

1-1-2011

## Public Services Department : Annual Report : 2011 - 2012

Nelson Poynter Memorial Library.

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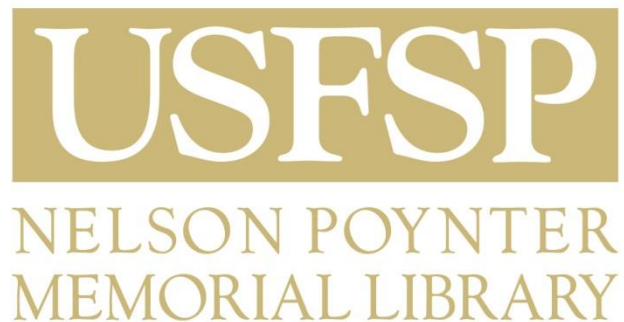
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**Annual Report**  
**Public Services Department, Nelson Poynter Memorial Library**  
**July 1, 2011 – June 30, 2012**

University of South Florida St. Petersburg

*Compiled by Tina Neville and Kaya van Beynen with input from Carol Hixson*

2014



**Statistical Snapshot:**

Reference Assistance and Library Instruction:	2011/2012	2010/2011	change
Number of class sessions	64	62	3%
Number of participants in class sessions	1612	1212	33%
Number of RAP sessions (including one-on-one Bb sessions)	86	92	-6.5%
Number of student or faculty workshops (not Bb)	7	n/a	n/a
Number of participants at workshops	42	n/a	n/a
Number of Blackboard group faculty training sessions	21	14	50%
Number of participants at Bb group faculty training sessions	87	113	-23%
Number of student orientation sessions	8	8	0
Number of participants in student orientations	515	755	-31%
Number of library sponsored cultural and social events	10	15	-33%
Number of participants at library sponsored cultural and social events	430	598	-28%

**Departmental Overview:**

The Public Services department provides reference, research services, library instruction, and outreach services to the students and faculty of the University of South Florida St. Petersburg. The department consists of 4 public service Librarians (Tina Neville, Deb Henry, Gary Austin, and Kaya van Beynen); additionally the librarians Jerry Notaro, Patricia Pettijohn, and Jim Schnur contribute to the department by providing reference support and by teaching library instruction sessions.

**Instruction:**

While the number of classroom instruction sessions only increased by 3% during the 2011/12 academic year, the number of participants in the instruction sessions increased by 33%. The Public Service librarians initiated a new student and faculty workshop series that showed strong participation and will continue in the 2012/13 Academic year. Additionally, Gary Austin, the Distance Learning Librarian, taught a total of 21 Blackboard workshops for faculty, representing a 50% increase in training sessions from the year before.

Traditionally, the Public Services Department has concentrated on in-person, classroom-based library instruction sessions. As more USFSP classes are taught online, the Public Service librarians recognize the need to provide faculty with online options for library instruction for

their students. Accordingly, librarian Kaya van Beynen applied for and was awarded with a USFSP Distance Learning internal grant of \$5,281 to work with an Instructional Designer and create a selection of interactive, skills based, online tutorials.

<b>Discipline:</b>	<b>#Sessions:</b>
Marketing	9
Education	7
ISS	5
English	4
Anthropology	3
ISM	3
History	3
Management	3
Political Sci	3
Psychology	3
Art	2
Composition	2
ESP	2
Journalism	2
STARS	2
Biology	1
Business	1
Graphic Arts	1
Master Liberal Arts	1
Philosophy	1
TRIO	1
High School	2
Middle School	3

<b>Instructor:</b>	<b>#Sessions:</b>
Austin	14
Henry	6
Neville	14
Pettijohn	6
Schnur	6
van Beynen	17
Killenber	1

**Reference:**

A major change in the operation of the Public Services department was the spring 2012 implementation of the combined service desk. No longer occupying a reference desk, the 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. Another change this year, was a

new online reference question data collection form used by the librarians, circulation staff, and IT help desk. In addition to the reference question classifications that the Public Service librarians have used, a new category of technology questions has now been included.

