



2021-22 Annual Report

State of the Library

Haggerty Library
Mount Mary University





From the Director

The state of Haggerty Library remains strong! The major event this past school year was the continued presence of COVID-19, affecting learning and collaboration around the globe. Haggerty Library remained closed to the public in the fall, but fully reopened in March when the mask mandate was lifted on campus.

This past school year our traffic in-person increased, but not yet to pre-COVID levels. Use of our online resources and services continued increasing dramatically. Responding to how students were using our spaces, we retired our Zoom Zone over Christmas break. Our Remote Library Guide remained valuable, guiding users to our tools off campus, highlighting available services, and gathering COVID-19 resources, both general and research-based. By next fall, the guide will likely contain less pandemic-related content, but the essential off-campus academic and library content will remain.

We continued our successes in information literacy instruction, chiefly in person again. Library Liaisons, myself included, also continued developing print and online resources. Our first book and e-book ordering tool did not work as planned, but we are in the midst of adopting a far better one for our system and workflow.

In these pages you will find our annual overview of Haggerty Library's activities this past school year, select data and initiatives, and our challenges. You can find infographics and more data in the Faculty, Staff, and Administration Guide in Haggerty Help Guides soon, or by contacting me directly.

Thank you for reading, and for supporting Haggerty Library!

Dan

Dan Vinson, MLIS
Library Director
Patrick & Beatrice Haggerty Library



Haggerty Library's Finer Points

What shapes Mount Mary's library operations and decisions

>Haggerty Library is a longtime member of the SWITCH Library Consortium, consisting of eight Milwaukee-area smaller college and university libraries. These include Concordia University Wisconsin, Cardinal Stritch University, Alverno College, and MIAD, among others. Mount Mary's library is the third largest. The consortium provides a robust library services platform for all to use, Alma since 2019, as well as a public, shared catalog called Primo. SWITCH also manages our off-campus access through single sign on (SSO). Patrons simply use their Mount Mary email to access databases or their library account.

>Library Survey Week is each December, the week before Finals. Survey responses help inform library decision making and provide a picture of how the library is used and perceived over time. We craft reports and infographics after each survey.

>Early each calendar year, the User Services and Assessment Librarian and I collect and analyze use database and online journal statistics for the previous calendar year. (Both journal and database subscriptions renew in the summer, but journals do not start until the following January. Database access is continual.) We use a cost-per-use (CPU) model to aid our decisions, although this is but one consideration. Wisconsin Library Service (WiLS) helps libraries across the state negotiate pricing.

>Unlike many small college and university libraries, Haggerty Library offers Interlibrary Loan (ILL) for requesting articles, books, or DVDs from libraries farther away, including across Wisconsin and out-of-state. This is in addition to local requesting available through SWITCH schools. Both types are available in Primo.

>Thanks to our relatively recent renovation (2011), our library provides modern study spaces that accommodate a variety of learning styles. These can also be adapted as needed in response to library surveys or, say, a pandemic. We continue to balance group and individual space options, and are planning new ones.



Strategic Priorities

Our inaugural plan winds down, while the next one is on deck

Our strategic plan (SP) for 2022-2027 has six themes. We planned each to align with at least one theme of Mount Mary's:

- University Relations (aligns with MMU themes 1,2)
- Optimizing Library Collections (aligns with MMU themes 1,3,4)
- Transforming Library Spaces (aligns with MMU themes 2,4)
- Progressive Information Literacy (aligns with MMU theme 1)
- Information Management (aligns with MMU theme 3)
- Staffing and Wellness (aligns with MMU theme 2)

Winding down our outgoing SP, we did a little more space updating (with a couch and beanbag chairs) and we tried another configuration of group space tables in the spring. It seemed to be helpful.

As we embark on our new plan, we will add several new books on User Experience (UX), and add a new Inclusive Excellence Professional Development book collection, aided by Dr. Aza Baylor,

Inclusive Excellence Curriculum Specialist for the HHMI grant, and with some gracious HHMI funding. We will continue to work with her on it this summer.

