

# Library Report 2009-2012

This report summarizes activities and accomplishments of the Priddy Library and acknowledges the leadership and guidance provided by Stewart Edelstein, USG Executive Director and Tanner Wray, UMD Director of Public Services

**This first report** from the Shannon and Michael Priddy Library highlights some of the activities and services of the past three years. The news is good. The library is well-used and our patrons are demanding more services.

The Camille Kendall Academic Center is in its fifth year of operation and the library, located on the first floor of the building, is the centerpiece of the building and has become one of the busiest and most popular places on campus for students and faculty to study and collaborate.

The Priddy Library is one of six branch libraries of UMD and the only one located off campus. The head of the library reports to the Executive Director of USG and to the Director of Public Services Division at College Park. The professional librarians are hired by UMD as faculty members and go through the same tenure process as their colleagues at College Park. The library staff are selected by USG. The library receives its funding from USG, while working closely and collaboratively with the main campus libraries in providing services and, at times, piloting new initiatives.

The Priddy Library serves the research, instruction and curriculum needs of students and faculty of the nine university partners that teach at the USG campus: Bowie State University; Salisbury University; Towson University; University of Baltimore; University of Maryland, Baltimore; University of Maryland, Baltimore County; University of Maryland, College Park

(UMD); University of Maryland Eastern Shore; University of Maryland University College.

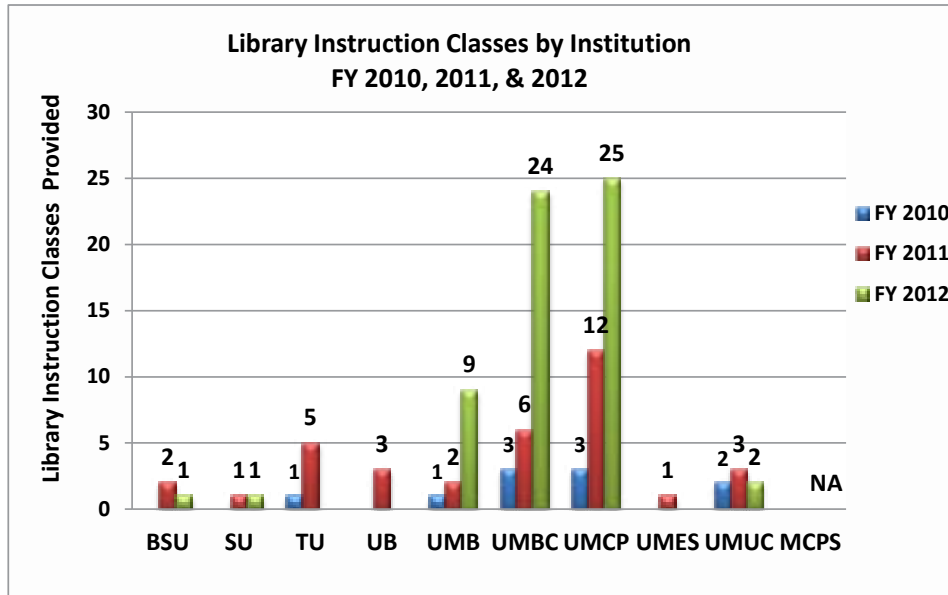
In the last three years the Priddy library has experienced great change - change in leadership, change in staff, and change in vision. This is a result of new hires and a shift from a traditional library to a 21st-century library model. The paradigm has shifted and the

**The paradigm has shifted and the library must also shift if it doesn't want to be perceived as obsolete.**

library must also shift if it doesn't want to be perceived as obsolete. We have acknowledged this paradigm and have started to rethink and transform our services by embracing new trends, trying cutting edge technologies, and being aware of new models and opportunities that can enhance the services we offer. As an off-campus library serving nine different partners, we face constraints over which we have no control. Nonetheless, creativity, good will, institutional leadership and support allow us to better serve our diverse users and revitalize the library by embracing changes as they happen.

