

6-30-2017

## Research & Instruction Department Annual Report : July 1, 2016 – June 30, 2017

Nelson Poynter Memorial Library

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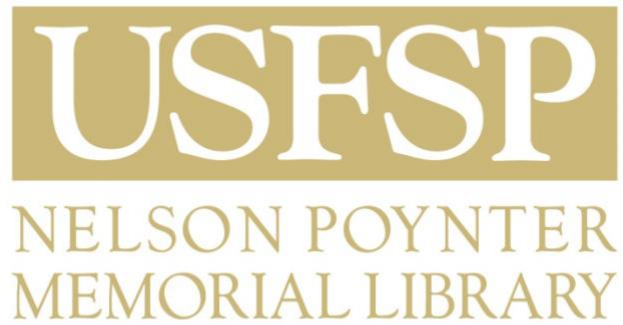
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**Research & Instruction Department  
Annual Report  
July 1, 2016 – June 30, 2017**

University of South Florida St. Petersburg

**2017**



**Statistical Snapshot:**

	2016/17	2015/16	2014/15	2013/14	2012/13	1 Year Change	5 Year Change
Individual Reference Consultations	277	219	160	155	94	27%	195%
Number of class sessions	82	93	85	73	65	-12%	26%
Number of participants in class sessions	1854	2411	1622	1440	1300	-23%	43%
Number of workshops	17	16	22	55	72	6%	-76%
Number of participants at workshops	140	31	60	163	248	352%	-44%
Number of student orientation sessions	12	7	4	9	4	71%	200%
Number of participants in student orientations	292	273	185	115	255	7%	15%
Number of library sponsored cultural and social events	36	30	38	25	18	20%	100%
Number of participants at library sponsored cultural and social events	1501	1196	1205	1085	728	26%	106%
Total Sessions (instruction, workshops, and events)	147	146	149	162	159	1%	-8%
Total Participants (instruction, workshops, and events)	4211	3911	3072	2803	2943	8%	43%

### **Departmental Overview:**

The Library Research and Instruction Department is responsible for providing reference and research assistance, library instruction, and outreach efforts for the students and faculty of the University of South Florida St. Petersburg. The department consists of 6 Librarians (Tina Neville, Gary Austin, Camielle Crampsie, Deb Henry, Tony Stamatoplos, and Kaya van Beynen). Additionally Patricia Pettijohn, head of Collection Development contribute to the department by providing reference support and by teaching library instruction sessions. Alex Flores was hired as a part-time Library Assistant to the department in January 2017. In December 2016, Tina Neville stepped down as department head and Kaya van Beynen was promoted to the position.

### **Significant Departmental Accomplishments in 2016/2017:**

- Camielle Crampsie was successfully promoted to Assistant Librarian, effective at the start of the 2017/18 academic year
- Tony Stamatoplos was appointed to the Editorial Board of *College and Research Libraries*
- Kaya van Beynen received a mini research grant on tracking visitor at the St. Petersburg and Jacksonville Science Festivals
- In collaboration with the Access Services and Technical Services and Collection Development departments, the Research & Instruction department implemented a new Textbook Affordability Project at NPML. For more information, please refer to the NPML Textbook Affordability Project 2017 Report.
- The department began using a new Chat system, *LibraryH3lp*, in December 2016
- Tina Neville, in collaboration with USF Tampa librarians, automatically connected either a subject or course libguides into Canvas courses. Gary Austin created a LibGuide template that accords to USFSP design standards and is more compatible with the Canvas Learning Management System; all Research & Instruction libGuides were converted to this template
- The department implemented the marketing campaign *5 Ways to Reach a Librarian* as a catchy means to let faculty and students know the various ways that they can get research and information assistance.
- All Research and Instruction librarians participated in the library strategic planning throughout the year. This participation included attending the Jan. and May retreats, leading focus groups, analyzing data, providing editorial suggestions, and generally lending their leadership, experiences, thoughts, and good will to the entire process.

### **Research consultations:**

The number of individual reference consultations continued its dramatic increase over both the 1- and 5- year period. This increase is largely due to an increase in faculty research help and the heavy demands from GEB 4890 course, a management class with an intensive library component.