Regarding our new SP themes, we felt a couple from the last plan were too "full," so we spread some ongoing pieces to other new themes. Our full plan will soon be released to Dr. Pharr and Dr. Friedlen, and should make it to the Academic Affairs Committee of the Board of Trustees very soon.

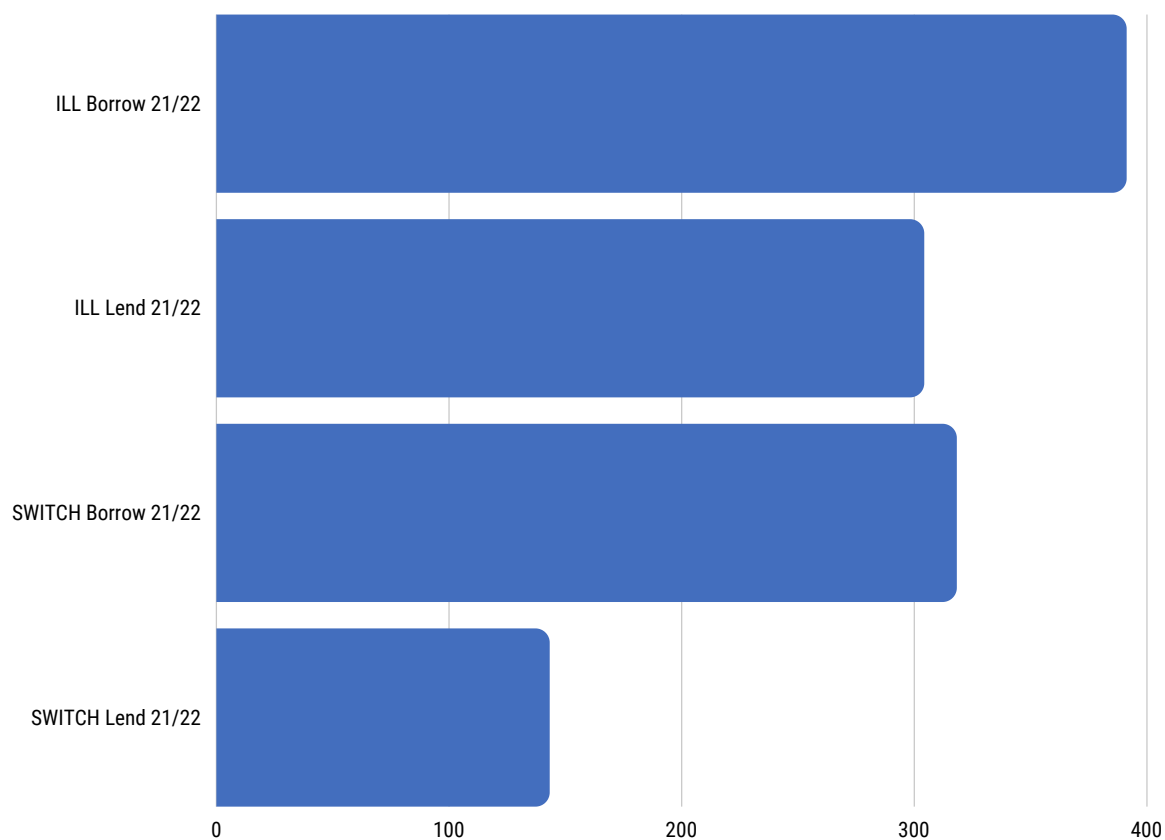
One very bright spot was that Katie Utschig, the Consortium Coordinator for SWITCH, was able to negotiate a deal for three schools to use the previously-too-pricy ordering tool, Rialto (hinted at in my introduction). It plugged right into our Library system, Alma (Primo is its public face). Haggerty Library staff began testing in mid-May, and it went live soon after. We love it for our Library Liaison workflow and I also love it for how easy the invoicing is!



