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Like other large, public academic research libraries, we:

**Serve a large and diverse campus.** The flagship University of Maryland campus in College Park, Maryland, serves 38,000 students and 9,000 faculty and staff. Priority academic programs at this Carnegie-1 research institution include the core arts and sciences, engineering, business, journalism, environmental sciences, public policy and international affairs.

**Support the mission of the university** and work to ensure students and faculty succeed in their academic work. Librarians have faculty status.

**Work from multiple campus locations.** McKeldin Library is the largest library and commands an imposing position at the top of our campus greenspace, McKeldin Mall. Consistently logging about 2 million visits per year, McKeldin Library houses not only the undergraduate-focused Terrapin Learning Commons, but also the Research Commons for upper-level researchers. Branch libraries include the STEM Library; Art Library; Architecture Library; Michelle Smith Performing Arts Library; Hornbake Library, which houses Special Collections & University Archives and Library Media Services; and Severn Library, our off-site shelving facility. We also administer the Priddy Library at the university’s tech-oriented Shady Grove campus.

**Organize ourselves in divisions and units** but frequently work together in cross-functional teams. Some teams are project-based. Some are ad-hoc. Some are standing committees of our Library Assembly, the formal body that facilitates our shared governance.
But what sets us apart is our culture.

We believe, foremost, that we are successful because of an established level of cooperation and creativity that infuses our work. We regularly form organic, self-organized and self-directed teams. We advance ideas. We innovate. We experiment and learn from our mistakes.

In the self-examination we underwent to prepare for this application, one staff member identified our culture as “mature,” suggesting that administrators and supervisors nearly uniformly express confidence in their employees and are willing to “let them go”—to give them the freedom to conceive new ideas, shepherd pilot projects, and find creative solutions—while accepting that not all ideas or projects will succeed. Failure, it is understood, helps us grow. This mindset relies equally on trust by leaders and accountability by staff. Performance reviews and annual work plans keep duties in check and ensure we are focused and productive.

This maturity is undoubtedly also based in the solid foundation established by our shared governance. As organic as we may be in creating teams, we are equally grounded by a formal plan of organization, approved by the University Senate. Elected officers ensure committees execute the objectives of this plan. And while librarian committees tackle the hard work of matters pertaining to the promotion and tenure of librarians, monthly Library Assembly meetings are open to employees of all levels. Exempt and non-exempt staff and even graduate assistants elect representatives to our self-governing body. The Library Assembly Advisory Council meets formally twice yearly with the Library Management Group, a dean’s council of library leadership.
OUR VALUES

These core values inform our decisions and guide how we interact with each other and our community.

ACCESS We champion broad and free access to information. We create opportunities for people to freely engage in intellectual inquiry and learning by providing equitable access to the information and resources they need.

COLLABORATION We build on each other’s strengths. We work together with our university and broader information communities to enrich learning and research.

CREATIVITY We inspire each other by taking risks and trying new things. We inspire people and enable them to create and share new knowledge, take risks with new ideas, and build their innovations.

DIVERSITY We know diversity sparks creative thinking and actions. We embrace diversity in our community; it fosters respect for ideas and perspectives, enriching our decisions and interactions with each other. In late 2018 we created an expanded statement declaring our commitment to diversity and inclusion with plans to roll it out to the campus community in 2019.

STEWARDSHIP We care about the long term. We use sustainable practices to collect and preserve information resources in enduring formats and promote the well-being of our community and environment.

Longtimers here know that our organizational maturity evolved from a team-based organizational structure piloted well more than a decade ago. That structure ultimately revealed itself to be unsustainable, but good practices resulted. We learned and retained important habits about how to conduct productive meetings, how to be engaged and accountable participants, and how to lead from behind. Our evolution from this model points to our ability to adapt and to improve upon our missteps.

Deliberate institutional efforts have also fostered this creative mindset. Our Digital Systems and Stewardship Department created a virtual “idea board” allowing employees to post ideas for others to comment on and support. A new staff award introduced last year recognizes excellence in entrepreneurship and joins other longstanding awards that recognize teamwork and outstanding contributions by individual employees. We are constantly looking for ways to foster and reward new ideas.
We create and innovate to meet the needs of the academic community.

Fostering Creativity

We are deliberately forward-looking. We recognize that creativity and innovation must be cultivated by informed voices and multiple perspectives. Our Future of the Research Library Speakers Series helps us do exactly that. Though open to the broader campus community, the series is designed to guide and challenge us as change agents as we examine the evolving nature of libraries. Among the 14 speakers we’ve hosted over the past seven years: Roger Shoenfeld, Ithaka S+R; Constance Malpas, OCLC; Heather Joseph, SPARC; Mike Furlough, HathiTrust; and Courtney Young, ALA President.

We are committed to learning from each other. At our annual Library Research and Innovative Practice Forum we learn about colleagues’ various research and projects. Library faculty and staff highlight their work through lightning talks, presentations, workshops and posters. Recent topics have included: student-centered teaching strategies; entrepreneurship and revenue generation; lessons from a qualitative research study; and the effectiveness of Google Tag Manager. A guest keynote speaker last year challenged librarians, archivists and digital practitioners to practice an “ethic of care” in their design by advocating transparency, openness, and multiple points of view.

We are innovative in transforming spaces and are particularly adept at making incremental changes to support the needs of the academic community. A library master plan guides these facilities-related improvements and draws from data gleaned from ethnographic studies, student and faculty surveys, and even student coursework. In one such notable example, a graduate-level architecture class reenvisioned and redesigned our McKeldin Library in a thorough and imaginative study that provides inspiration for a dramatic transformation.
Transforming Spaces

Our renovated spaces are more flexible, technology-focused and responsive. In recent years, we converted two teaching classrooms in McKeldin Library to learning labs with moveable furniture, laptops and wheeled large-screen instruction monitors.

Acting upon student and faculty requests for inspiring spaces, we created a grand reading room (see Research Commons, page 11). Hornbake Library, close to a new campus classroom building, transformed a lobby area to a more comfortable study lounge.

Upgrades to McKeldin Library completed over the summer have transformed its busy first floor. New furnishings and finishes in Maryland colors complement infrastructural changes, such as additional electrical outlets for recharging mobile devices, new security gates, and improved access to the main stairwell.

The STEM Library benefitted from recent renovations to provide more comfortable, collaborative and usable space with more power outlets and soft seating. We’ve relocated librarians there to an upper floor, not only to give them private space for their offices, but also to increase the capacity of the library’s popular makerspace.

In 2016 we opened Severn Library, an off-site shelving facility that not only frees up library space in prime locations (such as the STEM library), but also preserves the materials transferred there in ideal environmental conditions.
The Terrapin Learning Commons (TLC) in McKeldin Library, formerly a dreary floor filled with carrels, is now a busy, vibrant space particularly valued by undergraduates. With 24-hour access, it offers soft furniture, reservable group study rooms, hundreds of computers and outlets, and serves as the hub of a popular equipment loan program where students can check out laptops, chargers, iPads and dozens of other items. The Terrapin Learning Commons also houses our John and Stella Graves MakerSpace, a donor-funded, highly successful destination open to students of any major.

The Terrapin Learning Commons benefits from a dedicated staff motivated by assessment and a shared desire to improve services. Each staff member is responsible for gathering statistics throughout the year to inform how to improve services, ranging from spikes in the use of poster paper for the oversized printer to check-outs for the popular equipment loan program. Monthly “minute surveys” help staff members identify students’ perceptions on matters ranging from safety to branding to equipment needs.

Partnering with an art professor who teaches Digital Cultures and Creativity, the TLC showcases more than a dozen student artworks created to help visualize usage data related to the space. In one example, squares of colored transparent acrylic correspond to library services or qualities. (For example, yellow= personal laptop; blue= group work; green= silent area). Sized to show relative use at different times of the day and overlapped in a Venn-diagram manner to convey multi-tasking, the squares create a visually stunning work of art. In total, the sculptures not only add welcome decoration, but also signal to students they have a role in creating a shared environment. “We want to foster student ownership,” our TLC manager likes to say. “This is their space.”

**Equipment Loans**

On an average day* we check out

- 119 laptop computers
- 68 laptop chargers
- 59 pairs of headphones
- 55 cell phone chargers

*Spring 2017 semester
MakerSpaces

The John and Stella Graves MakerSpace in McKeldin Library is a model and resource for the similar offering in the STEM library. Staff at each location support each other and evolve services. As part of our new “Tryables/Hackables” program, for example, students can check out and test products like an Apple watch or Microsoft Hololens. We often take the MakerSpace “on the road,” promoting services at a pop-up showcase at the campus’s busy student union, or wowing alumni with the 3D printer at a tailgate event organized by the alumni association. We have demonstrated the 3D printer to the university trustees who ended a day of meetings with a reception in Hornbake Library, home to our special collections. In February 2018, we hosted a delegation from the United States International University in Africa. And staff members recently contributed three chapters to the newly released ALA book 63 Ready-to-Make Projects for Libraries. It’s no wonder MakerSpace staff have cemented their reputation on campus as go-to collaborators.