## Instruction & Outreach

In the past, subject librarians from the partner institutions have had a physical or virtual presence at USG to teach their user community. The presence of a Health & Life Science librarian, an Education Librarian, a Business Librarian and a Humanities & Social Sciences librarian at USG have meant course-specific classes are taught by these librarians. The requests from faculty for library instruction have been growing over the past three years, but they are still limited. Librarians will need to develop better communication ties with faculty (mainly adjunct faculty) for them to perceive the library as an information resource.



The above represents the number of library instruction classes provided each year.

## Lib Guides

In 2009, new web-based subject guides using Web 2.0 technology — namely LibGuides — were initiated, implemented, promoted and created. The librarians and staff are reaching out to faculty and students by developing general and tailored course-specific guides to use at their convenience. In the past three years, 61 guides have been created. In 2012, the library upgraded to Campus Guides which includes new collaborative and content management features.

YEAR	LibGuides Created
FY10	18
FY11	23
FY12	20

The implementation of this product impacted the UMD libraries, which subscribed to the service following USG's trial.

In 2010, the library initiated a schedule for staff to cover the reference desk to assist patrons throughout the late afternoon. It became apparent that requests for reference and research assistance has diminished. The decline is a trend experienced by other academic libraries and is not unique to USG.

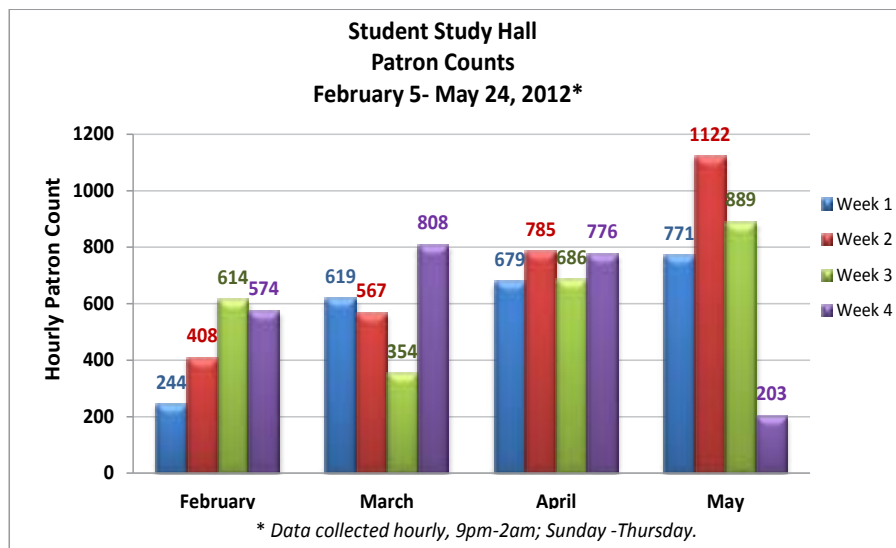
Due to this change in reference queries, the library is considering merging the circulation and reference desks to have one point of service for general and specific questions. Librarians would be on call for consultation and research assistance, and would be embedded in program departments.

In 2011, the Ask us! (LibAnswers) software was implemented, which allows patrons to type questions into a dialogue box accessible on all of the website pages and receive an answer from library staff within 24 hours.