Everyday Services and 24/7 Resources

Whether it's books, research articles or topic help, a particular office or person, or a movie for the weekend, connecting people with the information they seek is much of what we do. Users 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 email, our Ask a Librarian page, and Haggerty Help Guides. With Primo and databases, off-campus library access is via Mount Mary's email login. We are learning so much from our Alma analytics and plan to share more data soon. Despite our decrease in desk interactions this spring, we still answered all types of questions this past school year. Students were definitely back in the library, and we were happy to help people navigate! Students continue to value the Quiet Floor (our 2nd floor), as the only dedicated quiet spot on campus.

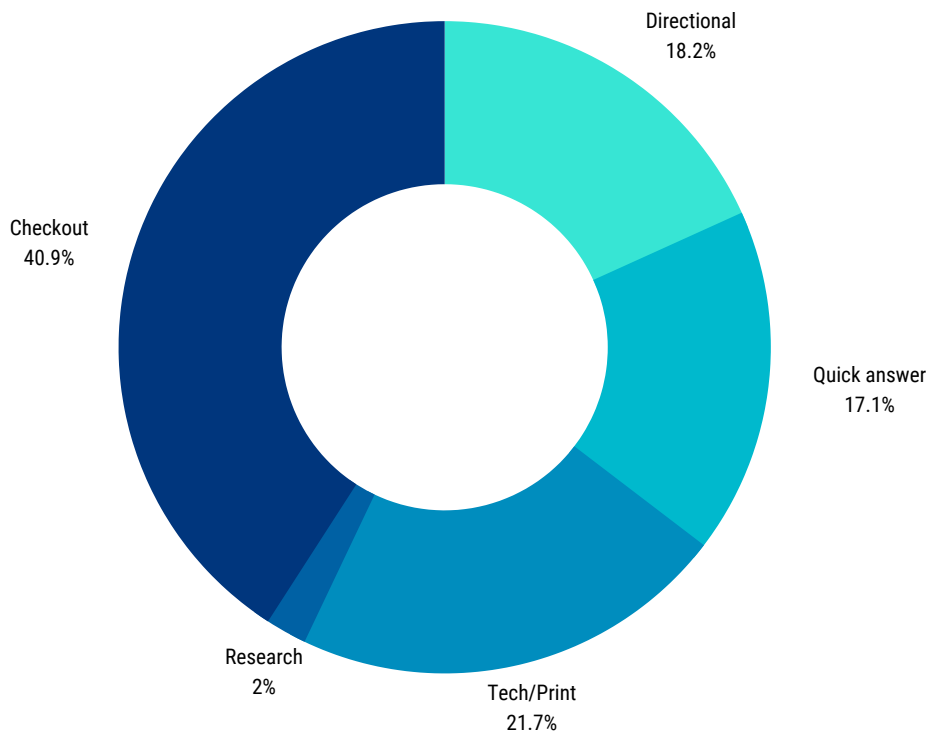
Resource Sharing* at a Glance 2021-2022



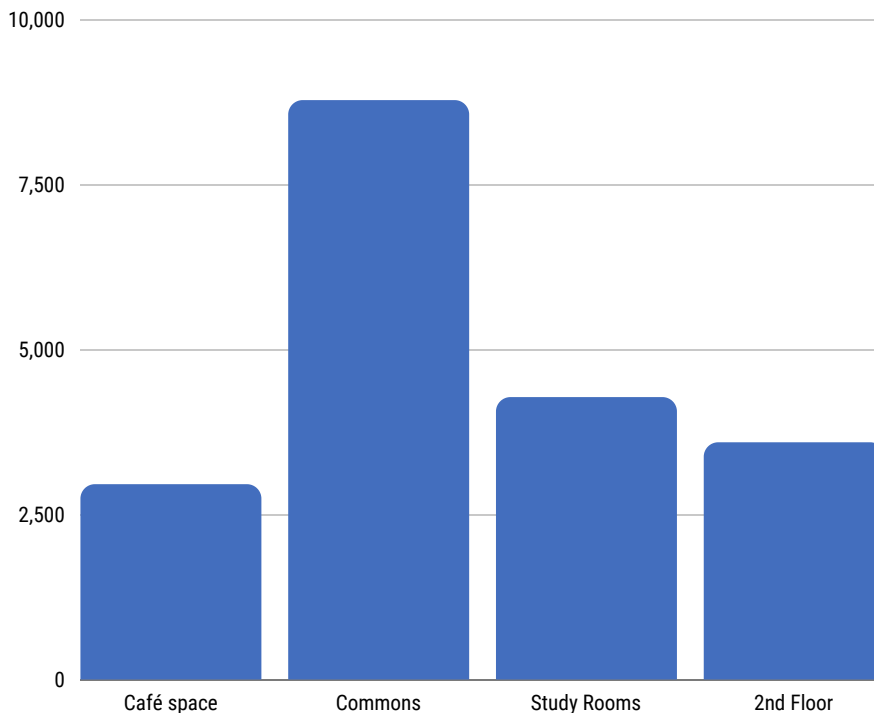
*Please note that Resource Sharing is a general term covering both SWITCH and Interlibrary Loan (ILL). Borrowing is what Mount Mary borrows from other libraries, and Lending is what we lend to others. Please note that the SWITCH stats also include article sharing that is not precisely "borrowing."



