



LANGSDALE LIBRARY
ANNUAL REPORT
FY 2010

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<http://langsdale.ubalt.edu/>

Director's Message

2010 was a year of growth and new initiatives despite lowered budgets and periods of staff vacancies. Library usage remained steady or grew in almost all areas; we saw particularly strong growth in circulation, overall database usage and the number of course reserves.

We continued to be fiscally responsible and look for revenue opportunities; online sales of withdrawn items and donated books raised \$38,399 and our annual book sales garnered a record-breaking \$3,573. Staff submitted several proposals for several federal and private grants; Langsdale received a grant from the Ben Snow Foundation for \$5,000.

Librarians gained faculty status and now have representation in University Faculty Senate as well as University Council; librarians served on a number of faculty committees such as Alfred P. Sloan and general education curricular review.

Langsdale faculty and staff continue to be leaders in the Maryland library community as officers in statewide organizations and committee chairs of national associations. Librarians published ten articles and book chapters and presented at three state conferences.

In an effort to foster a culture of scholarship at UB and recognize the achievement of all our community, Langsdale sponsored two celebrations for alumni authors and faculty authors and hosted a half-day symposium of undergraduate research and creativity.

We are committed to aligning initiatives to Langsdale's strategic plan; this report outlines our achievements in relation to our strategic goals.

Lucy Holman

Goal 1: The Library will improve and expand its information literacy activities.



- Librarians taught six sections of IDIS 110, Introduction to Information Literacy in fall 2009 and four sections in spring 2010. Over the past three years instructors have built a strong repository of lesson plans, power points and lessons learned.
- In an effort to continue to grow information literacy at UB, librarians reached out to new faculty members and to faculty teaching upper-division courses fulfilling the information literacy requirement resulting in a 23% increase in course-integrated library instruction sessions.
- Reference librarians continued to work closely with all sections of WRIT 300; librarians were embedded in 20 sections during fall 2009 and 18 sections in spring 2010.

Goal 2: The Library will provide the necessary resources and materials to support the curricular, cultural, and intellectual needs of the University community.

COLLECTIONS & SERVICES

- In September Langsdale introduced a leisure reading collection, comprised of new fiction and popular nonfiction, growing to a volume count of 500 by mid-year. There were 293 charges in the first nine months. Gift books will allow this collection to continue in FY2011 at minimal cost.
- Langsdale began processing UB theses and doctoral dissertations electronically as well as in print. Students now directly upload their theses to ProQuest's *Digital Dissertations* database; staff compares the electronic and paper copies and approves the submission.
- Langsdale received more than 4,000 books from the late Professor Dan Martin's estate.



Goal 2: The Library will provide the necessary resources and materials to support the curricular, cultural, and intellectual needs of the University community.

ELECTRONIC RESOURCES



- Visits to the website and page views increased by 10%. Students completed 516,433 searches in online databases, a rise of 19%, and retrieved 1,345,024 items, a 22% increase from 2009.
- Langsdale added several new databases, including: *American City Business Journals*, *Historical Baltimore Afro-American*, *Historical Baltimore Sun*, and *Morningstar Direct*. We now have more than 75 databases.
- The library also acquired access to ContentDM, a content-management system for digital collections, as well as *ArchiveGrid*, *Camio*, and *OAlster*.



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ACCESS SERVICES



- Circulation rose by 34% in FY2010; in-building use of books increased by 13%. Intercampus loans and borrowers dipped 3%.
- Course reserves, particularly electronic reserves, continued to grow. Forty professors were first-time users of electronic reserves this year and students viewed more than 2300 electronic documents 58,673 times, an increase of 14% from last year.
- Library staff in conjunction with staff from OTS and UM College Park staff implemented the first complete cycle of patron loader, a software program that allows the library circulation system to communicate directly with UB's student record-keeping system in PeopleSoft. This automated program greatly reduced staff time registering new users and updating students each semester. Staff also implemented email notification for recalls, fines, and hold notices in November, eliminating manual notification and reducing paper and mailing costs.
- Intercampus borrowing/lending introduced a one-day "no-pack day" in order to reduce costs.



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REFERENCE

- Librarians and staff answered 36,275 user questions at three service desks, an 8.6% increase from FY2009.
- Langsdale librarians are now using LibGuides for their subject-specific and course-related research pages. These commercial guides allow librarians to include multimedia content, chat widgets and other features to assist students in using and finding library resources.



- Chat reference, while still a small part of overall reference, continued to steadily grow in popularity. Librarians started a library Twitter feed and send tweets on common research problems, useful websites or new resources.