## User Services

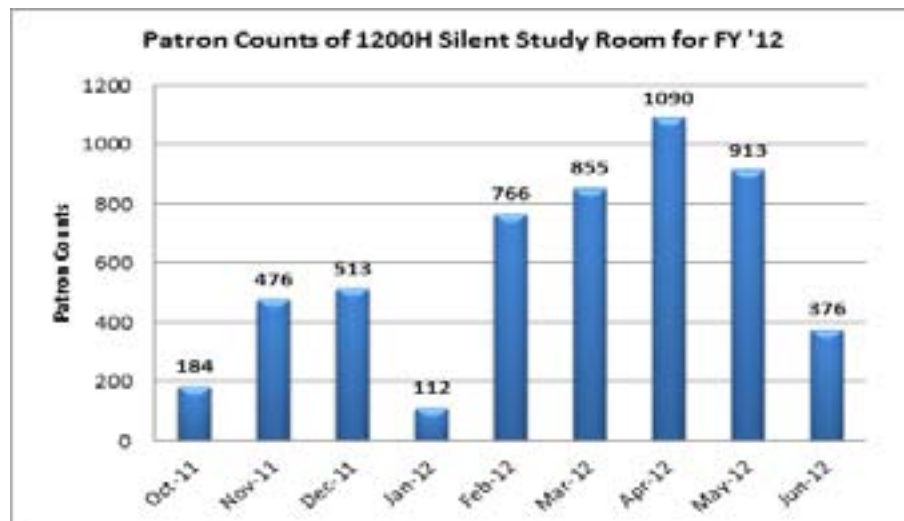
### Student Study Hall

In February 2012, the Student Study Hall pilot program began to extend library hours for USG students to study in the library from 10 p.m. to 2 a.m., Sunday through Thursday. Only students, faculty, and staff from the nine USG partner institutions were allowed to use the library after 10pm.



### Silent Study Room

Room 1200H, previously designated as a classroom, was converted to a silent study room in October 2011 in response to student preferences for a quiet area.



## Gate Counts

Daily counts provide data on how the library space is being used

### Gate Count Statistics 2007-2012

Month	2007	2008	2009	2010	2011	2012
January	8148	4857	5947	9119	9624	14209
February	11339	11050	16237	16933	27020	31685
March	11761	8998	17049	22987	24999	32246
April	12819	12301	16538	22978	29591	32812
May	10271	10225	15639	22557	23472	28230
June	6732	4959	11549	12356	13952	15120
July	7221	6612	10363	12366	13692	14119
August	7857	6402	11891	15231	15623	N/A
September	21946	16768	23892	27973	31290	N/A
October	28149	18634	26892	30795	34548	N/A
November	19721	15920	23019	28022	29971	N/A
December	18479	13943	18224	21128	23844	N/A
<b>TOTALS</b>	<b>164443</b>	<b>130669</b>	<b>199249</b>	<b>242445</b>	<b>279637</b>	

The gate count records the instances patrons enter and leave the library.

## Suggestions

We are pleased to share selected comments from our patrons, collected from the library comment box at the library circulation desk.

## 2011

### *Tell us what you think of the Shady Grove Library?*

- Great – extremely helpful and friendly. Excellent facility
- As an alumni now doing a dissertation this is so convenient to come and get books from. I really do appreciate not having to drive all the way over to UMCP

### *Tell us something you like about Shady Grove Library.*

- Everything is new and clean and nice and pretty. And it has a slower pace, I like how it is busy or crowded
- You have excellent staff & facility
- The staff is very nice, courteous and go out of their way to help

***Any suggestions for improvements?***

- Tobacco free campus
- Sunday opening time could be earlier. Sunday morning's all break-out rooms are full leaving no place to study
- More books
- You need a five-minute parking place out front for library pickup & drop-offs
- It would be helpful if you would allow coffee/tea & a small snack to students. Studying long hours makes people hungry. We are all mature individuals. All university libraries all do this, why not Shady Grove?
- Double sided printing, single sided is waste and not need
- Longer hours. 24hrs
- Begin programs that encourage students to read.. ie) book clubs or book picks for the month
- Please increase time for laptop loan, 3hrs is too small
- Sell hamburgers in here
- More socializing
- Great idea on new drinks policy

**2012*****Tell us what you think of the Shady Grove Library?***

- Great place to study
- Awesome, very resourceful, I love it!!!
- It's very pretty and the front counter staff is amazing

