

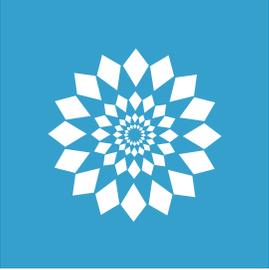


2018-19 Annual Report

State of the Library

Haggerty Library
Mount Mary University





From the Director

The state of the library is strong! The major activity for library staff during the 2018-19 school year actually began...last school year. The library's extensive training and planning for Primo (and its librarian component, Alma) began, along with all libraries in the SWITCH Library Consortium, in March, 2018. Primo launched in January, 2019, and sizable tweaks still continue.

Besides configuring and learning Alma/Primo, we also began collaborating on the library's first strategic plan, which should be completed this fiscal year. Library Liaisons, who teach research strategies in classes and develop print and online collections for assigned subject areas, embarked on new methods this year and conferred even more. And the launch of our online Librarian Guide proved helpful for professional development and collaboration.

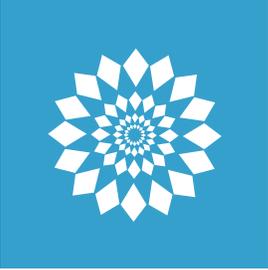
And Library Liaisons, myself included, also continued developing print and online resources. A biennial analysis of several key resources and data points will commence over the summer. And then we have big plans for 2019-20!

In these pages you will find the annual overview of Haggerty Library's activities, initiatives, and challenges. You can find infographics and more data on our My Mount Mary page, in the Faculty, Staff, and Administration Guide in Haggerty Help Guides, or by contacting me.

Thank you for reading, and for supporting Haggerty Library!

Dan

Dan Vinson, MLIS
Library Director
Patrick & Beatrice Haggerty Library



Configuring and Learning Alma/Primo

The largest transition yet for our active library consortium

Two major Integrated Library System (ILS) migrations in four years for the eight schools of SWITCH may sound like a lot. Because it is. But that's exactly what our consortium undertook in 2015 and again in 2018-19. First, came the migration from Millennium, which was being retired as a product, and which SWITCH had been using for nearly two decades. The new system selected, Koha, was open source, and therefore required a technical support vendor, as opposed to dedicated product support. (Open source means free to download for all.) SWITCH never quite got Koha to work the way all of us wanted, hence another data migration. Concordia University Wisconsin, a SWITCH member that often tries things before other schools, moved to Alma in 2018, which helped solidify.

The Alma/Primo system is relatively new for to the library arena, but it has already found its way to many major university systems, including Wisconsin, California, and Harvard.

With its huge variety of complex configurations and tools available within, it can basically do anything.

Ex Libris, the vendor for Alma/Primo, maintained a highly rigorous training schedule, including weekly status calls, that many schools, including ours, found exhausting and challenging to attend. Our staff also added sessions to help us decipher. As the SWITCH Systems Integration Specialist put it, "We retired our old Toyota and got a top-of-the-line Cadillac."

But, we ultimately persevered, thanks in large part to Katie Utschig, our Coordinator for User Services and Library Assessment, who piloted our "instance," which we share with Wisconsin Lutheran College. She also coordinated much of SWITCH librarians' efforts across the consortium. She came to us from a project position at Concordia where...she guided their 2017-18 Alma migration. Katie started at Mount Mary in February, 2018.