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RESOURCE SHARING

- Resource sharing services continued to provide timely support for the UB community with a total of 8,200 requests processed. Desk-top document delivery of articles and book chapters found online or held by Langsdale Library increased by 78% with a 28-hour turn-around time.
- In the spring staff initiated plans for the reorganization of our services. The newly created Book and Document Delivery department will merge Interlibrary Loan, Reserves, and Intercampus activity to streamline workflow and staff responsibilities. Cross-training and the consolidation of workspace will provide a convenient one-stop shop in FY2011 for all of our users' resource sharing needs.



Goal 3: The Library will strengthen its service to the Baltimore region, develop ongoing relationships with local and regional organizations, and expand its resources related to Baltimore and the region.

SPECIAL COLLECTIONS



- Special Collections staff completely digitized two major collections during FY2010. The MUND Collection documents sections of the mid-town area that is the focus of UB's current civic engagement work.
- The Thompson v. HUD - ACLU Collection represents a landmark suit on behalf of 14,000 low-income families in the face of the plan by the U.S. Department of Housing & Urban Development (HUD) and the Housing Authority of Baltimore City (HABC) to demolish housing projects in the city and rebuild all units in the same segregated, economically depressed locations.

- Special Collections digitized the entire run of the University's published yearbooks (*The Reporter*) beginning with the first graduating class in 1928 through 1975.



GOAL 4: The Library will develop a marketing plan to increase campus awareness of its services so that students, staff, and faculty may make use of library resources.

- Staff representatives from each Langsdale department created a marketing plan that specified targets for programing, building and resource usage, outreach to faculty and students and online services.
- Langsdale librarians and staff participated in Access UB, the campus' new student orientation, serving on FAQademic panels, answering student questions about library resources and services, and participating in the campus resource fair, distributing welcome bags and other materials for freshmen, transfer and graduate students.
- Expanding our outreach to faculty, library staff hosted a coffee-break for new faculty providing a welcome opportunity to network and become acquainted with available resources. In collaboration with the Center for Excellence in Learning and Teaching, reference librarians

presented a well-received workshop for faculty on Social Media in the Classroom.



- To welcome students and encourage student activity in the library, Langsdale hosted a fall ice cream social for first-year students and end-of-semester coffee breaks in December and May.

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bibliophilm

UB CREATIVE

**WINNER RECEIVES
A BARNES AND NOBLE GIFT CARD
WORTH \$50**

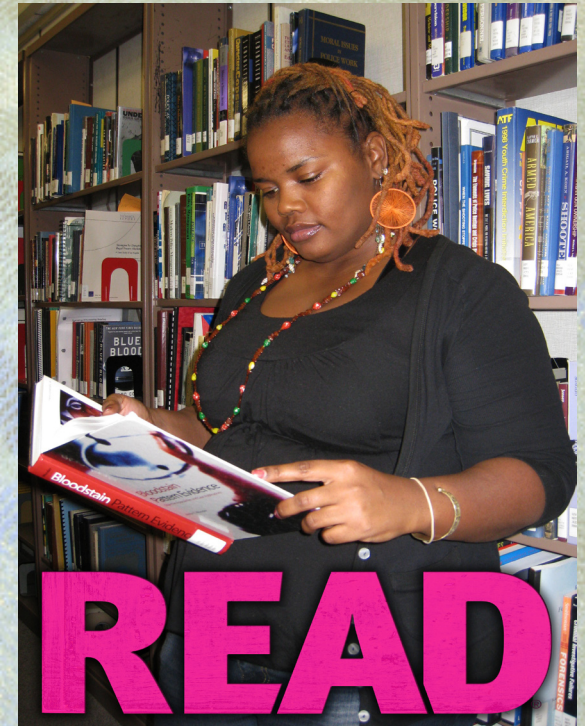
Show students how Langsdale Library can help them on their path to success.