***Tell us something you like about Shady Grove Library?***

- Very nice desk/study room set-up. Good hours on weekdays.
- Very neat, organized and the workers are so nice and professional

***Any suggestions for improvements?***

- More fun loving environment throughout the year except exam weeks. Maybe free coffee for students during exam week.
- When ordering books from other college – speed up the delivery mail
- I suggest to keep library quiet at all time
- Some library patrons talk to disturb so will like the new quiet study room be furnished with carrels for serious minded students
- Please fix exterior door handicapped button. I want to be able to enter the building and it never works

## Technology

### Priddy Library Website

The library website was originally hosted by the UMD campus. With the implementation of the new USG website, it was time to build and launch a new library website designed to provide an improved user experience and help patrons find valuable resources with quick, simple navigation. This was accomplished with collaboration between the library and OIT. After two years of planning and development the new site was finally launched in January 2012. <http://www.shadygrove.umd.edu/library>



Mobile View of Library Website

In December 2010 the library developed a five question online survey to determine which parts of the USG website (including the library) should be accessible from mobile devices. Students, faculty and staff were asked to complete the survey. The data from 166 respondents helped to build the library and USG mobile websites.

The library, with help of OIT, released a mobile version of its website that allows students and faculty to check library holdings with any mobile device. Patrons can access databases and e-journals and view or renew borrowed materials through the “My Account” feature. Students can also consult the library’s subject guides (LibGuides) developed for them.

### Group Study Rooms

The library group study rooms are very popular. Revised policies for reservation of group study rooms were implemented based on demand for their use by students and community patrons. Larger whiteboards and LCD monitors have been installed to better serve the academic work done by students.



A new product known as IdeaPaint, which transforms a smooth wall into a whiteboard, was installed in one of the smaller group study rooms. This technology enables students to collaborate and share information

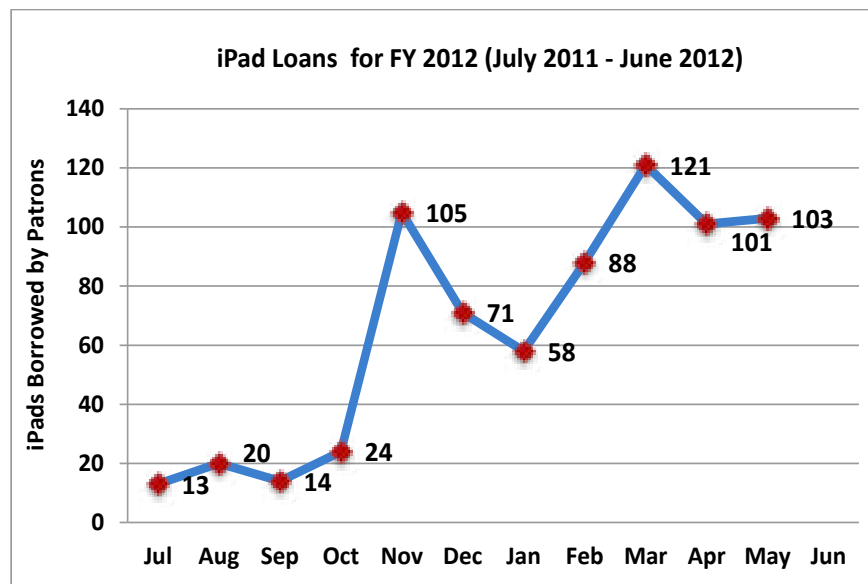
## Study Rooms

Room 1200K was upgraded with instruction and presentation technology. This classroom has been used by Montgomery County Public Schools staff for training sessions and meetings. Library staff uses the classroom for library instruction and student orientation.



The library provides networked computers, DVD players as well as wireless access for laptop computers. Two workstations are ADA compliant with adaptive software and scanners.

