

Maureen and Mike

Mansfield Library

UNIVERSITY OF MONTANA

ANNUAL REPORT for FISCAL YEAR 2018

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.

ACCOMPLISHMENTS

This Annual Report highlights the services, instruction, collections, and programs library personnel developed and delivered during the 2018 fiscal year that align with and further the initiatives outlined in the University of Montana (2017) UM Strategic Vision 1.1: Creating Change Together.

Strategic Opportunity 1. Engage Students Where They Are

UM believes "quality education requires students-first, engaged, supportive relationships and structures. All undergraduate, graduate, and professional students should have access to first-rate programs, robust academic support services, and relevant professional development

opportunities.” The University aims to “improve student access, support, and overall wellness” and is making commitments to providing students “accessible learning pathways”.

Initiative 2. Ensure Access through Flexibility: Reimagine When and Where Students Learn

- Enhanced students’ ability to find and use online library and course materials.
 - Added metadata about new materials to the library search system to enhance discovery, including over 7,800 government documents and maps, 4,370 books and serials, 1,000 media and music items, 65 archival collection records, and 60 oral history records.
 - Digitized 286 course material documents and performed accessibility checking so instructors could use the items on Moodle or for distance learning.
 - Developed and implemented a workflow to enhance access to electronic content held in archival collections and added detailed information about that content to online collection guides (finding aids).
 - Added online guides for archival collections to Archives West. There are now 844 guides online, up from 827 last year. Collection guides for materials held in Archives and Special Collections (A&SC) were accessed in Archives West 114,772 times in FY18, up from just over 104,000 times in FY17.
 - Managed the remote access system that allows campus members 24/7 access to nearly all of the library’s subscription electronic materials.
 - Implemented a new Primo (i.e., OneSearch) interface.
 - Conducted iterative usability studies to inform the design of the library website and search platform, and improved site navigation and the discoverability of library information and materials based on the findings.
- Maintained and grew online collections.
 - Maintained access to continuing resources, including 255 databases and 40,609 unique, current electronic journals.
 - Continued to place oral histories online. The audio of over 1,500 oral histories was digitized for online access and 77 oral history collections were placed in ScholarWorks for public access by the end of the fiscal year.
- Offered and increased access to educational technologies.
 - Managed a support desk with student tech helpers to address patrons with technical problems and provided laptop checkouts for three-day periods; laptops were checked out 1,695 times.
 - Implemented a Lightboard Studio that allows users to create videos that replicate the natural way of teaching a subject through the ability to “write in air” and integrate graphics while facing an audience.
 - Implemented a Virtual Reality studio space in the library that can be used to explore new ways of teaching and learning as well as for relaxation and virtual exploration.
- Provided research assistance through multiple mediums.
 - Offered twenty video tutorials and created over 140 research guides.
 - Provided reference services via chat, email, and telephone, as well as in-person. Responded to over 9,600 questions.

- In partnership with UM students, created an online exhibit, In Their Footsteps, to celebrate the anniversary of the Native American Student Association Kyiyo Pow-wow on campus, and developed step-by-step instructions for student organizations to use WordPress software to create their own online exhibits.
- Continued a collaboration with staff from the School of Extended and Lifelong Learning and the campus bookstore to investigate and educate faculty about open educational resources (OER), which aim to reduce the cost of course materials for students.
- Taught three credit courses: a 300-level Democracy and Citizenship General Education course Who Owns Culture: An Introduction to Copyright, 200-level online course Research Strategies, and co-taught the 200-level course Environmental Information Resources.

Initiative 3. Strengthen Student Support that Sets Us Apart

- 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, reaching 129 classes.
 - Taught a total of 100 instruction sessions to undergraduate and graduate students, from Environmental Studies and History, to Native American Studies and Pharmacy classes, in addition to the first-year courses.
 - Targeted Advanced Writing classes across the curriculum for instruction to develop undergraduate students' information literacy skills.
 - Organized over 50 research workshops, including Cite It Right with RefWorks, Jumpstart Your Research, and Who Can You Trust.
 - Offered workshops focused on graduate students' needs including Conducting a Literature Review (in collaboration with the Writing and Public Speaking Center), Digital Archiving 101, Graduate Students Guide to the Library, and Grant Research 101.
 - Partnered with the Davidson Honors College for the fifth 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.
- Fostered student career development.
 - Employed 42 students in Circulation, Paw Print and Interlibrary Loan – training, mentoring, and guiding them as library employees.
 - Expanded student employees' abilities to conduct research, provide good customer service, and employ critical thinking skills by hiring them to work at the A&SC Reading Room reference desk, creating exhibits highlighting collections and resources, monitoring the rare books collection, and arranging and describing archival collections, among other activities.