SUBMIT ONE

DEADLINE: February 26, 2010
DETAILS: <http://langsdale.ubalt.edu/contest.htm>

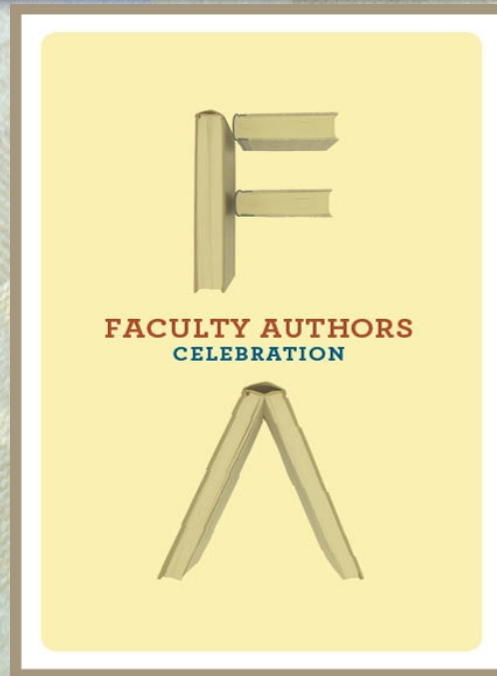
VIDEO CONTEST

- This year Langsdale created a Student Liaison Program; Shamija Moncur, a senior forensics major and student body president, worked on a number of projects designed to share information on library resources and services with students and student organizations. She met with student organizations to elicit feedback on student needs and promote library services. She regularly contributed to the Langsdale blog and announced library programs and services through Facebook and other social media.
- Langsdale continued to reach out to the community through traditional methods and new technologies. The semi-annual *Langsdale Link* and monthly columns in the student newspaper, the *UB Post*, provided the campus community with library news. Staff posted weekly entries to our Langsdale blog, informing users of new resources, services and items of general interests. Reference librarians maintained a Twitter account, sending tweets on solutions to common problems, useful websites or new resources.
- To engage students in sharing their vision of Langsdale's resources and services, the library sponsored a video contest from the late fall to early spring. The winning entry, can be found on *YouTube*.



GOAL 5: The Library will become an intellectual commons for the University by providing in-house and virtual opportunities to share information, knowledge, and perspectives on issues of interest to the University community.

- Langsdale launched a three-part recognition of scholarship and publication this spring celebrating faculty, alumni and undergraduate achievement.
- On March 11 we recognized the achievements of 12 UB faculty who had published books within the last two years. President Bogomolny welcomed the group, and Provost Wood commented on each faculty as Langsdale Director Holman presented framed cover art to each faculty recipient.
- On April 21 Langsdale and the Office of Alumni Relations celebrated the work of more than two dozen UB alumni writers with a reception and program of poetry readings and panel discussion. As a result, Langsdale received an honorable mention in the American Library



Association 2010 Best of Show competition for Special Programs and Events.

- Langsdale finished the year by sponsoring *Inspired Discoveries: A Symposium of Undergraduate Research and Creative Works* in collaboration with the Office of Sponsored Research, the Helen P. Denit Honors Program and the Office of the Provost on April 30. Fourteen students presented original research or creative works throughout the day. Two students, Patrick Hurley (MSB) and Emily Lyles (YGCLA), won \$500 awards for the best creative and best research projects respectively.



GOAL 6: The Library will work with University administrators and faculty to establish a reliable funding mechanism for the Library's activities.

- Langsdale's Technical Services staff continued to solicit gift materials for the collection and to provide revenue for materials and services, acquiring 870 new books for resale. The value of these gift books is estimated at \$24,852. Revenue from selling surplus books and other activities totaled \$38,399 in 2010. Revenue from the annual fall Book Sale was a record \$3,573.
- Staff submitted several federal and private grant proposals to digitize news footage from the WMAR-TV News Collection. Langsdale received a \$5,000 private grant from the Ben Snow Foundation.



GOAL 7: The Library will foster a culture of professional growth and development for all staff.

- With newly attained faculty status, librarians represented Langsdale on University Faculty Senate and various subcommittees.
- Participating in the University of Michigan's Zotero Gaming Grant, librarian Catherine Johnson incorporated the beta version of Bibliobouts in her IDIS 110 with mixed success mostly due to technical issues; she and her students provided valuable feedback about the game to UM technicians.
- Langsdale supports the professional service and continued professional development of both librarians and administrative staff. Several library staff held offices in statewide organizations including:

Michael Shochet, President, Association of College & Research Libraries –Maryland (ACRL-MD), a chapter of the national ACRL and a division of the Maryland Library Association (MLA).

Tammy Taylor, Secretary, Associates, Para-Professionals, & Library Support Staff (APLSS), a division of the Maryland Library Association (MLA).

Lucy Holman, Vice-President/President-elect, Congress of Academic Library Directors (CALD) of Maryland.

Catherine Johnson, Chair, Conference Program 2011 Committee, American Library Association Library Instruction Roundtable (ALA-LIRT).



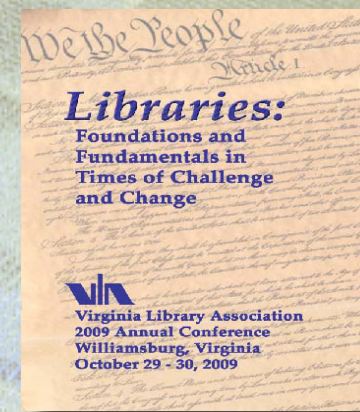
GOAL 7: The Library will foster a culture of professional growth and development for all staff.