In 2010 the library purchased 40 iPads for student, faculty and staff use. In 2011 the borrowing policy was changed to allow students to borrow the iPads for a week, which significantly increased their use. A PowerSync Cart was purchased to store and to recharge to full capacity the iPads before each loan.



The OIT Department responded to the increased demand for computer based resources during the library's Student Study Hall pilot. OIT staff provided additional computers and upgraded perimeter PCs with specialized software for students to work on them after hours.

## Technical Services

For several years the library relied on the UMD Technical Services Division for technical processing of its materials. For this service the library was charged \$30,000 each year. The service included: cataloging, upload of records to Aleph, labeling, barcodes, and security strips. USG staff added the property stamps and any finishing processing.

This was very costly for the library and the results were not at all satisfactory. Materials were delivered to the library after one month of ordering, causing a big delay for our patrons to use the needed resources.

In 2010, the library investigated outsourcing this service to gain efficiency, reduce costs and receive shelf ready materials from the provider.

With this initiative, USG encouraged UMD to lead the outsourcing process for both institutions.

As a result, in 2012 the Priddy Library realized considerable savings and spent \$9,406.93 for shelf-ready processing by Yankee Book Peddlers materials bought during 2011 and 2012.

In spring 2012, the library started an aggressive weeding project. The project includes discarding multiple copies integrated from the MCPS collection, bound print journals, and microforms. It is expected that 40% of the current print monograph and journal collection will be considered outdated or irrelevant and discarded.

## Expenditures

For the last three years the yearly budget allocated for library operation has been:

Salaries and fringes:	
	\$483,510
Operating expenses:	
	\$166,300

FY12 was the first year USG administration and Technical Services Division at McKeldin library, reported that the Priddy Library spent its entire budget. The Priddy Library wasn't able to accomplish this during FY11 since it was transitioning from an in-house technical service operation to an outsourced shelf-ready operation by Yankee Book Peddler.

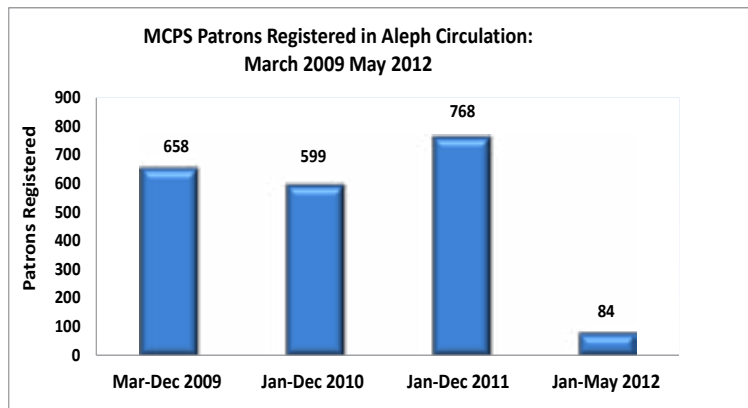
The library allocated part of its budget to acquire new technology for students to learn and share in a more interactive environment.



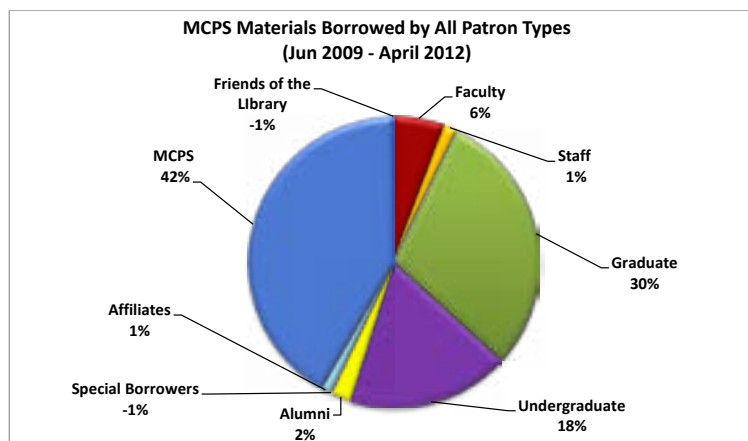
## MCPS Professional Library

In 2007, a Memorandum of Understanding was signed by USG, UMD and Montgomery County Public Schools (MCPS) to integrate the collections, staff and services of the MCPS Professional Library into the Priddy Library.

