

2017-2018

ANNUAL REVIEW

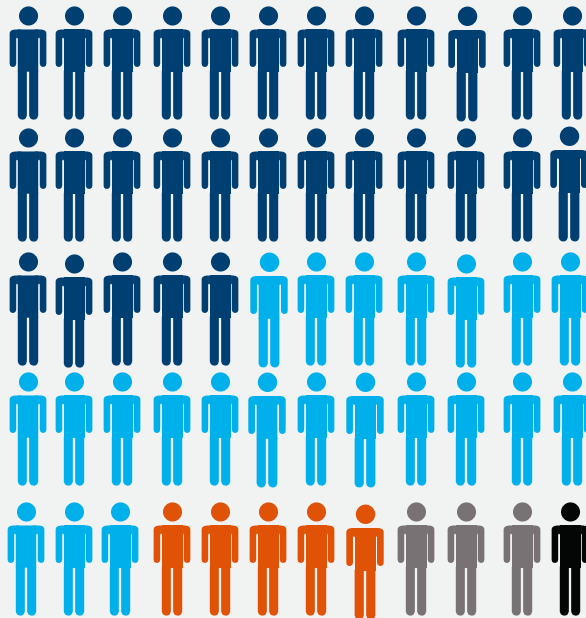
MARYMOUNT UNIVERSITY
LIBRARY AND LEARNING SERVICES