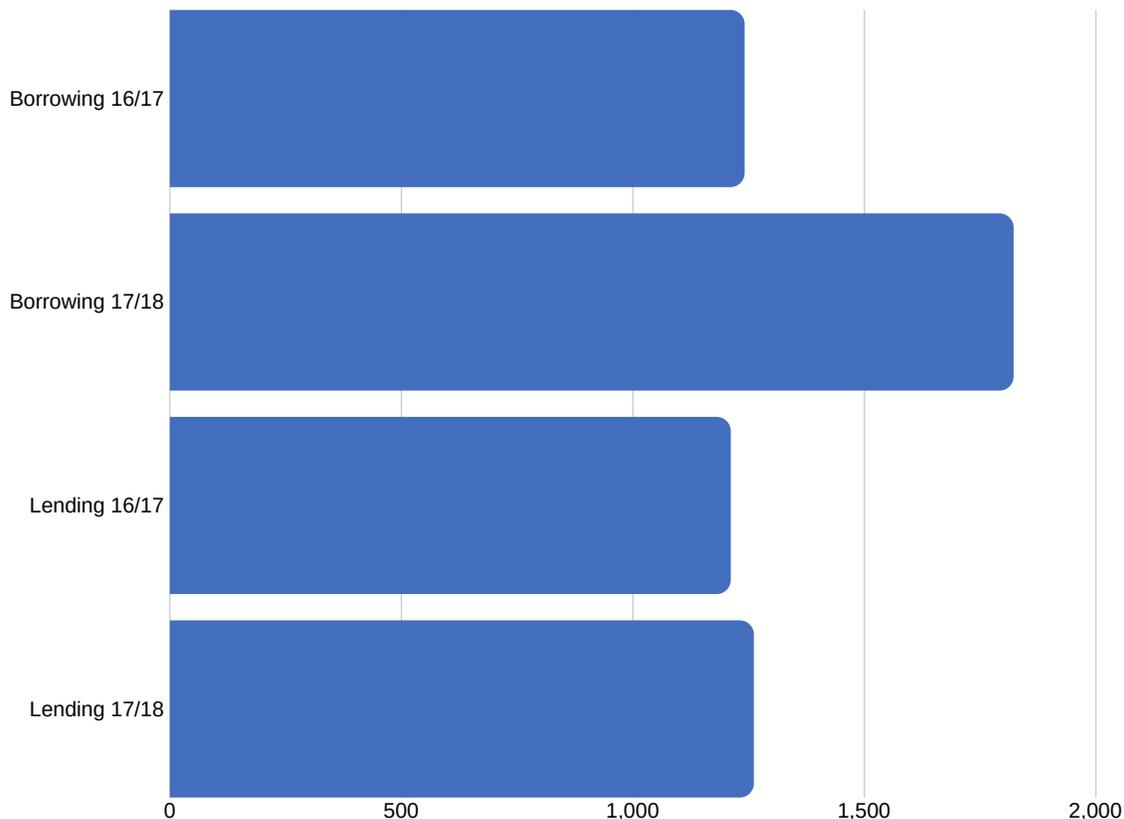


Everyday Services and 24/7 Resources

Whether it's books, research articles, a particular office or person, or a movie for the weekend, connecting people to the information they seek is what we do.

Patrons can find us online via email or our Library H3lp chat service, as well as in person at service desks on each floor. Online entry points include our Ask a Librarian page and Haggerty Help Guides. Thanks to the new Primo configuration that Mount Mary's Information Technology worked on with SWITCH, off-campus library access is now Mount Mary's email login. One less login to remember! All patrons can track all their requests, both from SWITCH schools and those farther away, as well as their checkouts, through Primo 24/7.

