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## Public Services Department : Annual Report : 2009 - 2010

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**Annual Report  
Public Services Department  
July 1, 2009 – June 30, 2010**

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. We offered several sessions of LIS 2005 and had a faculty search for a new business librarian.

**Instruction:**

During the 2009/2010 fiscal year, three sections of LIS 2005 were offered with a total of 63 participants. We continue to experience difficulty in gaining sufficient enrollment for the course when it is not offered as part of the STARS program. Although the final enrollment in the fall 2009 course reached 22 students, much of the enrollment occurred at the last minute and included several senior auditors. During 2010/2011 the Public Services Team hopes to set up a meeting with the Academic Deans to explore changing LIS 2005 to an online or blended course and to discuss seeking General Education status for the course.

Kaya van Beynen, Deb Henry, and Tina Neville were asked to offer two sections of LIS 2005 for the summer STARS program. In spite of major attempts at early preparation and team teaching both of the courses, the reduced summer schedule and the large number of participants made it difficult to provide timely feedback to the students and led to difficulties in communication between the instructors. For future LIS 2005 sessions, we will plan to have one, or at most two, instructor, assigned to each section to focus attention and improve communication between the instructors and the students.

With David Brodosi, Tina continued to offer Blackboard workshops for faculty. A change to Blackboard version 9 involved learning a vastly different format in a short period of time—the new version was launched just before the winter holidays and our largest training sessions occurred during the first part of January. Blackboard training has become an increasingly busy service. Although we offered one fewer session than the previous year, the number of participants in the sessions increased a total of 57%. One-on-one sessions with faculty also continue to increase.

**Assessment of Instruction:**

Course specific library instruction: In order to assess the value of “one-shot” course instruction, surveys were distributed to students in twenty courses whose professors had requested library instruction sessions during the fall 2009 semester. 411 students (286 CAS, 89 COB, 36 COE), completed the survey with 79% of the students reporting that they learning about a specific type of library database or a new library service. In addition, 89% of the student respondents found the library research session useful or very useful. The instruction librarians were provided with the comments on the courses they offered.

Although it sometimes seems that our course instruction requests are lagging, a comparison with other similar institutions in Florida shows that our presentations stats are on a par with or above most of the other institutions:

Institution (2008 unless otherwise specified)	# Participants per FTE	# Presentations per FTE
USF (all)	.31	.02
Stetson, Deland	.52	.04
Florida Gulf Coast	.46	.04
Univ North Florida	.4	.01

Florida Southern	.4	.025
FIT	1.31	.08
Univ West Florida	.475	.03
Eckerd	.72	.04
Univ Tampa	.56	.03
Rollins	.76	.04
USF St Petersburg 2007/08	1.34	.05
USF St Petersburg 2008/09	1.02	.04
USF St Petersburg 2009/10	1.23	.05

LIS 2005: During the fall 2009 semester, students enrolled in LIS 2005: Library and Internet Research Skills were given a pretest/post test to assess their learning throughout the course. Of those students who completed the pre-test and post-test in LIS 2005 that semester, 91% of the students showed improvement. The results of the analysis indicated that plagiarism, citation style, proper paraphrasing techniques were the areas that still need additional attention. These topics will be emphasized more in future sections of LIS 2005.

**Reference:**

Based on a continuing lack of in-depth reference questions at the desk, early in the fall semester, the reference desk hours were reduced. Librarians discontinued staffing the desk from 7-10 pm Monday through Thursday and changed to an “on call” status on Fridays. In addition, we did not staff the desk from 9-11 am during the summer semester. Although the reference desk statistics are down somewhat from last year, this can be attributed to the fewer hours spent staffing the desk. To help Access Services staff feel comfortable handling the transition, pathfinders and tip sheets were updated and the staff were offered additional training on the copy machines, microfilm machines, etc. At their request, Tina presented some basic reference techniques and resources to access services staff during the summer 2010 semester.

During the early summer, a decision was made to join the statewide Ask a Librarian service. By entering the service as a member of the USF Libraries system, we are only required to contribute two hours per week to the statewide desk. We had been members of this service many years ago but were very frustrated by the prevalence of public library questions on the collaborative desk and by the inability to add the AAL link to the library’s home page. Both of these issues have been resolved and joining the statewide service will also give us the opportunity to staff a local USFSP chat service as we have time.

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/>.

