Women's Words, Writings and Reminiscences," during Women's History Month.
- Hosted "Poetry for Lunch" poetry reading and launch of the newest issue of the *Oval*, an undergraduate literary magazine.
- Employed a student to build a web- and map-based access point to oral histories from [The Gathering: The Irish in Montana](#), a long-term interdisciplinary oral history project that seeks to record Montana Irish and Irish-American folk histories, memories, practices, and traditions.
- Hosted a traveling exhibit "And there's the humor of it: Shakespeare and the four humors," from the U.S. National Library of Medicine examining the intersection of medical theory and literature.

Dynamic Learning Environment

Mansfield Library personnel deliver knowledge to students and the community through programs, a technological infrastructure that enables the library to make collections discoverable, and sustainable partnerships.

Programs – Provide programs of distinction, including outstanding athletic, cultural and entertainment opportunities, engage local to world-wide partnerships and connect programs to our unique location

- Created or hosted exhibits to raise awareness of the library’s intellectual and cultural resources, as well as to educate the UM community on multiple topics, and offered 32 related events that were attended by over 1,500 participants.
 - Designed exhibits for Women’s History Month, Native American Heritage Month and Black History Month. Partnered with the UM community to create or host exhibits ranging from posters/pictures from past and current Kiyiyo Pow Wows to a cosplay exhibit denoting the intricacies of costume design in the practice.
 - Hosted events ranging from a panel and poster presentation on the University of Montana’s Black Student Union to “50 Years of UM’s Montana Model UN.”
- Loaned books and artifacts from Archives & Special Collections to the Montana Museum of Art and Culture for use in their own exhibitions and exhibition catalog.

Infrastructure – Use technologies and practices that optimize the learning experience while modeling sustainability

- Completed the much-anticipated implementation of ExLibris Alma, a next-generation integrated library system, incorporating the latest technologies in the field for user search and discovery and electronic resource management: The Alma OneSearch is a tool to search materials owned by the library, like books, ebooks, journals, and DVDs, and functions as a discovery gateway to an ever-expanding body of scholarly literature made available by publishers, open access repositories, and leading academic library databases like Web of Science. The technology tears down barriers between different systems and data sources to provide a unified, integrated research experience to users.
- Provided subject guides for virtual research assistance, which were accessed over 54,400 times, and online guides to the library’s archival collections which were accessed over 104,000 times.
- Implemented a Virtual Reality room to facilitate innovative and immersive learning experiences.
- Acquired hardware to fast-track the process for digitizing oral history recordings to make them available online.
- Refined the [University of Montana Web Archives](#), improving the capture of content the University makes available online, preserving web sites produced by UM entities and organizations, and assisting in documenting the people, activities, and impact of the university over time.
- Migrated e-books to the new Ebook Central platform.
- Participated in the development of the Treasure State Academic Information and Library Services (TRAILS) consortium. Worked with TRAILS consortium partners to renew content

at a lower cost, to enhance our collections with new resources, and to leverage buying power to extend resource access to new users.

- Continued managing electronic collections shared by UM affiliate sites as well as maintained holdings for shared collections across the TRAILS consortium including assisting in management of the approximately 25,000 records in the MontanaLibrary2Go collection.
- 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.
- Participated in the Montana statewide courier project that efficiently shares and ships library resources, saving approximately \$1,480 in postage this year.
- Continued to provide a wide range of printing, copying, and scanning services; increased printing of research poster presentations for students.
- Collaborated with Davidson Honors College to provide printing services for UMCUR.

Planning-Assessment Continuum

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.

Link plans and resources

- Held quarterly meetings to review progress and activities in the Year Three implementation of the library's strategic plan, [*Building the Future: The Mansfield Library Strategic Plan 2014-2017*](#).
- Proposed quantitative and qualitative Indicators of Progress to evaluate the implementation of the [*UM Strategic Vision: Creating Change Together*](#).
- Finalized a Digital Preservation Policy, documenting how unique electronic content arriving with archival collections can be managed through time; established workflows for the acquisition and stabilization of a number of collection types acquired electronically, including oral histories; and acquired an open-source software (Archivematica) for creating preservation metadata for archival collections according to established best practices. All of this digital archives infrastructure supports long-term access to unique research materials.