MakerSpaces, now in two libraries on campus, are well integrated into classwork and student life and have matured to become more than simply a host location for 3D printers, scanners and other gee-whiz offerings. Last fall, for example, the John and Stella Graves MakerSpace hosted 15 workshops and drop-in sessions for incoming freshmen in the Arts Scholar Program. Students represented 33 majors, from biochemistry and mechanical engineering to journalism and vocal performance.

To advance their research, students have 3D-printed objects ranging from oyster shells to pumpable life-sized heart models. A mechanical engineering student (above) also volunteered for an international organization that creates prosthetic hands for children.
More than gadgets. These recent examples illustrate MakerSpace integration in our academic landscape:

A student research team scanned an oyster shell and printed replicas from a filament containing natural mineralic fillers. The team seeks to reverse the decline of oyster populations in the Chesapeake Bay—not by printing more oysters(!), but by using the replica to identify alternative ways to support the substrate essential to an oyster’s growth cycle.

An architecture professor required her students to print 3D architectural models of ancient ruins as a way of visualizing the original structures.

A graduate student sought a binaural microphone from our expansive equipment loan program for his thesis. Although we didn’t have one, MakerSpace staff located open-source specs and offered to create one onsite.

(See more examples on page 32.)
Research Commons

If the Terrapin Learning Commons demonstrates excellence in programming and space configuration for undergraduates, the Research Commons does the same for upper-level researchers, primarily graduate students and faculty.

Headquartered in McKeldin Library, the Research Commons occupies the entire fourth floor, offering quiet workspaces with movable furnishings and offices for staff, including the head, a portion of the subject liaisons, and a GA who offers statistical consulting. Now, finally, the Research Commons also houses a new large reading room the building conspicuously lacked. (Dedicated in 1958, McKeldin Library was, of course, designed primarily to store books.) Our recent improvements seek not only to remedy current shortcomings but also to reverse outdated decisions made in decades past. The newly renovated quiet reading room reimagines the space—and it has never looked so good. Filled with light from tall windows and furnished with large wooden tables and shaded lamps, the room has become a popular destination students now liken to Hogwarts. Score!

A high-profile and popular website catapulted the concept of the virtual Research Commons by satisfying a need researchers had long voiced: a central repository or gateway for the vast resources available on campus to support all stages of the research process, from developing research ideas and finding funding to managing the research and disseminating the results. Because these
services and resources are administered by multiple campus units, researchers frequently had problems navigating the bureaucracy and finding the support they needed. In partnership with the Division of Information Technology and the Office of Research, we created a solution: a robust site, aptly named Integrated Research Resources on Campus, or IRRoC (pronounced I Rock!). It logged 10,000 page views in its first nine months and has established itself as a go-to resource for a research-intensive campus that in FY15 brought in a record $550 million from outside research awards. Equally important, the site strengthened our partnership with those aligned campus units, with whom we now consistently collaborate on Research Commons programming.

A new suite to support geospatial services was recently added to the Research Commons, just down the hall from the reading room and the subject liaison offices. The suite includes offices for our GIS specialist and her team as well as a geospatial lab, equipped with 35 Dell OptiPlex machines featuring 16 GB memory and 4K Touch LCDs with articulated stands. All computers include data science and statistics software such as MATLAB, ArcGIS, RStudio and Panoply.

The GIS librarian, who also operates out of the STEM library, has distinguished herself not only for the special skills she brings, but also by forging strong relationships with the departments she serves, whether through hosting workshops or providing customized classroom instruction.

To help students navigate McKeldin Library, she is working with the university’s facilities and police departments to create a virtual wayfinding app viewable on mobile devices. By linking coordinates with rooms, services (looking for the large-format printer?) or even call numbers, the app will help users find what they need.

She also helps coordinate outreach events such as Geography Awareness Week, a collaboration in which we join the Center for Geospatial Information Science, the Department of Geographical Sciences and the Geography Club. We featured a mapathon during which students mapped buildings and roads in international disaster areas. The activity was part of a broader humanitarian effort organized to assist Doctors without Borders.
The Research Commons brand includes a popular set of programming such as:

**Common Quandaries workshops** A graduate student workshop and event series designed to introduce a variety of skills, tools, and concepts to researchers on campus. Recent topics include Curating Your Professional Digital Presence and Speed Geeking: How I Learned to Love Talking about My Research Interests Outside My Discipline.

**Interdisciplinary Dialogues** Twice-a-year panel discussions on important topics by scholars from various disciplines. For the first installment we invited five faculty members from various disciplines to discuss income inequality. A professor from the School of Health, for example, talked about health disparities; an economist addressed historical shifts; a professor from the Department of Women’s Studies addressed factors relating to gender and race. Librarians at the event pointed to LibGuides and other resources for follow-up inquiries. Our social media manager awarded a prize for best live tweet. The standing-room only event became the model for a series that has grown to cover other relevant and current topics, including Election 2016: The Use and Impact of Social Media; Sex on Campus; Fake News; Big Data; and Immigration in the Age of Trump.

A fall event focused on the turbulent year of 1968 by looking at the civic engagement, music, and science that helped shape it. Our university archivist presented insight and images of campus-specific protests. We are currently convening panelists to discuss issues surrounding immigration to coincide with the university’s Year of Immigration.

**Speaking of Books: Conversations with Campus Authors** A signature series of book talks by faculty authors, hosting several authors a year since 2005. (See page 27 for more information.)

**STEAM Salon** An informal speaker series of faculty and students in the STEAM disciplines who engage and inspire with their current research. Dan Russell, Google’s Uber Tech Lead for Search Quality and User Happiness, kicked off the series, followed by faculty members from university departments. Presentations are live-streamed via Periscope and available on Twitter.
Branch libraries, too, promote the concept of providing specialized equipment and programming to targeted constituents and are themselves extensions of the Research Commons model.

In Library Media Services in Hornbake Library, students have access to multimedia studios, equipped to support all aspects of video and audio production from initial recording to final editing. The recording studio has four sets, two green screens, cameras, lighting, and audio and video mixing boards. Each editing studio is equipped with a 27-inch iMac loaded with software including Audition, Encore, Prelude, After Effects. The audio-specific studio is designed to minimize external sounds to optimize recording results. Students at Library Media Services can also check out equipment, much of it unavailable elsewhere on campus. Equipment includes digital audio recorders, headsets, digital video converters, image scanners and digital drawing tablets.

The Michelle Smith Performing Arts Library is an engaged partner within the Clarice Smith Performing Arts Center, a dynamic confluence of the School of Music, the School of Theatre, Dance and Performance Studies, artist partner programs and more. Exhibitions, concerts and film screenings help build communities well beyond campus, and the library also provides live streams of performances in the Clarice. Also of note: Reflections from the Keyboard, a lecture-recital series that explores the world of pianists and piano music under the auspices of the International Piano Archives at Maryland. This archives is the world’s most extensive concentration of piano recordings, books and scores related to classical piano repertoire and its performance.

The Architecture Library responded to shifting demands and converted in 2014 to a professional service model. It is open limited hours to the public, but students, staff and faculty who are part of the School of Architecture, Planning and Preservation have 24/7 access both to the collections and a bright, open, expansive study space. A full-time librarian manages the collections and provides services and programming.
Generating Revenue: Digital Data Services

As home to information managers, programmers, systems analysts and digitization experts, we’re uniquely positioned to offer technology-based solutions for specific research needs. We can help with software development, format migration and data management, and do so regularly to support faculty research projects and advance the university’s academic mission.

By extending these services beyond the typical needs of the academic researchers, however, we can generate income to support our overall budget, including hiring staff to work on these new projects. Established in 2015, Digital Data Services (a unit within our Digital Systems and Stewardship Division) seeks to raise income to help us expand our operations by taking on projects aligned with our mission. To date, the services unit has generated about $450,000.

We have:

Served campus administrative units. We provided project management support to the Office of Research Administration to migrate their data to a cloud-hosted solution and helped the Office of Institutional Research, Planning, and Assessment by digitizing office records.

Tapped a potential commercial market by entering into a three-year pilot project with a local radio station to help them manage and search vast amounts of digital broadcast content. The goal of this entrepreneurial effort is to determine the market viability and scalability of a commercial service.

Developed a software application for the Big Ten Academic Alliance so its member libraries can verify eligible borrowers who wish to check out books from other Big Ten libraries. Besides streamlining the process, the application also improves the ability to track and assess activity.

We are leaders in developing and implementing exemplary programs other libraries can emulate.
Launched an online service to showcase scholarship of affiliated Maryland-based institutions in a shared, open access repository (MD SOAR). The effort builds on the success of our own digital repository, follows a two-year pilot and addresses a long-term need.