<b>Reference Help (in person):</b>	2011/2012	2010/2011
General	6189	6103
Skill based	1831	5246
Technical	3788	n/a
Strategy	406	1222
Not classified	55	n/a
<b>Total</b>	<b>12269</b>	<b>12571</b>

<b>Reference Help (Virtual):</b>	2011/2012	2010/2011
Chat	203	77
Email	82	20
Text	0	6
<b>Total</b>	<b>285</b>	<b>103</b>

<b>Research Consultations:</b>	2011/2012
Reference questions requiring 20 minutes or more to answer	193
RAPS (one-on-one instruction sessions)	77
Blackboard Faculty Instruction (One-on-one)	10
<b>Total</b>	<b>280</b>

**Library Events:**

2011 09 15	Graduate student reception	35
2011 09 29	Banned books talk (David McMullen)	25
2011 10 26	Open Access reception	20
2011 10 31	Halloween party	80
2011 11 02	Social media workshop (co-sponsor)	n/a
2012 01 27	Copyright with Kenneth Crews and Michael Geist	68
2012 01 27	Invited session with Crews and Geist	27
2012 02 08	Celebrating Pinellas (Jim Schnur)	40
2012 02 21	Mardi Gras	95
2012 03 07	Faculty lecture (Deanna Michaels)	17

## **Honors/Awards:**

The NPML Public Service librarians received great recognition for the high caliber of their work this year both within the USFSP institution and among their Florida and National peers.

### **Deb Henry**

- USFSP Chancellor's Award for Excellence, Non-Teaching Faculty, 2011 (awarded spring, 2012)

### **Kaya van Beynen**

- 2012 USFSP Distance Learning Grant (\$5,281)
- 2011 – 2012 Sunshine State Library Leadership Institute, State of Florida, Division of Library and Information Services, Tallahassee, Florida
- Accepted for 2012 ACRL Immersion Program: Assessment Track. Association of College and Research Libraries, Nashville, Tennessee

## **Service:**

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

### **Gary Austin:**

#### Library Service

- Poynter Library Public Services Team, member
- Library Faculty Council, member
- Poynter Library Leadership Team, member

#### University Service

- USFSP Quality Matters Exemplary Course Review Committee

#### Professional Service

- 2012 Blackboard Exemplary Course Reviewer (with T. Neville & D. Brodosi)

### **Deb Henry:**

#### Library Service

- Poynter Library Public Services Team, member
- Library Faculty Council, member
- Poynter Library Leadership Team, member
- Poynter Library Annual Review Committee, member
- USFSP Web Site Redesign Working Group, 2011-2012, member
- 2011 Poynter Library Web Content Committee, Chair
- Poynter Library Liaisons Team, member
- Poynter Library Space Allocation Committee, member
- Poynter Library Café design Team, chair

#### University Service

- USFSP Research Council, 2008 – to date; Secretary 2009-2011.

#### Professional Service

- Florida Library Association, Conference Planning Committee, Games Subcommittee, chair
- Florida Library Association, Membership Committee, Member
- American Libraries Association, member
- Association of College and Research Libraries, member

#### **Tina Neville:**

##### Library Service

- Poynter Library Space Allocation Committee, Chair
- Poynter Library Annual Review Committee, Chair
- Poynter Library Leadership Team, member
- Library Faculty Council, member
- Poynter Library Liaisons Team, member
- 2011 Poynter Library Web Content Committee, member

##### University Service

- USFSP Graduate Council, Chair
- USFSP, Planning Effectiveness & Budgeting Committee, member

##### Professional Service

- 2010-2012 Florida Library Association Continuing Education Committee, member
- 2012-2014 Florida Library Association Conference Planning Committee, member
- 2012 Blackboard Exemplary Course Reviewer (with G. Austin & D. Brodosi)
- 2012 *Reference & User Services Quarterly*, peer reviewer

#### **Kaya van Beynen:**

##### Library Service

- 2012 Library Promotion Committee, USFSP – Chair
- 2011 to date Weeding Committee, USFSP – Member
- 2010 to date E-Resources Collections Committee, USFSP – Member

##### University Service

- 2012 Capital Improvement Trust Fund Committee – Member
- 2012 Faculty Marshall, USFSP Convocation
- 2011 – 2013 Faculty Senate, USFSP – Member
- 2011 – 2012 Dining Services Selection Committee, USFSP – Member
- 2011 TRIO Advisor Board, USFSP – Member
- 2011 Textbook Coordinators Committee, USFSP – Member

##### Professional Service

- 2012 Peer Reviewer, *Journal of Education in Library and Information Science*
- 2010 – 2013 ACRL/EBSS Research Committee – Chair
- 2010 – 2013 ACRL/EBSS Executive Advisory Council – Member

- 2010 – 2012 ACRL/University Libraries Section (ULS) 2012 Program Planning Committee - Member

#### Community Service

- 2011 – 2012 Library and Media Center, Douglas L. Jamerson Elementary School, Volunteer
- 2011 – 2012 Festival of Reading, St. Petersburg, Author Introducer
- 2009 to date Crescent Lake Clean Up, St. Petersburg, Volunteer

#### **Research and Creative Activities:**

The Public Services faculty are active in library science scholarship at the national, state, and local levels as evidenced below.

