

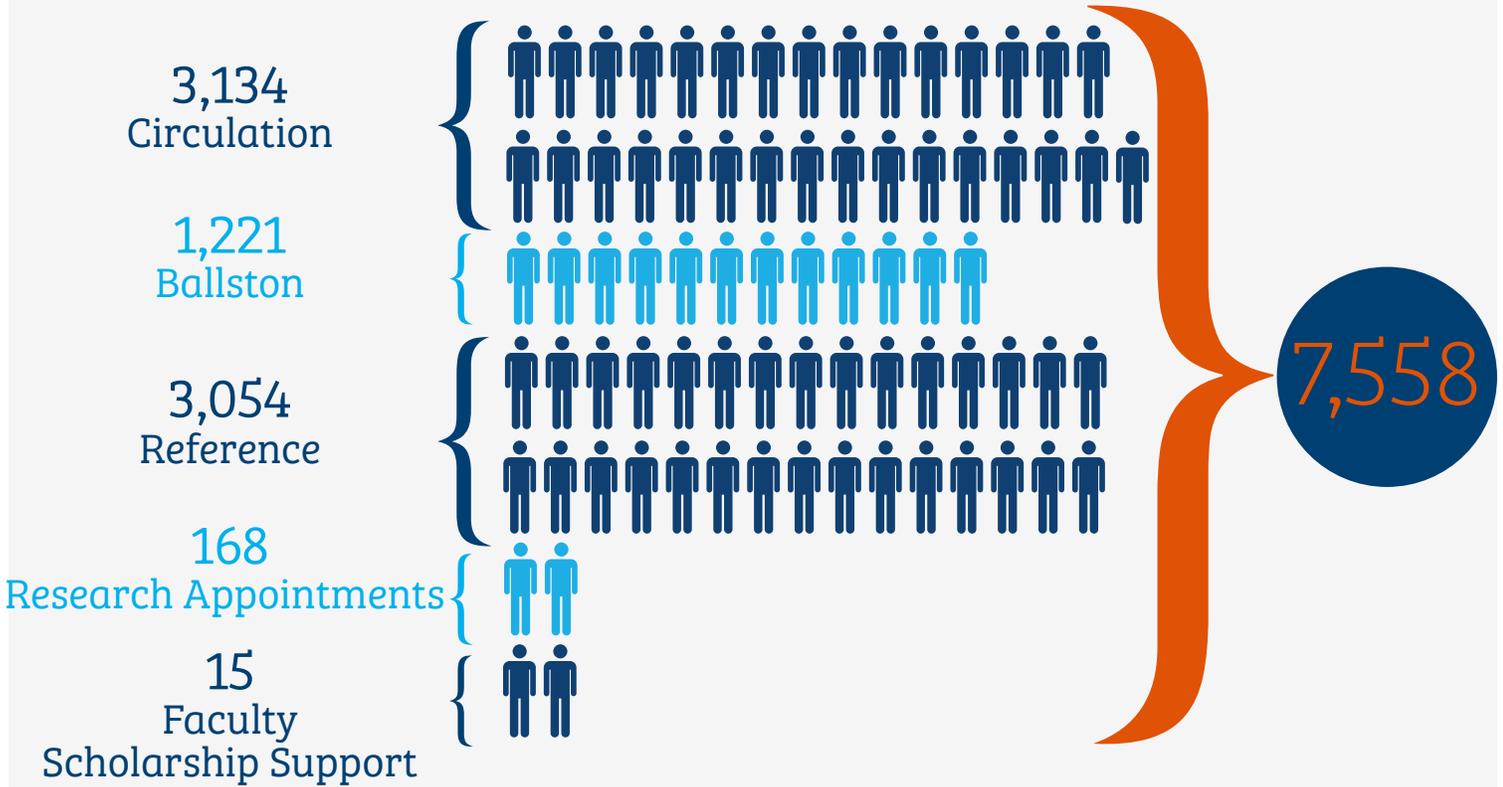
# ANNUAL REVIEW 2015 - 2016

## LIBRARY & LEARNING SERVICES



# WHO WE SERVE

## Individual Service Interactions



### MAIN CAMPUS

### BALLSTON EXTENSION

#### Standard Weekly Service Hours



103.5  
82 {Summer}



66  
32 {Summer}

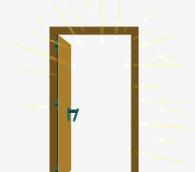


#### Gate Counts / Annual Total

119,267

16,479

38.3 visits per  FTE



5.3 visits per  FTE

# WHAT WE PROVIDE



389,443

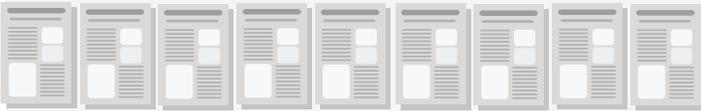
Total volumes, including books, e-books, media, and streaming media