<b>Research Consultations:</b>	<b>2016/17</b>	<b>2015/16</b>	<b>2014/15</b>	<b>2013/14</b>	<b>2012/13</b>	<b>1 year change</b>	<b>5 year change</b>
Reference questions requiring 20 or mor minutes	154	135	204	231	112	14%	38%
One-on-one instruction sessions with students and faculty	277	219	160	155	94	27%	195%
<b>Total</b>	<b>431</b>	<b>354</b>	<b>364</b>	<b>386</b>	<b>206</b>	<b>22%</b>	<b>109%</b>

The decline in Basic Library Skills questions at the service desk continued declining, but at a much slower pace while the number of Research Strategy questions showed a mildly increase from last year but over continued to decline.

<b>Reference (Tiered Service):</b>	<b>2016/17</b>	<b>2015/16</b>	<b>2014/15</b>	<b>2013/14</b>	<b>2012/13</b>	<b>1 year change</b>	<b>5 year change</b>
Basic Library Skills	872	884	1143	1523	3448	-1%	-75%
Research Strategy	256	243	306	356	313	5%	-18%
<b>Total</b>	<b>1128</b>	<b>1127</b>	<b>1449</b>	<b>1882</b>	<b>3761</b>	<b>.1%</b>	<b>-70%</b>

During the fall 2016 semester, then Department Head, Tina Neville conducted an extensive analysis of USFSP student use of the Florida Ask-A-Librarian chat service. After analyzing the results, and in consultation with Dean Caldwell and the Research & Instruction librarians, the department opted to move to *the LibraryH3lp Chat* system and to withdraw from participation in the Florida Ask-A-Librarian Chat Service. This change in software and procedures began in December 2016. General email reference assistance is not provide through *LibraryH3lp*, thus explaining the sharp decline in email assistance. Gary Austin created a chat widget that is now added to the NPML Help page and throughout all of the Research & Instruction LibGuides.

<b>Reference (Virtual):</b>	<b>2016/17</b>	<b>2015/16</b>	<b>2014/15</b>	<b>2013/14</b>	<b>2012/13</b>	<b>1 year change</b>	<b>5 year change</b>
Chat	62 (17+45*)	42	20	75	182	48%	-66%
Email	7	20	28	48	116	-65%	-94%
<b>Total</b>	<b>69</b>	<b>62</b>	<b>48</b>	<b>123</b>	<b>298</b>	<b>11%</b>	<b>-77%</b>

\*Chats through the LibraryH3lp system

**Instruction:**

The number of instruction sessions to classes and number of participants showed a small 1-year decline, but overall, continued their 5-year increase. Participants in the library's workshop program increased, primarily due attendance at the Research Posters: Best Practices workshop geared towards students participating in the Student Research Symposium and the College of Education Poster Practicum.

<b>Discipline:</b>	<b>#Sessions:</b>
Biology	6
Business	12
Composition	18
Education	3
English	5
ESP	1
Health	2
History	1
ISS	4
Journalism	1
MLA Grad	1
Political Science	4
Psychology	9
University Success	14
World Languages	1

<b>Class Instruction Sessions</b>	
Austin	12
Crampsie	22
Henry	7
Neville	15
Pettijohn	3
Schnur	2
Stamatoplos	16
van Beynen	5

<b>Research Assistance</b>		
	<b>Student</b>	<b>Faculty</b>
Austin*	120	18
Crampsie	4	5
Henry	10	9
Neville	11	8
Stamatoplos	1	3
van Beynen	15	73
Total	161	116

<b>Workshops:</b>	<b>#Sessions</b>
Advanced Searching	4
Scanning	5
Faculty Metrics	1
RefWorks	5
Research Posters	1
AA/SA Committee	1

<b>Workshops Instructor</b>	
Austin	1
Crampsie	9
Stamatoplos	2
van Beynen	5

**Online Learning Objects:**

The department continued its efforts to serve online courses, as librarians Tina Neville, Tony Stamatoplos, and Kaya van Beynen recorded library sessions for online classes. Working with the University Success Instructors, Tony Stamatoplos created three interactive online library modules geared for the first time in college students. Tina Neville created a series of online

video tutorials on the new RefWorks interface; likewise, Kaya van Beynen created a series of APA video tutorials to provide citation help to students. These online learning objects include:

