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Public Services Department : Annual Report : 2010 - 2011

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**Annual Report
Public Services Department
July 1, 2010 – June 30, 2011**

Ongoing change continues to be a major theme for public services, particularly in the area of traditional reference service. During 2010-2011 Public Services and Access Services implemented a combined service desk with additional cross-training between the two departments. With Gary Austin and Jim Schnur having increased responsibilities away from reference, the combined service desk allowed us to minimize the impact of their reduced hours on the other reference librarians.

During the fall and spring semesters, the public services team met to plan for and resolve issues relating to a variety of tasks including: an online statistics form for the combined service desk, instruction requests from area high school classes, weeding the reference collection, updating the library research page, and marketing information literacy.

Instruction:

During the 2010/2011 fiscal year, two sections of LIS 2005 were offered with a total of 50 participants. We continue to experience difficulty in gaining sufficient enrollment for the course when it is not offered as part of the STARS program. The course was scheduled to be taught during the fall 2010 semester but was cancelled because of low enrollment.

Gary Austin's allocation for distance learning was increased during 2010/2011 and he has continued to offer Blackboard workshops for faculty with occasional assistance from Tina Neville and David Brodosi. Gary has also worked extensively on the web site for distance learning support and is creating online tutorials to assist faculty when one-on-one assistance isn't available.

Assessment of Instruction:

In the student satisfaction survey conducted in spring 2001, library instruction and its contribution to information fluency produced the following results: 21% of the student respondents had taken LIS 2005: Library & Internet Research Skills, 30% said that they have participated in a 1-hr library instruction session, while 14% have participated in a RAP session and 16% have used an online library tutorial. Most importantly, 80% of the student respondents stated that the library contributed to their ability to obtain and effectively use information for problem solving, 74% said the library had contributed to their ability to evaluate information from various sources and 77% said the library had contributed to their ability to distinguish between types of scholarly resources.

LIS 2005:

A pretest/post-test assessment was conducted on students in one section of LIS 2005 during the summer 2011 STARS course. Comparisons were made based on the student learning outcomes for the course with the following results:

LIS 2005 Student learning outcomes:

- SLO A: Determine the extent of information needed.
- SLO B: Develop and refine a research query.
- SLO C: Select and use appropriate printed resource, Internet tools, services, and resources in order to do academic research and to obtain other kinds of information.
- SLO D: Evaluate information as to its suitability for use.
- SLO E: Determine when and how to cite resources correctly.
- SLO F: Discuss ethical issues concerning the use of resources and be familiar with current issues concerning the dissemination and use of information resources.
- SLO G: Implement knowledge skills that they will need to thrive in their courses, careers, and

throughout their lives.

Pretest to Post-Test analysis (n=26) Changes to SLO

- SLO A: 1 question: Improved
- SLO B: 5 questions: 3 questions showed improvement, 2 questions had no change
- SLO C: 9 questions: 7 questions showed improvement, 2 questions decreased
- SLO D: 7 questions: 5 questions showed improvement, 2 questions decreased
- SLO E: 5 questions: 4 questions showed improvement, 1 questions had no change
- SLO F: 3 questions: All questions showed improvement
- SLO G: 4 questions: 2 questions showed improvement, 2 questions decreased

As part of the Final Exam, students were also asked to reflect on the course and comment on what library skills they think they have improved and what still confused them. Many students commented on learning about databases—particularly that there were ways to locate information beyond Google. There was a mixed reaction to citation style—some seemed to feel more comfortable with it but others still find it confusing. Biggest frustrations seemed to come from the Annotated Bibliography assignment—because of the abbreviated time for a summer course, the instructors weren't able to devote as much time and practice to annotating before the assignment was due which led to a good bit of confusion. This assignment and the preparation leading up to it will be re-addressed if the course is taught in the future.

Reference:

As mentioned above, the combined service desk was implemented at the beginning of the spring semester. Librarians either sat at the combined service desk or were “on call” in their office, depending on how busy the library was at that time. The members of the public services team continue to staff the statewide Ask a Librarian service for two hours per week and as many hours as possible on the local desk. After adding the AAL widget to the library home page we are experiencing an increasing use of the local chat/email service.

Assessment of reference services:

In the student survey conducted during the spring 2011 semester, among those who reported having asked a librarian or library staff member for help 98% were either *Very Satisfied* or *Satisfied* with the service they received.

Marketing:

In an ongoing effort to market our reference and instruction services two new marketing brochures were created: Graduate Student Services and Library Services for Faculty Tenure & Promotion. In addition, two other brochures were updated: Undergraduate Services and Faculty Services.

