

LIBRARY & LEARNING SERVICES

ANNUAL REVIEW

2018-2019



LIBRARY & LEARNING SERVICES
MARYMOUNT UNIVERSITY

WHO WE SERVE

Individual Patron Interactions



2,678 Reference Desk

1,432 Circulation Desk

366 Research Appointments

199 Ballston Information Desk

47 Faculty Research Support Program

4,722 Total Interactions

Service Hours and Visits

Reinsch
Library
97,083 Visits
103.5 Weekly Hours
(82 Summer Weekly Hours)

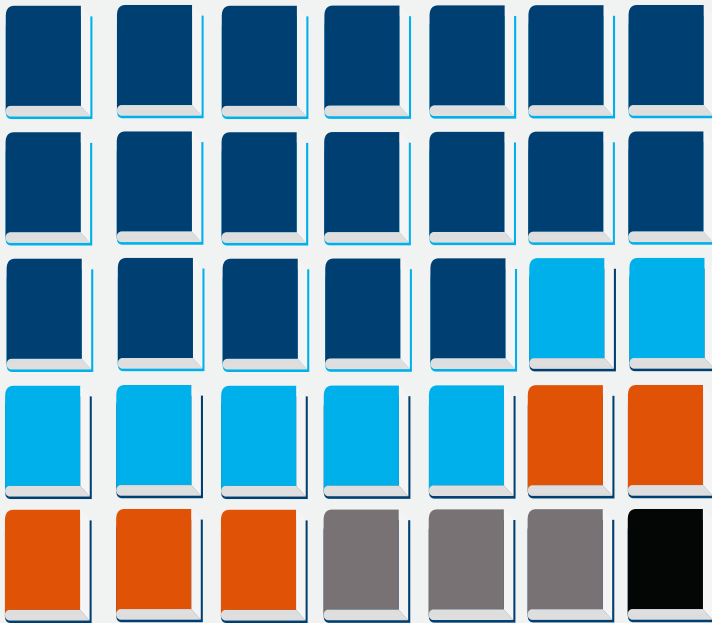


Ballston Coakley
Library Extension
20,335 Visits
58 Weekly Hours
(32 Summer Weekly Hours)

38.1 Visits per FTE

WHAT WE PROVIDE

Resources



578,757 eBooks

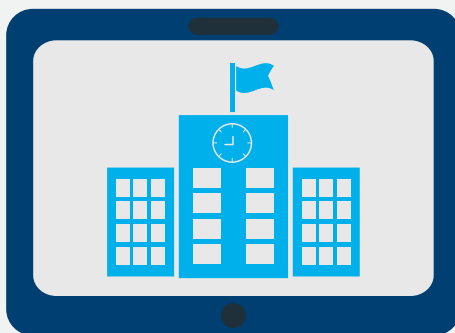
241,505 Print Books

130,201 Journals

46,521 DVDs &
Streaming Media

225 Databases

Institutional Repository



2,915 Items Added

26,829 Total Items

WHAT PATRONS USE

Print Resources

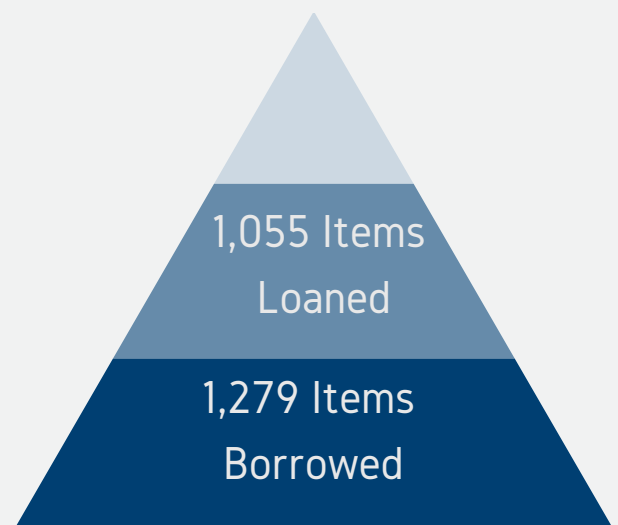
11,705 MU
Items Checked
Out
to MU Patrons