Engage transparent and participative processes throughout the cycle

- Analyzed library collections and services for new program proposals and department accreditation reviews.
- Conducted usability testing to evaluate and improve the library website.

Use data-driven decisions and goal-setting

- Conducted a Universal Design assessment of library spaces, instruction and services in order to make recommendations for improvements.
- Evaluated library resources based on price per use, print status, and department representative feedback in order to make data-informed collection cuts given budget reduction.
- Administered and monitored the library's general operating budget in addition to designated,

gift, and special fund budgets. Accurately and efficiently maintained accounting records and procedures for all funds.

- Used Google Analytics to track usage data for all digital and ScholarWorks collections. This user-generated data drives decisions regarding new digital/ScholarWorks collections as well as outreach efforts for existing collections.

Gather objective and timely assessment of outcomes

- Analyzed data from the Experiences with Information Literacy Topical Module of the National Survey for Student Engagement to better understand students' information behaviors and experiences and make recommendations for the library's instruction program.
- Partnered, for the third year, with the Faculty Senate Writing Committee to evaluate information literacy as part of the university-wide writing assessment.

Collections and Services by the Numbers

Below is a snapshot of quantitative data on collections and services.

Collections

- **Hundreds of millions:** The number of records for publications and intellectual content the library provides access to through OneSearch.
- **Over 1 million:** ScholarWorks downloads achieved since the repository's launch in 2013, exposing UM research and creative scholarship to a worldwide audience.
- **781,000:** Full-text uses of ejournal and ebook resources owned by the library.
- **Hundreds of thousands:** Records touched by staff in the course of performing maintenance and cleanup tasks to bring material descriptions up-to-date with evolving systems and standards for access and usability. This includes:
 - **51,000** approximate number of duplicate records that were weeded from the system.
 - **56,087** title records were newly added to the system.
- **38,215:** Current, unique journals provided by the library.
- **32,000:** Unique online views of archives photos available through the Montana Memory Project. Images are incorporated into research, creative works and publications around the world.
- **31,215:** The grand total of items available in ScholarWorks, including journal articles, dissertations, graduate and undergraduate theses, conference papers and presentations, creative works, data sets, oral histories, special collections documents, manuscripts.
 - **6,305** new items were added to ScholarWorks.
 - **439** UM syllabi were made available.
- **22,327:** Transactions handled by the library in the course of obtaining and sharing materials among 12 countries and all 50 states.
- **12,600:** Library materials for which Preservations completed repair or conservation activities.
- **827:** Archives & Special Collections finding aids (collection guides) currently available through the Archives West database.
 - **26** collections were newly organized and made accessible through an online guide.

Services

- **Over 7,900:** Students reached through **over 395** course-integrated instruction sessions.
- **Over 1,500:** People reached through **32** events.
- **19,469:** Library users assisted via in-person reference interactions, and **1,223** assisted via virtual sessions.
- **1,188:** Researchers assisted in Archives & Special Collections. Researchers were UM students and employees, members of the general public, employees of businesses and government agencies, and scholars from the region, the nation and abroad.
- **Over 60:** Research workshops offered.
- **17:** new headings created and **3** existing headings updated, through our continued leadership role and participation in the Montana NACO Funnel for the Program for Cooperative Cataloging.

Faculty Publications, Presentations, and Grants

Alger, A., & Wilkinson, J. (2017, March). *Designing content strategy for non-customers: A case study of teaching jargon instead of trashing it*. Session presented at the annual conference of the Pacific Northwest Library Association, Portland, OR.