Technology expertise, of course, emanates from our proven track record of advancing the university mission by supporting the research, teaching and learning that occurs every day on our campus. Unique among many libraries, our data services strive to provide support throughout the entire research lifecycle, including data collection, processing and analysis. Toward that end, we offer an application called REDCap to support secure, trustworthy human-subject research across numerous fields such as education, psychology and public health. We also provide multiple tiers of data storage security for faculty researchers to interact with, analyze and prepare their data before it is available for widespread sharing.

In recent years we have made astonishing gains in making the university’s collections available to researchers on campus and worldwide. We now manage approximately 77 terabytes of data, having digitized 977,000 images and 6,265 hours of audio-visual materials in the last five years.
Special collections are the focus of many digitization projects. In 2018 we received a grant of $264,000 from the National Endowment for the Humanities to extend our successful project to digitize historic Maryland newspapers. This is the fourth such grant the University Libraries have received from the NEH to make Maryland’s newspapers broadly and freely accessible. Since being awarded the first grant in 2012, we have digitized more than 200,000 pages from Baltimore, Hagerstown and Cumberland newspapers with efforts well underway to represent every region of the state. Not only does this project demonstrate our leadership in collaborating with other Maryland newspaper repositories, it allows us to develop expertise to digitize our own student newspapers.

Digitization projects are selected by a committee based on a number of ranked factors, including condition of the materials, format, cost, scholarly impact, and evidence of support for the digitized materials. Collections that have been integrated into coursework receive high marks. One example: a collection of rare historic French pamphlets digitized and later translated by university students. Launched in partnership with the College of Arts and Humanities, these files formed the core of a website, A Colony in Crisis, that offers insight to the 1789 Saint-Domingue flour famine, a little-studied episode from the years leading up to the Haitian Revolution. Promoting a culture of worldwide discovery and use, the digitized pamphlets are available on the Internet Archive database to facilitate download and reuse in external future projects.

We have similarly digitized AFL-CIO newspapers to strengthen our partnership with that federated labor union (after receiving in 2013 the largest archival gift in our history: the historical archives of the AFL-CIO that occupy nearly six miles of shelving).

Back issues of the Diamondback student newspaper, funded in its first phase by a highly successful crowd-funding project that mobilized our colleagues in the Merrill College of Journalism, and the Division of Student Affairs as well as a network of alumni. The newspaper database features some cutting-edge technology, including a clipping tool, that will serve as a model for other academic libraries. We are among the first wave of institutions to put Fedora 4 into production with this project.

A recent $21,000 CLIR grant funded a pilot project to digitize and preserve rare audio recordings of community-based radio stations from the National Federation of Community Broadcasting Archives. The open-reel tapes are one of the only known surviving collections documenting underrepresented voices in American media and also include live performances of music cultures from around the globe.

Materials related to Alice in Wonderland that formed the basis of an exhibition in 2016 (its online counterpart winning best online exhibit from ACRL).
Training Future Librarians: Research and Teaching Fellows

Although academic research libraries with MLIS programs at their institutions often rely on graduate students to help with instruction, a gap often exists between theory and practice. These programs typically rely on teaching scripts, leaving graduate students feeling inadequately trained and underprepared to transition to a professional position. To address this gap, our head of Teaching and Learning Services has conceived an enviable model—the Teaching and Learning Fellowship—that offers a 3-semester teaching and training program for future academic librarians.

Each week in the first semester, Fellows complete a set of readings and reflections through a not-for-credit online course. Fellows meet weekly in-person, participate in community events such as workshops and monthly journal-reading clubs, and perform desk hours at the STEM library. By mid-semester new Fellows begin co-teaching instruction sessions with senior fellows.

In the second semester, Fellows develop their teaching skills by independently leading information literacy sessions for first-year undergraduate students. As they continue attending community events, they also receive mentorship from librarians and participate in workshops relating to searching for jobs in academia.

The final semester consists of a 120-hour field-study. Sixty percent includes training junior Fellows and leading information literacy programs. The other forty percent centers around a Teaching as Research Project, in which Fellows work with a subject librarian to design, lead and assess an information literacy session for upper-level students.

We benefit from the Research and Teaching Fellowship perhaps as much as the Fellows do. Fellows share their ideas and provide a bridge to what they’re learning in the classroom. They, in turn, receive paid work experience, career guidance (including development of their CVs, mock interviews and more) and support from a close-knit cohort. Perhaps best of all, the job placement rate for graduates is 100 percent. “You have to learn by doing, by trying different things (and sometimes failing), and by figuring out your own style and approach,” said one fellow last year. “The Fellowship gave me an opportunity to do all of these things.”

Growing an endowment for this program is one of the priorities of our $60 million fundraising effort that is part of the university’s current “Fearless Ideas” campaign. Other fundraising priorities include establishing endowments to support digitization, archivists and our Top Textbooks program.
Partnering to Advance Special Collections

We are particularly successful in realizing the potential of special collections by building relationships with donors and others invested in ensuring the care and promoting awareness of the collections.

American Federation of Labor and Congress of Industrial Organizations (AFL-CIO)

In October 2013, the University of Maryland received a gift from the AFL-CIO of its historical archive, an extensive collection of documents, photographs, books and audio and visual recordings pertaining to this national federation of labor unions based in Washington, D.C. With materials that fill six miles of shelving, the collection is the largest such donation to the university. It joins other archival resources that document the history of the labor movement, including those from the Bakery, Confectionery, Tobacco Workers and Grain Millers’ International Union, the Industrial Union of Marine and Shipbuilding Workers, and the United Brotherhood of Carpenters and Joiners of America.

The historic AFL-CIO donation also helped define a partnership that has yielded impressive results. We provide public access to more than 3 million pages of labor-related documents, 250,000 photographs and 500 documentary films. We’ve digitized the AFL-CIO News, the CIO News and The Carpenter magazine, which are now available online, along with more than 1,250 photographs and documents. Benefitting from close proximity to the AFL-CIO headquarters in Washington, D.C., our librarian for labor studies has established a close working relationship with AFL-CIO administrators who value his expertise and perspective on archiving historical material and ongoing records management.

In September 2017, we opened an exhibit that showcases hundreds of unique texts, photographs, artifacts and videos documenting the intersection of the labor movement with issues of social justice and economic equality. The exhibit explores turning points in the labor movement around issues including civil rights, women’s movements, immigrants’ rights, religious freedom, LGBTQ equality and more. We annually promote the collections through outreach at the national and state AFL-CIO conventions and the United Brotherhood of Carpenter exhibits in Las Vegas and Philadelphia; host a Wikipedia Labor History Edit-A-Thon; provide frequent tours for labor dignitaries; and support an annual popular D.C. film festival organized by labor unions.

“Today marks the beginning of a new chapter in the relationship between the AFL-CIO and academia. We entrust our most crucial records to the University of Maryland Libraries.” — Richard Trumka, President, AFL-CIO, October 1, 2013
In one of our longest and most fruitful relationships, we have partnered since 2005 with the National Diet Library of Japan (the Japanese equivalent of the Library of Congress) to preserve and provide digital access to the Gordon W. Prange Collection, the most comprehensive archive of publications issued in Japan during the first four years of the Allied Occupation (1945-1949).

Following Japan’s surrender in World War II, the Allied Forces occupied Japan and sought to control its media. A newly established intelligence unit reviewed all civilian communications, including personal correspondence, telephone calls, radio broadcasts, films and publications. Many items were censored; some were suppressed entirely. When censorship was lifted in 1949, Gordon Prange, a professor of history at the University of Maryland and officer in the U.S. Navy associated with the intelligence unit, arranged for the publications to be archived at the University of Maryland.

We and the National Diet Library have contracted with a vendor to digitize materials. Three full-time technicians do so on-site. Each institution receives a digital scanned image; we compile the bibliographic data. Over the years, various deans and librarians have traveled to Japan, just as representatives of the National Diet Library have traveled here. The Japanese Ambassador to the U.S. is an honored visitor to events organized around the Prange Collection and points to our cooperation and shared purpose as a special source of pride. In October 2018 we opened a large-scale exhibit featuring items from the Prange Collection. Its opening reception attracted scholars, campus donors, and friends.
In partnership with the Library of American Broadcasting Foundation, we operate the Library of American Broadcasting, which is featured prominently in Hornbake Library. With more than 1,000 oral histories, 200,000 photographs and numerous books, pamphlets, scripts, audio and video recordings and other materials, the collection is widely recognized as the preeminent national repository for broadcast history, policy, and tradition.

Our relationship goes back to 1994, when the library moved from its foundation headquarters in Washington, D.C., to new and larger quarters on the University of Maryland campus. For years we housed the collection and provided service under the terms of an MOU through which we received annual contributions. In 2015 the Foundation transferred ownership to the University of Maryland, and our status shifted from that of a service provider to one of a partner dedicated to fostering scholarship through the use of the collection.

