Library Department and Committee Reports

Library Reports and Guidelines

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Public Services Department : Annual Report : 2007 - 2008

Nelson Poynter Memorial Library.

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The public services department continues to be very active in spite of ongoing changes to the complexion of academic reference service. Although detailed reference questions are becoming less common at the reference desk, the reference staff continues to assist USFSP faculty and students with one-on-one research assistance. The formal instruction program advanced significantly in 2007/08 with the approval to teach LIS 2005: Library and Internet Research Skills. 2007/08 brought several personal highlights as well with Kaya Townsend's promotion to Assistant Librarian and Marcy Carrel's invited presentation at an international conference in Lima, Peru.

Faculty and student research assistance:
We are seeing an increasing number of requests by the teaching faculty for research assistance. Deb performs literature searches on a fairly regular basis for a journalism professor and Kaya has put in substantial time helping a professor with research for a successful book proposal. Tina assisted several professors with tenure information and has held workshops on RefWorks for two psychology professors and their research assistants.

During 2007/08, Marcy and Kaya acted as class librarians for several online and on-campus courses. Their experiences were generally positive. Although they didn't receive a large number of research requests, the opportunity did allow them to become more familiar with the course content and assignments. In other areas, RAP requests increased 20% over last year. And, in a new direction for our department, Marcy agreed to be the honors thesis director for one of our library student workers.

Instruction:
We were very pleased when the USFSP College of Arts accepted our proposal to teach LIS 2005. Kaya and Tina spent a good part of the spring and summer semesters preparing lectures and assignments. Once the in-person course has been ironed out we plan to work on an online version of the course. The Poynter Library public services staff also continues to meet on a regular basis during the year to discuss enhancements to the instruction program and to the resource pages on the Poynter web site .

Marketing:
Kaya continues to distribute the ever popular "washroom newsletters." They provide a fast and easy way to distribute information about new resources, changes to library hours, etc. In addition, she continues to provide slides for the library and campus computer display screens. Although we continued to provide a table at each Campus Showcase, students seem to be less enthusiastic about this event and it may be an activity that we can drop if interest doesn't pick up.

Tina worked with Jennifer Quinn-Taylor, the orientation student leaders, and members of the Academic Success Center during the spring semester to help plan a new Academic Success session for FTIC orientations. The new "game show" format seems to be well received and covers much of same material that we displayed in our orientation slide shows. Observing the sessions also proves informative since the students have the opportunity to list the resources and services that they <u>think</u> are available at the library—which is not always entirely accurate!

Assessment:
Assessment of our services is an ongoing responsibility. Since we did not complete a formal assessment in public services during 2007/08 this will be a high priority for fiscal year 2008/09.

Staffing:
Coverage for the reference desk hours is adequate… but barely. The schedule is easily covered when everyone is here but gets tight when covering vacations, sick leave, and service/research obligations. The reference staffing is still down one person with Patricia Pettijohn continuing her reassignment out of the reference department to devote most of her hours to collections and technical services.   When the budget improves, I would recommend adding staff to the access services department and reducing the number of hours that the reference faculty actually sit at the reference desk. Very few research-related questions come to desk before 10 am and after 7:00 pm. Although the number of general and technical assistance questions have increased in the past year, the higher level reference questions (strategy based and research assistance) continue to decline. 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 requirements, web enhancements, etc. and would seem to have little effect on service.

Technology:
The public services staff continues to monitor and incorporate new technology into our processes. In September 2007, Marcy created a blog for the USFSP College of Business community. She regularly posts items of interest and highlights new resources through this venue. The Poynter reference blog that was created in early 2007 continues to be active and is becoming the place to go for answers to frequently asked reference questions. During the spring, Deb attended aTBLC workshop on Google analytics. We are working with Berrie to apply this statistical resource to the reference portions of the Poynter web page.

Service:
The public services staff continues to enhance the campus and the profession through their service activities as detailed below:
> *Marcy Carrel:*
> - Committee Director, Honors Thesis
> - CSUL CPC-ERS Business Committee,
> - Intern for the ALA Council International Relations Committee
> - Member, ALA International Relations Roundtable Papers sub-committee
> - Secretary, Suncoast Information Specialists (SIS)
> - Special Library Association, Academic Business Librarianship Research Agenda Committee
> - Literacy Council of St. Petersburg, Inc, Board member
> - Collected children's books written in Spanish to donate to a school library in the Dominican Republic
>
> *Kaya Townsend:*
> - Member, USFSP Graduate Council
> - Chair , Poynter Library Peer Review Committee
> - Member, FLA Scholarship Committee,
> - Member, FLA Public Relations and Marketing Working Group,
> - Member, JSTOR Education Advisory Committee
> - Member, National Speleological Society (NSS) Cave Conservation Committee
>
> *Deb Henry:*
> - Member, USFSP Scholarship Committee
> - Chair, Library Faculty Council
>
> *Tina Neville:*
> - Member, USFSP Strategic Planning Committee
> - Secretary, USFSP Undergraduate Council
> - Member, USFSP General Education Committee

- Secretary, Seminole Community Library at St. Petersburg College, Seminole Campus Advisory Board

Research and Creative Activities:

Kaya Townsend:
- Presented a poster session at the National Cave Conservation and Management Symposium in St. Louis, Missouri
- Presented a poster session at the Florida Library Association's Annual Conference on karst research
- Presentation accepted for a conference on interdisciplinary research to be held in Toronto in August 2008
- Applied for USFSP new researcher grant (she placed fourth and three proposals were funded)
- Data collection completed on first floor usage