LIBRARY & LEARNING SERVICES
MARYMOUNT UNIVERSITY

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
82 Summer



Weekly
Hours

58
32 Summer

Ballston Center Library Extension

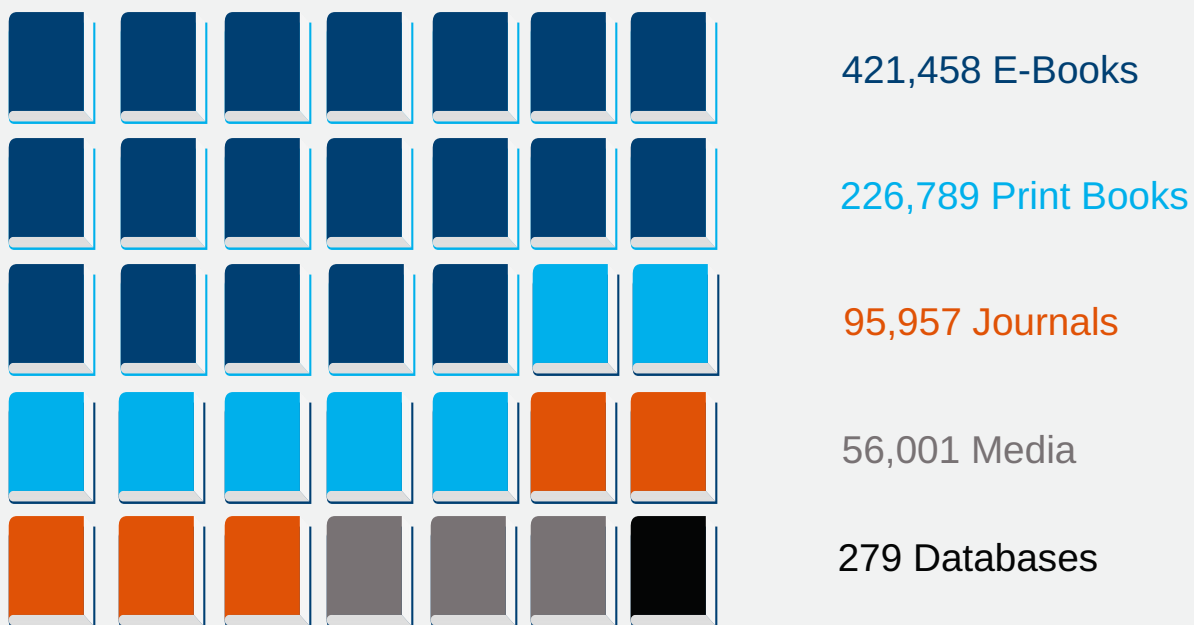


19,210
Visits

35.77 Visits per FTE

WHAT WE PROVIDE

Resources



800,484 Total Items

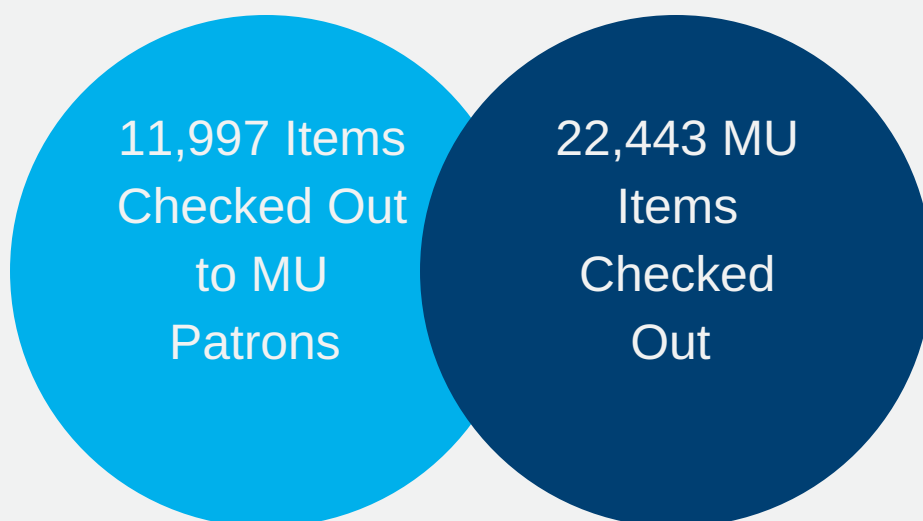
Institutional Repository



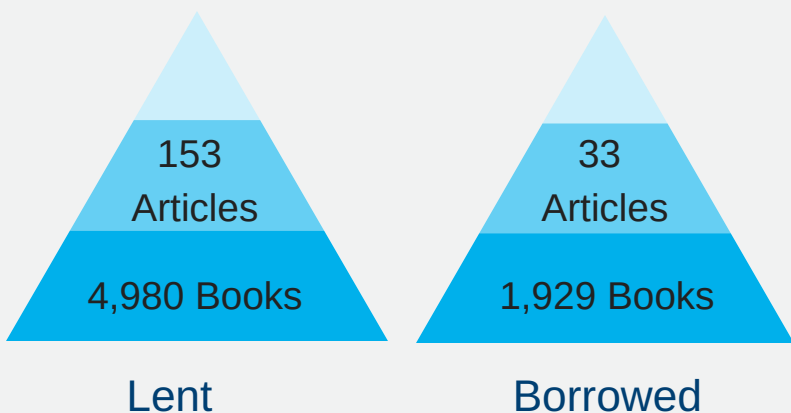
221 Items Added
23,914 Total Items

WHAT PATRONS USE

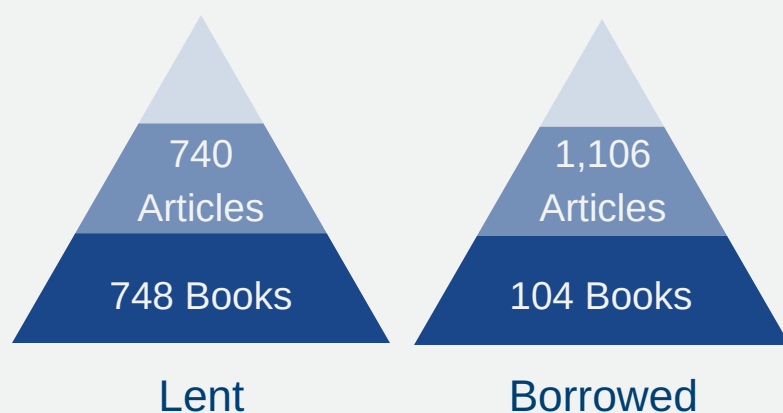
Circulation: Items Checked Out



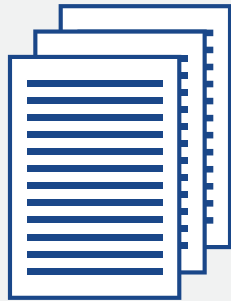
WRLC Consortial Loans



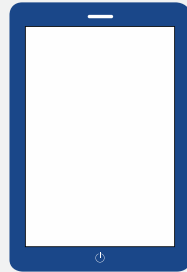
Inter Library Loan



WHAT PATRONS USE



138,638
Full Text Article
Requests



75,858
E-Book Section
Requests



4,304
Streaming Media
Searches

Institutional Repository Use

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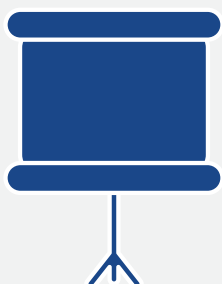
1,222
New Users



9,608
Item Views

WHAT PATRONS USE

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)