This process concluded in 2009 with the incorporation of all the MCPS bibliographic records into the UMD catalog. Through this partnership, MCPS staff and teachers gained access to USG library resources and to the circulating materials of the six UMD libraries. The MCPS Pony service expedites delivery of materials between USG and MCPS locations.



MCPS Patron Registration



Circulation of MCPS Materials

In 2010, a website was created to address common questions about the new MCPS professional library services as they are provided from USG. The website was produced using the LibGuides platform and the URL is <http://libguides.shadygrove.umd.edu/mcps/>. The site will continue to be developed as services to MCPS employees are added or improved.

Between 2010 and 2012 the library subscribed to databases to improve access to information resources for MCPS staff from home and work locations. The current databases include EBSCO (Academic Search Premier and Education Research Complete), ProQuest Educational Journals, H.W. Wilson Company and Sage Educational Materials.

## Cultural Events

The library started to host a variety of cultural events.

The Universities at Shady Grove  
Presents

**Photographic Project on Immigration**  
**NOWHERE NOW-HERE**

Lecture and exhibition by Argentinean artist  
**Mirta Kupferminc**



A child of European Holocaust survivors growing up in Latin America during periods of dictatorship, she shares her baggage with her characters who help her disseminate, transmit and transform it. But she carries not only the history of Jewish suffering in Europe, or of the terror in her own country, Argentina, but also, and more prominently, a deeper Biblical, kabalistic legacy where tradition, learning, myth, fantasy and imagination cross. In her work, she re-imagines these histories for new generations and for a future that must remember without being impeded and weighted down by past times.

**Wednesday, October 27, 2010, 7.00pm – 8.30pm**  
**9636 Gudelsky Drive, Education Building III, Room 3241**  
**Rockville, MD 20850**

For more information contact Irene Münster, 301-738-6086  
Program is free and open to the public

## 2010

Lecture and exhibition by Mirta Kupferminc: Photographic Project on Immigration: nowhere now-here.

## 2010

Community Day:

Art exhibit: Coming Together! The Arts at Maryland.  
Diverse art, running the gamut from traditional figurative Western Art to culture-bound representations, abstraction, political art, Chinese painting and calligraphy, animal portraits and muralism



**Coming Together! The Arts at Maryland**  
**Priddy Library at Shady Grove**  
**Saturday, September 25, 2010**  
10:00am - 2:00pm

The UNIVERSITIES  
at Shady Grove

Cultural Events, continued

...Baltimore Album  
 ...Feed Sack  
 ...Hawaiian Flag  
 ...Gee's Bend  
 ...Scotch-Irish

(What do these terms have in common?)

These are a few names of The Quilts of One Nation

*"Taking a Look at Diversity in American Culture; Brief Stories Behind the Unique Quilt Styles Found in the United States"*

A Diversity Program Presentation by  
 Alice Leishman  
 September 25, 2010  
 11:00AM

2010

Quilt exhibit by Alice Leishman: "Taking a Look at Diversity in American Culture; Brief Stories Behind the Unique Quilt Styles Found in the United States"

2011

Lecture by Meenakshi Mohan: Tamam Shud, Poems in English and Hindi.