224,195 Total print volumes



355,785 Number of e-books accessible



90,862 Number of journals accessible



30,013 Number of media accessible



220 Number of databases

## Circulation: Items Checked Out

Circulation by Location (MU)

25,864

Circulation by MU Patrons

10,974



## Interlibrary Loan Statistics



Borrowed: 555

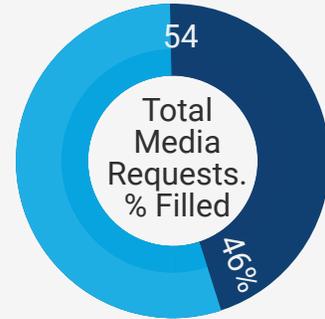
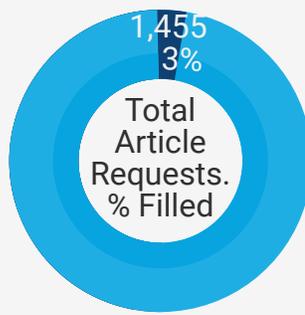
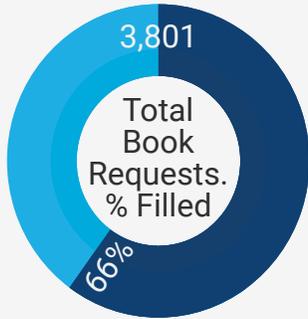


Lent: 882

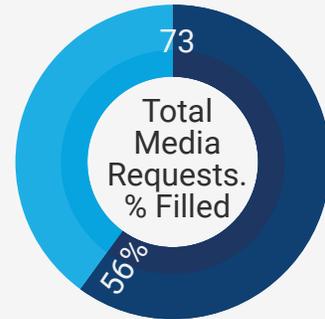
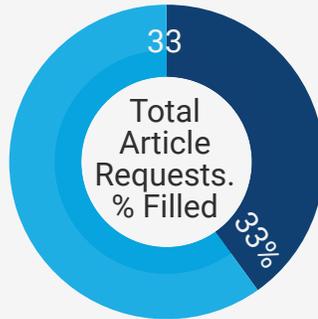
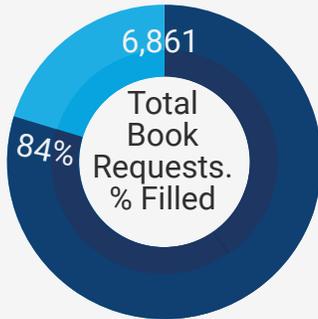