In a somewhat parallel relationship, we currently hold the archives of National Public Radio, and as part of a renegotiated MOU, receive free nationwide on-air announcements valued at $100,000. In yet another relationship with a broadcasting partner whose archives we steward, in 2019 we will embark on a fundraising campaign with Maryland Public Television to celebrate its 50th anniversary.

“...We are honored and grateful to have this partnership with the University of Maryland Libraries. We cannot imagine a more professional or dedicated steward for this collection.”
— Ginny Morris, Chair
Library of American Broadcasting Foundation

Our newest partner:
White House Correspondents’ Association

In 2018 the University of Maryland and the White House Correspondents’ Association announced plans to create a permanent and ongoing digital, searchable archive of presidential pool reports produced by White House correspondents. We are key partners. Together with the university’s journalism and information studies colleges, we will archive, preserve, create metadata and infrastructure, and develop programming that will provide a window into the world of the president and the press. “The collection will be of invaluable help to scholars far and wide,” said Douglas Brinkley, professor of history at Rice University and CNN presidential historian. “A grand slam idea.”
Creative Edge Collaborative of Prince George’s County

We sponsor an affiliate organization dedicated to cultivating a distinctive film and digital media industry in Prince George’s County, Maryland, home of the University of Maryland. The goal of the collaborative is to combine advocacy and arts incubation services for film and digital media professionals and creative entrepreneurs. In addition to sponsoring monthly public conversations at the local public library, the group organizes an annual Future of Film Conference, a day-long signature event that brings together the regional film community to consider the current state of the industry and to look at emerging trends. We host the event in Hornbake Library; our head of Library Media Services is a founding member and a driving force of this community-based partnership now in its fourth year.

Bartenieff/Laban Institute of Movement Studies

In part to acknowledge our relationship with a recently retired professor from the School of Theatre, Dance, and Performance Studies, in November 2017 we hosted a free, one-day symposium to celebrate the life and works of Irmgard Bartenieff, the founder of the Bartenieff/Laban Institute of Movement Studies, whose collection we received several years ago. The program featured speakers who worked with Barteneiff and the retired professor, as well as scholarly presentations about dance research. The day ended with a movement choir that began in a dance theater and ended at the far end of the center. The sixty registrants—one of whom was a 99-year-old who traveled from the U.K. for the event—expressed genuine joy in being reunited for a symposium of international consequence supporting dance scholarship. Funds from the Charles Fowler Fund for Innovation in Arts Education made the symposium possible.

A student and colleague of Irmgard Bartenieff, renowned scholar of movement and dance and donor to the University Libraries, moves through an icosahedron to recreate the 40-year-old image behind her. The structure has 20 sides and is used as a tool to explore the body’s capacity for movement within a spatial context.
 Contributing to the Profession

Beyond the national committee work that seems to form the core of librarian service, we also contribute to the profession in other meaningful ways large and small. (Please see appendix for selected professional accomplishments and contributions.)

Our librarian for government documents recently testified on Capitol Hill at a House committee hearing regarding the Federal Depository Library Program. She advocated for greater flexibility and control in managing the government publications we receive as a federal depository library.

As evidence of our commitment to open access scholarship, this fall we again joined with the university’s College of Behavioral and Social Sciences and the Department of Sociology to co-sponsor a national conference for SocArXiv, serving to highlight the tools and methods of open scholarship for the social sciences. We convened researchers who wrangle with issues relating to open access, publishing and open scholarship. Scholars came from around the country, and presenters traveled from California, New York, Illinois, Michigan, Canada and more.

We organized and hosted a meeting of the regional Code4Lib group for the greater Maryland, D. C. and Virginia area. Nearly 50 people attended two days of formal presentations, workshops and unconference sessions. Similarly, our Priddy Library at Shady Grove will host MD Tech Connect next month, to foster networking among regional librarians. We were also a participating institution in the first Endangered Data Week, putting on workshops and panel discussions seeking to advance data preservation.
Working closely with Maryland’s iSchool, we grew a unique and fruitful global relationship with The Library of the Russian Academy of Sciences and the library school of the St. Petersburg State University of Culture and the Arts. The partnership started in 2012, when our Slavic librarian, in partnership with an iSchool colleague, developed a study-abroad information studies class and escorted students to Russia. Despite the current strain between the countries, the class is still going strong. The director of the Russian Academy of Sciences visited our campus in 2013 as part of an exchange. Our delegation to St. Petersburg met with professionals and students, and worked on joint grants to advance the partnership. Several publications resulted, and last year our Slavic librarian provided an online seminar for the St. Petersburg library school.

A Diversity Immersion Institute grew from commitment and passion. Organized by our liaison to the College of Information, the three-day summer institute advanced two main goals:

1) To encourage graduate students to become advocates of inclusion in their professional careers; and
2) To give local African American high school students a taste of college life.

The high school students were participants in the Washington, D.C.-based Life Pieces to Masterpieces program, a nonprofit that provides opportunities to the city’s most poverty-stricken and volatile neighborhoods. In addition to participating in classes led by UMD professors, the students learned about potential careers in the field of information science. More than 11 librarians and staff members led workshops or tours. As the organizer wrote on the project website, “This diversity initiative began as it ended; a definitive model for learning from one another, reflecting on known and unknown biases, understanding different perspectives, and putting into practice the importance of collaborative dialogue between various cultures for a common cause.”
Growing through Professional Development

We offer local opportunities for professional development through an ever-growing roster of informal meet-ups. Some emerge from our organizational infrastructure—that is, they were developed by supervisors who recognized a desire for additional training, or by committee members seeking to nurture success—but many were started humbly by go-getters with an idea. It’s evidence not only of the desire to learn new skills and improve our work, but also to contribute to the community of creativity in which we take such pride.

Library Research and Innovative Practice Forum An annual showcase of digitization projects, research findings, and user-analysis findings. Our ILL librarian, for example, demonstrated how she sped up article-delivery response rate through time-saving workflows in an effort to “save all the seconds.”

Fearless Teaching Institute Hosted by our teaching-and-learning librarians, this series of workshops and professional development events, including peer teaching observation, aims to grow and improve teaching within the Libraries. The program is completed independently and open to any library staff member with responsibilities for teaching or training.

Copyright Discussion Group An occasional forum to discuss copyright issues and share experiences and resources.

Journal Club A monthly meeting for Teaching and Learning Fellows and librarians to discuss an article about an aspect of librarianship, particularly as it relates to instructional activities.

Emerging Technologies Discussion Group A monthly brown-bag session where attendees learn about new technologies and their applications. A recent session focused on machine learning algorithms and their implications for library and information science.

Writing Group An informal group facilitated by the Faculty Mentoring Committee which provides dedicated time and space for librarians to foster scholarly and creative activities.

iSchool- UMD Libraries Research Brown Bag We co-host monthly informal discussions with our iSchool peers to share and learn from each other. Recent presentations focused on topics such as what to consider when archiving email of distinguished faculty members and rethinking library services for first-generation students.

Coding Workshop An informal group to discuss and, more importantly, perform hands-on computer programming. Any staff member, regardless of prior coding experience, is welcome to participate, but they must commit to be willing to practice between meetings.

Yoga Classes Weekly hour-long sessions provide an outlet to stay fit and flexible, relieve stress and build community.

Research and Learning Forums Monthly workshops designed as in-house professional training for subject and instructional librarians led by peers and guest experts. Among them, the Multigenerational Forum focused on issues related to discrepancies in the learning styles and biases that can result from generational differences; the Kick-Ass Communications Forum focused on improving interactions and advocacy. For the latter, a communications professor gave tips on crafting elevator speeches, and an improv artist led exercises to help minimize inhibitions.
We cultivate substantial and productive relationships with faculty and students.

Partnering with Faculty

Librarians have a long history of developing rewarding relationships with faculty, in part because we provide services they value. We consult about research and advocate for resources they need. We preserve their scholarship in our well-established institutional repository. We support them with an active and efficient ILL program. Faculty responses from our 2017 LibQual+ survey show consistently high marks, particularly in areas related to overall quality of service, support for research and teaching needs, and personal interactions.

The most meaningful relationships, however, emerge not from our status as a service provider but from our contributions as a valued partner. Some partnerships are formal and institutional; others are nurtured by individuals. Librarians are well integrated into the academic fabric of campus, for example:

Our Librarian for Special Collections in the Performing Arts served as chair of the University Senate in 2013.

Our Associate Dean for Digital Resources has a joint appointment with Maryland Institute for Technology in the Humanities and ensures a higher level of collaboration with that nationally recognized program.

Many of our librarians have served as adjunct faculty to the iSchool.