20,422 MU
Items
Checked Out
in Total

Washington Research Library Consortium Loans



Interlibrary Loan



WHAT PATRONS USE

Electronic Resources



140,510 Full Text
Article Requests



87,332 eBook
Section Requests



6,350 Streaming
Media Searches

Institutional Repository Use

1,821
New Users



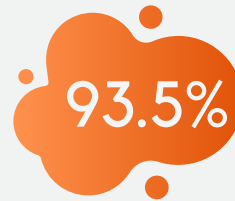
10,531
Item Views

WHAT PATRONS USE

Information Literacy Instruction Statistics



- 254 Sessions with 88 faculty members in 27 programs
- 4,468 Students Participated



93.5% of students reported they were confident in locating library resources after the session

Online Engagement



443
Followers



219
Likes



373
Followers



28
Followers



116,162 Website Views
202,536 Research Guide Views

WHAT PATRONS USE

Textbook Reserves



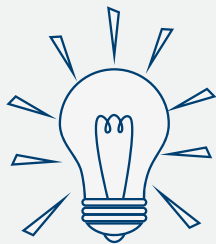
4,336 Check-Outs

Reference FAQs Website



3,831 Views

L&LS Created Digital Learning Objects



4,123 Views

WHAT SURVEYS SAY



In the 2018-2019 Graduating Student Survey, the library placed **first** in academic services, resources, and facilities including:

- 78% of undergraduate students responded that they were “satisfied” or “very satisfied” with library services
- 76% of graduate students responded that they were “satisfied” or “very satisfied” with the library and extension
- 86% of graduate students responded that they were “satisfied” or “very satisfied” with library books, journals, media, and electronic resources



In the 2018-2019 MAYS Faculty & Staff Survey, the library had the highest overall satisfaction rating, including:

- 95% responded that the Reference Librarians are “committed to providing excellent service”
- 98% responded that the Circulation Desk Staff are “committed to providing excellent service”

ACCOMPLISHMENTS

Alma/Primo Implementation

After nearly 2 years of preparation, Marymount and the rest of the WRLC went live with Alma/Primo on July 26, 2018. Over the course of FY19, we:

- Learned to use the new system for user management, circulation, consortium loan, acquisitions, cataloging, electronic resources management, and discovery
- Tested the system to ensure resources are available to users
- Learned how to use Alma to complete day-to-day tasks such as activating a database
- Documented our new workflows for maximum efficiency
- Collaborated to find solutions to problems related to discovery and access
- Worked with ITS to adjust the work process, to generate and update library user accounts information, and improved library user experience with an enhanced user authentication system.
- Increased collaboration with other WRLC libraries both on committees and on our virtual message boards, in order to establish best practices and find solutions to problems that occurred during system implementation

Library Support for Digital Humanities Project

To meet the request from the Sociology program, we implemented Omeka S, a web publishing platform designed to connect digital cultural heritage collections with other resources online, to host digital humanities projects in October. After the launch, we installed several modules and themes to meet our users' request and customized the site to improve the look and feel of interfaces. In addition to hosting the project for the Sociology program, we also started to host the Marymount University Service Archive. As of the end of FY 2019, we have collected 141 items of 33 item sets in the Omeka S site.

ACCOMPLISHMENTS

Integrated Library Support for Faculty in Canvas

The “Library Support for Faculty” Canvas course launched in October 2018, and to date, 76 faculty members have self-enrolled and the course has 1,997 page views. The course was designed to serve as one-stop shop for faculty to learn about resources and services the library can provide for them and their students including:

- instruction support for teaching faculty
- research support for teaching faculty
- library support for online course
- library support for graduate students

Academic Support for Graduate Students in Canvas

In June 2019, with the approval of the Graduate Studies Program and in partnership with ITS, we launched the Canvas course “Academic Support for Graduate Students.” Every graduate student was automatically enrolled (1,147 students) in this course which includes content on:

- citation styles
- searching journals
- databases

In the short time since launch, the class has already received over 8,000 page views!