## Consortium Loan Services

Borrowing Statistics



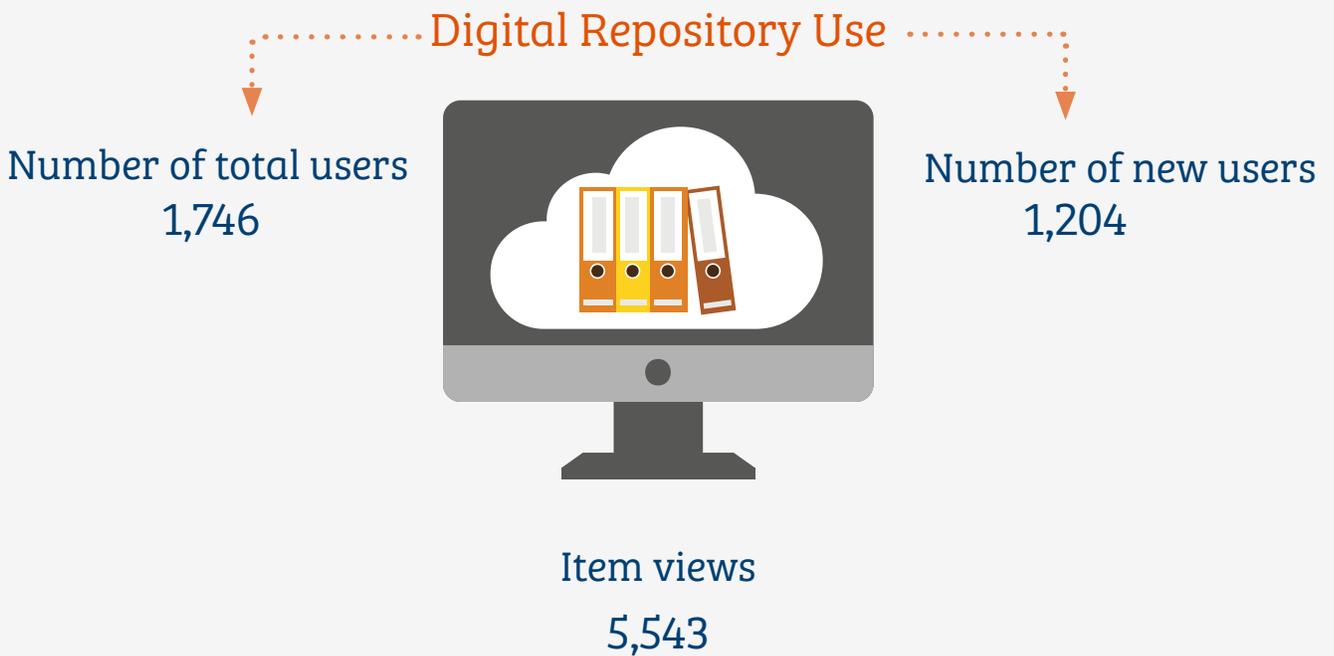
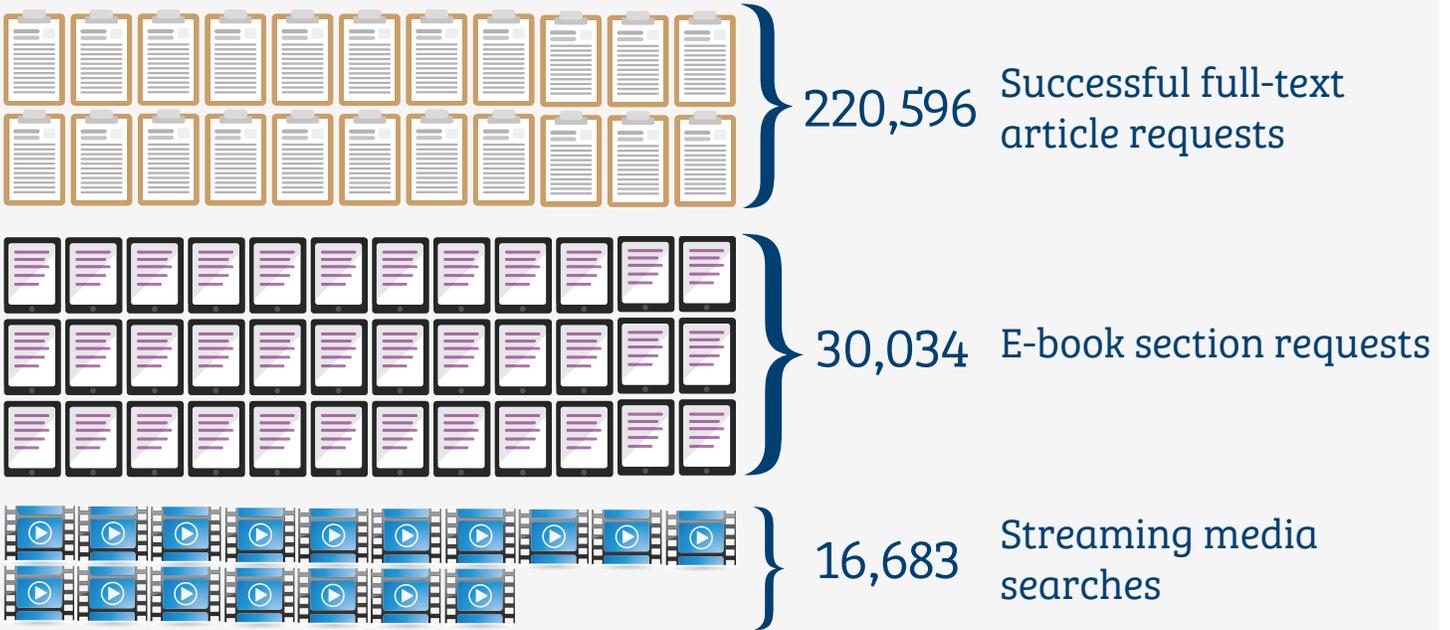
Lending Statistics



