This annual report highlights the large number of personal transactions that library staff had with students and faculty this year, whether through classroom instruction, office consultations, or walk-up reference help. In fact, we had our highest-ever number of individual consultations between our liaison librarians and students. Individual attention to our users’ need to find and evaluate information resources is a hallmark of the Coates Library and one of our top priorities. This individual attention is something for which Trinity is known, and we’re pleased to contribute to that environment. Our various surveys and reports reveal that students and faculty are highly satisfied with library services and collections, which gratifies us greatly. We strive to meet, anticipate, and yes, create your information needs. When you have suggestions about improvements or innovations you’d like to see in your library, let us know! We’re here to enhance your educational experiences in a variety of ways.

Chris Nolan, University Librarian
S T U D E N T  S A T I S F A C T I O N

Ninety-five percent of students are satisfied with the library's group study areas and quiet spaces.

80% of students indicated library spaces contribute to the achievement of their academic goals either moderately or greatly.

* Based on the 2018 MISO Survey
The number of visitors to the library increased by 15% compared to last year.
784 Student Consultations (most students ever served)

101 Faculty Appointments

211 Instruction Sessions
MEET THE LIAISONS

BEA CARAWAY

JANE COSTANZA

ALEX GALLIN-PARISI

LANETTE GARZA

ANNE GRAF

GRANT HARDAWAY

JASON HARDIN

BENJAMIN HARRIS

MICHAEL HUGHES

CHRISTOPHER NOLAN

ELIZABETH POFF
99% Student & Faculty Satisfaction with Reference/Research and Circulation Services

100% Faculty Satisfaction for Library Support for Students' Scholarly Research

* Based on the 2018 MISO Survey
95%
STUDENT SATISFACTION WITH THE LIBRARY'S PHYSICAL COLLECTION

96%
STUDENT SATISFACTION WITH THE LIBRARY'S DATABASES

100%
FACULTY SATISFACTION WITH INTERLIBRARY LOAN

* Based on the 2018 MISO Survey
In 2018, the library launched a new responsive website allowing visitors to access the site from any device - desktop to mobile phone.

In 2019, updates continued across library platforms to create a consistent look and feel, thus improving the overall user experience.

In the spring of 2019 a usability study was conducted with students. Overall, students were able to successfully navigate the key components of the library site and were pleased with its ease of use. Information from this study was also used to enhance the site.
ARCHIVES LAB
Grant funds from the Elizabeth Stafford Pryor Trust and from Dr. Anderson recently equipped the Archives Lab, a new work space where Special Collections and Archives staff are using new tools to convert materials from analog to digital format. Look online for many newly digitized historical images relating to Trinity history for our sesquicentennial.

SPECIAL COLLECTIONS & ARCHIVES
The 150 Memories... and Counting collection was added to celebrate Trinity’s 150th Anniversary celebration where community members are invited to share photographs and memories of their time at Trinity. In collaboration with Trinity Magazine, Trinity University Press and Alumni Relations, the Coates Library hosts and manages this collaborative project.
I really love the library here; it has a ton of great resources, and I enjoy exploring the physical collections as well as the online ones. The space is very inviting and comforting, especially as I am frequently here late reading or working on assignments.

- Natalie Intihar, Class of 2022

We have a great library full of some incredible resources for students. All of my interactions with librarians have been nothing but great.

- 2018 MISO Survey Respondent