

1-1-2012

## Public Services Department : Annual Report : 2012 - 2013

Nelson Poynter Memorial Library.

Follow this and additional works at: [https://scholarcommons.usf.edu/npml\\_dept\\_committee\\_reports](https://scholarcommons.usf.edu/npml_dept_committee_reports)

 Part of the [Library and Information Science Commons](#)

---

### Scholar Commons Citation

Nelson Poynter Memorial Library., "Public Services Department : Annual Report : 2012 - 2013" (2012).  
*Library Department and Committee Reports*. 72.  
[https://scholarcommons.usf.edu/npml\\_dept\\_committee\\_reports/72](https://scholarcommons.usf.edu/npml_dept_committee_reports/72)

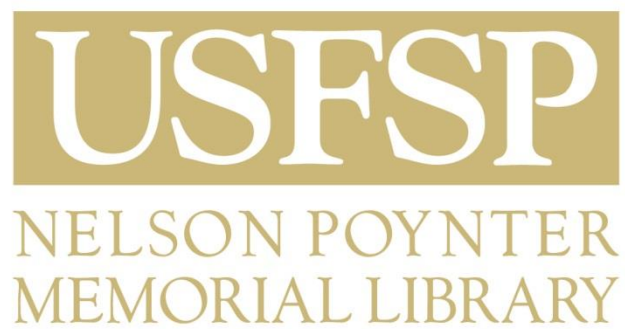
This Other is brought to you for free and open access by the Library Reports and Guidelines at Scholar Commons. It has been accepted for inclusion in Library Department and Committee Reports by an authorized administrator of Scholar Commons. For more information, please contact [scholarcommons@usf.edu](mailto:scholarcommons@usf.edu).

**Annual Report**  
**Public Services Department, Nelson Poynter Memorial Library**  
**July 1, 2012 – June 30, 2013**

University of South Florida St. Petersburg

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

2014



**Statistical Snapshot:**

Instruction and events:	2012/2013	2011/2012	change
Number of class sessions	65	64	+1.5%
Number of participants in class sessions	1300	1612	-19%
Number of student or faculty workshops (not DL)	23	7	+229%
Number of participants at workshops	62	42	+48%
Number of Canvas/DL group faculty training sessions	49	21	+133%
Number of participants at Canvas/DL group faculty training sessions	186	87	+114%
Number of student orientation sessions	4	8	-50%
Number of participants in student orientations	255	515	-50%
Number of library sponsored cultural and social events	18	10	+80%
Number of participants at library sponsored cultural and social events	728	430	+69%
Total Sessions (instruction, workshops, and events)	159	110	+45%
Total Participants (instruction, workshops, and events)	2531	2686	-6%

**Departmental Overview:**

The Public Services Department provides reference, research, 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) and a temporary Library Assistant (Mara Sansolo); additionally the librarians Patricia Pettijohn, and Jim Schnur contribute to the department by providing reference support and by teaching library instruction sessions. During the fall 2012 and spring 2013 semester, the Public

Services Department conducted a search for an Associate Librarian for Scholarly Support Services and Special Projects. This search was successfully completed with the hiring of Tony Stamatoplos who is scheduled to begin at the start of the 2013/2014 Fiscal year.

### **Significant Departmental Accomplishments:**

#### New Carpeting on the 1<sup>st</sup> Floor of the Library

- All of the library community was happy to finally see the installation of new carpeting on the first floor during the 2013 Semester. The NPML Space Allocation Committee also worked on re- designing and ordering new furniture for the first floor to make it a more collaborate, welcoming environment for the students.

#### LibGuides

- The LibGuides software was purchased for the creation of online subject specific library guides to support the learning and research of the students and faculty of USFSP.

#### Online Library Research Modules

- A series of interactive online library research and skill module tutorials were completed at the end of the 2011/2012 academic year. The modules were used by several instructors, particularly for in the Composition English Courses, either to augment in-person library instruction or as a forum for library instruction in the new online Composition Courses. They were also used by 2 faculty in the College of Education. These modules are:
  - Avoiding Plagiarism: APA Citation Style
  - Avoiding Plagiarism: MLA Citation Style
  - Creating a Search Strategy
  - Evaluating Sources
  - How to Recognize Scholarly Research
  - Abstracts, Annotations, & Literature Reviews
  - Paraphrasing, Summarizing & Using Quotations

#### Library Open Workshop Series

- A series of open workshops was offered to the students and faculty of USFSP during the fall, spring, and summer semesters. The workshops covered topics such as: Introduction to RefWorks, Advanced Research Skills for Graduate Students, and Tracking Book and Article Metrics for Faculty. A total of 23 workshops were offered during the year, attended by 62 participants.

### **Instruction:**

A surprising side effect of the new library modules and the outreach, particularly to faculty teaching Composition English courses, was increased demand for in-person library instruction sessions for these Composition courses. The open library workshops were well attended, particularly the classes on RefWorks and Tracking Book and Article Metrics. These two workshops will be continued in the 2013/14 academic year, while the topics of the other workshops will be slightly adjusted to increase attendance.