- Provided paid formal and informal internships for two UM graduate students and one UM undergraduate student using A&SC endowment funds. These students worked on specific projects within their fields of study, including organizing archival collections for research access and implementing a web-based ArcGIS tool to serve as a visual index for a set of rare aerial negatives of the region.
- Provided internships to students interested in careers in librarianship.
- Awarded the Joseph and Ruth FitzGerald Library Scholarship to two outstanding student employees.
- Distributed over 60 loyalty rewards in the form of UMoney to student employees who continued their enrollment and work at the library from one semester to the next.
- Honored each graduating library student employee by purchasing a book in their name for the materials collection.
- Partnered with campus units to connect students with academic support services: Provided space for Math tutoring and the Writing and Public Speaking Center.
- Provided private and group spaces and equipment for study, research, collaborative learning, production, tutoring, advising or mentoring all hours the library was open at the Mansfield Library on the Mountain Campus (111 hours/week during Autumn Semester and 101 hours/week during Spring Semester). The library was voted the Best Study Spot, based on a campus-wide survey.
- Opened the Payne Family Library at Missoula College on the River Campus in summer 2017.
- Supported the whole student: Maintained a Popular Reading collection for leisure reading, hosted de-stress activities during finals week, and made materials from Curry Health Center readily available at the main service desk.
- Subscribed to professional publications and the Testing & Education Reference Center database.

Strategic Opportunity 2. Invest in People

UM recognizes the importance of developing and supporting employees' leadership abilities, professional development, and collaboration.

Initiative 2. Invest in Professional Development

- Designated funding for employee professional development; activities ranged from on-campus training and webinars to national conferences and institutes.
- Offered some employees alternative work scheduling and the ability to work remotely.
- Provided professional development opportunities to campus faculty and staff in collaboration with the Faculty Development Office, including the session One Button Studio: Video Creation Made Simple.

Initiative 3. Invest in Relationships

- Maintained cross-unit committees and project work to enhance employee contributions to the library.
- Provided tours and a library orientation to UM Staff Ambassadors.
- Many employees served on campus-wide committees.

Strategic Opportunity 3. Partner with Place

UM aims “to diversify our campus and integrate global perspectives that benefit students and the citizens of Montana,” “to promote community and civic engagement, [and] generate and make visible research and creative scholarship that benefit our region...,” and believes “our historic relationships with our natural and human settings differentiate our institution and foster globally relevant education and knowledge.”

Initiative 1. Design Student Experiences that Engage and Promote Our Setting

- Provided course-integrated instruction in the use of primary sources in general, and archives and special collections materials specifically, for 201 UM undergraduate and graduate students. Another 40 students received instruction from campus teaching faculty who incorporated A&SC materials into their sessions.
- Maintained and expanded access to place-based research sources.
 - Maintained thousands of books, archival collections and other primary source materials to document the people and places of Western Montana. Notable A&SC collections acquired in 2018 are: an initial deposit of materials documenting the work of prominent Montana artist Monte Dolack; a collection of poems, short stories and letters by Richard Lee Merritt, a 1941 graduate of UM; and over 100 linear feet of records from the UM Office of the President.
 - Continued the organization of the papers of Max S. Baucus, former U. S. Senator and Ambassador to China, for research access. By the end of FY18 the Baucus manuscript material and the initial portion of the digital material was organized. This collection totals 937.1 linear feet of manuscript material, 808 microfilm reels, 21 oversized items, 149 artifacts, and 913.7 GB of digital material.
 - Collaborated to make, by the end of FY18, 7,070 photographs from A&SC collections available online in the Montana Memory Project. Images are primarily of UM, the Five Valleys region, and Western Montana, and are used in personal and professional research, creative works and publications around the world; worked with individuals interested in using digital and not-yet-digitized images in their personal or professional research and scholarship.
 - Added resources in Hindi, Chinese, Spanish, and Icelandic to the library’s physical media collection.

