COVID-19 Activity Report, March-April 2020

PUBLIC WEBSITE, RESEARCH GUIDES, AND E-RESOURCES
MARCH - APRIL 16, 2020

- **Library Website** ([lib.umd.edu](lib.umd.edu)):
  - Pageviews: 367,436
  - Unique users: 81,283

- **Library Research Guides** ([lib.guides.umd.edu](lib.guides.umd.edu)):
  - Pageviews: 160,173
  - Unique Users: 36,604

- Usage statistics from 80% of our major databases, e-journals, and other e-resources during March 2020:
  - Searches: 148,995
  - Downloads: 587,660

- **Institutional Repository “DRUM”** ([drum.lib.umd.edu](drum.lib.umd.edu))
  - Pageviews of UMD’s research and scholarship: 56,475
  - Theses and dissertations added: 194
COMMUNICATING DURING THE CRISIS

EMAIL MESSAGE SENT TO STUDENTS WHO HAD USED THE LIBRARIES’ IN-PERSON SERVICES PRIOR TO CLOSING

9,814 students received an email describing virtual library services

10,893 total opens of the email (larger number shows students were likely forwarding message to others)

203 clicks within message

Top 3 links clicked:
- Remote access
- Virtual workspace (software)
- Virtual TLC (Terrapin Learning Commons)

LIBRARY EMAIL MESSAGE TO FACULTY DESCRIBING LIBRARIES’ ONLINE SUPPORT DURING CRISIS

776 total opens

54 clicks within message

Top 3 links clicked in the message:
- Coronavirus updates
- Subject specialist librarians
- Remote library resources LibGuide

This one-minute video offers tips on ways the Libraries are providing virtual support for users.
LIBRARIES’ TEACHING, LEARNING, AND SUPPORT SERVICES DURING CLOSURE
MARCH 13 - APRIL 11

637
general reference and information support
questions submitted and answered

285
In-depth virtual research consultations

1,176
Interlibrary loan requests for electronic
content fulfilled for students and faculty

100
e-reserves items delivered for courses

27
Library virtual instructional sessions
for UMD courses

TEACHING, LEARNING, AND RESEARCH

- **The Libraries’ research guides** can now be shared directly with faculty and students via easy integration within ELMS/Canvas, thanks to our partnership with the Division of IT.

- Libraries’ Business and Economics Librarians are working with the Maryland Small Business Development Center to provide workshops on finding data and information via governmental databases and other information resources.

- Librarians are creating more research-related instructional videos for integration into online courses. As an anecdotal sample of impact, one student wrote to a librarian on 4/21 to convey appreciation for this effort:

  "I recently watched the video you created for GVPT203 and it was very informative! I just wanted to send a quick thank you for all of the tips and tricks you presented. I think the advice you shared will really help me as I write my paper. This video is definitely helpful for people who have little experience with research and how to locate scholarly works. Thank you for sharing your knowledge and expertise."

- Libraries completed all paperwork for our first four courses to be added to Canvas Open Catalog. We are waiting for the Office of Extended Studies to approve the courses (Intros to R, Python, Audition, and Premiere), but they are ready to be delivered in the online Catalog environment, and we should be able to register people as soon as the approval comes through.

- We continue to hold virtual workshops for the UMD community. For example, 41 people registered for the Writing with Sources workshop and 50 registrants for the April STEAM Salon.

- We have provided in-depth consultation/instruction sessions for students and faculty who are working on video/audio assignments in their online classes.

“This was one of the most well organized events. I think the organizer and their GA did a fantastic job in managing the technology to allow the speaker to focus on presenting.”
—STEAM Salon participant
Renewal of library resource contracts representing approximately $20 million in USMAI purchasing for serial, cataloging utilities, ILL activity, and book resources.

46 e-resource troubleshooting requests received from library users; 600 e-resources verified for access (we are proactive in finding the problems before the user does)

Special Collections and University Archives (SCUA) prepared and conducted online classes covering SCUA content and issues for:
- GVPT 459M
- AMST 602
- LBSC 786 (2 sections)

Our COVID-19 Research Guide collects information on research being conducted at the University of Maryland and resources for continuing research related to the coronavirus. Since its creation, the guide has been viewed over 2,380 times, has been used as a template for guides at other research institutions, and has been included in the Federal Depository Library Program Hot Topics.

985,233 resources made discoverable for our users during this time period

10,241 page views of digitized collections

246 e-books ordered and activated for our users

16 e-books for Course Reserves

7 streaming media for Course Reserves

61 reference questions answered by Special Collections and University Archives (SCUA)

Libraries’ Undergraduate Research Awards were presented virtually to three amazing undergraduate students in April 2020. Each year these awards recognize students for excellence in research and thoughtful use of library resources.
Comments from students who attended some of the 11 Virtual Terrapin Learning Commons (TLC) sessions offered, which gave students an opportunity to work and study in community with others.

"I liked that we were all there collectively to get work done"

"Having a librarian present was very helpful to give some tips and tricks"

“It helped me to avoid procrastinating and think through my assignment”

“It’s a good way to add some normalcy to your study session”

#HaikuFromHomeUMD
Like many of us learning and working from home, haikus get a lot done in a tight space. To celebrate National Poetry Month, the Libraries partnered with UMD English to invite students, faculty, and staff to share original haikus about sheltering in place using #HaikuFromHomeUMD. Read more in Maryland Today.

More than 200 haikus have been shared by the UMD community.

Naheed Ahmed, Ph.D.
@DrNaheedAhmed

"Together"
phone calls and text threads apart, but still connected we hold fast and wait

Dane De Silva, MPH
@DaneDeSilva

Saber, my bengal
Staring outside the window
What will he spot next?
#HaikuFromHomeUMD

Kirsten Tippets
@kirstentippets

At midnight, I try
Online grocery pick up
3-2-1, Click! Nope.

STAMP
@thestampumd

Halls are hushed, and Jim’s statue has no visitors. We all hibernate.

Marie Thoma, PhD, MHS
@ME_Thoma

On the other side
We will recognize freedom as a simple hug
OUR MISSION

The University of Maryland Libraries embody the academic life, legacy, and values of the state’s flagship, land-grant institution. Our work enables student success; supports teaching, research, and creativity; and enriches the intellectual and cultural life of the community.

For scholars across the globe, we steward and provide access to diverse collections and preserve the knowledge and history of the University. In the Libraries’ physical and virtual learning spaces, we offer inclusive services and innovative technologies for learning, study, and collaboration. Our teaching programs enhance information literacy skills and lifelong learning, and our extensive outreach activities strengthen the University’s public service mission.

LIBRARY IT SUPPORT SERVICES

MARCH 1 - 30, 2020

530

Library IT support service requests from students and faculty

85

Laptops loaned to students to support online classes during COVID-19 outbreak

libraries’ new mission statement and other changes in our Plan of Organization were approved by the UMD Senate.

From saving books to saving lives

The Libraries’ conservation department donated 250 N95 respirator masks and other PPE to the University Health Center to help them respond to the COVID-19 pandemic.

Thank You to COVID-19 Community Heroes

Libraries created and posted a “thank you” video for those individuals who are sacrificing and putting their lives on the line to help our community through the crisis.

Thank you to the doctors, nurses, and all healthcare workers.