Our librarian for Jewish and Slavic Studies is deeply connected to the Jewish Studies Department and partnered to host speaking engagements when the department brought Russian journalist-activist Masha Gessen to campus, or several years earlier, the famous late Russian poet Yevgeny Yevtushenko.
Consider a few ways we engage faculty:

We’re building a community of practice among campus-based researchers to offer training in the tools of modern data science. Developed jointly with a campus research center, we’ve proposed—and received funding for—a novel solution that scales up existing materials and methods beyond one-off workshops and breaks the traditional two-day boot camp into smaller seminars, all while connecting faculty and researchers with similar needs and concerns. The proposal was accepted for funding as part of the university’s Year of Data Science.

Our humanities librarians years ago created a highly popular series that continues today. Speaking of Books: Conversations with Campus Authors features book talks by faculty authors from the University of Maryland. The series began in 2005 to highlight new books by faculty members from the College of Arts and Humanities and has since expanded to feature all disciplines. In 2018 we celebrated our 50th author. Faculty members value the chance to discuss their research with local peers. We benefit too: inevitably presenters detail their research processes and proclaim their love of libraries.

Our GIS librarian, with a faculty collaborator from the Department of Biology, is conducting research examining changes in marsh extent in the Chesapeake Bay. The research team classified Landsat data and used high resolution NAIP data for visual analysis to look at changes in marsh cover, forest cover, and agricultural lands over 25 years.

Several of our librarians design and lead study abroad classes, often in partnership with teaching faculty from across campus. In recent years, librarians have partnered with faculty from the College of Information Studies or the Robert H. Smith School of Business, traveling to Russia, Nicaragua, and Thailand.

To honor 400 years of William Shakespeare, our humanities librarians, in close partnership with faculty from the Department of English, organized a campus-wide celebration that included more than two dozen events, contests, activities and exhibitions. Riffing on “Fear the Turtle,” a university tagline, we created “Speare the Turtle” to give a face to the campaign. Similarly, in 2018 we joined the international celebration of 200 years of Mary Shelley’s Frankenstein and partnered with English faculty to host a marathon reading, costume contest, poetry contest.

This summer we mounted an exhibition to kick off a yearlong celebration of the School of Theatre, Dance and Performance Studies that focuses on a series of Renaissance paintings, the scans for which were provided by the Victoria & Albert Museum. The paintings serve as a reference for students to design costumes, construct models and showcase performances, and the exhibition underscores the ways in which artist-scholars value libraries.

In partnership with an English Professor, more than 60 students used a crowd-sourced transcription tool to help transcribe an original 19th-century woman’s diary and discussed issues relating to online recovery of women’s history collections.

Students organized a very successful transcribe-a-thon to digitally transcribe an original 19th-century diary from our special collections.
When the University of Maryland joined the Big Ten in 2014, we had the opportunity to adopt a library service in place at many of our peer universities: a faster, more efficient inter-library borrowing program. The service — already branded as UBorrow — would provide the University of Maryland community speedy access to the consortium’s 100 million collective volumes, a number more than 20 times the size of our own print collection.

The service would also help the university promote the academic benefits of Big Ten membership when many were uneasy with the move from the Atlantic Coast Conference. (The Big Ten institutions collaborate to achieve shared goals through the Big Ten Academic Alliance, the academic consortium that developed and introduced UBorrow in 2011, with the University of Chicago Library playing a leading role.) Our comprehensive marketing campaign for the service won the John Cotton Dana Public Relations Award from the American Library Association.

More importantly it helped launch the service which:

- Reduced fees paid to other libraries to borrow books by 35 percent in 2014, saving the UMD Libraries $26,000.
- Reduced the average ILL turnaround time for books from 14.5 days in 2013 to 9.3 days in 2014.
- Improved the fill rate for ILL books borrowed from other libraries from 75% in 2013 to 81% in 2014.

Maryland is currently one of the heaviest users of the UBorrow program.
Supporting Student Success

Our days are often defined by working with students. Each year we provide nearly 5,000 hours of preparation and instruction to almost 20,000 students. Librarians are actively engaged in living-learning communities, assigned as liaisons to groups including international students and veterans, and work diligently to engage first-year students through special programming and promotions. Our university archivist works closely with a campuswide student Traditions Committee and teaches a course, HIST429, about campus history. We develop relationships with student groups, including the Student Government Association, Residence Halls Association and TerpThon, a student philanthropy group that raises money for children’s hospitals.

Over the past few years we have been particularly successful in developing solid and productive ties with the Student Government Association. The partnership today is a dramatic reversal of a prior combative relationship when campus introduced an unpopular library student technology fee in 2010. Although we benefit greatly from the income that the fee generates (used to purchase library technology, expand our popular student equipment loan program and hire student workers), we were bruised initially by a process which cast us as adversaries. We have worked since that time to build trust and nurture our relationship, primarily by working with student leaders and influencers to determine the allocation of these funds and by promoting our shared values.

What a turnaround. In the years since the fee was imposed, the Student Government Association has passed a resolution for increased campus funding to the library, advocated for our collections, and even donated more than $13,000 to a crowdfunding campaign to support our Top Textbook Program. Student government representatives serve on our dean’s student advisory council. Last year we moderated a student-government candidate debate in our Special Events Room.

“Working alongside the University of Maryland Libraries was one of the most impactful ways I was able to give back while a student leader at Maryland. They didn’t just want student input, they wanted students involved as partners from start to finish. The work they do at Maryland is invaluable.”

— Kevin LaCherra ’17
Former member, Dean’s Student Advisory Group
Students on campus are particularly concerned about the affordability of higher education, and they've learned that we're responsive to their needs. "When textbook costs could pay your rent," said one student advocate, "you know this is an important issue." To encourage open access as a viable long-term solution to rising textbook costs, we worked in 2014 with the student government vice president of academic affairs to develop an Open Educational Resources website in partnership with the Teaching and Learning Transformation Center. This year we joined the Open Textbook Network and are building alliances not only with students and faculty, but also with the campus bookstore.

In 2015 we introduced a textbook loan program as an intermediate step in this broader affordability effort. We loan out textbooks in four-hour increments for the 100 most-enrolled courses on campus. It's highly popular. Just last semester nearly 1,000 students borrowed textbooks in 3,186 transactions. Our digital team created a database and interface so that students can check their phone in real-time to see if a textbook is available. And to help ensure the longevity of the program, students from the Residence Halls Association have organized an annual textbook donation drive at the end of the semester since 2016.

Our libraries and services are frequently the source of case studies for student projects, whether self-identified or assigned by instructors. We reap benefits from such collaborations. In recent years, for example:

An MBA class created marketing plans for McKeldin Library.

Groups from the College of Information Studies evaluated our website and discovery system.

A plant sciences class designed a green wall in a day-long design workshop *(bottom photo)*, ultimately impressing the Office of Sustainability which funded part of a biowall installation in our main library in May 2017.
A senior majoring in aerospace engineering designed an app to help pinpoint the location of study partners in our sprawling, seven-floor main library.

Still another student researched napping pods and, with his team members, delivered a thoughtful proposal not only to his instructor, but also to our library managers. We gave him the green light to seek financial support from a campuswide facilities fund. The application was successful, and in September 2018 the pods were installed as part of a pilot project in our main library.

Undergraduate Research Awards Each year we award $1000 each to three undergraduate student researchers for their exemplary use of library resources in their projects.

Terps Publish Introduced in 2016 by our spirited manager for digital programs and initiatives, this round-table and networking event convened student publishers on campus to compare notes and problem-solve. Student publications (as one example, a popular sports blog that rivals the official student newspaper) frequently suffer from inconsistent leadership or interest, and publications can sometimes seemingly evaporate from one academic year to the next. At the event we highlighted our ability to help publishers leverage software, manage submissions, understand copyright issues, archive their publications, and more. The idea for this event completely “bubbled up.” Started by a newly hired librarian who had helped conceive the idea elsewhere, the event blossomed thanks to a wide variety of players including the university archivist, open access librarian, digital librarian and others who recognized its potential and jumped on board to make it a reality.

“I’m here all the time,” said the student who created an app to locate friends in McKeldin Library. “I was scratching my own itch.”
The campus’ signature Gemstone Honors Program serves as compelling evidence of how we support rigorous academic work and partner with the Honors College. Assigned to interdisciplinary teams of about a dozen members, the students work together over consecutive years to conceive and complete a complex research project, often exploring the interdependence of science and technology with society.

Each Gemstone team is assigned a team librarian to assist and guide them; librarians volunteer to work with teams for the entire three-year duration of their project. For many librarians this sustained and committed interaction is eminently rewarding. Respect flows both ways: each spring we host a reception for second-year student teams to present their research hypotheses, and a panel of librarians grants a donor-funded $1,000 award to the top team. At their own end-of-year ceremony, the Gemstone Program honors the librarians.