Librarians presented at state library associations and organizations including:

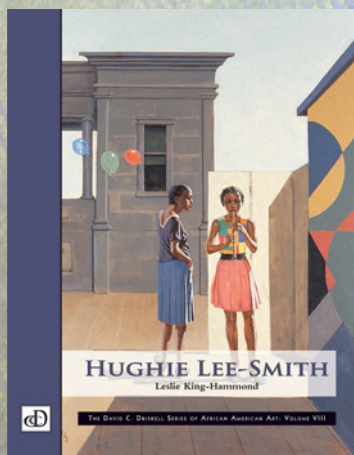
Faust, A., & Hollowak, T. L. (2009, October 3). American Clan Gregor Collection, American Clan Gregor Centennial Meeting.

Holman, L. (2009, October 30). Millennials' Search Habits, Virginia Library Association Conference.

Kruse, T. (2009, October 30). Using Circulation Data for Informed Monograph Acquisitions, University System of Maryland and Affiliated Institutions (USMAI), Acquisitions and Serials Taskgroup Forum.



Librarians published ten articles and book chapters:



Faust, A. (2010). "Hughie Lee-Smith chronology." In L. King-Hammond, *Hughie Lee-Smith*, (pp. 94-110). San Francisco: Pomegranate.

Hollowak, T. L. (2009, Fall). "Baltimore '68: Riots and rebirth – The building of a digital collection." *The Public Historian*, 31 (4), 37-40. (Special Issue dedicated to Baltimore '68: Riots and Rebirth Project).

Johnson, C. R., Arendall, T., Shochet, M. & Duncan, A. (2010). "Integrating a For-Credit Information Literacy Course into a Learning Community." In C. Hollister, *Best Practices for Credit-Bearing Information Literacy Courses*. Chicago: Association of College and Research Libraries. (forthcoming).

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Librarians published ten articles and book chapters:



Markey, K., Rieh, S. Y., Rosenberg, V., Swanson, F. Peters, G., Jennings, B., Johnson, C. R., et al. (2010). *Building the games students want to play: Bibliobouts project interim Report #3*. Ann Arbor: University of Michigan School of Information Studies.

Johnson, C. R. (2009). "Citation Station Deluxe." In R. L. Sittler & D. Cook (Eds.), *The library instruction cookbook* (pp.64-65). Chicago: Association of College and Research Libraries.

Johnson, C. R. & Baeza, V. D. (2009, September). "LIRT Annual Program Covers Bases of Instruction." *Library Instruction Round Table News*, 32(1), 3.

Markey, K., Leeder, C., Swanson, F., Peters, G., Jennings, B., Rieh, S. Y., Johnson, C. R., & Toth, G. (2009). *Building the games students want to play: BiblioBouts Interim Report #2*. Ann Arbor: University of Michigan School of Information Studies.

Kruse, T. (2009). "Employment of librarians - what can librarians do?" *Library Worklife*, 6 (9).

Kruse, T. (2009). "Long term care and maintenance of book carts in libraries." *Bottom Line*, 22 (2), 42-44.

Douglas, S., Flinchbaugh, M., Kruse, T., Ohler, L., & Zimmerman, M. (2009). "Benefits and challenges of acquisitions in a consortium." *Against the Grain*, 21 (4), 63-64.

FY2011 Goals: The Library hopes to continue progress on several FY2010 initiatives and begin to plan or implement a number of new projects, including:

- Complete renovation of lower level, first and second floors by Spring 2011.
- Weed documents, reference, and media collections in accordance with the renovation plan.
- Continue to study in-building usage for assessment of user needs.
- Expand student computing in Langsdale with laptop checkout.
- Revise staffing plan to address changes in library and information literacy needs.
- Redesign both langsdale.ubalt.edu and archives.ubalt.edu websites and conduct usability testing.
- Participate in two statewide resource-sharing efforts and evaluate cost-effectiveness of participation.
- Expand student and faculty outreach efforts through student liaison and department liaisons.
- Expand collaborations with Helen P. Denit Honors Program and Student Affairs, including co-sponsoring Inspired Discoveries Undergraduate Research Symposium.
- Continue Langsdale student and community programming efforts.
- Collaborate with Office of Technology Services to develop strong library presence in new learning management system(Sakai) to provide direct connectivity to library resources and services.
- Increase distribution of barcodes to new students/faculty/staff.
- Offer departmental cross-training for Book and Document Delivery and Technical Services staffs.
- Expand instruction efforts through the creation of online tutorials and increased contact with faculty.
- Build a comprehensive electronic university records repository.

Lucy Holman - Director
Jeffrey Hutson - Associate Director for Public Service
Ted Kruse - Associate Director for Technical Services & Budget
Thomas L. Hollowak - Associate Director for Special Collections

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LANGSDALE LIBRARY