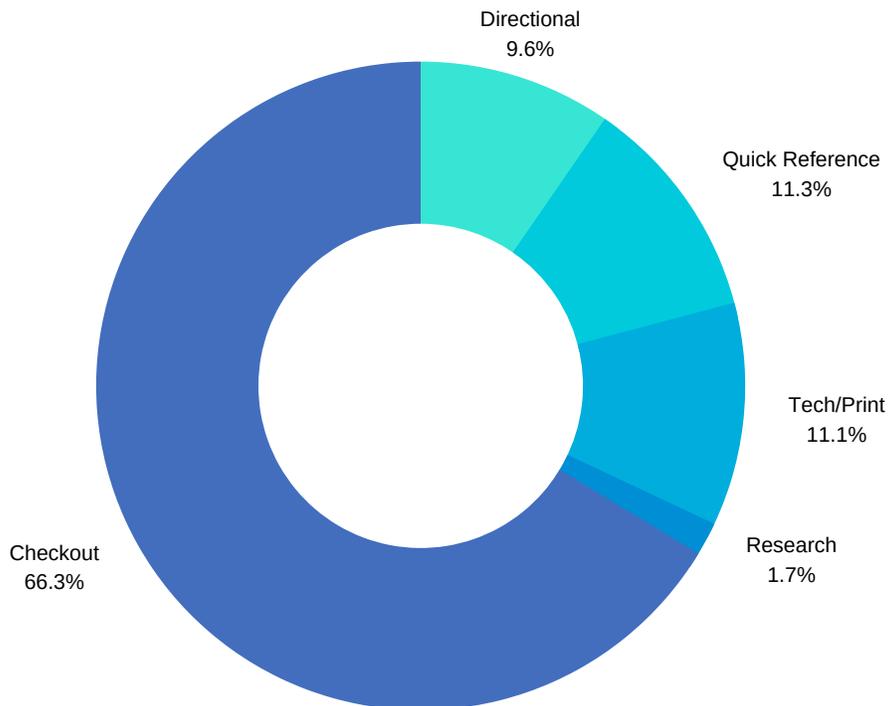
Interlibrary Loan at a Glance - Prior to Alma/Primo



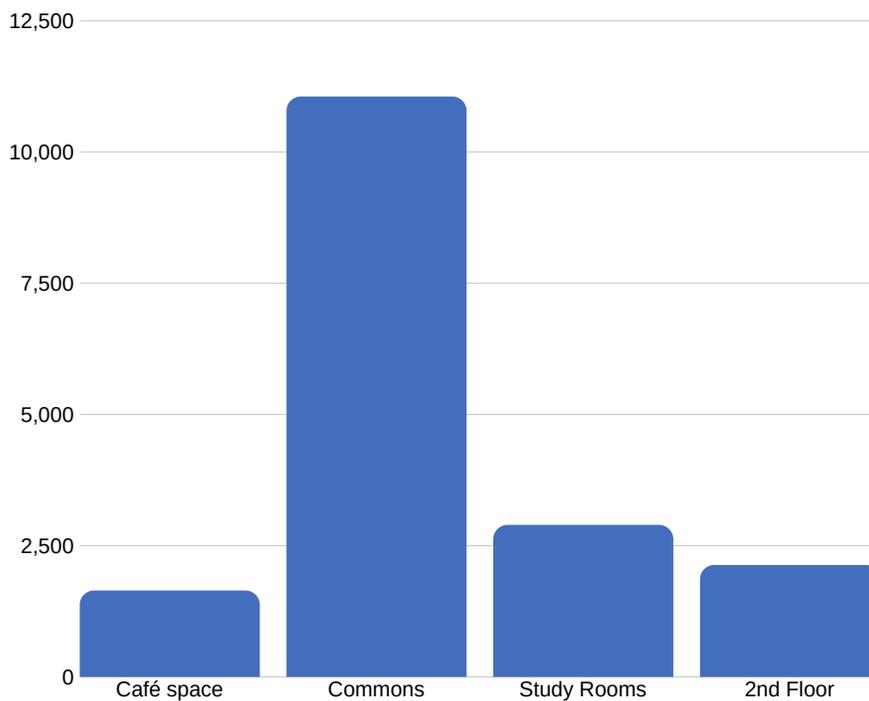
*Please note that Borrowing is what Mount Mary users borrow from other libraries, and Lending is what we lend to others.