One Gemstone team put our John and Stella MakerSpace to good use by using semi-flexible filament to create a pumpable life-sized heart model on a 3D printer. They hope to culture cardiac muscle in vitro to harvest electrical impulses capable of powering a small device such as a pacemaker. Another team researched the types of contaminants found in domestic wastewater in order to test the performance of biosand filters. Their research included extensive review of technical and scientific journals and informed a larger campuswide project that involved more than 400 students in the Solar Decathalon, an international competition sponsored by the Department of Energy. Together the students designed and constructed an energy-efficient, solar-powered house. At an award ceremony last fall the team took second place overall and the top design from the United States. Our art librarian assisted as a faculty advisor and provided research expertise for this effort that is an obvious source of campus pride.
A mutually beneficial partnership with University Recreation and Wellness (“RecWell”) has yielded programs and services designed to boost student activity. We have learned through ethnographic studies that students often spend long hours in the library. Active breaks can improve alertness, attention, and motivation. Consequently, we loan recreation equipment (frisbees, hula hoops, soccer balls and the like) from our busy circulation desk. We also co-sponsor walk-in yoga sessions in the library during finals weeks. Each year the RecWell student outreach team joins with our own to host stress-busting events, including our springtime “recess” on McKeldin Mall, which for two years received funding from a campus vendor.

Monthly visits by therapy dogs to our main library and light-therapy devices to check out on dark winter days are provided through a similar partnership with the campus health center.

We now loan bicycle helmets and pumps, thanks to our campus department of transportation services. Students love it.
Engaging with Students through Social Media

We know it’s important to leverage social media, where students find and share much of the information they use in many aspects of their lives. To that end, we regularly engage undergraduate students with specific campaigns, such as a Terpindor Wizarding Tournament, which was timed to coincide with a release of a Harry Potter movie, or Stranger UMD, a play on the highly popular Stranger Things series.

Challenges in the games are simple, not too time-consuming, and often fun. We pushed out teasers on social media channels in addition to clues for the scavenger hunts that promoted library services and collections. The overall goals of such efforts are to increase student participation in the Libraries’ social media channels for future interactions and to position the Libraries as helpful, supportive, fun, and friendly.

In the 2016 Wizarding Tournament, we gained:

- 2,800 Snapchat geofilter impressions;
- 1,108 Instagram likes;
- 275 new Snapchat followers; and
- Regional and international awards from the Council for the Advancement and Support of Education (CASE).

Our creative social media coordinator, who has established himself as a leader on campus for his early adoption and mastery of platforms, helped position the libraries as a friendly ally. Additionally, we cosponsor a campuswide social media conference each summer.
Left: One of the challenges that Tournament players could complete to win points. This challenge promoted the Libraries’ textbook loan program by having users check out a Harry Potter-themed book created for the contest, The Monster Book of Monsters (right).

They took a selfie with the book and posted it on Instagram (left). Students became familiar with searching for and checking out textbooks while their posts spread the word about the game to their friends.
Student-created social media

We rely heavily on students to help shape our social media presence. Their input has helped us reach new levels of engagement across channels and campaigns. Especially when experimenting with humor, students have helped us present the libraries as a relatable and friendly presence online.
Selected Professional Organization Awards & Recognitions, Committee Chairmanships

(in reverse chronological order)

Members, ALA’S 2018 Class of Emerging Leaders, American Library Association (ALA): Ashleigh Coren & Lindsay Inge, 2017

Editor: Library Leadership & Management, Library Leadership & Management Association: Gary White, 2017

Disability Achievement Award, UMD President’s Commission on Disability Issues: George Ramsey, Ken Carps, and Charles Wright, 2017


Elected President, Maryland Chapter, Special Libraries Association (SLA): Zaida Diaz, 2016-2018

Chair, Video Round Table, ALA: Andy Horbal, 2016-2019


Invited Judge for European and World History, PROSE Awards: Eric Lindquist, 2014-Present


ALA Representative to RDA Steering Committee, RSC: Kathy Glennan, 2015-present

Member of Editorial Board, The Serials Librarian: Rebecca Kemp-Goldfinger, 2008-Present

Elected Chair, ALA’s Collection Development and Evaluation Section (CODES): Daniel Mack, 2016-2017
Appointed Chair, Government Regulations and Public Policy Committee, Consortium for College and University Media Center (CCUMC): Andy Horbal, 2015-2017

Appointed editor, Copyright Matters blog, CCUMC: Andy Horbal, 2015-2017

Co-Coordinator for E-Forums, Association for Library Collections & Technical Services (ALCTS): Rebecca Kemp-Goldfinger, 2015-2017

Service Award for Co-Chairing Program Committee for Fall 2015 Meeting, Mid-Atlantic Regional Archives Conference: Elizabeth Caringola, 2016


Elected Chair, Mid-Atlantic Regional Archives Conference (MARAC), Vin Novara, 2016

Editor, NASIG Conference Proceedings, NASIG: Angie Ohler, 2015-2016


University System of Maryland, Board of Regents Faculty and Staff Award, Effectiveness and Efficiency: Administrative Transformation: Uche Enswesi, 2015

Member, ALA’S 2015 Class of Emerging Leaders: Rachel Gammons, 2015

Certificate of Appreciation for Contributions to Jane-athons Promoting RDA, RDA Steering Committee (RSC), Joint Steering Committee for Development of RDA: Kathy Glennan, 2015

Elected Co-Chair, Government Information Subcommittee, ALA Committee on Legislation: Celina McDonald, 2015

Elected Chair, Collection Development and Evaluation Section, ALA’s Reference and User Services Division: Daniel C. Mack, 2015

People’s Choice Poster Award for “Sail with the Wind: Inspiring Students and Faculty to Reach Horizons of Academic Success,” Mid-Atlantic Chapter of the Medical Library Association: Nedelina Tchangalova, 2015

Ross Atkinson Lifetime Achievement Award, ALA: Carlen Ruschoff, 2015

Governor’s Citation in recognition of 30 years of service to the University of Maryland Archives, The Governor’s Office: Anne Turkos, 2015

Chapter Champion, MD Chapter, Special Library Association: Nevenka Zdravkovska, 2015

ADVANCE Program Member, Tahirah Akbar-Williams, 2015

ALA Representative to Joint Steering Committee for Development of RDA, RSC: Kathy Glennan, 2013-2015

Individual Innovation Award, National Digital Stewardship Alliance: Trevor Muñoz, 2014

1st Place, Excellence in Research, for “A Booster Shot for Health Science Librarianship: Using Canvas and PechaKucha to Flip the Library Classroom,” Medical Library Association: Nedelina Tchangalova, 2014


Honorary Membership to the UMD College of Agriculture & Natural Resources Alumni Chapter, Anne Turkos, 2014
Best of Show (Annual Reports) for “We’re Listening,” ALA, Library Leadership and Management Association: UMD Libraries Communications Office, 2014

Best of Show (Services and Resources, print) for “Who Invented the Weekend,” Leadership and Management Association: UMD Libraries Communications Office, 2014


Chair, University Senate, Vin Novara, 2013-2014

Best of Show (Services and Resources, print) for “Electronic Resources Campaign” ALA, Library Leadership and Management Association: UMD Libraries Communications Office, 2013


A. Ralph Papakhian Special Achievement Award, Music Library Association: Kathy Glennan, 2013

Chair, ALCTS Continuing Resources Section, ALCTS, Rebecca Kemp-Goldfinger, 2013-14

Paul Harris Fellow, College Park Rotary Club: Anne Turkos, 2012

Best of Show (Services and Resources, print) for “Get it Done Guide,” ALA, Library Leadership and Management Association: UMD Libraries Communications Office, 2012

Faculty Honoree, 5th Annual University-Wider Celebration of Scholarship and Research, Nevenka Zdravkovska, 2012

Elected President, Reference and User Services Association, ALA: Gary White, 2011-2012

Our popular pocket-sized Get It Done Guide booklet targets library users, especially incoming undergrads, with study tips and information on library services. Updated annually, it features our social media game for the fall semester. Each issue includes a corner flip-book related to the game.
Selected Publications


63 Ready-to-Use Maker Projects (ed. Ellyssa Kroski), contributed three chapters highlighting the work of the John & Stella Graves MakerSpace to the book published by ALA Editions in Fall, 2017: Andy Horbal, Lealin Queen, Preston Tobery, and Yitzy Paul


Selected Presentations


Presentation on the Research and Teaching Fellowship, Rachel Gammons and Lindsay Inge, 2017. ACRL Annual Conference in Baltimore, MD and the ALISE Annual Conference in Atlanta, GA.

“So, you developed the framework for liaison work. What’s next?” Yelena Luckert, 2016. Libraries Assessment Conference in Arlington, VA.

“Making Change, Increasing Value: Reorganizing Your Access Services Department” Timothy Hackman, Paula Greenwell, James Spring, and Hilary Thompson, 2016. Access Services Conference in Atlanta, GA.


“The Library as the Heart of the University: Campus Outreach Efforts and Collaborations,” Lily Griner and Pat Heron, 2016. Invited talk to system librarians in Managua, Nicaragua at UNAN (Universidad Nacional Autónoma de Nicaragua).