Aliri, J., Clouse, N., Fahey, E., & Walker, W. (2017, April). *Cultivating affordable course materials*. Session presented at the annual conference of Northwest Managers of Educational Technology, Helena, MT.

Baucom, E. (2017, May). *The basics of digital preservation*. Workshop taught at the at the joint conference of the Northwest Archivists and Conference of Intermountain Archivists, Boise, ID.

Baucom, E., Troup, T., Cote, C. & Mannheimer, S. (2017). Building strategic alliances to support advocacy and planning for digital preservation. *Journal of Digital Media Management*, 6.

Brown, B. N. (2017, March). *Academic libraries and student success, retention and graduation*. Session presented at the annual conference of the Montana Library Association, Billings, MT.

Brown, B. N. (2017). General aquatic ecology. In M. Wetzel (Ed.), *Current and selected bibliographies on benthic biology 2015 & 2016* (pp. 217-251). Champaign, IL: Society for Freshwater Science.

Brown, B. N. (2016, November). *The value of academic libraries with student retention and persistence: A review*. Session presented at the International Conference on Learning, Teaching, and Student Success, Bozeman, MT.

Caro, S. (Ed.). (2018). *Essential government information*. Chicago, IL: American Library Association Editions.

Edwards, J. B. U.S. Scholar Teaching Award. Core Fulbright Scholar Program. University of Botswana Academic Year 2017-2018.

Edwards, J. B. (2017). "Reflecting the world increasingly made right": From response to action in

public libraries. *Progressive Librarian*, 45, 87-94.

Edwards, J. B., & McCrea, D. (2017). "A community of common descent": Planning the documentation of diaspora through the Electronic Irish Research Experience. *College and Undergraduate Libraries*. doi:10.1080/10691316.2017.1324336

Edwards, J. B., Robinson, M. S., & Unger K. R. (2016). LIT: Sparking community connections with dynamic book programming. *Public Libraries*, 55(5), 26-29.

Edwards, J. B. (2016, September). *Library instruction: Information literacy & tools for research success*. Round table discussion at the Western Conference of the Association for Asian Studies, Missoula, MT.

Samson, S., Granath, K., & Alger, A. (2017). Journey mapping the user experience. *College and Research Libraries*, 78(4), 459-471. doi:10.5860/crl.78.4.459

Granath, K., Samson, S., & Alger, A. (2016, October). *Virtual reference service: Revisited and revived*. Paper presented at the annual conference of the Pacific Northwest Chapter of the Medical Library Association, Portland, OR.

McCrea, D. (2017). Creating a more accessible environment for our users with disabilities: Responding to an Office for Civil Rights complaint. *Archival Issues*, 38(1), 7-18.

McCrea, D. (2017, May). *Creating accessible content: Responding to an Office for Civil Rights complaint*. Session presented at the joint conference of the Northwest Archivists and Conference of Intermountain Archivists, Boise, ID.

Nutefall, J., Kott, K., Peters, A., & Stark, M. (2017, March). *Sea change: Transforming the student experience through community engagement and service learning*. Panel presented at the biennial conference of the Association of College and Research Libraries, Baltimore, MD.

Stark, M., & Zoellner, K. (2016, August). *Carrying meaning across borders: Libraries and the language of sustainability*. Session presented at the annual conference of the Pacific Northwest Library Association, Calgary, AB.

Wilkinson, J. (2017, August). Is autocomplete on your library home page? LibUX.

Wilkinson, J., & Alger, A. (2017, April). *Designing content strategy for non-customers: A case study of teaching jargon instead of trashing it*. Session presented at the Designing for Digital conference, Austin, TX.

Zoellner, K. (2016). Exploring undergraduate student experiences with information literacy. *Performance Measurement and Metrics*, 17(3), 241-251.

Zoellner, K., & Samson, S. (2016, October). *Learning from a new measure: Undergraduate student information literacy behaviors and experiences*. Poster presented at the biennial Library Assessment Conference, Arlington, VA.