Tina Neville:

- The RefWorks Dashboard: Introduction
- Refworks: Create and Organize Folders
- RefWorks: Download Citations From a Database
- Refworks: Download Journal Article Citations
- RefWorks: Download From Google Scholar
- RefWorks: Download Book Citations
- RefWorks: Enter New Citations (Manually)
- RefWorks: Edit Entries
- RefWorks: Web Tool
- RefWorks: Quick In-text Citations / Bibliography
- RefWorks: Import Into Google Docs

- RefWorks: Annotated Bibliographies

Tony Stamatoplos:

- Information Literacy in College
- The Pre-Search Stage
- Planning Your Search

Kaya van Beynen

- APA: Citation Style Fundamentals
- APA: In Text Citation
- APA: Research Paper Structure, Format & Style
- APA: What is a Citation?
- Research Posters: Best Practices
- Burress, T., van Beynen, K. & Ferguson, A. (2017) *Through a Child's Eyes: St. Petersburg Science Festival Story Map*

The library modules continued to show steady use by USFSP students and faculty during 2016/17 year and received a total of 10,604 page views. Starting in the Summer 2017 semester, the Research & Instruction Librarians, working in collaboration with the Instructional Designer Karla Morris, began a major library module revision to update the software, and make the modules more concise, interactive, and engaging. This project aims to be completed in the 2017/18 year.

<b>Totals (all modules plus landing page):</b>	<b>2016/17</b>	<b>2015/2016</b>	<b>2014/2015</b>	<b>1 Yr Change</b>
Sessions	7,507	5142	3657	46%
Users	6,592	4619	3309	43%
Page Views	8,837	9312	6726	-5%
<b>Specific module use (page views):</b>	<b>2016/17</b>	<b>2015/2016</b>	<b>2014/2015</b>	<b>1 Yr Change</b>
Evaluating Sources	368	793	813	-54%
Intro to Databases for Research	467	509	337	-8%
Summarizing and Paraphrasing	224	232	320	-4%
Abstracts, Annotations, and Lit Reviews	5,852	1119	271	423%
APA Citations	546	370	164	48%
MLA Citations	157	280	90	-44%
Creating a Search Strategy	185	206	89	-10%

**LibGuides**

By June 2017, the library hosted 121 published guides; 35 of which are specific to a USFSP course or assignment. New course guides include: Fake News, Propaganda, & Information Literacy, EDG 2930: University Success, FRE 3500: French Civilization, Sustainability: Living Learning Community, Textbooks on Reserve (Fall, Spring, and Summer semesters), and Writing Tips. Additionally, the libguides Copyright and ENC 1101 & 1102: English Composition 1 & 2 were extensively revised.

Gary Austin was designated the department's libguides administrator. As part of this he created master pages, boxes, and assets, and cleaned up the old content. Additionally, he created a template for the Research & Instruction libguides with the goal that their design would be uniformly attractive, accord to USFSP visual standards, and have improved integration into USFSP courses in Canvas. All department libguides were moved to this new template in June 2017.

Not surprisingly, heaviest libguide use occurs in September and January when librarians are demonstrating the guides in individual instruction sessions; however, steady use continues in October, November, March, and April indicating that students continue to use the guides throughout the semester. The textbook libguides are heavily checked at the start of the semester, but not after those first weeks. Forty-seven of the library guides were viewed more than 100 times during the 2016/17 year.

<b>Comparison of the most heavily used guides in 2016-2017 (more than 100 views)</b>	<b>Total views 2016-2017</b>	<b>Total views 2015-2016</b>	<b>Total Views 2014-2015</b>
Research & Instruction LibGuides home page	4885	3541	2619
PSY 3213: Research Methods in Psychology	4829	1817	1266
Education	2606	217	133
Business Resources at Poynter Library	2430	--	--
Psychology	1751	533	188
EXP 4680: Cognitive Psychology	1262	181	---
ENC 1101 & 1102: English Composition 1 & 2	1035	556	154
English	898	300	44
Library Learning & Research Modules	873	1226	502
EDF 6481: Foundations of Educational Research	771	311	656
Citations and RefWorks	693	773	626
Libguides @ Poynter Library	522	--	--
BSC 2010 Biology I: Cellular Processes	495	258	---
Biology	490	340	164
Environmental Science & Policy	484	121	108