Presentation on CIC Geoportal Project Progress at the University of Maryland, Kelley O’Neal, 2016. Association of American Geographers Annual Meeting in San Francisco, CA.


“Using Canvas and PechaKucha to Facilitate Undergraduate Peer Teaching of Evidence Based Practice,” Alex Carroll, Nedelina Tchangalova, and Eileen Harington, 2015. Mid-Atlantic Chapter of the Medical Library Association in Asheville, NC.


We proudly contribute to the excellence of the University of Maryland and strive every day to support the academic success of its students and faculty. Whether through informal interactions or strategic partnerships, we work together to bring out their best, and our own.
November 21, 2017

Dear Dean Hamidzadeh,

As Associate Provost of Learning Initiatives and Executive Director of the Teaching and Learning Transformation Center (TLTC), I am fully support your application for the ALA Excellence in Academic Libraries Award.

The UMD Libraries has been a core partner of the TLTC since our formation about 4 years ago. As a new campus leader creating a new campus unit charge broadly with campus culture change to more deeply engage our faculty in the highest quality evidence-based teaching practices, I was looking for partners and friends. And the libraries were there for me.

Our partnership started with shared interest in developing campus OER solutions. We worked together to identify how much money was being spent on textbooks, collaborate with students to develop campus resources (such as https://oer.umd.edu/), and develop partnerships with groups providing tools to support campus OER content development.

Based on that, when we were looking for temporary space while our new active classroom building was being built, the libraries generously offered temporary space for us – which about 15 of us ended up spending almost 3 years in. That resulted in numerous further collaborations and support of each other.

To a person, the entire library staff has been universally collaborative, positive and innovative. I strongly support them for this award.

Sincerely,

Benjamin B. Bederson
Dear Dr. Babak Hamidzadeh,

As the Associate Vice President for Innovation and Entrepreneurship and head of the Academy for Innovation and Entrepreneurship (AIE) of the University of Maryland, I want to convey my enthusiastic support for your application for the Excellence in Academic Libraries award. Our partnership together embodies President Loh’s goal and my mission to weave innovation across all 12 colleges and schools, undergraduate studies, the graduate school, and the libraries.

The University of Maryland (UMD) has been in the Top 10 for three consecutive years in Princeton Review/Entrepreneurship Magazine’s annual ranking of the Top Entrepreneurship Colleges, including a #8 ranking released this week and #4 among public universities. One of the ranking criteria is the level of support available to students in the form of maker labs, 3D printing labs, and rapid prototyping facilities. Our collaboration to found the John and Stella Graves MakerSpace in McKeldin Library has greatly increased the availability and access to those kinds of resources and an example of how the UMD Libraries has continued to be an innovative leader.

The UMD Libraries have been an ideal partner and a model for how AIE aims to work with all schools and departments to continue to strengthen UMD’s innovation and entrepreneurship ecosystem. I value our partnership as we work to provide innovation opportunities that enrich the educational experience of undergraduate and graduate students from all majors and disciplines.

Sincerely,

Dean Chang, PhD
Associate Vice President
Academy for Innovation and Entrepreneurship
Experience and learning has been substantially enriched by engagement with our superb UMD Libraries.

November 21, 2017

Dr. Babak Hamidzadeh
Interim Dean of Libraries
University of Maryland Libraries
6131 McKeldin Library
College Park, MD 20742

Dear Dr. Hamidzadeh,

It is our pleasure to provide this letter in support of the application of the University of Maryland Libraries for the Excellence in Academic Libraries Award from the Association of College & Research Libraries (ACRL). The stated purpose of the ACRL Award is to recognize academic libraries that are outstanding in furthering the educational missions of their institutions. The co-programming relationships that have been nurtured between the University of Maryland Libraries (UMD Libraries) and the University of Maryland Gemstone Honors Program (Gemstone) epitomize the tremendous energy that the UMD Libraries has committed to the undergraduate educational experience.

The Gemstone Honors Program is a unique multidisciplinary four-year research program for selected undergraduate Honors students of all majors (www.gemstone.umd.edu). Gemstone engages students in rigorous and rewarding undergraduate research experiences utilizing a multidisciplinary team approach. In partnership with extraordinary faculty and dedicated librarians, Gemstone research teams advance knowledge and explore society’s urgent questions.

The Gemstone Honors Program’s success, in no small part, is due to the partnership built with the UMD Libraries over the past 26 years. Annually, dedicated librarians support 36 teams of Gemstone undergraduate researchers through their literature review, research proposal development, Honors thesis preparation, and thesis completion. The librarians dedicate their time to assist Gemstone teams and offer direction and guidance on developing background research and literature synthesis skills. Individual librarians volunteer to assist between one and five research teams at any given time and remain in the supportive instructional role with the team throughout the three-year duration of the Gemstone teams’ research project. The librarians are topical experts with discipline backgrounds ranging from the humanities and social sciences to the biological and physical sciences and engineering. Their technical knowledge and experience with academic research have been essential elements contributing to student success. The UMD Gemstone librarians are honored participants at the annual Gemstone Thesis Conference and attend the Gemstone Citation Ceremony to celebrate with their graduating senior teams. The librarians play an instrumental role in the development of teams’ research skills and the Gemstone teams benefit from the close working relationships developed with the professional librarians.

As a result of this collaboration, our faculty mentors from across campus, have come to value the UMD Libraries to a greater extent than before their work with a Gemstone research team and a partner librarian. Faculty mentors integrate and expect that their teams will meet with and learn from their team librarians throughout their Gemstone research process and in all of their Gemstone courses (a total of 18 credits per student). Further, through the use of the UMD Libraries and their Gemstone research experience, Gemstone graduates are more likely to enter graduate school and succeed in their graduate work. The most recent data provided by the UMD Career Center reported that 72% of graduates go on to continue their education upon completion of their bachelor’s degree. In comparison, nearly 46% of Gemstone students continue their education in graduate and professional school upon graduation. Right now, we have recent Gemstone graduates continuing their education in a variety of programs at institutions such as Cambridge University, Princeton University, Harvard University, Massachusetts Institute of Technology, Yale University, Stanford University, UCLA, the University of Michigan, and the University of Maryland. Gemstone students find their graduate study by receiving prestigious NSF fellowships, scholarships such as the Gates-Cambridge scholarship, and other competitive funding sources. Although Gemstone students are more likely to be successful throughout their educational careers, their interactions with the UMD Libraries make an impact on their current and future success.

One mechanism that has helped enhance the outcomes listed above is the initiation of an award in 2014 that emphasized both the importance of solid research methods and the use of high-quality information resources in Gemstone student research projects. This annual award recognizes three Gemstone sophomore teams that demonstrate excellence in the research process of finding, evaluating, and integrating appropriate scholarly resources in their team research proposal. In addition, the UMD Libraries Award for Outstanding Gemstone Team recognizes student teams that demonstrate excellence in the integration of principles of information literacy and who conduct research with integrity and diligence. The “Library Award” has become a coveted prize for our budding undergraduate researchers and has served to accentuate the valuable role that UMD Libraries’ resources, including librarians, databases, and collection, serve in the conduct of world-changing research.

Gemstone students first learn about the UMD Libraries in their very first Gemstone course and have intentional touchpoints throughout their four-year Gemstone careers with the UMD Libraries. In addition to the “Library Award,” the librarians support the teams throughout their research careers and help them develop important information literacy skills as well as to become critical consumers of information. By doing so, the UMD Libraries help the teams discern and synthesize information relative to each of their final theses. Additionally, Gemstone students are power users of the UMD Library facilities. The students are familiar with the resources and use the spaces for personal and team needs. Many Gemstone teams meet regularly in the Libraries and each year more and more teams use the services provided by the John and Stella Graves Makerspace. Each Gemstone team’s thesis is published through a partnership with the UMD Libraries on the digital repository site.

The relationship that exists between UMD Libraries and Gemstone fully embodies the apparent spirit of the ACRL Excellence in Academic Libraries Award. The experiences and learning of our extraordinary students have been substantially enriched by their engagement with our superb UMD Libraries. The University of Maryland Libraries is very deserving of the ACRL Excellence in Academic Libraries Award.

Sincerely,

Frank J. Coile, Ph.D.
Director, Gemstone Honors Program

Kristen Cline Scendall, Ph.D.
Associate Director, Gemstone Program
One of our go-to units on campus for collaboration.”
As Dean for Undergraduate Studies, I see the broad level of support the libraries offer our students.

November 27, 2017

I am pleased to support the University of Maryland Libraries’ application for the Association of College and Research Libraries Excellence in Academic Libraries Award. As Associate Provost and Dean for Undergraduate Studies, as well as a professor of English, I have interacted closely with the University of Maryland Libraries for many years.