Desk Interactions at a Glance



Patron Counts at a Glance - Totals



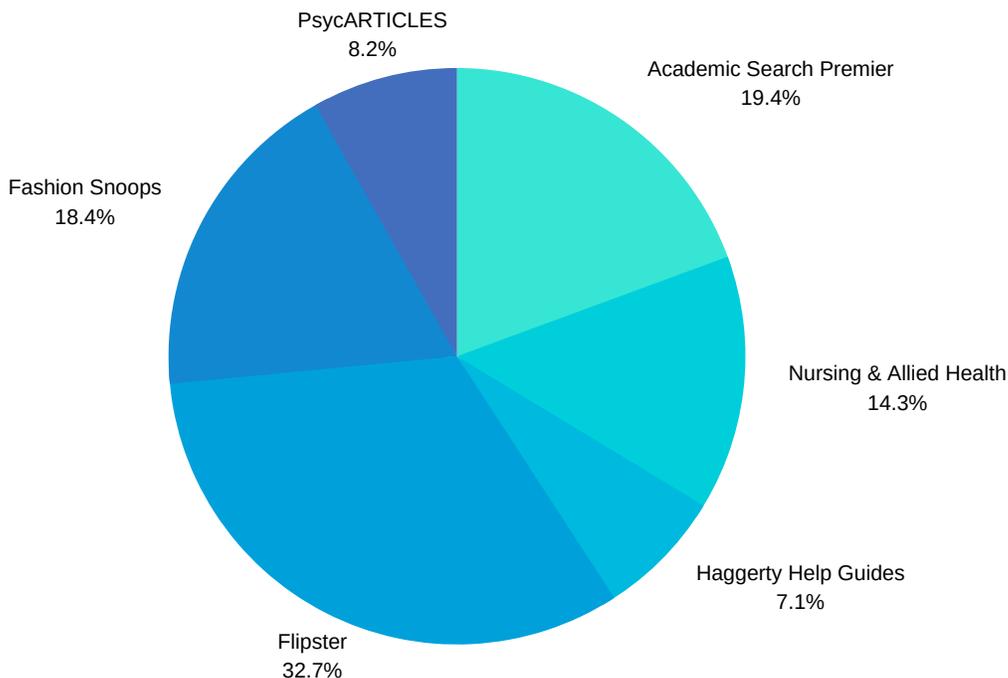


Online Library Tools Continue to Evolve

In addition to the Alma/Primo system, Haggerty Library added additional funds to Kanopy, our popular streaming video database, now in its second year, and added Business Source Complete, a large step up from its predecessor, Business Source Premier. Business Source Complete also contains useful enhanced tools.

Behind the scenes, librarians collaborated more in our Librarian Guide, created in Haggerty Help Guides (LibGuides, officially). Across sections like Information Literacy, Collection Development, Librarianship, and Strategic Planning, the guide laid a foundation for growing together as a staff. And, a helpful place to create and store Alma/Primo training instructions for staff and patrons. During the six straight, intense months of Alma/Primo training, Trello also helped us keep track of who needed to complete what training. We continue to use it for projects.