Personnel—individual achievements:

Faculty Promotion:

- Kaya van Beynen was promoted to Associate University Librarian

Honors/Awards:

- Kaya van Beynen: Ask a Librarian (statewide service) Exemplary Reference Award Nomination for Teaching chat (November 2010)
- Kaya van Beynen: Ask a Librarian (statewide service) Exemplary Reference Award Nomination for Teaching chat (March 2011)
- Kaya van Beynen: Ask a Librarian (statewide service) Exemplary Reference Award Nomination for Brief chat (March 2011)

- Tina Neville: Ask a Librarian (statewide service) Exemplary Reference Award Nomination for Detailed chat (November 2010)
- Tina Neville: Ask a Librarian (statewide service) Exemplary Reference Award Nomination for Teaching chat (March 2011)

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
- USFSP Faculty and Staff Awards Planning Committee
- Poynter Library Leadership Team
- Poynter Library E-Resources Collections Committee
- Poynter Library Faculty Council
- Poynter Library Public Services Team
- Poynter Library Liaisons Team
- Poynter Library Café Design Team
- ACRL/ University Libraries Section (ULS) 2012 Conference Program Planning—Anaheim – Member, 2010-2012
- ACRL/ University Libraries Section (ULS) 2011 Conference Program Planning Committee - Co-Chair, 2009-2011
- ACRL/ ULS Executive Committee – Member, 2009-2011
- ACRL/EBSS Research Forum Committee – Chair 2010-2013
- ACRL/EBSS Executive Advisory Committee– Member 2010-2013
- Peer reviewer for three book chapters: In *Karst Management*, van Beynen, P. (Ed.). New York: Springer.

Deb Henry:

- USFSP Research Council, Secretary
- USFSP Technology Committee
- Poynter Library Leadership Team
- Poynter Library Web Content Committee, Chair
- Poynter Library Space Planning Committee
- Poynter Library Faculty Council
- Poynter Library Public Services Team
- Poynter Library Liaisons Team
- Poynter Library Combined Service Desk Team
- Poynter Library Café Design Team, Chair
- USF Library System Discovery Services Committee
- Florida Library Association Membership Committee
- Florida Library Association Planning Committee

Tina Neville:

- USFSP Planning Effectiveness, Budgeting Committee (PEBC)
- USFSP SACS Quality Enhancement Plan (QEP) Committee, Secretary
- USFSP Graduate Council
- USFSP Emergency Planning Team
- Poynter Library Leadership Team
- Poynter Library Annual Review Committee
- Poynter Library Digital Archive Team
- Poynter Library Web Content Committee

- Poynter Library Space Planning Committee, Chair
- Poynter Library Faculty Council
- Poynter Library Public Services Team
- Poynter Library Liaisons Team
- Poynter Library Café Design Team
- Poynter Library Combined Service Desk Team
- Poynter Library Access Services LTA Search Committee
- USF Library System Discovery Services Committee
- Florida Library Association, Continuing Education Committee
- Peer reviewer, *RUSQ* manuscript
- Seminole Community Library at St. Petersburg College, Seminole Campus Advisory Board, Member and Secretary

Gary Austin:

- Poynter Library Leadership Team
- Poynter Library Liaisons Team
- Poynter Library Public Services Team
- Poynter Library Faculty Council (non-voting)

Research and Creative Activities:

Teaching LIS 2005 and heavy committee work did not leave much time for research; however, members of the public services team accomplished the following research activity in 2010-2011.

Kaya van Beynen:

- Peer Reviewed Article: van Beynen, P, Brinkmann, R, and van Beynen, K (Submitted).
Creation of a karst sustainability index *Journal of Cave and Karst Studies*.
- Book Chapter: van Beynen, P. & van Beynen K. (2011). "Human disturbance of karst environments." In *Karst Management*, van Beynen, P. (Ed.). New York: Springer.
- Van Beynen, K. (2011). EBSS Research Forum, ALA Annual Conference, *EBSS Newsletter*. Vol. 26 (2).

Deb Henry:

- Book chapter (submitted). Metz-Wiseman, M., Borchert, C., Griffin, M., & Henry, D, "Best Practices for Selecting the Best Fit" for *Planning and Implementing Resource Discovery Tools in Academic Libraries*.

Tina Neville:

- Alford, P., Banks, K. & Neville, T. (2011, May). *Digital skills: A checklist, an update, and the burning questions of how*. Presentation at the Florida Library Association Annual Conference, Orlando, FL, May 6, 2011.
- Mott, R., Karshmer, E., Neville, T. & Tong, M. (2011, May). *Florida library staff continuing education needs assessment: A project report of the FLA Continuing Education Committee*. Poster presentation at the Florida Library Association Annual Conference, Orlando, FL, May 2011.
- Neville, T. (2011) Review of "The Agile Librarian's Guide to Thriving in Any Institution." *Journal of the Electronic Resources in Medial Libraries*, 8(2), 213-214.
- Continued as a book reviewer for *Library Journal*