As a faculty member and former chair of the English department, I worked closely with the library’s subject specialist in English, Patricia Herron. Over the years my own research in nineteenth-century British literature and culture has benefited immeasurably from the resources at the library and the expertise of its staff. I have also depended on library instruction sessions for many of my classes. The libraries and Ms. Herron have consistently provided outstanding research assistance to myself and to generations of students. I am impressed with the breadth of research collections, periodicals, and database resources that the libraries offer faculty and students. By personalizing and tailoring research to the needs of particular researchers and classes, the libraries help ensure the collections are used to their fullest potential. Having had a range of experiences in teaching and conducting research at many other institutions, I appreciate the extraordinary quality and commitment of the library personnel and facilities at the University of Maryland.

As Dean for Undergraduate Studies, I see the broad level of support the libraries offer our students, which several special projects can help to illustrate. First, the libraries sponsor a Library Award for Undergraduate Research (https://www.lib.umd.edu/libraryaward), which recognizes undergraduates’ outstanding research projects with up to three $1,000 awards each year. The libraries also play a part in our annual undergraduate research awards ceremony, which not only highlights research and helps fund ongoing research projects, but also showcases the important role of the libraries in undergraduate education. In addition, beginning three years ago, the libraries have sponsored the University Libraries Award for Outstanding Gemstone Team (see https://www.lib.umd.edu/about/gemstone-award). The Gemstone Honors Program is a unique multidisciplinary four-year research program for selected graduate honors students in all majors. This annual award recognizes three outstanding sophomore teams, providing resources for them to conduct research. Beyond all these forms of support, the libraries work collaboratively with the university’s Writing Center to offer consultations on-site in the library, a critical service available to all undergraduate students.

The University of Maryland Libraries are strong supporters of undergraduate education, and they are held in high esteem by our students and faculty. This award would recognize the outstanding work of the libraries in supporting undergraduate education. Thank you for your consideration.

William A. Cohen
Associate Provost and Dean for Undergraduate Studies
Professor of English
Dear ACRL Awards Committee,

As Vice President of Academic Affairs in the Student Government Association at the University of Maryland, having a productive relationship with the University Libraries was an essential part of my role. The staff and leadership at the libraries were extremely receptive to working together on a broad array of issues students at Maryland care about and face every day — with textbook affordability one of the most salient among them.

My predecessor worked extremely closely with the libraries to help create the Top Textbook reserves program, directly meeting the needs of students by offering the most heavily used books for checkout in incremental time periods for students, and of course, free of charge. In my term, we continued to refine the program and think of ways to improve it.

Further, the libraries and Student Government partnered together to develop a campus-wide textbook affordability survey to measure the consequences of expensive textbooks on students, and to measure how many professors on campus were utilizing Open Educational Resources.

These are just a few examples of the libraries listening to student leaders and developing efficient, practical programs and initiatives to better the student experience.

Additionally, the leadership at the libraries kept up with student concerns and demands through an advisory board — the Library Student Advisory Group — which meets monthly to discuss student concerns, and with the help of a diverse group of students, get a feel of campus climate, consider how to best direct resources, and measure impact.

Based on this information, I believe the University of Maryland Libraries deserves the Excellence in Academic Libraries Award!

Fasika Delessa
University of Maryland Class of 2018
Robert H. Smith School of Business, Management
Vice President of Academic Affairs (May 2016- May 2017)
Student Government Association

The Resident Hall Association’s partnerships with the University Libraries has been invaluable. Recognizing that the Libraries play a significant role in the life of a resident student, joint initiatives have helped to ensure that that experience is of top quality. As an example, the recent Textbooks Donation Drive utilized the channels of the residence halls on campus to promote sharing, community, and affordability for resident students, and all students, at the University of Maryland. Partnerships like these demonstrate that University faculty and staff are dedicated to improving the lives of students to call this campus home.

— Dana Rodriguez ’18
President, Residence Hall Association
Undergraduate Senator, University Senate

"They listen to student leaders and develop efficient, practical programs and initiatives to better the student experience."
November 20, 2017

Dr. Babak Hamidzadeh
Interim Dean of Libraries
University of Maryland Libraries
6131 McKeldin Library
College Park, Maryland 20742

Dear Babak,

I write to heartily endorse the University of Maryland Libraries application for an award of excellence with the Association of College and Research Libraries. When reading the criteria for this recognition, I could think of no finer example of an organization committed to campus-wide partnership in delivering extraordinary service and programs to a higher education community

As the Director of the Adele H. Stamp Student Union — Center for Campus Life, I have countless occasions to turn to my colleagues in the Libraries for partnership in creating programs that advance individuals and communities in our institution. Some years ago as we were planning a new Student Involvement Center in the Stamp, I turned to my colleague Gary White to better understand the nuances of design in the Libraries — in determining furniture or shared space that contributed to a vibrant university community. I had watched the McKeldin Library retrofit floors for greater group work and comfortable study areas, and marveling so, they had enhanced their daily count of students and other scholars using the facility. Where others might have seen competition with the Stamp for an audience of students, I saw the potential for a partner. I wanted to see ways our students could fully engage in their learning in and outside of the classroom, and the Libraries were doing it. I so valued Gary and others from the Libraries who engaged in design charrettes with the Stamp and a diverse array of student leaders as we planned our own spaces. This resulted in the construction of a Student Involvement Suite that has far exceeded our biggest dreams. I have also watched as senior leaders in the Libraries have engaged students and faculty in their advisory boards in the long-term planning for their facilities and programs. They have truly benefited from the wisdom of many.

With over 17,000 people a day coming in the Stamp, we know what it is to be central in the lives of students, faculty, staff and campus visitors. I have watched in my 35 year career at the University of Maryland as the Libraries have enlarged their vision from simply being a repository of books to thinking about how they could be a place that engages students, faculty and staff in discourse and learning. The Libraries at the University of Maryland have so greatly enhanced their programming, their marketing and outreach, and their facilities to be responsive to their most significant stakeholders. From creative “flash mob” to celebrate impending final exam periods to architectural changes that speak to comfort and community to the way they “tell the story” of librarians as mentors and guides — my colleagues in the Libraries are truly fellow educators, individuals interested in student development, and student advocates. They have also created programs that complement the needs of the institution. In a different example, when the student-run radio station was celebrating a milestone anniversary, the University Archives hosted an exhibit about the station and invited all of their hundreds of alumni to return. In another time in our institutional history when we needed to speak about our institution’s diversity and our struggle to become an inclusive campus, I found our Libraries to be so critical in our institutional discourse and recovery.

From campus-wide conversations in the Libraries to displays that spoke of the stories of many who had been trailblazers to the engagement of colleagues in providing rich resource of institutional policy changes, I found in my Library colleagues great allies and inspiring role models. It is for these and many other reasons that I believe my colleagues in the University of Maryland Libraries are most deserving of recognition as an exceptional Academic Library. I encourage you to join me in lauding my colleagues in the University of Maryland Libraries for the extraordinary role they play in our university community. Best wishes for a fruitful awards selection process.

Sincerely yours,

Manha Guenzler-Stevens, PhD
Director
Adele H. Stamp Student Union – Center for Campus Life

“Great allies and inspiring role models.”
They are proactive in offering ideas and identifying opportunities to grow, enhance and improve the collection.”
November 30, 2017

Dr. Babak Hamidzadeh
Dean of Libraries
University of Maryland Libraries
6131 McKeldin Library
College Park, MD 20742

Dear Dr. Hamidzadeh:

In 2013, after an extensive national competitive search, the American Federation of Labor and Congress of Industrial Organizations (AFL-CIO) chose the University of Maryland (UMD) as the official archival repository for our George Meany Memorial Archives. This meant that over 25,000 linear feet of historical records, dating back to the founding of the American Federation of Labor in 1886, were transferred to the University. Over the past four years, the AFL-CIO and its allied organizations have transferred additional historical material to UMD under our ongoing joint MOU. These new acquisitions have documented the relationship between the labor movement and the arts, LGBTQ equality, the Asian American community, international human rights, re-training of industrial workers, senior citizens and the legal rights of workers.

Not only has a large volume of new archival material been transferred under our partnership with UMD, but the management and availability of existing material has been vastly improved from the legacy pre-digital systems UMD inherited from us. All this work is now done in what we understand, is a state-of-the-art system, ArchiveSpace. When this system goes public early next year, our rank and file leadership, along with scholars and the general public, will no longer have to search through out-of-date paper inventories and scans to find and study material related to our history.

In addition to this back-of-the-house work and excellent day-to-day reference support, UMD has significantly upped the public profile our history through the creation of the exhibit, For Liberty, Justice and Equality: Unions Making History in America. This exhibit explores the 200 year evolution of the complex and dynamic relationship between various aspects of social justice and the labor movement, such as civil rights, gender equality, immigration’s rights, religious freedom, LGBTQ equality and environmental justice. We believe that it does such

We look forward to maintaining this mutually beneficial relationship in the future.