Top 5 Online Library Tools* - Patron Use



*does not include Primo, as we are awaiting Analytics training



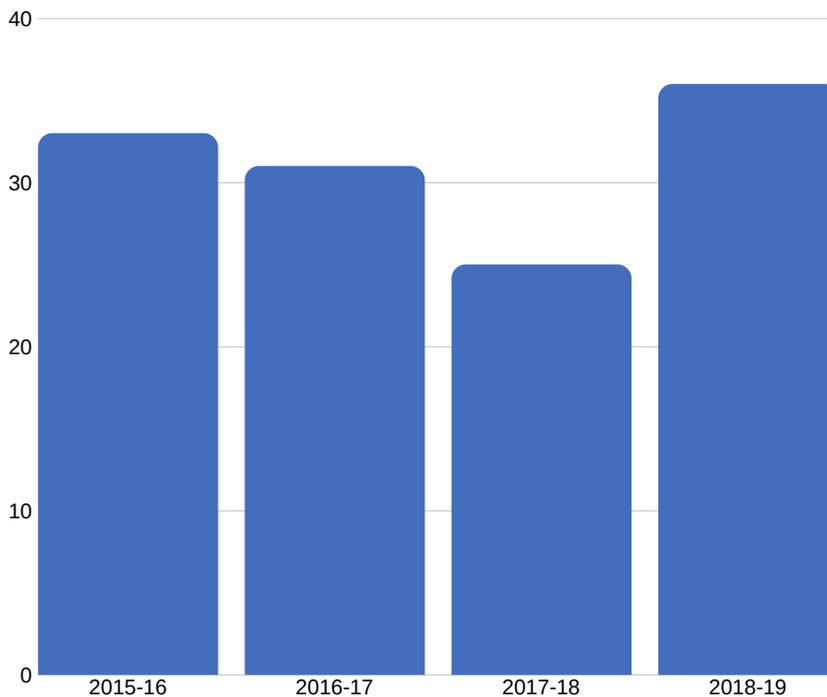
Library Instruction Snapshot

Faculty and students took advantage of library instruction services more this past year than the previous two. It was challenging to teach about WorldCat Discovery in the fall knowing the Primo was coming in the spring, but we all balanced this nicely. Teaching librarians, our Library Liaisons again, reached most sections of Leadership for Social Justice, and aim to do this next fall as well.

Primo marketing started in October, with more details added each month until January's roll out. Faculty across more disciplines requested instruction in the spring to cover Primo, which was a big help to all.

Katie Utschig began embedding more in Social Work courses, attempting to provide multiple, intentional sessions for students along the way.

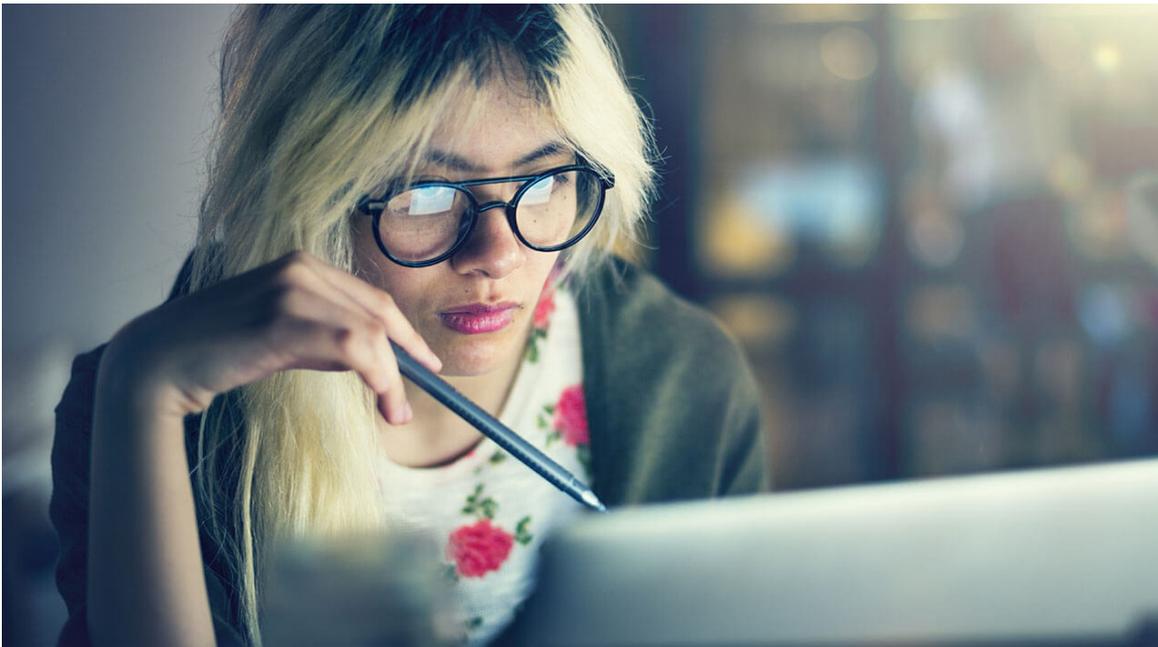
Library Instruction Sessions 2015-2019





The Costs of Doing Business

Price increases galore across our most-used online tools



2018-19 was a complicated budget year for Haggerty Library. Some decisions were made based on erroneous numbers from previous budgets (Dan inherited a bit of a mess that took time to catch onto). These issues caused several budget lines to go well in the red this year, though our overall budget was solid.