Progress on Departmental Goals for 2010-2011

- Meet with academic deans to consider credit course options (done)
- Analyze campus syllabi to document existing information literacy assignments in USFSP courses (syllabi obtained for CAS and COB, analysis to begin in 2011)
- Explore the idea of creating a "personal" librarian program (not done because of time constraints)
- Assist with a nelson web content assessment (in progress)
- Assist with library space planning (in progress)

- Create a shared file that lists interesting library conferences (done)

Suggested Departmental Goal for 2011-2012

- Continue campus syllabi review to determine extent of information literacy assignments offered in USFSP courses
- Propose an information literacy plan for USFSP (Kaya van Beynen will begin work on this as her SLLI project)
- Update the Poynter Library research assistance web pages
- Complete the weeding of the reference collection
- Continue to assist with library space planning
- Continue to assist with nelson web content assessment

**Public service statistics:
July 1, 2010 – June 30, 2011**

INSTRUCTION:

| Instruction: | 2010/2011 | 2009/2010 | change |
|--|-----------|-----------|--------|
| Number of class sessions | 62 | 55 | +13% |
| Number of participants in class sessions | 1212 | 1096 | +11% |
| Number of RAP sessions | 86 | 52 | +65% |
| Number of Blackboard group faculty training sessions | 14 | 11 | +27% |
| Number of participants at Bb group faculty training sessions | 113 | 99 | +14% |
| Number of student orientation sessions | 8 | 9 | -11% |
| Number of participants in student orientations | 755 | 805 | -06% |
| Number of FTIC parent welcome events | 2 | n/a | n/a |
| Number of participants at FTIC parent welcome events | 40 | n/a | n/a |
| Number of library sponsored cultural and social events | 15 | 8 | +88% |
| Number of participants at library sponsored cultural and social events | 598 | 407 | +47% |

Instruction Session Breakdown:

| Instructor: | #Sessions: |
|-------------|-------------------------------|
| Austin | 16.5 (8.5 BI, 8 Bb) |
| Henry | 10 (9 BI, 1 orientation) |
| Neville | 24 (22 BI, 2 Bb) |
| Pettijohn | 2 |
| Schnur | 1 |
| van Beynen | 26.5 (19.5 BI, 7 orientation) |
| Brodsi | 4 (4 Bb) |

| Discipline: | | | |
|-------------------|----|--------------------|---|
| Composition | 13 | History | 1 |
| Education | 7 | English Lit | 1 |
| Psychology | 7 | Anthropology | 1 |
| Business | 6 | Master Liberal Art | 1 |
| Environ. Sci. | 3 | Criminal Justice | 1 |
| ISS / social sci. | 5 | Career Counseling | 1 |
| Geography | 2 | | |
| Journalism | 2 | High School | 7 |
| Art | 2 | Project Stingray | 2 |

RAP (non-Blackboard) sessions completed:

van Beynen: 34 Henry: 24 Neville: 15 Pettijohn: 5 Austin: 4 Notaro: 3 Etzel: 1

One-on-one Blackboard sessions completed (lasting more than 20 minutes):

Austin: 9 Neville: 11

Events:

| | | |
|------------|---|-----|
| 2010 07 22 | rare book cataloging | 25 |
| 2010 10 26 | RDA -Robare | 19 |
| 2010 10 27 | LCSH-Robare | 13 |
| 2010 10 27 | banning of occult gnosis-Tobienne | 14 |
| 2010 11 10 | transitory bias--Trocchia | 15 |
| 2010 11 17 | Gail Sheehy | 50 |
| 2011 02 10 | Dick Jacobs | 40 |
| 2011 02 23 | Schnur conversation on Jordan Park | 22 |
| 2011 03 01 | Mary Ann Marger: departure a story of holocaust | 22 |
| 2011 03 03 | Arthurs: dignity and prestige | 63 |
| 2011 04 06 | Schnur book talk on Largo | 45 |
| 2011 04 20 | USFSP faculty research | 20 |
| 2010 09 09 | grad student reception | 50 |
| 2010 10 28 | Halloween party-costume contest | 50 |
| 2011 03 08 | Mardi Gras | 150 |

REFERENCE:

| Reference (in person): | 2010/2011 | 2009/2010 | change |
|------------------------|------------------|------------------|---------------|
| General | 6103 | 7726 | -21% |
| Skill based | 5246 | 5079 | +03% |
| Strategy | 1222 | 2175 | -44% |
| Total | 12571 | 14981 | -16% |

| Reference (Virtual): | 2010/2011 | 2009/2010 | change |
|----------------------|------------------|------------------|---------------|
| Chat | 77 | n/a | n/a |
| Email | 20 | n/a | n/a |
| Text | 6 | n/a | n/a |
| Total | 103 | n/a | n/a |