<b>Discipline:</b>	<b>#Sessions:</b>
Business	13
English/Lit	8
Psychology	8
Education	6
Political Sci	4
Biology	3
ISS	4
High school	4
Journalism	3
Music	3
MLA (grad)	2
Anthropology	2
Criminology	1
Florida Studies	1
Gen Ed	1
Geography	1
History	1

<b>Instructor:</b>	<b>#Sessions:</b>
Austin	12
Henry	8
Neville	16
Pettijohn	3
Schnur	7
van Beynen	19

<b>RAP sessions completed:</b>	
<b>94</b>	
Austin	7
Henry	21
Neville	15
Pettijohn	5
Sansolo	19
Schnur	n/a
Van Beynen	27

**Reference:**

The number of reference questions continued to decline in most categories during the 2012/2013 academic year. This was the first complete year where the librarians no longer sat at the Reference Desk, but instead provided “on-call” reference support from their office. In the past, librarians Jim Schnur and Patricia Pettijohn had also contributed to covering the reference services, but due to their own departmental needs (Special Collections) and (Technical Services), they were unable to provide as much time in the reference rotation. However, the Public Service Department benefited tremendously from the reference support of temporary Library Assistant Mara Sansolo. Mara provided extensive research and reference support, particularly on the weekends, to the students of USFSP, thereby freeing up the time of the librarians to focus on their instruction, service, and research efforts.

<b>Reference (in person):</b>	<b>2012/2013</b>	<b>2011/2012</b>	<b>change</b>
General	4643	6189	-29%
Skill based	3448	1831	+88%
Technical	1359	3788	-64%
Strategy	313	406	-23%
Not classified	6	55	-
<b>Total</b>	<b>9769</b>	<b>12269</b>	<b>-20%</b>

<b>Reference (Virtual):</b>	<b>2012/2013</b>	<b>2011/2012</b>	<b>change</b>
Chat	182	203	-10%
Email	115	82	+40%
<b>Total</b>	<b>297</b>	<b>285</b>	<b>+4%</b>

<b>Research Consultations:</b>	<b>2012/2013</b>	<b>2011/2012</b>	<b>change</b>
Reference questions requiring 20 minutes or more to answer	112	193	-42%
RAPS (one-on-one instruction sessions)	94	87	+8%
<b>Total</b>	<b>206</b>	<b>280</b>	<b>-26%</b>

### Events:

The library significantly increased the number of sponsored cultural and educational events and correspondingly saw an almost 70% increase in attendance and participation.

Aug 29, 2012	Welcome week reception	35
Sep 13, 2012	Graduate student reception	35
Oct 03, 2012	Banned books week: Seth McKee & voter suppression	37
Oct 23, 2012	Open access faculty reception	13
Oct 24, 2012	Open access webinar with Ken Crews	13
Oct 31, 2012	Halloween party	75
Dec 12, 2012	Therapy dogs	75
Feb 12, 2013	Mardi Gras event	90
Feb 22, 2013	Early Footprints: Schnur/Southard lecture	34
Feb 26, 2013	International Week lecture: Ric Davis	7
Feb 27, 2013	International Week lecture: international lawyers panel	15
Feb 28, 2013	International Week lecture: Perspectives of Immigrant...	6
Mar 07, 2013	Therapy dogs	70
Mar 21, 2013	Faculty Lecture: Hidalgo	29
Apr 03, 2013	Research month: Faculty lightning talks	39
Apr 04, 2013	Faculty Lecture: McCracken	35
May 01, 2013	Therapy dogs	70
Jun 27, 2013	Lecture: Peeking into Florida's Closet of Shame	50
<b>Total</b>	<b>18 Unique Events</b>	<b>729</b>

### **Honors/Awards:**

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

#### **Kaya van Beynen**

- USFSP Chancellor's Award for Excellence, Non-Teaching Faculty, 2012 (awarded spring, 2013)
- Attended and completed the ACRL Immersion, Assessment Track program, fall 2012

### **Service:**

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

#### **Gary Austin:**

##### Library Service

- Assistant Director for Distance and Distributed Learning Search Committee, member
- Poynter library Safety Liaison
- Poynter Library Public Services Team, member
- Library Faculty Council, member
- Poynter Library Leadership Team, member
- Poynter Library Liaisons Team, member

##### University Service

- USFSP General Education Committee, member
- USFSP Faculty Senate Distance Learning Committee, Chair
- USFSP Quality Matters Exemplary Course Review Committee

##### Professional Service

- Blackboard Exemplary Course Review, team leader

#### **Deb Henry:**

##### Library Service

- Scholarly Support Services & Special Projects Librarian Search Committee, USFSP – Member
- Library Promotion Committee--Member
- Poynter Library Space Allocation Committee and related subcommittees)
- Poynter Library Faculty Council
- Poynter Library Public Services Team
- Poynter Library Leadership Team
- Poynter Library Liaisons Team
- Poynter Library Combined Desk Committee