Costs continued to increase for Serials, the combination of subscription periodicals and databases, a trend dating back many years with no signs of slowing. This year was particularly steep. It will prove difficult to keep the valuable databases that academic programs need, as well as add new ones to stay relevant, without increasing the library's budget or cutting some major online resources. Wisconsin Library Service (WiLS), which we utilize, does help negotiate Serials pricing across the state, but they can only do so much. Additionally, our SWITCH membership increased moderately with Alma's arrival.



Library Assessment

Data collection has become vitally important to Haggerty Library

Libraries have been collecting data for a long time, and Haggerty Library is no different. We have long counted the people in our various spaces, logged desk interactions, and created usage reports for Serials. But those were all quantitative measures. What did people think about our newly-renovated spaces? Our online tools? Our services? In 2014, we initiated a cycle of surveys to find out.

Those surveys, combined with the data points mentioned above, and our own observations and experiences now regularly inform library decision-making. For instance, we added Dewey Decimal System endcap signs and created a 2nd floor collection map based on survey comments. We also lobbied for, and got, more computers

for the Learning Commons and a better printing system over a three-year period.

But assessment is not only about data collection, it is also about having a firm foundation of mission, vision, and policies that drive our staff. Many of these pieces were missing or had not been updated in ages, so we embarked on updating these as a staff. Although it is still in early stages, it has already proven a rewarding process.

We have new internal Best Practice documents, as well as the aforementioned Librarian Guide, our first Emergency Plan, and a strategic plan underway. And, in a break from past library space initiatives, we will all be helping evaluate library spaces eight years after our renovation.

The space evaluation will also elicit feedback from students through the fall semester. We look forward to incorporating this feedback to figure out options for updates to our highly-used spaces.



Library and Staff Activities



Due to our small full-time staff size (three), it is difficult to plan and launch library events. But we do have monthly displays, such as Banned Books Week, Halloween and Christmas DVDs, Black History Month, and Women's History Month that have proven popular. In conjunction with National Poetry Month in April, our Haiku Contest just finished its fourth year. Additionally, we host Carbs & Cram, our "good luck" event each semester, the week before Finals Week.

Staff activities this past school year included reducing and relocating much of the Reference book section to make room for the Teacher Resource Center collection, which moved from the lower level. The Library Director and University Archivist also helped launch, with assistance from IT and the Fashion department, Mount Mary University Digital Collections in the fall. The inaugural collection featured selections from famed fashion designer Givenchy. Collaborating with the Grants Manager and Dean for the School of Arts, Design, and Education, the Library Director and Archivist helped apply for a major grant from the Council on Library and Information Resources to digitize the Historic Costume Collection.



Looking Forward

Our inaugural strategic plan, created in tandem with the University's, will guide library staff and the people we serve through new initiatives and challenges. We will be ready.

In the coming year, we hope to continue collaborating with the Mount Mary community, in particular with the Compass Year/Undecided program, and with the eventual Instructional Designer. It would be valuable to embed with both to better integrate "information fluency" into student coursework at Mount Mary. It is not only essential for their academic success, but also, studies have shown, their success in life.

We are also looking into establishing a Friends of Haggerty Library program and even more ways to promote and our services and tools to the Mount Mary community.

Now that the Alma/Primo dust has mostly settled, we look forward to another successful year with an even wider variety of success stories!