Initiative 2. Organize a Campus Hub for Community Partnerships and Sustainable Solutions

- Participated in the Montana Memory Project-Digital Public Library of America Service Hub partnership. This partnership, which includes UM, the Montana State Library, the

Montana Historical Society, and Montana State University, supports and promotes initiatives and services within the state for the creation, access, discoverability, and use of Montana-focused digital content.

- Maintained status as a Federal Depository Library and the Regional Depository Library for Montana, ensuring state residents access to government information.

Initiative 3. Value Diversity through Place-based Partnerships and Internationalization

- Diversity accomplishments and activities:
 - Mounted physical exhibits to recognize the Kyiyo 50th Anniversary, Native American Heritage Month, and the work of the refugee assistance nonprofit organization Soft Landing Missoula.
 - Partnered with campus Assistive Technology Services and Disability Services for Students to add accessible resources to the library collection.
 - Maintained a Diversity Committee within the library and employees served on campus groups including the ADA Team, American Indian Heritage Day Committee, Digital Accessibility Committee, Diversity Advisory Council, and Diversity Advisory Council Chief Diversity Officer Subcommittee.
 - Began implementing website changes to address the Library's Universal Design Working Group 2017 recommendations, including developing accessibly-formatted maps and library floor plans.
- Internationalization accomplishments and activities:
 - Provided information literacy instruction to Global Leadership Initiative Senior Capstone students.
 - Offered library tours to students as part of International Student Orientation.
 - Conducted outreach at the UM International Festival for the fifth year.
 - Offered presentations by Hubert H. Humphrey Fellows, providing a public speaking opportunity for the Fellows and allowing library employees to learn from professionals across the globe.
 - Hosted delegates from Beijing Normal University.
 - Presented on assessment, information literacy, and user studies at Beijing Normal University and the Southwest University of Political Science and Law in China, and consulted on implementing a OneButton Studio at Shanghai International Studies University; BNU and SISU are UM partner institutions.

Initiative 4. Foster a Neighborhood Alliance: Building a Bright Future for Missoula-UM

- Designed cultural and educational public programs.
 - Arranged the lecture Classic Literary Texts in Archives and Special Collections, featuring four UM English Department faculty presenters, several of whom brought their classes, to coincide with the Montana Book Festival. The talk was followed by a tour of A&SC featuring rare and unique books and unpublished materials from our collections. The talk and the corresponding exhibit were then repeated for a MOLLI special event.

- In collaboration with a student, developed the exhibit *The Art of Drag: Performance Memorabilia from the Montana Drag Community*, which opened with a panel of speakers representing the local drag community and the UM departments of History, Sociology, and Women’s, Gender, and Sexuality Studies.
- Organized and moderated the panel *When Monuments Fall: White Nationalism and Public Spaces on the removal of confederate monuments from public spaces*, featuring faculty from the UM departments of African-American Studies, History, Native American Studies, and Recreation and Tourism.
- Provided research experiences for twelve high school classes, ranging from English and International Baccalaureate courses to the Global Innovation Institute summer program students and a Debate Team.
- Maintained Montana Borrower privileges for Montana residents 15 and older.
- Invested in relationships with community volunteers.
- Participated in the community giving Adopt-a-Family/Adopt-a-Veteran program.
- Taught the Osher Lifelong Learning Institute MOLLI course *Conducting Family History*.

Strategic Opportunity 5. Foster Knowledge Creation and Innovation

UM is “an epicenter for knowledge and art that stimulate our region’s economic and cultural health.” This belief comes with the expectation that the campus will “Support library instruction and collections to meet undergraduate student, graduate student, and faculty research needs.”