Multidisciplinary Resources	445	--	--
Research Posters: Best Practices	428	860	406
SOP4744: Women's Mental Health	403	415	1024
Anthropology	349	67	65
ISS 4935: Seminar in the Social Sciences	347	114	360
Political Science	342	87	171
USFSP Textbooks (Total: Fall, Spring, Summer)	1691	--	--
MAN 6930: Organizational Behavior	263	326	--
History	255	111	139
Chemistry	245		--
GEB4890 - Strategic Management	243	256	136
Faculty Services	226	273	362
Fake News, Propaganda, and Information Literacy	218	--	--
Journalism & Media Studies	213	91	23
ENG 6009: Introduction to Graduate Study	201	--	--
Finding Data & Statistics	197	102	157
ISS 3010: Intro to Social Sciences	186	223	63
ISM 3011 - Information Systems in Organizations	171	402	385
HSC 3002: Introduction to Health Professions	170	143	84
Graphic Design	157	85	58
BSC 1005 Principles of Biology for non-majors	153	164	69
Writing Tips	153	--	--
World Languages & Cultures	150	59	44
EVR 6936 Seminar in Environmental Science	142	--	--
Criminology	141	67	71
Finding Films and Documentaries	132	48	--
PSY 6218: Graduate Research Methods	123	403	563
Interdisciplinary Social Sciences	112	45	105
BSC 4933 Senior Seminar in Biology	106	--	--
Career Center: Library Resources	104	79	78
Finding Images	104	93	--
Graduate Studies	103	588	205

**Events:**

The Nelson Poynter Memorial Library continues to provide numerous events and activities for students and faculty at USFSP. The events include scholarly lectures, film and documentary showings, arts and crafts activities, and wellness functions. The NPML held a total of 36 events during the 2016/17 year with a total of 1501 participants and attendees. This represents a 26% increase in terms of participants from the previous fiscal year.

<b>Date</b>	<b>Event</b>	<b>Attendance</b>
1/12/2016	Welcome Back Lib. Open House	35
8/24/2016	Build a Bookmark	12
8/29/2016	Therapy Dogs Visit	200
9/17/2016	2 St. Petersburgs (Spec Coll presentation)	55
9/22/2016	Student book club	0
9/26/2016	Faculty lecture: Deni Elliott (Banned Books Week)	35
9/29/2016	Movie Night: Inside Out	1
10/12/2016	Faculty lecture: Anna Dixon (Harry Potter, anthropology)	55
10/17/2016	Therapy Dogs Visit	50
10/20/2016	Inauguration watch	10
10/26/2016	Student Colloquium: Internships	25
10/27/2016	Movie Night: The Craft	4
10/31/2016	Halloween Costume Contest	160
11/7/2016	Weekly Challenger Open House	140
11/9/2016	Faculty Lecture: Michael Francis (Spanish/FL Archive)	12
11/9/2016	Post Election Campus Conversation	55
11/12/2016	Faculty Lecture: Ann Basso (Harry Potter, study abroad)	30
11/14/2016	Faculty Lecture: Judithanne McLaughlan (Fulbright)	12
11/16/2016	International Movie: L'Auberge Espagnole	25
11/16/2016	Student Colloquium: Study Abroad	25
12/1/2016	Study Break	35
12/1/2016	Study Break	35
12/1/2016	Study Break	35
12/5/2016	Stress Relief: Coloring	
12/7/2016	Therapy Dogs Visit	75
1/19/2017	Ally Ames Book Talk: Revenge	7
1/23/2017	Therapy Dogs Visit	100
2/7/2017	Movie Night: Terms & Conditions May Apply	2
2/22/2017	Black History: Who Are We? Bingo	10
2/23/2017	Faculty Lecture: David Snyder (Data Privacy)	18
3/14/2017	READ Posters	11

3/27/2017	Therapy Dogs Visit	100
3/29/2017	Movie Night: I am Sam	2
3/30/2017	Development Disabilities Panel Talk	25
4/20/2017	Faculty Lightning Talks	30
5/2/2017	Therapy Dogs Visit	75
A total of 36 events with 1501 attendees		