ACCOMPLISHMENTS

Additions to Digital Collections

- Portfolio in Motion Collection, 1989-2018
- Interior Design Collection of graduate projects and theses
- Student Research Conference materials, 2018

Library Events

- Pop-up children's literature exhibition
- Student-led Medieval colloquium
- Reception for a donated 17th century Chinese painting
- Library Welcome Carnival
- Two "Calm before the Midterm Storm" events
- Three MakerSpace events to introduce 3D printing basics
- Partnership with Appollonie's Campus Cupboard
- Library Orientation Module

New L&LS Team Member

Anna Tecson, Access Associate - InterLibrary Loan joined in April 2019

LIBRARY EVENTS



Library Welcome Carnival



Halloweenfest



Painting Appollonie's Cupboard



Special Collections
Reception



Showing Our
Spirit

Baldwin, H. (2019, Apr). *Lightning Talks I*. Moderated at the Association of College and Research Libraries Conference, Cleveland, OH.

Baldwin, H., & Burke, M. (2019, Jan). *MULibrary Search: the library's new discovery tool*. Presented at Teaching Toolbox at Marymount University, Arlington, VA.

Dursi, M. (2019, Jan). *Moving forward with the Framework*. Presented at Teaching Toolbox at Marymount University, Arlington, VA.

Dursi, M., Mirro, B., Vredevoogd, G., & Yang, M.. (2019, Mar). *Proving your library's value: how to conduct a review that aligns with your academic programs* [Webinar]. In the *Library and Leadership Management series*.

Dursi, M., Mirro, B., Vredevoogd, G., & Yang, M.. (2019, May). *Proving your library's value: how to conduct a review that aligns with your academic programs*. Presented at Virginia Independent College and University Library Association Spring Meeting, Arlington, VA.

Mirro, B. (2019, Apr). *Utilizing your LMS to reach your online and traditional graduate students: putting the library at their point of need*. Presented at the Association of College and Research Libraries Conference, Cleveland, OH.

Mirro, B. (2019, Apr). *Tale of Data: How Stats Have Improved Two Years After Integrating #LibGuides into Our LMS*. Presented at the Springshare vendor booth at the Association of College and Research Libraries Conference, Cleveland, OH

Mirro, B., & Yang, M.. (2019, May). *Increase Resource Usage: Courseware Integration with LibGuides CMS LTI Tool* [Webinar]. In the *Live Training Springshare Webinar Series*.

<https://buzz.springshare.com/videohighlights/libguides>

Mirro, B., & Yang, M.. (2019, May). *Meeting Your Students Where They Are: How to Embed LibGuides in Every Course Via Your LMS*. Presented at Virginia Independent College and University Library Association Spring Meeting, Arlington, VA.

Mirro, B., & Yang, M.. (2018, Oct). *Utilizing your LMS to Reach Online & Traditional Graduate Education Level Students*. Presented at Innovations at Marymount University, Arlington, VA.

Myers, A., Przybylski Lauriello, A., & Todd, L. (2019). The Use of Online Information Retrieval in Telephone Triage: Professional Resources and Social Media. In V.E. Long & P.C. McMullen., *Telephone Triage for Obstetrics & Gynecology* (pp. 34-44). Philadelphia, PA: Wolters Kluwer Health.

Overmier, J., Banks, D., Rusk, F., & Wade, L. (2019, April). *Textbook Affordability: Actions for Reducing the Textbook Affordability Burden*. Presented at the *Washington Research Library Consortium Annual Meeting*, Washington, D.C.

Overmier, J. (2019, May). *Offering a Flipped, Hybrid Open Textbook Workshop* [Webinar]. In the *Virtual Library of Virginia (VIVA) Open Textbook Network* series.

SCHOLARSHIP

Overmier, J. (2019, June). *Getting On Board with Open Educational Resources: A Conversation About Collaborative Implementation of OERs*. Presented at the American Library Association Annual Conference, Washington, D.C.
<https://www.eventscribe.com/2019/ALA-Annual/fsPopup.asp?Mode=presInfo&PresentationID=519150>