Marcy Carrel:
- Created a blog to inform USFSP business students and faculty about new resources and other items of interest
- In May 2008, Marcy was an invited speaker at the Instituto Cultural Peruano Norteamericano (ICPNA) Seminario Internatcional de Bibliotecologia e Informacion in Lima Peru. In addition to her presentation, she offered two hands-on workshops for participants of the conference. See http://www.icpna.edu.pe/contenido.aspx?cod=3&cod_1=238&cod_2=417 for additional details.
- Published an article for the American Library Association International Relations Round Table publication *International Leads* (September 2007) available at http://www.ala.org/ala/irrt/intlleads/leadsarchive/200709.pdf
- Completed a survey on faculty and student use of social networking tools

Marcy Carrel & Kaya Townsend:
- Presented a poster session at the Florida Library Association's Annual Conference on faculty and student use of social networking tools

Deborah Henry & Tina Neville:
- Conducted research and data analysis for a manuscript submitted to *RUSQ*

 Tina Neville:
- Continues as a regular book reviewer for *Library Journal*

Goals:

Progress on Departmental Goals for 2007-2008

○ Produce additional online tutorials that will be added to the library web site.

Ongoing, Marcy created a tutorial on Wikipedia, This project has taken a bit of a backseat this year while we worked on getting LIS 2005 ready. We also realized that there are many quality tutorials already available on topics we were planning to cover. At this time we are analyzing existing tutorials to find appropriate links and deciding what unique tutorials should be created.

○ Conduct trials of "class librarians" and conduct a preliminary assessment of the project.

Kaya and Marcy were added to several Blackboard courses (both distance education and on-campus courses) as "class librarians."   Marcy received a few requests for help but they weren't always library-related questions. Kaya provided feedback on her experiences and indicated that she thought it was particularly useful for the distance education classes and that it didn't require a great deal of extra work. In Kaya's opinion, the biggest advantage to being a class librarian is that it makes the librarian much more aware of the course content and assignments.

○ Provide major overhaul to the reference web page.
   Most disciplines offered at USFSP now have resource page links from the Nelson web page. This is an ongoing project.
○ Continue the "brown bag" staff education workshops on reference-related topics.
   Several brown bags were held during the past fiscal year including sessions on:
      ▪ *Tips for using MS Excel*
      ▪ *Reference USA*
      ▪ *Google Analytics*
      ▪ *advanced Refworks and the H-index*
○ Conduct an assessment of reference and/or instruction.
   A formal assessment of reference and instruction was not conducted this year. We attempted to conduct an assessment of our RAP sessions but have yet to find a good mechanism for getting feedback.
○ Sponsor another "hot topics" event (display/lecture)
   Kaya organized two publicly available sessions during this past year: Bob Dardenne gave a talk for banned books during the fall semester and a session on the homeless was offered during the spring semester.
○ Continue to pursue the LIS 2005 proposal.
   The proposal was accepted by the College of Arts and Sciences. In spite of several fits and starts, we are scheduled to offer the course during the Fall 2008 semester. Kaya and Tina will team teach the first class and have been working on the course content throughout the spring and summer semesters.

Projected 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).
○ Teach LIS 2005
○ If LIS 2005 gets reasonable enrollment, begin planning for an online version.
○ Obtain Blackboard certification and begin offering faculty workshops and one-on-one training sessions.
○ Conduct an assessment of reference and/or the instruction program.
○ Continue to enhance the Poynter reference page with the addition of links to quality tutorials or by the creation of unique, USFSP-specific tutorials
○ Continue the "brown bag" staff education workshops on reference-related topics.
○ Sponsor another display or lecture for the campus community and the public
○ Work with Jerry and Patricia to make space in reference area for media collection

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

	2006/2007	2007/2008	change
Reference:			
Telephone	1170	1429	up 22%
General	8906	10049	up 13%
Skill based	5068	8963*	up 77% *
Strategy	3250	3121	down 4%
Consultation (at reference desk)	25	12	down 52%

Total (excluding phone)   17249   22145   up 28%

* The large increase in skill based questions is undoubtedly because of the new photocopy/printing system that was installed last year which required a great deal of technical assistance for the users.

Instruction:

Number of class sessions offered	75	55	down 27%
Number of participants in class sessions	1702	949	down 44%
Number of orientation sessions	17	17	no change
Number of orientation participants	930	1053	up 13%
Number of faculty workshops offered		2	
Number of faculty workshop participants		1	

RAP:

Number of sessions completed (in person or email):   46   55   up 20%

Information Literacy Breakdown:

Instructor:	#Sessions:	
Neville	30	(18 classes, 12 orientations)
Townsend	21	(18 classes, 3 orientations)
Henry	3	(2 classes, 1 orientation)
Carrel	6	(5 classes, 1 orientation)
Schnur	7.5	(one class team taught)
Pettijohn	4.5	(one class team taught)

Discipline:			
Education	12	Business	5
Criminal Justice	6	ISS	6
Psychology	5	English	8
Honors	3	Anthropology	3
History	1	Journalism	2
Univ Experience	1	Other	1
Social Work	2		

RAP sessions completed:

Townsend	23	Neville	10
Carrel	16	Henry	6