#### University Service

- USFSP Research Council, 2008 – to date; Secretary 2009-2011.
- USFSP Regional Vice Chancellor Search Committee
- USFSP Awards Committee

#### Professional Service

- Florida Library Association, Scholarship Committee, Vice Chair

#### **Tina Neville:**

##### Library Service

- Scholarly Support Services & Special Projects Librarian Search Committee, USFSP – Chair
- Poynter Library Space Allocation Committee, Chair
- Library Promotion Committee--Member
- Poynter Library Leadership Team, member
- Library Faculty Council, member
- Poynter Library Liaisons Team, member
- Poynter Library Web Content Committee, member

##### University Service

- USFSP Graduate Council, Chair

##### Professional Service

- 2012-2014 Florida Library Association Conference Planning Committee, member

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

##### Library Service

- Scholarly Support Services & Special Projects Librarian Search Committee, USFSP – Member
- 2012 Library Promotion Committee, USFSP – Chair
- Poynter Library IMC Space sub-committee
- Poynter Library Art Committee
- E-Resources Collections Committee, USFSP – Member

##### University Service

- 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

#### Community Service

- 2011 – 2012 Library and Media Center, Douglas L. Jamerson Elementary School, Volunteer
- 2011 – 2012 Festival of Reading, St. Petersburg, Author Introducer

#### Research and Creative Activities:

##### Gary Austin:

###### Research in progress:

- Course Syllabi Review to Improve Faculty Outreach

##### Deb Henry:

###### Research in progress:

- Henry, D & Neville, T. (in process) book publishing rankings

##### Tina Neville:

###### Research in progress:

- Henry, D & Neville, T. (in process) book publishing rankings

##### Mara Sansolo:

###### Conference Presentation:

- Sansolo, M. & **van Beynen, K.** (2013). *Where is the Reference Desk? An Assessment of a Three Tiered Student, Staff, and Librarian Service Model*. Florida Library Association Conference. Orlando, Florida.

##### Kaya van Beynen:

###### Peer Reviewed Open Educational Resources

- **van Beynen, K.** (2013). Online Research and Library Skills Modules. *PRIMO: Peer Reviewed Instructional Materials Online*, Association of College and Research Libraries, America Library Association.

###### Conference Presentation:

- **van Beynen, K.** (2013). *Information Literacy Yoga in the Building Leaders: Paths to Partnerships* Panel Session. Florida Library Association Conference. Orlando, Florida.
- Sansolo, M. & **van Beynen, K.** (2013). *Where is the Reference Desk? An Assessment of a Three Tiered Student, Staff, and Librarian Service Model*. Florida Library Association Conference. Orlando, Florida.
- Swenson, C., Champion, V., **van Beynen, K.**, (2013) *Self-Checkout Assessment*. Florida Library Association Conference. Orlando, Florida.

### **Progress on Departmental Goals for 2012-2013**

1. Information literacy tutorials complete and assess basic modules
  - Completed: Modules are currently in use by faculty in the College of Arts and Sciences and the College of Education. Modules were also submitted for national review to PRIMO, the ACRL database of open instructional resources. The NPML modules were subsequently accepted recognizing their high quality and promoting them as an example of online interactive modules to other librarians throughout the United States.
2. Survey faculty requesting instruction sessions during the fall 2012 semester
  - Completed. The faculty survey of bibliographic instruction sessions will continue in the 2013/2014 academic year
3. Offer Canvas training for faculty
  - In Process: A Canvas workshop series for faculty has been organized coordinating between the Instructional Designers and Distance Librarian Gary Austin. In addition, Gary Austin has been providing one-on-one assistance to guide faculty through the transition from the Blackboard LMS to the Canvas LMS.
4. Hire special projects librarian
  - Completed: Tony Stamatoplos was hired to be the new Associate Librarian for Scholarly Support Services and Special Projects at the Nelson Poynter Memorial Library. He is set to begin this position in August 2013.
5. Begin entering course syllabi into digital archive
  - In Process: A project is currently underway. Librarians have received 890 syllabi from the College of Arts and Sciences, and are awaiting student support and new content from COB and COE.
6. Weeding of Circulating Book and Media Collections
  - Partially completed. A major weeding of library media was undertaken and completed to focus the collection on current, academic media. Librarians began the process of replacing important movies and documentaries in VHS format with versions either in streaming or DVD format.
  - Librarians worked on reviewing and weeding the circulating book collection, however this effort was put on hold in the spring 2013 semester until staffing in technical services is restored.

### **Departmental goals for 2013-2014**

- Change name of the department from Public Services to better reflect the changing nature of departmental services and activities
- Create LibGuides for program majors and courses
- Update library modules to include quizzes and better linkages within Canvas
- Create quick tutorials on basic library skills