Desk Interactions at a Glance - both floors



Patron Counts* at a Glance - total averages



*An hourly head count at the top of each hour, compiled weekly.

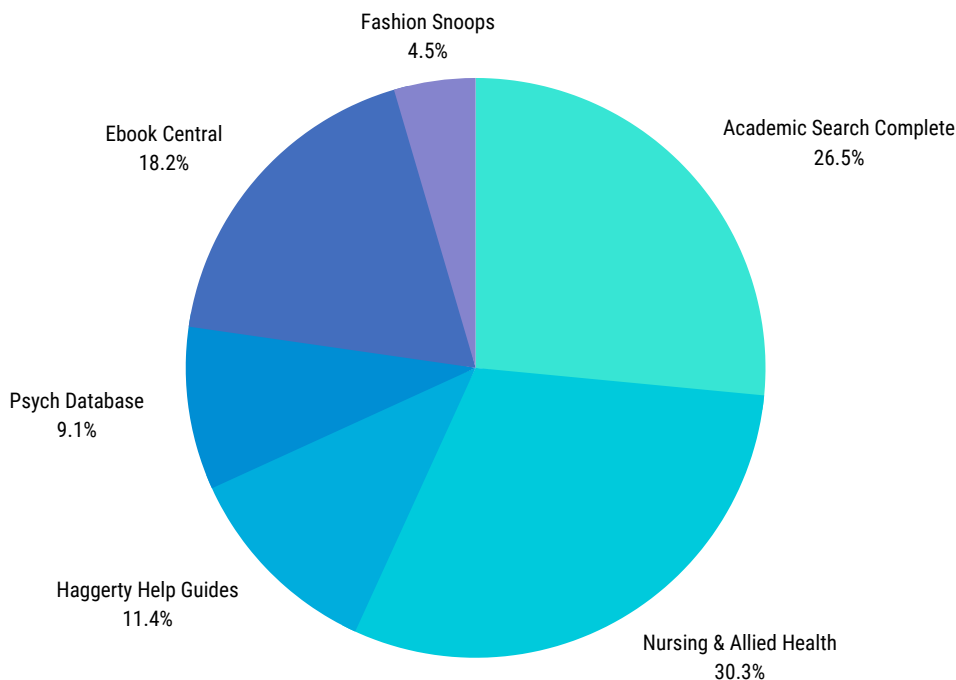


Online Library Tool News

You may recall that Kanopy's budget depleting early caused plenty of problems a year ago. We fixed that this past year by moving to a "mediated" model. This means that a librarian approved every streaming request, instead of the previous automated process. This made our Kanopy budget last much longer this school year. We also added another streaming service, Swank Digital Campus. Despite strong early use, interest waned. We will give it a second year, however, and hope that interest returns.

Our Primo discovery catalog remained well the top of our use statistics this past school year. Nursing and Allied Health came out on top of our databases this past year, with Academic Search Complete a close second in its first year, while Ebook Central remained solid, and Haggerty Help Guides usage increased slightly. Despite technical issues in late spring, Fashion Snoops use remained strong. In its first academic year, our upgrade to EBSCO's Academic Search Complete proved to be a wise purchase.