**Professional Service:**

The public services faculty continues to enhance the campus and the profession through their service activities as detailed below:

**Kaya van Beynen:**

- USFSP Undergraduate Council, (Secretary)
- American Library Association, ACRL EBSS Research Committee
- American Library Association, ACRL ULS Planning Committee, Co-chair
- Florida Library Association, Scholarship Committee
- Poynter Library Visiting Librarian Search Committee

**Deb Henry:**

- USFSP Research Council, Secretary
- USFSP Technology Committee
- Chair, Library Faculty Council
- Marine Science Library Committee
- Poynter Library Visiting Librarian Search Committee

**Tina Neville:**

- USFSP Planning Effectiveness, Budgeting Committee (PEBC)
- USFSP SACS Quality Enhancement Plan (QEP) Committee, Secretary
- USFSP General Education Committee
- Florida Library Association, Continuing Education Committee
- Poynter Library Visiting Librarian Search Committee, Chair
- Pinellas County History Fair, judge
- Secretary, Seminole Community Library at St. Petersburg College, Seminole Campus Advisory Board

**Research and Creative Activities:**

Teaching LIS 2005 and heavy committee work during the 2009-2010 year did not leave much time for research; however, Kaya van Beynen had several publications and Tina Neville continued as a book reviewer for *Library Journal* and completed an invited review for the *Journal of the Medical Library Association*:

**Kaya van Beynen:**

- van Beynen, K., Pettijohn, P. and Carrel, M. (2010). Using pedestrian choice research to facilitate resource engagement in a mid-sized academic library. *Journal of Academic Librarianship*.
- van Beynen, K. and Fleury, S. (2010). Learning and engaging the information values of a karst community of practice. *Journal of Academic Librarianship* 40 (1).
- van Beynen, P. & van Beynen K. (Accepted). "Human disturbance of karst environments" in *Karst Management*. Edited by Phil van Beynen (book under contract: Springer Science + Business Media B.V. Dordrecht).

**Tina Neville:**

- Continued as a book reviewer for *Library Journal*
- Neville, T. (2010) Better by design. An introduction to planning and designing a new library building. *Journal of the Medical Library Association*, 98, 88-89.

**Progress on Departmental Goals for 2009-2010**

- Work on a resolution to the reference desk staffing situation – ongoing, librarians were relieved of reference duties from 7-10 pm Monday-Thursday and switched to an on-call format for Fridays. Additional ideas are under review.
- Conduct an assessment of library instruction done
- 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. ongoing
- Discuss strategic plans for reference and instruction ongoing
- Discuss and implement enhancements to the reference web page postponed to 2011
- Bring back the faculty newsletter done
- Sponsor another display or lecture for the campus community and the public. done and ongoing (2 presentations during the fall and 2 presentations during the spring)
- Continue and enhance staff training for reference services Tina and Deb worked with Frank Biafora to improve their SPSS skills, training for Access Services staff scheduled for 2010/2011

### Suggested Departmental Goals for 2010-2011

- Meet with academic deans to consider credit course options
- Analyze campus syllabi to document existing information literacy assignments in USFSP courses
- Explore the idea of creating a “personal” librarian program
- Assist with a nelson web content assessment
- Assist with library space planning
- Create a shared file that lists interesting library conferences

### Public service statistics: July 1, 2008 – June 30, 2009

Reference:	2009/2010	2008/2009	change
Telephone	1118	1382	Down 19%
General	7726	8633	Down 11%
Skill based	5079	5660	Down 10%
Strategy	2175	2284	Down 5%
Total (excluding phone)	14981	16608	Down 10%

Instruction:	2009/2010	2008/2009	change
Number of class sessions	55	48	Up 15%
Number of participants in class sessions	1096	782	Up 40%
Number of RAP sessions	52	59	Down 12%
Number of student orientation sessions	9	9	No change
Number of participants in student orientations	805	782	Up 3%
Number of Blackboard group faculty training sessions	11	12	Down 8%
Number of participants at Bb group faculty training sessions	99	63	Up 57%
Number of library sponsored cultural events	8	n/a	
Number of participants at library sponsored cultural events	407	n/a	

### Information Literacy Breakdown:

Instructor:	#Sessions:
Henry	17
Neville	14 (classes, orientations)
van Beynen	13 (classes, orientations)
Schnur	8
Pettijohn	3

Discipline:			
Composition	11	English Lit	3
Education	7	Anthropology	3
Journalism	7	Geography	3
ISS / social sci.	5	Library	2
Criminal Justice	4	Political Sci.	2
Environ. Sci.	4	Florida Studies	1
Business	3		

### RAP sessions completed:

Neville: 22      van Beynen: 11      Henry: 10      Pettijohn: 7      Schnur: 1      Carrel: 1