Library Department and Committee Reports   Library Reports and Guidelines

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Public Services Department Annual Review : 2008-2009

Nelson Poynter Memorial Library.

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The public services staff remains very active in spite of ongoing changes to academic reference services. Although detailed reference questions continue to be less common at the reference desk, the reference staff continues to assist USFSP faculty and students with one-on-one research assistance. This year saw the first offerings of LIS 2005 and, on an individual level, Marcy Carrel earned her promotion to Assistant Librarian.

Instruction:
We were very pleased when the USFSP College of Arts accepted our proposal to teach LIS 2005. Kaya and Tina team-taught the first session during the fall semester with ten students enrolled. Tina was the primary instructor for the spring course with Deb sitting in as a teaching assistant. Ten students were enrolled in this session as well. The campus administration requested that we offer a session of LIS 2005 for the freshmen Summer Institute. The six week summer session was team-taught by Tina and Deb and had a total of twenty-seven students enrolled. All instructors meet informally to discuss and tweak the course content and assignments in order to improve the course.

Individual class instruction sessions have decreased since last year (statistics included at the end of this report). Several of the faculty who historically requested instruction sessions retired, left the university, or were not teaching during the last academic year. Liaising with the faculty remains an ongoing challenge. Student orientation figures were down as well since the library no longer presents to the incoming freshman. Instead, library questions are included in their academic success game. One-on-one student instruction sessions (RAPs) continue to be popular with sessions increasing slightly over last year.

Reference:
Reference statistics are included at the end of this report.   Research level statistics (consultation via the reference desk and RAP sessions) have increased slightly; however, mid-level reference assistance (skill and strategy-based questions) continues to decline. Much of the decrease in skill based questions may be attributed to student's growing familiarity with the networked printing service. Four Poynter librarians participate in the USF system-wide chat service (Marcy, Kaya, Deb, and Tina). Each librarian averages one to two hours per week for chat.

Coverage for reference desk hours has become a major concern. The schedule can be covered when everyone is available but becomes quite difficult when covering vacations, sick leave, and service/research obligations. The reference staffing remains down by one person as Patricia Pettijohn continues her reassignment out of the reference department to focus her time on collections and technical services.   In addition, Jerry Notaro's reference hours were significantly reduced while he was our Interim Dean and Elizabeth Barnes will not be staffing the reference desk in 2009/10. Although Deb has gone back to full-time status, her additional hours will not compensate for Elizabeth's lost hours at reference.

Very few research-related questions come to the desk before 10 am and after 7:00 pm. During the past year we tried having access services staff handle both desks until 11:00 am while a designated "on call" reference librarian was able to work in their office. Reducing the total hours on the desk would free up the library faculty to work on other obligations such as offering online and live versions of LIS 2005, service and research requirements, web enhancements, etc. and would seem to have minimal effect on overall service.   Virginia Champion and I have discussed the possibility of extending the combined desk services to additional hours during the week. However, any extension of a combined service will require careful consideration including more formalized training.

We continue to add updates to our reference blog. This resource was created to provide a source for FAQ's at the reference desk and for answers to tougher questions. The blog is available at: http://referencepoy.blogspot.com/.   We plan to expand the reference "brown bag" training sessions during the upcoming year. During the last academic year, we offered library staff training on e-alerts and Blackboard. We have already had a request for a brown bag on e-portfolios and tips for MS Office software are always appreciated. Finally, we would like to reassess the reference portion of the library web site. We have made minimal updates to these pages during the last year while we decide on the future of the site.

Assessment:
Assessment of our services is an ongoing responsibility.   In a general assessment of the USFSP faculty, 100% of the respondents were satisfied with reference services and 100% were satisfied with library instruction for their classes. In the general student survey, 98% of the students said they were satisfied or very satisfied with reference services.

During fall 2008, the library's reference research assistance was assessed to measure the students' perspective on the librarians' approachability and the quality of their research recommendations. Faculty were asked to help in the assessment by distributing a survey to their classes if they planned to give a specific library assignment. Four professors agreed to help (Accounting, Psychology, and Western Civilization) with the survey. Of the 84 students that completed the survey, 85% reported finding the librarians at the reference desk to be approachable and willing to help and 99% of the students found that the librarian's recommendations were "useful" or "very useful" to their research project.