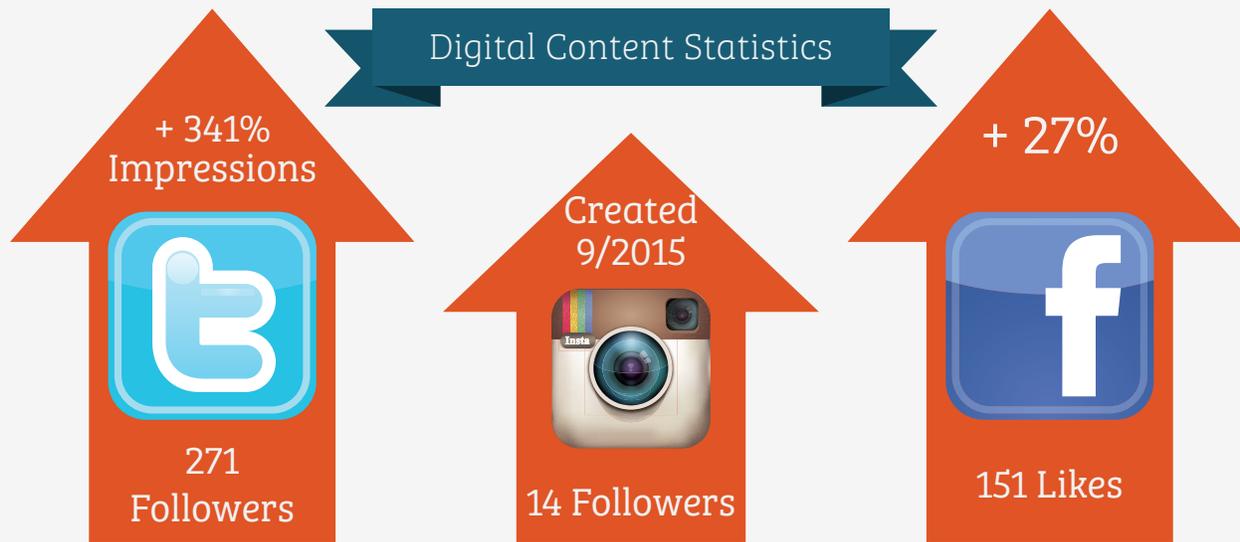
## Digital Repository Content



# WHAT PATRONS USED



## Digital Content Statistics



LibGuide Views:  
187,270



## Information Literacy Statistics

### Library Instruction

Sessions Taught



299

Students Taught



5,084

92%

### Post Library Instruction Evaluations

of students reported they were more confident locating library materials and will be more likely to use library resources to locate information needed for university-level assignments after attending a library instruction session.

# WHAT SURVEYS SAY

Chart: Percentage of undergraduate student respondents who responded that they were "satisfied" or "very satisfied" with MU facilities



Chart: Percentage of undergraduate student respondents who responded that they were "satisfied" or "very satisfied" with MU services



Chart: Percentage of graduate student respondents who responded that they were "satisfied" or "very satisfied" with MU facilities



Chart: Percentage of graduate student respondents who responded that they were "satisfied" or "very satisfied" with MU services



## Accomplishments

### Library integration in Canvas Project

L&LS will be integrated directly into the new Canvas platform to provide students access to the library resources they require at their point of need. Partnering with IT, we are able to automatically embed a Program or Course Specific LibGuide into every course. This initiative aims to increase student use of online collections, increase live chat reference interactions with librarians, and to increase the overall usage of library services by students and faculty members. This initiative began in January and continues throughout the summer and will be launched in fall 2016.



### Guide on the Side in Support of Online Learning

'Guide on the side' is a new initiative that L&LS has undertaken to support online learning. This program allows librarians to create, easy to use and step by step guides on the side for database instruction. Implementation of this tool has started and will launch over the summer and be fully in place by fall 2016.