Top Online Tools Used Besides Primo



*Statistics above include uses once people arrive through Databases A-Z, or link out from Primo

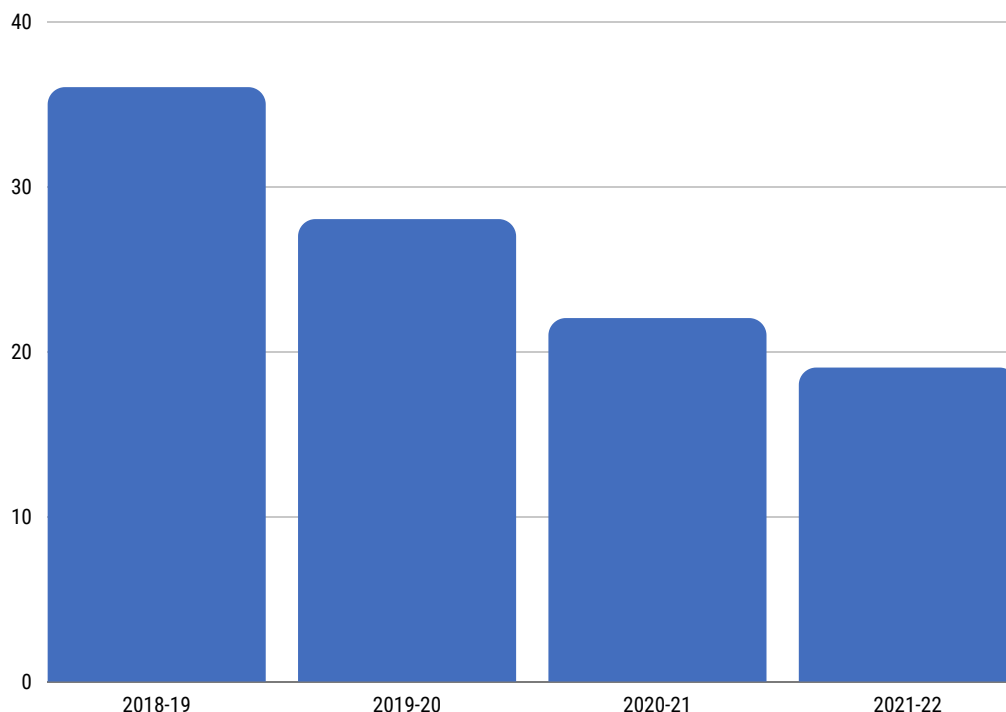


Information Literacy Instruction Snapshot

While library instruction requests were down again this school year, they recovered a bit. During the fall semester a former librarian began in-class sessions with English composition courses, based on a pilot crafted over the summer with Composition Professor Jennifer Kontny. To paraphrase Dr. Kontny, the goal of this program is to teach Mt. Mary students an information-literacy based skill set that will allow them to become responsible and thorough researchers. This will not only make them stronger students, but will allow them to become thoughtful and discerning consumers of our society's information landscape.

The project continued in the Spring semester with the goal of integrating aspects of the ACRL framework with the curricula of English 110 and 120. This resulted in the creation of four lesson plans that introduced students to concepts such as the information cycle, different types of authority, and scholarly conversations around topics. Our goal is to implement this lesson plan more broadly across the department in the fall semester. (Section written by Abbie Joranger.)

Information Literacy Sessions 2018-2022





The Costs of COVID-19, Redux. Again.

Online library tool use continues to rise, as do resource costs



2021-2022 remained a complicated budget year for Haggerty Library. Alma helped me and our staff keep real-time track of book, DVD, and serials budgets, among others, all in one place. Costs and fees continued to increase for Serials, the combination of subscription periodicals and databases, though more modestly than prior to the pandemic. It will continue to prove difficult to keep the valuable databases that our academic programs need (especially our new doctoral programs), as well as add new resources to stay relevant, without cutting a major resource or an increase in the library's operating budget. To optimally serve all the academic programs we support, I will be requesting an operational increase for FY 2023-24.