Additionally, the library provided space in the Poynter Corner for 28 USFSP departmental-, faculty-, or student-sponsored events

### **Service:**

All Research and Instruction Librarians are members of the Poynter Library Leadership Team and the Library Faculty Council. These committees are only mentioned below if the librarian played a leadership role. The Library Research & Instruction faculty continue to enhance the campus and the profession through their service activities as detailed below:

#### **Gary Austin:**

Library Service:

- Poynter Library Safety Liaison

University Service:

- USFSP Distance Learning Committee
- USFSP Emergency Management Team

Professional Service:

- FLA Conference Planning Committee
- FLA Conference Planning Committee, Volunteers sub-committee, Chair
- FLA Conference Planning Committee, Evaluation sub-committee
- FLA Conference Planning Committee, Lightning Rounds sub-committee

#### **Camielle Crampsie:**

Library Service:

- Poynter Library Exhibits Committee, Chair
- Poynter Library Space Allocation Committee
- Poynter Library Events Committee
- Poynter Library Diversity Committee
- Library Promotion Guidelines Review ad-hoc committee
- Poynter Library Faculty Annual Review Committee

University Service

- USFSP Undergraduate Council

- USFSP Faculty/Staff Wellness Committee
- USFSP Programming and Events Committee
- USFSP Scholarship Reviewer

Professional Service:

- FLA Marketing Committee

**Deb Henry:**

Library Service:

- Poynter Library Space Allocation Committee, co-Chair
- Poynter Library Digital Archive Team

University Service:

- USFSP Center for Teaching and Learning (CITL) Advisory Board
- USFSP Student Scholarship Committee, reviewer
- USFSP Faculty Senate, Secretary
- USF System Faculty Council

Professional Service:

- FLA Scholarship Committee,
- FLA Conference Planning Committee; Exhibits & Evaluation subcommittees

**Tina Neville:**

Library Service:

- Poynter Library Space Allocation Committee, co-Chair
- Poynter Library Digital Archive Team, member
- Library Promotion Guidelines Review ad-hoc committee
- Poynter Library Faculty Annual Review Committee, Chair

University Service:

- USFSP Research Council, Chair
- USFSP Student Scholarship Committee, reviewer
- USF Health Sciences Library, Assistant Director Search Committee

Professional Service:

- Florida Library Association Conference Planning Committee, Chair

**Tony Stamatoplos:**

Library Service:

- Poynter Library Diversity Committee, chair
- Library Promotion Guidelines Review ad-hoc committee

University Service:

- USFSP General Education Committee
- USFSP Academic/Student Affairs "Community Response Team
- USFSP Campus-wide Internship Work Group

Professional Service:

- ACRL, Anthropology & Sociology Section, Conference Program Planning Committee, Co-Chair
- ACRL Anthropology & Sociology Section, Executive Committee, ex-officio member
- *Learning Communities Research & Practice (LCRP)*, journal Editorial Board

**Kaya van Beynen:**

Library Service:

- NPML Strategic Planning Committee

University Service:

- USFSP Library Faculty Council, Chair
- USFSP Faculty & Staff Campaign, library co-chair
- USFSP Student Scholarship Committee, reviewer
- USFSP Capital Improvements Trust Fund Committee

Professional Service:

- ACRL/EBSS Chair
- ACRL/EBSS Executive Committee
- ACRL / EBSS Advisory Council
- ACRL / EBSS Program Planning Committee, ALA Chicago
- ACRL Communities of Practice Assembly Committee
- Science Festival, Evaluation Committee, co-chair
- Science Festival, Steering Committee

**Research and Creative Activities:**

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

**Camielle Crampsie:**

**Book Chapter (in press)**

- Crampsie, C., & van Beynen, K, (in Press). Sharing Student Research: Student Colloquia at University of South Florida St. Petersburg. In M.K. Hensley & S. Davis-Kahl (Eds.), *Undergraduate research and the academic librarian: Case studies & best practice*. ACRL

