WHO WE SERVE

Individual Service Interactions

- 2,080 Reference Desk
- 1,614 Circulation Desk
- 416 Ballston Information Desk
- 206 Research Appointments
- 12 Faculty Scholarship Support

4,328 Total Interactions

Service Hours and Visits

Reinsch Library
- 101,522 Visits
- 103.5 Weekly Hours
- 82 Summer

Ballston Center Library Extension
- 19,210 Visits
- 58 Weekly Hours
- 32 Summer

35.77 Visits per FTE
WHAT WE PROVIDE

Resources

- 421,458 E-Books
- 226,789 Print Books
- 95,957 Journals
- 56,001 Media
- 279 Databases

800,484 Total Items

Institutional Repository

- 221 Items Added
- 23,914 Total Items
What Patrons Use

Circulation: Items Checked Out

11,997 Items Checked Out to MU Patrons
22,443 MU Items Checked Out

WRLC Consortial Loans
- Lent
  - 153 Articles
  - 4,980 Books
- Borrowed
  - 33 Articles
  - 1,929 Books

Inter Library Loan
- Lent
  - 740 Articles
  - 748 Books
- Borrowed
  - 1,106 Articles
  - 104 Books
WHAT PATRONS USE

- 138,638 Full Text Article Requests
- 75,858 E-Book Section Requests
- 4,304 Streaming Media Searches

Institutional Repository Use

- 1,222 New Users
- 9,608 Item Views
Information Literacy Statistics

246 Sessions Taught
4,354 Students Taught

94% of students reported they were more confident in using library resources after the session

Online Engagement

366 Followers
351 Followers
206 Likes
19 Followers

145,216 Research Guide Views
164,408 Website Views
NEW SERVICES PATRONS USE

Textbooks on Reserve

2,454 Textbook Check-Outs

Reference FAQs Web Page

Accessed 1,617 Times

L&LS Created Digital Learning Objects

732 Views (January - July)
80% of undergraduate student respondents indicated that they were "satisfied" or "very satisfied" with Library resources.

89% of graduate student respondents indicated that they were "satisfied" or "very satisfied" with Library services.

75% of undergraduate student respondents indicated that they were "satisfied" or "very satisfied" with the Library and extension.

79% of graduate student respondents indicated that they were "satisfied" or "very satisfied" with the Library and extension.

*Graduating Student Survey 2018*
3D Printing Connected with Curriculum Support

We partnered with professors in the Fashion Design and Geography programs to connect their curriculum to 3D printing. Fashion students incorporated 3D printed accessories into their final project which were featured in the Portfolio in Motion event. The GEO students created 3D printed terrains as part of their final projects. Further partnership with these groups is planned for the upcoming academic year.

Textbook Initiatives

To combat the concern of rising textbook costs and to support the University’s retention efforts, LL&S piloted a textbook purchasing program in Fall 2017. We purchased 531 required textbooks and housed them at the campus where the course was being held. In total, textbooks were checked out 2,454 times! LL&S plans to continue with this initiative next year.

Open Educational Resources (OER)

The OER team launched in Spring 2017. Since then, we have hosted or contributed to 5 events to support faculty interested in incorporating OERs into their pedagogy to offset rising textbooks costs and contribute to student retention. Thus far, our efforts have resulted in 9 courses replacing standard textbooks with OERs and has saved MU students ~$16,000.

Reference FAQs

In November 2017, we launched a Reference FAQ using the top 25 most frequently asked basic reference questions. The FAQ is available via the library’s website and appears when the live chat is closed to give students an additional help resource. Since launch, the FAQs have been viewed 1,617 times!
Digital Public Library of America (DPLA)

For the past two years, the WRLC has been working with the DPLA to become a service hub called District Digital for the DC area. In May 2017, close to 60,000 objects from the District Digital service hub went live. Marymount University’s copyright-eligible objects from the Digital and Special Collections are now part of the DPLA.

Student Art Gallery

The Student Art Gallery on lower level of the library officially opened in April 2018. For this, the library worked with the Fine Arts Department and Physical Plant to prepare and finalize the space for Marymount student artwork display. An interior design student designed and produced two benches for the gallery as part of their senior project.

New Special Collections Materials and Collection Engagement

This year we purchased 19th century prints and illuminated manuscript leaves which have been used in classes co-taught by faculty and the Special Collections Librarian. This academic year, 79 students have used special collections materials in their classes. As the library acquires more special collections materials that directly support curriculum, new opportunities for students to engage with primary sources will be created.

Projects Leading to Open 1st and 2nd Floors

L&LS has a long term goal of providing a more open and inviting space on the 1st and 2nd floor by condensing our collection and reducing the number of shelves. In support of this initiative, approximately 350 bound journals were evaluated and sent to offsite storage and 800 reference books were relocated. This has facilitated the shifting of the entire collection which will conclude by the end of 2018.
ACCOMPLISHMENTS

Cross Training for Reference/Circulation

In order to provide the best possible service to our patrons, L&LS has cross trained its staff at both the reference and circulation desk. All staff have been provided with basic reference training that will allow them to assist students when librarians are not available (i.e. evenings and weekends). This training fostered relationships between faculty and staff and will ensure that all students are given consistent assistance with their research queries. In addition, the circulation staff created training materials for student employees. These new training documents helped close gaps in knowledge and increase our service standards.

Alma

L&LS has been participating in a WRLC-wide migration to our new library services platform: Alma. This has been an all hands on deck operation requiring participation from all departments in the library as well as collaboration with ITS. L&LS has undergone a comprehensive datasync to clean up existing records and contributed to the design of a new search interface for students. We anticipate the extensive efforts for the transition will result in a successful migration and an improved user experience for our students in Fall 2018!

New Personnel in 2017-2018

Andrea Britten: Acquisitions Assoc. II
Laura Khouvongsavanh: PT Librarian I
Michael Parker: Library Associate


Mirro, B., & Yang, M. (2017, Nov.). *Meeting your students where they are: Making the most out of your school’s LMS*. Presented at the Brick and Click Academic Library Conference, Northwest Missouri State University, Maryville MO.

Mirro, B., & Yang, M. (2017, May). *Meeting your students where they are: Making the most out of your school’s LMS*. Poster session presented at the Innovative Library Classroom, Radford, VA.