Initiative 1. Sustain and Expand Research and Creative Scholarship in Support of Academic Excellence

- Ensured users’ access to research materials: ordered and processed monographs, media, serials, and other formats; maintained access to databases, ebooks, electronic journals, and print serials; and planned and implemented resource cancellations and addressed budget reductions based on usage and campus feedback.
- Collaborated with the UMCUR and the UM Graduate Conference (GradCon), resulting in outstanding numbers of student poster and presentation submissions to ScholarWorks: Three-quarters of the UMCUR participants and one-third of the GradCon participants submitted their work, documenting their participation and sharing their research at and beyond UM. Student theses and conference presentations represent some of the most downloaded content in the institutional repository – garnering well over half a million downloads from over 225 countries/dependent territories during the FY17-18 year alone
- Completed a large-scale digitization project comprised of UM News Releases from 1956-2009 that makes UM’s institutional history widely and freely available online. Continued work on a second large-scale digitization project for the *Montana Kaimin*.
- Continued to grow ScholarWorks, adding 37,519 new items (for a total of 68,091 items).
- Maintained research databases to meet the expressed research, teaching, and learning needs of faculty and graduate students.

APPENDIX A. Presentations and Publications

Baucom, E. (2017, July). *Innovative access solutions to born digital collections*. Session presented at the annual conference of the Society of American Archivists, Portland, OR.

Baucom, E. (2018). An exploration into archival descriptions of LGBTQ materials. *The American Archivist*, 81(1), 65-83.

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(2), 182-194.

Brown, B. N. (2018, April). *Citation analysis of UM graduate student grant funded theses and dissertations*. Session presented at the annual conference of the Montana Library Association, Bozeman, MT.

Buechler, S. & Chiewphasa, B. (2018, April). *Deconstructing power and expectations*. Session presented at the annual conference of the Montana Library Association, Bozeman, MT.

Edwards, J.B. (2018). Added value or essential instruction? Librarians in the twenty first century classroom. *Reference & User Services Quarterly*, 57(4), 285-293.

Edwards, J.B. (2018). "Vital assets": Libraries as partners in community development. In G. Fowler & S.G.S. Hines (Eds.), *Challenging the "Jacks of all trades but masters of none" librarian syndrome* (pp. 1-15). Bingley, United Kingdom: Emerald Publishing.

Howard, J., Curtis, S., & Jordan, A. (2018, April). *Calling B*!!\$#1t: Media literacy in the post-truth age*. Session presented at the annual conference of the Montana Library Association, Bozeman, MT.

Johnson, K., McKelvey, H., Frank, J. & Wilkinson, J. (2018, May). *User centered projects at Montana academic libraries: Updates from MSU Bozeman and the University of Montana*. Session presented at the Montana University System Academic Libraries Symposium, Billings, MT.

Keenan, T. M. (2018) Collaborating to improve access of video for all. *Reference Services Review*. doi:10.1108/RSR-03-2018-0028

Keenan, T., & Walker, W. (2018). Considerations and challenges for describing historical research data: A case study. *Journal of Library Metadata*, 17(3-4), 241-252.

McCrea, D.E. (2018, April) *Strategic planning, program prioritization and advocacy: Engaging in active stewardship*. Session presented at the annual meeting of the Northwest Archivists, Warm Springs, OR.

Nutefall, J., Stark, M., Peters, A. and Kott, K. (2018, March). *Inspired by real events: Libraries transforming students into engaged citizens*. Session presented at the annual conference of Campus Compact, Indianapolis, IN.

Ravas, T. (2018, March 1). *Who owns culture? An introduction to copyright: Lessons learned while teaching an undergraduate course on copyright* [Video webcast]. Webinar presented for the American Library Association's Washington Office CopyTalk Series. Retrieved from <http://ala.adobeconnect.com/pccfk4rwaj0m/>

Ravas, T. (2018, June). *WTFU and other fair use lesson plans for undergraduate students*. Session presented at the annual Kraemer Copyright Conference, Colorado Springs, CO.

Walker, W. (2018, March). *Open educational resources (OER): An overview*. Invited webinar presented for TRAILS (Treasure State Academic Information and Library Services).

Walker, W. (2018, May). *Open educational resources*. Session presented at the Montana University System Academic Libraries Symposium, Billings, MT.

Walker, W. & Keenan, T. (2018). Maintaining digital collections with declining resources, fewer staff. *Digital Library Perspectives*, 34(2), 91-100.

Wilkinson, J. (2017). OERs and a language of urgency. *C2C Digital Magazine*, 1(8), 13. Retrieved from https://scholarspace.jccc.edu/c2c_online/vol1/iss8/13

Wilkinson, J. (2017). OERS and a language of urgency. *Progressive Librarian*, 46, 114-119.