Marketing:
Kaya continues to publish her popular washroom newsletters which provide a fast and easy way to distribute information about new resources, changes to library hours, etc.   Prior to the fall semester we distributed a faculty brochure highlighting public services for faculty, particularly instruction. Despite the faculty and students' positive assessments listed above, the survey did point to some areas of concern particularly with our marketing success to the faculty. Several respondents expressed dissatisfaction with the library's literature review service and with the Blackboard training. However, from the comments, we were unable to tell whether they were dissatisfied because the librarian did a poor job or because they were not aware of what we offer in these areas.   Additional marketing needs to be directed towards raising faculty awareness of the library services and resources.

Professional Service:
The public services faculty continue to enhance the campus and the profession through their service activities as detailed below:
> ***Marcy Carrel:***
> - ALA Council, International Relations Committee, Intern, appointment for 2007 – 2009
> - ALA IRRT-International Relations Roundtable, International Papers Committee,
>   member, June 2007 – June 2008; co-chair, June 2008 – present
> - Special Libraries Association
>   Member, Research Agenda Committee (ad hoc), CUBL-College and University Business Librarians, Business and Finance Division, April 2008 – present *(survey project received IRB approval July 2009, research underway)*
> - Florida Suncoast Information Specialists
>   Secretary, 2007 – December 2008
>   Newsletter Editor, December 2008 - present

- Asociación de Bibliotecarios de El Salvador (ABES), member
- Search Committee for Dean of the Nelson Poynter Memorial Library
- Enrollment Management Committee, Faculty Senate, USFSP,
- CSUL-Council of State University Libraries, Collection Planning Committee, Electronic Resources Subcommittee, Business Team Working Group: USFSP library representative

Kaya van Beynen:
- Undergraduate Council, USF St. Petersburg (Secretary)
- Florida Library Association, Scholarship Committee (Member 2007-2009)

Deb Henry:
- Search Committee for Dean of the Nelson Poynter Memorial Library
- USFSP Research Council
- USFSP Scholarship Committee
- Marine Science Library Committee
- Chair, Library Faculty Council

Tina Neville:
- Secretary, USFSP General Education Committee
- Florida Library Association, Continuing Education Committee
- Florida Library Association, Leadership Development Committee
- Secretary, Seminole Community Library at St. Petersburg College, Seminole Campus Advisory Board

Research and Creative Activities:
Research remains a high priority for the public services faculty as demonstrated by our 2008/09 productivity in that area:

Kaya van Beynen:
Publications
- van Beynen, K**.** and Fleury, S. (in Press). Learning and engaging the information values of a karst community of practice. *Journal of Academic Librarianship.*
- Co-authoring a chapter for a book on karst management (in progress)

Conference Posters
- van Beynen, K., and Pettijohn, P., (2009). *Using focus groups to guide the redesign of an academic Library*. Florida Library Association Conference. Orlando, Florida.

Marcy Carrel and Kaya van Beynen:
- Currently working on a manuscript about space planning for submission to a peer reviewed journal

Presentations
- Pettijohn, P., van Beynen, K., and Carrel, M. (2009). *Guerrilla Redesign: Use of visitor navigation and focus group research to assess and redesign a mid-sized academic library*. Small-Scale, High-Impact Renovations: Redesigning Library Spaces on a Budget, Inaugural Kathleen A. Zar Symposium. University of Chicago, Chicago, Illinois.

Conference Posters
- van Beynen, K., Carrel, M, and Pettijohn, P. (2009). *Research for Redesign*. American Library Association Virtual Conference, http://presentations.ala.org/index.php?title=Research_ or_Redesign: _Observation_Studies_and_Focus_Groups.

Marcy Carrel:
- Continues her blog to inform USFSP business students and faculty about new resources and other items of interest

- Extensive work on a survey for the SLA CUBL-College and University Business Librarians, Business and *(survey project received IRB approval July 2009)*

Deborah Henry & Tina Neville:
- Neville, T.M. and D.B. Henry (2009) Reference Classification--Is it Time to Make Some Changes? *Reference & User Services Quarterly.* 48(4): 372-383.
- Henry, D. B., and T. M. Neville. (2008) Testing classification systems for reference questions. *Reference & User Services Quarterly* 47(4): 364-73.