The Universities at Shady Grove Present  
 Book Launch and Readings from the Work:

**tamam shud**  
 POEMS IN ENGLISH AND HINDI  
 Kshitij Mohan

A Program Presented by  
**Meenakshi Mohan, Ed.D.**  
 Towson University

Readings and Analysis of Themes  
 Saturday, April 23, 2011  
 4:30 PM

The Universities at Shady Grove  
 Building III, Room 3241  
 9636 Gudelsky Drive, Rockville, Maryland

Books will be available for purchase at the Event  
 \*\*Proceeds from the sales will benefit a charitable foundation\*\*

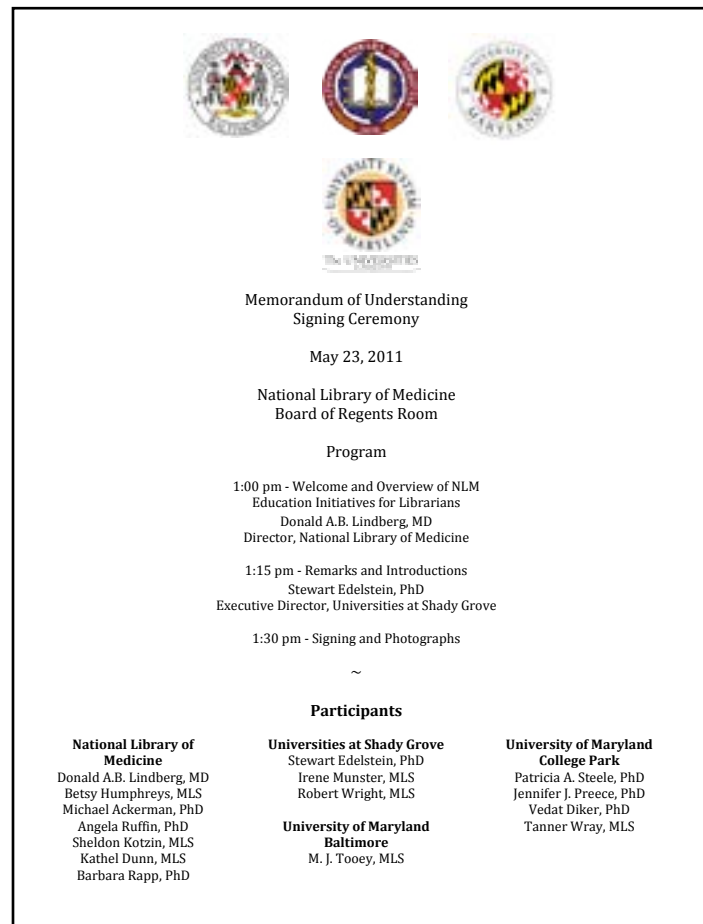
Please RSVP to: mmohan68@yahoo.com

## Collaborative Initiatives

**Psychology Program, UMBC:** In 2009 the library collaborated with an Industrial-Organizational Psychology faculty member to help a graduate student perform her research on organizational performance. Title of her project was: “*Analysis an Intervention: Recommendations for a Learning Organization*”.

**MIM Program, UMD:** In spring of 2010, students from the Master of Information Management (MIM) Program and library staff developed a course reserves management system to streamline requests and material processing for both USG faculty and library staff. The course reserve management system, implemented in the fall of 2010, enables faculty to submit course reserves requests online and receive a confirmation message. The library staff can update records in the course reserves database as needed and track and manage requests and material processing online, saving staff time.

**NLM Initiative:** The library, representing USG, has become involved in a partnership signed by National Library of Medicine (NLM), University of Maryland Libraries (UMD), iSchool at University of Maryland and University of Maryland, Baltimore (UMB) Health Sciences and Human Services Library in 2011 to support mutual interests in medical and health education, advanced training and information dissemination.



## Collaborative Initiatives, continued

**MIM Program, UMD:** In 2011 the library partnered with the MIM program to design a new iPad-based statistics database to collect and analyze data on library usage. The system was conceived, designed, and developed as part of a collaborative project with graduate students enrolled in a “Web Enabled Databases” course at the UMD iSchool. This web enabled data collection tool was implemented in 2012 and is helpful in collecting daily library statistics. The statistics database enables library staff to view data, generate graph on the fly through the World Wide Web.