### Digital Learning Objects in Support of Online Learning

L&LS has created four general tutorials on how to access library services and three tutorials tailored to specific course support. The general tutorials focus on searching the catalog, logging in the library's account, using the eJournal finder and how to locate eBooks. In addition the EN 101's library tour was transitioned from a traditional visit to the library to an interactive online tutorial. In the Fall of 2015 there was a 30% completion rate and that increased to 40% in the Spring 2016 semester. L&LS will continue to develop ways to increase the completion rate of this tutorial; there were no statistics collected for the onsite version of this initiative so there is no year to year comparison. An introduction to the library and its services was created in support of the Discover 102 students who do not receive an in class visit from a librarian. In addition, to support the DNP program an interactive tutorial on crafting PICO questions was developed. All tutorials are available on the library's LibGuides and embedded into courses, when appropriate, in the LMS.

### Reference desk statistics

As of spring 2016 the Reference Team began collecting

statistics that identify the school with related reference questions. This information will allow us to identify schools that have low usage of the library and take action to engage those students.

### Technology Training on Demand

We worked with CTL and ITS to prepare and soft launch this new initiative in the spring 2016. The objective is to provide on demand technology training to MU community via in-person or online sessions by cloud sourcing training requests to a group of experts across the whole campus and to build an infrastructure to support a learning community with a group of experts who are willing to share their expertise with others. We will promote this new initiative more in fall 2016.



### WRLC Collection Analysis Project

We are in our second year of working with WRLC collections data to identify and preserve unique titles in our print collections, and free up space at each of our libraries by moving little used titles to the WRLC Shared Collection Facility. Nearly 8,000 Marymount books with low circulation were sent to the WRLC Shared Collection Facility this year. This will facilitate increasing study spaces for students.

### WRLC Coordinated Collections

As a WRLC member, we contributed to planning and initiating a broad and expansive demand-driven acquisition project that includes multiple scholarly publishers and subject areas under a shared ownership model. After an extensive series of interviews with other consortia and product demonstrations by vendors, the Coordinated Collections Committee selected the JSTOR DDA product. All member libraries contributed funds. Feedback throughout the pilot has been uniformly positive from a user perspective. The JSTOR platform remains highly attractive to students and faculty at member institutions and serves as a strong discovery and access tool. Strong JSTOR DDA usage data and anecdotal comparisons of e-usage to print counterparts bear this out. By the end of the year, we had jointly purchased 8466 titles while providing access to many more titles. The WRLC is continuing the pilot for another year.

### Institutional Repository

L&LS has improved access to institutional repository collection using WRLC resources: The new Islandora

repository is now available at [muislandora.wrlc.org](http://muislandora.wrlc.org). From January to May 2016, 81% of users have been new. We have digitized and developed online content and collections in the institutional repository. The Boldt collection will be ingested in summer 2016, the photo archives collection is in development through summer 2016, and Archives is working with the liaison librarian to add SBA capstone projects.

## Pivot database

The library facilitated ordering and added Pivot database to the library's online catalog. This database will be used for grant research and writing, for the use of students, faculty, staff, administrators, and alumni.

## Streamlining Processes in support of Paperless environment

The library transitioned to a paperless leave request process.

## Presentations to the Faculty

L&LS has sought to increase faculty awareness of our services and collections. In October 2015 librarians introduced the PlugIn tool at the Faculty Innovations that would allow library integration in Canvas. At the January Teaching Toolbox, two librarians presented the different ways to embed the library directly into Canvas and surveyed faculty to determine their interest in pursuing this initiative. 90% of faculty responded that they would like to see one LibGuide automatically embedded in their courses and 99% responded they would like to see a top level Library Resource Tab in Canvas. The embedded LibGuide will launch in the fall and L&LS is currently partnering with IT to customize a top level navigation to library resources. Another initiative: "Training Technology on Demand" was introduced at the Staff Council Meeting and the Faculty Council meeting and received overwhelming positive feedback and supports from MU staff and faculty in spring 2016.

## Enhancing Library Security

Improved Reinsch Library security in partnership with Campus Security by adding 2 cameras and a card reader to entrance. We also updated the L&LS Emergency Manual.

## Fitdesk

A fitdesk has been added to the first floor, which gives students/patrons an alternative way to study while exercising.



## New Scheduling Software

When2Work, scheduling software with the capability to schedule multiple service desks, was purchased. Currently, the circulation and reference desks are being scheduled with the new software, as are circulation student workers. When training of library faculty, staff, and students in the functions of this software is complete, scheduling and desk staffing efficiency will improve via software functions that allow direct staff-to-staff shift trading, thereby eliminating much administrative oversight of scheduling problems and resulting in increasing functional efficiency.