**Deb Henry:****Journal articles (peer reviewed) published:**

- Henry, D.B., & Neville, T.M. (2017). Repositories at Master's institutions: A census and analysis. *Library Resources & Technical Services*, 61(3), 124-133.
- Neville, T.M. & Henry, D.B. (2017). Career plateauing among senior librarians. *Journal of Library Administration*, 57(6). doi: 10.1080/01930826.2017.1337971

**Tina Neville:****Journal articles (peer reviewed) published:**

- Henry, D.B., & Neville, T.M. (2017). Repositories at Master's institutions: A census and analysis. *Library Resources & Technical Services*, 61(3), 124-133.
- Neville, T.M. & Henry, D.B. (2017). Career plateauing among senior librarians. *Journal of Library Administration*, 57(6). doi: 10.1080/01930826.2017.1337971

**Kaya van Beynen:****Journal articles (peer reviewed) published:**

- van Beynen, P., Akiwumi, F., & van Beynen, K. (2017). A Sustainability Index for Small Island Developing States. Submitted to the *International Journal of Sustainable Development and World Ecology*.

**Book Chapter (proposal accepted)**

- Crampsie, C., & van Beynen, K, (in Press). Sharing Student Research: Student Colloquia at University of South Florida St. Petersburg. In M.K. Hensley & S. Davis-Kahl (Eds.), *Undergraduate research and the academic librarian: Case studies & best practice*. ACRL

**Articles and Reports (non-peer reviewed):**

- van Beynen, K. (2017). EBSS Chair's Report Spring 2017. *EBSS Newsletter*. Vol. 31 (1).
- van Beynen, K. (2017). EBSS Chair's Report Fall 2016. *EBSS Newsletter*. Vol. 31 (2).
- van Beynen, K., Couch, A., Champion, V., & Pettijohn, P. (2017) *Textbook Affordability Report: Fall 2016 & Spring 2017 Semesters*. Nelson Poynter Memorial Library, University of South Florida Saint Petersburg.

**Presentation:**

- van Beynen, K., Ferguson, A. & Burress, T. (June 6 2017). *Through the Eyes of a Child: Tracking & Mapping Child Engagement at the St. Petersburg Science Festival*. Presented at the 2017 International Public Science Events Conference. Science Festival Alliance.

### Proposed goals for 2016-2017:

1. Create online orientations for the fully online masters programs.
  - **Done:** 3 video orientations were created for the following fully online graduate programs: 1) Education Leadership, 2) Digital Journalism, 3) MBA
2. Consider ways the library might help with the state-wide textbook initiative.
  - **Done:** After a smaller pilot project during Fall, the program was refined and expanded in the Spring and Summer semester. A report documenting the success of the program as well as areas for improvement was submitted to the library Dean during May 2017
3. Assess Ask-a-Librarian chat usage.
  - **Done.** In December, the library opted to move to the LibraryH3lp chat service.
4. Collaborate with the Collections and Technical Services Department to continue the major circulating collection weeding project.
  - **Deferred.** While Library Assistant Alex Flores helped weed the library's cd and video collections, other weeding projects were deferred until a time when the Technical Services department would be more prepared to process this project.
5. Continue work on information literacy plan including FY students. Include a discussion of the application of the new ACRL framework.
  - **In process:** The Research & Instruction librarians plan on revising the library modules so that the university success courses can use them as learning objects for a flipped classroom.
6. Continue Research & Instruction Colloquium series.
  - **Done:** Four brown bag lunches were held on 1) the St. Louis Federal Reserve bank, 2) Open Educational Resources, 3) FLA Conference experiences, 4) the Leading Change Institute experience
7. Continue to support fellow department librarians with their continued research and service endeavors.
  - **In process:** Junior librarians are being mentored by the previous and current Research & Instruction department heads.

### Proposed goals for 2017-2018:

1. Update and Revise the Library Module Tutorials to be more concise, interactive, and engaging.
2. Revise the Research & Instruction Department homepage
3. Continue the Research & Instruction Colloquium series, possibly in conjunction with the newly formed NPML Brown Bag Lunchtime Series
4. Participate in the NPML Strategic planning initiatives
5. Standardize library job assignment percentages for more consistent and equitable assignments and evaluations
6. Hire a new Science Librarian
7. Participate in the CITL Faculty Learning Communities
8. Market R&I services to USFSP faculty and students
9. Conduct user testing and assessments of library modules