**Student Posters:** Since 2010 the library has partnered with programs at USG (UMB, Towson, and UMD) to display posters and the students’ final projects.



**ALA Chapter for iSchool students:** The library has become a venue for iSchool students who are members of the American Library Association student chapter to organize workshops and invite information professionals to share their expertise. The Priddy library was asked to present “Creating LibGuides: Storytelling Hands-on Workshop.”

## Professional Development

In addition to the professional development opportunities offered at USG and at UMD, the staff participated in outside professional development opportunities by attending the following conferences:

American Library Association (ALA)  
 Association of Colleges and Research Libraries (ACRL)  
 Computers in Libraries  
 Mid-Atlantic Chapter Medical Library Association (MLA)  
 Seminar on the Acquisition of Latin American Library Materials (SALALM)  
 WebSearch University  
 Several online webinars such as: Handheld Librarian (online)

### **Presentations and articles from Priddy Library staff:**

#### **Refereed Poster Sessions:**

*Annual Meeting of the American Libraries Association, Washington, D.C., June 27, 2010.*

“Bridging Libraries: the Merger of a School District Library and an Academic Library”. Irene Münster, Toni Negro and Tanner Wray.

*Library Research Seminar V, College Park, October 8, 2010.*

“Evidence Based Collection Development”. Robert Wright.

*Annual Meeting of the Special Library Association, Philadelphia, PA, June 14, 2011.*

“Mobilizing Staff with Mobile Technologies”. Nevenka Zdravkovska, Maggie Saponaro, Tanner Wray and Irene Münster.

#### **Papers Presented at Refereed Conferences:**

Irene Münster. “Through her eyes: German Jewish immigration to Argentina,” paper presented at the LIV Annual Meeting of the Seminar on the Acquisition of Latin American Library Materials (SALALM), Ibero-Americanisches Institut, Berlin, Germany, July 6, 2009.

Irene Münster. “Memorializing memories,” paper presented at the LV Annual Meeting of the Seminar on the Acquisition of Latin American Library Materials (SALALM), Philadelphia, PA, May 28- June1, 2011.

Irene Münster. “Libreros y bibliotecas circulantes de los judíos alemanes en Buenos Aires, 1930-2011 [Book dealers and lending libraries of the German Jews in Buenos Aires, 1930-2011, paper presented at the Coloquio Internacional Interdisciplinario: La minoría de habla alemana en Argentina: integración, asimilación, exclusión [The German speaking minority in Argentina: integration, assimilation, exclusion], Buenos Aires, Argentina, March 24-27, 2011.

## Professional Development, continued

### Articles in refereed journals:

Münster, Irene, “Libreros y bibliotecas circulantes de los judíos alemanes en la Ciudad de Buenos Aires, 1930-2011”. [Book dealers and lending libraries of the German Jews in the City of Buenos Aires, 1930-2011]. In *Estudios Migratorios Latinoamericanos* 2011, año 25, n.70, p.157-175.

### Book Chapters:

Münster, Irene, “Priddy Library at the Universities at Shady Grove”. In *Academic Branch Libraries in Changing Times*, Nevenka Zdravkovska, 134-140 Oxford: Chandos Publishing, 2011

Münster, Irene, “Through her eyes: German Jewish immigration to Argentina”. In *Migrations and Connections: Latin America and Europe in the Modern World: Papers of the Fifty-fourth Annual Meeting of the Seminar on the Acquisition of Latin American Library Materials, Berlin, Germany, July 3-8 2009*, edited by Pamela M. Graham, 156-165. New Orleans, LA : SALALM Secretariat, Latin American Library, Tulane University, 2012



## Staff of the Priddy Library

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 Rebecca Montgomery  
 Irene Münster  
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 Robert Wright

Janet Biggs – MCPS librarian