#### **Kaya van Beynen:**

- **Peer Review Article:** van Beynen, P, Brinkmann, R, and van Beynen, K (2012). Creation of a karst sustainability index *Journal of Cave and Karst Studies*. 74 (2) p. 221-234.
- **Peer Reviewed Book Chapter:** van Beynen, P. & van Beynen K. (2011). "Human disturbance of karst environments." In *Karst Management*, van Beynen, P. (Ed.). New York: Springer.
- **Submitted** van Beynen, K. (*submitted*). Research and Library Skills Modules. PRIMO: Peer Reviewed Instructional Materials Online.
- **Article:** Van Beynen, K. (2012). Interview: EBSS Librarian Spotlight, *EBSS Newsletter*. Vol. 27 (1).
- **Article:** Van Beynen, K. (2011). EBSS Research Forum, ALA Annual Conference, *EBSS Newsletter*. Vol. 26 (2).
- **Technical Report:** Pettijohn P., van Beynen K., Etzel A., Notaro G., & Santana C. (2011) *Report of the Collection Committee*, Nelson Poynter Memorial Library, University of South Florida Saint Petersburg
- **Technical Report:** van Beynen, K. (2011). *Assessment of library resources in support of proposed USFSP College of Education Middle School STEMS M.Sc. Program*. Nelson Poynter Memorial Library, USFSP

#### **Deb Henry:**

- **Peer Reviewed Book Chapter:** Metz-Wiseman, M., Griffin, M., Borchert, C.A., & Henry, D.B. (2012). Best Practices for Selecting the Best Fit. In M. Popp and D. Dallis (Eds.), *Planning and Implementing Resource Discovery Tools in Academic Libraries*, (pp. 77-89). Hershey, PA: IGI Global.
- **Technical Report:** Henry, Deborah. (2012) Analysis and Summary Report of the FLA Academic Membership Survey. Florida Library Association Membership Committee Report.
- **Technical Report:** Hixson, C.G., Champion, V., Henry, D., Neville, T. & Notaro, G. (2011). Gateway to the World's Information : Nelson Poynter Memorial Library University of South Florida St. Petersburg Strategic Plan 2010 - 2014



### Tina Neville:

- **Presentation:** Neville, T. (2012, April 5). Institutional repositories—The time is now. Presentation at the LINCC Regional meeting #4, Tampa, Florida
- **Poster Session:** Hixson, C.G., Neville, T. & Schnur, J.A. (20 April, 2012) Digital archives: Vibrant and vital to your institution. Poster session presented at the Florida Library Association Annual Conference, Orlando, Florida.
- **Book Reviews:** Submitted 7 book reviews to *Library Journal*
- **Technical Report:** Hixson, C.G., Champion, V., Henry, D., Neville, T. & Notaro, G. (2011). Gateway to the World's Information : Nelson Poynter Memorial Library University of South Florida St. Petersburg Strategic Plan 2010 - 2014

### Progress on Departmental Goals for 2011-2012

1. Continue campus syllabi review to determine extent of information literacy assignments offered in USFSP courses.
  - In Process: This project is currently underway and will be completed and added to the digital archive in 2012/13.
2. Propose an information literacy plan for USFSP.
  - In Process: Kaya van Beynen will begin work on this as one component of her SLLI project.
3. Update the Poynter Library research assistance web pages.
  - Postponed: This project was put on hold during 2011/12 due to the development of a new Nelson Poynter Memorial Library website.
4. Complete the weeding of the reference collection.
  - Completed: Reference items were assessed as to whether they should be incorporated into the circulating collection, whether a duplicate copy was already available online, or whether the items should remain in the streamlined reference collection. The library reference collection was reduced by 90%. The remaining collection was consolidated and relocated to a shelf range adjacent to the print periodical collection on the 1<sup>st</sup> floor.
5. Continue to assist with library space planning
  - In Process: Deb Henry and Tina Neville have begun assessing student furniture preferences through focus groups and tracking the location and type of furniture that the students actually used. Additionally, the librarians consulted with their peers at libraries in Florida and made a site visits to the University of Central Florida Library. Kaya van Beynen, in collaboration with the Campus Grind, conducted a survey exploring student perceptions and preferences for a potential coffee and snack service in the library.
6. Continue to assist with nelson web content assessment
  - In Process: Deb Henry and Tina Neville conducted student usability tests and a survey of what terms students would use to categorize library services and resources on the Internet.

### **Departmental goals for 2012-2013**

1. Create a series of Information literacy tutorials. Complete and assess basic modules. As part of this project, the English Composition faculty will be consulted for their design and content.
2. Survey faculty requesting bibliographic instruction sessions during the fall 2012 semester.
3. Offer Canvas training for faculty in group workshops and in one-on-one consultation sessions
4. Hire a special projects librarian
5. Begin entering course syllabi into digital archive.
6. Begin weeding the Circulation Collections on the second and third floors.