## Building up Team Environment and Morale

Hosted an end-of-year potluck for L&LS student employees, graduate assistants, and volunteers and arranged for the Annual L&LS picnic (BBQ). Also, hosted a University-wide Cornhole tournament (we had over 20 participants, including administrators and family members, from across the Marymount community).

## On-boarding new staff

Access & Outreach Services has on-boarded and trained four new staff (three full-time, one part-time) this year and Technology Services has on-boarded and trained the Digital Services Librarian.

## Library Entrances Landscaping Project

Initiated by the library and with help from the physical plant department, azalea bushes will be planted at the rear entrance of the library and greens to be planted in 6 pots in the front and the wall entrance. This project is to be completed in Fall 2016.

## Ongoing Projects

### ORCID

In order to promote faculty research and scholarly publications, L&LS subscribed to ORCID to provide the faculty with their unique scholar identifier and potential research collaborations. Faculty members will be introduced to this resource through a variety of venues such as new faculty orientation, faculty conversations, and Innovations, in fall 2016.

### Digital Public Library of America

As a member of WRLC Consortium, we will be participating in offering digital content in the creation of the DC hub for the [Digital Public Library of](http://Digital Public Library of America)

[America](#). Through this initiative Marymount Library digital collections will be publicized nationally and internationally.

## Digitizing Dean's office files

We will be working toward digitizing or archiving all of the files in the Dean's Office.

## Library Commons

As a result of a feasibility study done by Professor Scott-Fundling in the interior design department, as well as review of trends in academic libraries and our student surveys, we have begun the process of creating a library commons on the first floor of the library in stages.

Stage 1. In order to make room for a library commons, librarians moved many reference titles to the circulating stacks, others to the WRLC Shared Collection Facility, and discarded some outdated reference tools. In addition, the media collection has been relocated to the lower level. In order to ensure the security of these materials, DVDs have been removed from their cases and stored in binders behind the circulation desk. Relocating materials allowed the library to remove half of the current shelving on the first floor. This has significantly opened up the space and allow for more natural light and a relaxed environment that is conducive to learning. In addition, L&LS has purchased a new reference desk that is smaller and allows for easier interaction with students during reference interviews.

Stage 2. Ambience Improvement. In cooperation with Physical Plant, we are getting estimates for furnishing the popular Graduate Reading Room, on the first floor, with glass door to increase the natural light and enhance the ambience of the first floor. Subject to budget availability, the goal is to offer this improved study space to students by fall 2017.

## Student Art Area

In support of purchasing student arts project initiated by the Arts Department, and engaging students , Library led the creation of a Student Art Area on the Lower Level of the Library in partnership with Campus Planning and Management , Fine Arts, and Interior Design Departments. Estimation for flooring, lights, and painting has been requested. Subject to the library budget availability, the goal is to offer this special area to students in fall 2016.

## Makerspace

We are working toward creating a makerspace, initially

by painting the room, such as with white board paint. We have also purchased some basic DIY tools and borrowed a 3-D printer from another department for training and practice. We are planning to apply for a grant to fund furniture, equipment, and other materials to start the makerspace. The goal is to start the service, gradually, starting in fall 2106.

## Challenges/Opportunities for Improvement

Staff and faculty freeze/buyout programs have posed difficulty in offering excellent services to students and faculty by the library. At times, we have had up to 8 positions vacant. While we have recently filled 4 positions, another 4 positions are pending: 2 due to freeze, 1 due to illness, and 1 to reassignment (to return to the library in September 2016). In spite of these shortages, I am very proud to state that due to the dedication and cooperation of our team-spirited staff and volunteers, we are drawing this academic year to conclusion without reducing service hours, and we have managed to continue our excellent services as stated in the 2015-16 survey of graduating students. However, I hope that we will soon be able to reinstate all pending positions.

Another challenge has been and continues to be the need for renovation of the library. This project is not considered urgent as far as the University facility planning is concerned. Our students are allowed to use other WRLC consortium members' libraries. The majority of these libraries have gone through substantive renovations which place Marymount at a disadvantage in attracting students. We need to renovate the whole building which is 30 years old and is considered traditional in the eyes of today's students. Draperies have been coming apart and the carpet is old. On the second floor the carpet has a huge discoloration due to roof leakages. Also, most of the furniture is old and in need of replacement; more comfortable furniture, power outlets and magazine racks are needed.