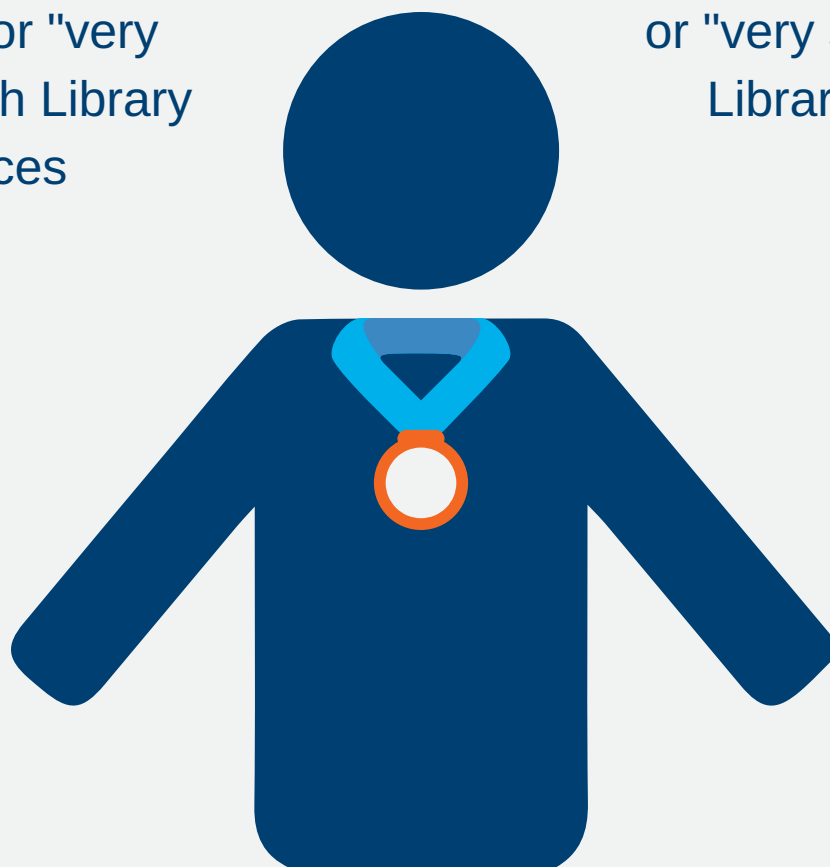
WHAT SURVEYS SAY

1st Place

80% of undergraduate student respondents indicated that they were "satisfied" or "very satisfied" with Library resources

1st Place

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



2nd Place

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

2nd Place

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

ACCOMPLISHMENTS

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!

ACCOMPLISHMENTS

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.

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.

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.

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

LIBRARY FACULTY SCHOLARSHIP

- Baldwin, K., Burke, M., & Yang, M. (2017, Nov.). *Fast Pitch Competition: Library Ticketing System using Google Apps*. Presented at the Charleston Conference, Charleston, SC.
- Baldwin, K., Burke, M., & Yang, M. (2018, Mar). *That's the Ticket! Building a Homegrown Library Ticketing System*. Presented at Electronic Resources & Libraries Conference, Austin, TX.
- Doyle, E., Hauth, C., Heuette, W., Overmier, J. Trowbridge, M. (2018). *OER @ MU: Innovators Share their Stories*. Panel organizer and chair, Panel presentation at the annual Center for Teaching and Learning Teaching Toolbox Conference, presented at Marymount University, Arlington, VA
- Dursi, M.; Jones, M.; O'Brien, J. Fisher, D. & Johnson, R. (2017, Oct.). *The Relationship You Never Considered: Centers for Teaching and Learning and Libraries*. Presented at the North Carolina Library Association Conference, Winston-Salem, NC.
- Dursi, M. & Behrend, D. (2017, Oct.). *When Librarians and Students are Anxious: On-campus Collaborations that Change Job-hunting Anxiety to Successful Outcomes*. Presented at the North Carolina Library Association Conference, Winston-Salem, NC.
- Dursi, M. & Mirro, B. (2018, Jan.). *Introducing teaching faculty to the Framework for Information Literacy for Higher Education*. Presented at the Marymount University Teaching Toolbox, Arlington, VA.
- Kirker, M., Leventhal, J., Overmier, J., Smith, D. (2018). *Building a Culture of Evidence-Driven Decision-Making*. Panelist, panel presentation at the WRLC Annual Meeting, presented at Catholic University, Washington DC
- Mirro, B., & Baldwin, K. (2018, Jan.). *New Textbook Initiative*. Presented at Marymount University's Teaching Toolbox, Arlington, VA.

LIBRARY FACULTY SCHOLARSHIP

- Mirro, B., & Yang, M. (2018, May). *Embedding LibGuides in your LMS: meet your students where they are!*. Webinar Presented at Springhare's Brunch & Learn series online.
- Mirro, B., & Yang, M. (2018, Mar.). *Meeting Your Student Where They Are: How To Embed The Library In Every Course Via Your LMS*. Presented at the Washington Research Library Consortium Annual Meeting, Washington, DC.
- 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.
- Mirro, B., & Yang, M. (2017, Jan). *Integrating library resources into Canvas*. Presented at Marymount University's Teaching Toolbox, Arlington, VA.
- Stirrat, E. (2017, Dec.). *Want to work stateside? Use your CILIP-accredited masters*. Information Professional, 26-27.
- Todd, L. Hoffman, K., & West, P. (2018, Mar.). *So You Want to be a Librarian*. Presented at the Washington Research Library Consortium Annual Meeting, Washington, DC.