Wilkinson, J. (2017, August 20). *Is autocomplete on your library home page?* [web log comment]. Library User Experience Community. Retrieved from <https://blog.libux.co/is-autocomplete-on-your-library-home-page-f51077ee6955>

Wilkinson, J. (2017, October). *Social media, accessibility, and your library's website*. Session presented at Netspeed, Edmonton, Canada.

Wilkinson, J. (2018). Accessible, dynamic web content using Instagram. *Information Technology & Libraries*, 37(1), 19-26.

Wilkinson, J. (2018, March). *Connecting information literacy and user research*. Session presented at a seminar of the Beijing Academic Library and Information System, Beijing, China.

Wilkinson, J. (2018, March). *Experiments in participatory design: Outreach meets user-centered design*. Session presented at Designing for Digital, Austin, TX.

Wilkinson, J. (2018, July 9). *A Chinese and American librarian talk user research and intellectual property* [web log comment]. LITA Blog. Retrieved from <https://litablog.org/2018/07/a-chinese-and-american-librarian-talk-user-research-and-intellectual-property/>

Wilkinson, J., & Alger, A. (2017, March). *When to teach it and when to trash It: Library terminology, instruction, and content strategy*. Session presented at Online Northwest, Portland, OR.

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 Designing for Digital, Austin, TX.

Zoellner, K. (2018, March). *Information literacy instruction and assessment: Experiences from the University of Montana*. Session presented at a seminar of the Beijing Academic Library and Information System, Beijing, China.

APPENDIX B. Library Employees

Dean of Libraries

Shali Zhang

Library Personnel

Adrienne Alger (through March 2018),
Assistant Professor
eLearning and Instructional Technology
Librarian

Erin Baucom, Assistant Professor
Digital Archivist

Blaine Belcher
Information Systems Specialist

Natalie Bond, Adjunct Assistant Professor
Political Papers Archivist

Barry Brown, Professor
Head of Access and Collection Services;
Science Librarian

Samantha Buechler (through May 2018)
Stacks Maintenance Supervisor

Katrina Campbell
Acquisitions and E-Resources Technician

Susanne Caro (through 2017), Associate
Professor
Government Document Librarian

Ben Chiewphasa
Government Information Cataloging
Specialist

Kevin Crowley
Evening/Weekend Circulation 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

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

Deborah Kelley (through 2017)
Fiscal and Personnel Manager

Glenn Kneebone
Manager of the Paw Print

Carlie Magill (through 2017)
Archives and Special Collections Specialist

Donna McCrea, Professor
Head of Archives and Special Collections

Carol Leese
Acquisitions Manager

Julia Ludlow (through 2017)
Library Administrative Services

Bev Maas
Acquisitions Technician

Pam Marek
Interlibrary Loan Specialist/Supervisor

Patti McKenzie
Reference Technician

Kate Pope (through 2017)
Dean's Assistant for
Fundraising/Marketing/Public Relations

Shelley Ramberg
Assistant Discovery and LMS Administrator

Tammy Ravas, Associate Professor
Visual and Performing Arts Librarian and
Media Coordinator

Leslie Rieger
Metadata Manager

Darrah Rogers (through September 2018)
Interlibrary Loan Technician/Circulation
Supervisor

Jennifer Rusk
Electronic Resources Manager

Wes Samson
Staff Computing Support Specialist

Danette Seiler
Multi Format Cataloging Technician

Hannah Soukup

Archives and Special Collections Specialist

Megan Stark, Associate Professor
Undergraduate Services Librarian

Pat Turnage
Media Acquisitions Technician

Christine Vance
Circulation, Interlibrary Loan and Special
Building Projects Manager

Kathy Vaughan (through 2017)
Preservation Technician

Daniel Vollin
Library Technician for Payne Family Library
at Missoula College

Burt Vollmer
Accounting Associate III

Wendy Walker, Associate Professor
Digital Initiatives Librarian

Jaci Wilkinson, Assistant Professor
Web Services Librarian

Annie Weiler
Library Technician for Payne Family Library
at Missoula College

Kate Zoellner, Professor
Assessment Coordinator, Education and
Human Sciences Librarian