Deborah Henry, Tina Neville, and Marcy Carrel:
- Initial literature review completed and data analysis underway for a citation study of psychology literature

Kaya van Beynen and Tina Neville:
- Chapter proposal accepted for the ACRL book: *Best Practices for Credit-Bearing Information Literacy Courses* (manuscript due Nov. 2009)

    Presentations:
- van Beynen, K. and Neville, T. (2009) *Research: From the Birth of the Book to Artificial Intelligence*. Residence College Faculty Speaker Series, University of South Florida St. Petersburg.

Tina Neville:
- Continues as a regular book reviewer for *Library Journal*
- Submitted a book review for the Journal of the Medical Library Association (scheduled for Publication in January 2010)

Progress on Departmental Goals for 2008 -2009

○ Participate in an ad-hoc committee with Hugh LaFollette on incorporating student research skills across the curriculum (Tina and Kaya are scheduled to be on the ad-hoc committee and will discuss committee ideas during our regular public services staff meetings). **Done-led to a presentation for the residence faculty speaker series.**

○ Teach LIS 2005   **offered fall 2008, spring 2009, summer 2009 (total of 47 students)**

○ If LIS 2005 gets reasonable enrollment, begin planning for an online version. **postponed**

○ Obtain Blackboard certification and begin offering faculty workshops and one-on-one training sessions.   **done**

○ Conduct an assessment of reference and/or the instruction program. **Reference assessment done, instruction assessment scheduled for 2009/2010**

○ Continue to enhance the Poynter reference page with the addition of links to quality tutorials or by the   creation of unique, USFSP-specific tutorials   **postponed**

○ Continue the "brown bag" staff education workshops on reference-related topics.   **Offered training on e-alerts and Blackboard.**

○ Sponsor another display or lecture for the campus community and the public.   **Kaya arranged three public lectures: anti-intellectualism, William Bartram, and Mayan weaving. She also arranged two "Science Café" lectures, one on the energy crisis and the other on the mating behavior of ants. All were very well attended (139 total attendance). Kaya and Tina gave a lecture to the residence hall students on the history and future of information.**

○ Work with Jerry and Patricia to make space in reference area for media collection   **done**

Proposed Departmental Goals for 2009 – 2010

○ Work on a resolution to the reference desk staffing situation
○ Conduct an assessment of library instruction
○ Discuss and plan for how (or if) LIS 2005 should continue in the future – how often; online, live or a combination; general education status; etc.
○ Discuss strategic plans for reference and instruction
○ Discuss and implement enhancements to the reference web page
○ Bring back the faculty newsletter
○ Sponsor another display or lecture for the campus community and the public.
○ Continue and enhance staff training for reference services

Public service statistics:
July 1, 2007 – June 30, 2008

	2008/2009	2007/2008	change
Reference:			
Telephone	1382	1429	down 3%
General	8633	10049	down 14%
Skill based	5660	8963	down 37%
Strategy	2284	3121	down 27%
Consultation (at reference desk)	31	12	up 158 %
Total (excluding phone)	16608	22145	down 25%

Instruction:			
Number of class sessions offered	48	55	down 13%
Number of participants in class sessions	782	949	down 18%
Number of orientation sessions	9	17	down 47%
Number of orientation participants	782	1053	down 26%

Number of faculty Blackboard workshops offered
  12 (plus more than 25 one-on-one sessions)
  Number of faculty Blackboard participants in workshops   63

Information Literacy Breakdown:

Instructor:	#Sessions:
van Beynen	18 (14 classes, 4 orientations)
Neville	16 (12 classes, 4 orientations)
Henry	8
Schnur	8
Carrel	5 (4 classes, 1 orientation)
Pettijohn	2

Discipline:			
Education	8	Library	2
English	8	Honors	2
Criminal Justice	7	Journalism	2
ISS / social sci.	7	Psychology	1
Business	4	Anthropology	1
Environ. Sci.	3	Other	1
Political Sci.	2		

	2008/2009	2007/2008	change
RAP:			
Number of sessions completed (in person or email):	59	55	up 7%

RAP sessions completed:

van Beynen	19	Neville	14	Schnur	2
Carrel	17	Henry	6	Notaro	1