Wisconsin Library Service (WiLS), with whom we have long partnered, helps negotiate Serials pricing across the state, but they can only do so much each year. Our SWITCH costs increased modestly again, but their budget is highly transparent so it was not a surprise. SWITCH staff did secure the new, longer-term Alma/Primo contract mentioned last year. It will save each SWITCH school money over five years.



Library Assessment

What we learned from library system analytics and our annual student survey

In the past year, Haggerty Library has continued exploring the Analytics possibilities of Alma, the parent system of Primo, and offered our annual student survey. The biennial faculty survey will next be offered in 2022.

Working with Abbie Joranger, and a former librarian, we analyzed usage statistics from various databases to learn how much they are being used and in what ways. This is but one piece of our annual renewals discussion. We also began to compile usage reports for our print collection, which has helped us more fluidly purchase materials in areas of high student interest.

Although our circulation numbers decreased this past year, it was not dramatic. Our Interlibrary Loan (ILL) requests remained stable, as opposed to increasing, which we believe means that more people are finding what they need faster.

Our December student survey sample size returned to an acceptable level (103), so this allowed us to extrapolate results much better than last year (60).

"Nothing" was still the most common response (54%) regarding how difficult the library's resources and spaces were to navigate. We are pleased with this.

The top two items on students' "wish lists" remained reopening the library café space and more comfortable seating on the 2nd floor. (My capital request to replace our 67 wooden chairs was not approved for next fiscal year.)

Students used Primo most often for finding research resources, with Google Scholar coming in second. Increased information literacy sessions in core classes will hopefully help guide even more students to our resources first.

While most of our undergraduate students were satisfied with our selection of databases and research materials, some doctoral students expressed concern about the frequency of article requests they had to place, as opposed to finding immediate access. In order to fully support all our doctoral and graduate programs, we will need to expand our offerings in several areas.



Special Activities and Collaborations



Due to our small full-time staff size (three), it remains difficult to plan and launch true library events. We continued to pause our monthly displays, such as Banned Books Week, Halloween and Christmas DVDs, Black History Month, and Women's History Month. We continued publishing guides for most of these in Haggerty Help Guides. In conjunction with National Poetry Month in April, we did bring back our Haiku Contest this year. And our Carbs & Cram "good luck" event, the week before finals week, returned in May. Plenty of people were happy to see these return!

Dan Scholzen, University Archivist, and I continued collaborating with the Council on Library and Information Resources (CLIR) team to digitize the Fashion Archive. At the February Board of Trustees meeting, Amanda Cacich, the Curator/Stylist, photographer Marshall Lee, and I presented a sneak peek at the Digital Fashion Archive. Marshall also photographed the CREO fashion show in May.

As mentioned earlier, we began collaborative work on an Inclusive Excellence professional development book collection for faculty and adding new UX-related book and e-book titles.



Looking Forward

We will embark on our new library strategic plan tactics, continue to expand information literacy instruction, and we will continue working to re-establish Haggerty Library as a campus hub

In the coming year, we plan to continue collaborating with the Mount Mary community, in particular with English Composition instructors and those involved with the new UX major. Thanks to English, we have continued progressing to better integrate information literacy into required coursework at Mount Mary. This is something we have long sought, as it is not only essential for students' academic success, but also, major studies have shown, for their success in life after college.

Over the next year, library staff will begin implementing our second strategic plan, with our mission of supporting students' academic endeavors, along with faculty's. In the plan's first year, we will strive to update and refine library policies, put more workflows in writing, add to our Canvas presence, research available grants for some updated furniture, and continue evaluating library spaces.

Haggerty Library is much more than books today, but books and information access remain central to what we do. Tons of resources are online, yes, but not everything useful, reliable, or academic. Whether print or online, we will maintain a wide variety of tools and materials to aid student success at all levels. As for those library spaces, they are used much differently than after our major renovation in 2011, and with any luck (plus skill and funding) we will continue revamping them for today's students and how they choose to work - or have to work.

Walk through sometime this summer or fall and see what's happening!