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## Public Services Department : Annual Report : 2005 - 2006

Nelson Poynter Memorial Library.

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**Annual Review  
Public Services  
July 1, 2005 – June 30, 2006**

This academic year brought a number of changes to public services with perhaps the greatest change in the area of staffing. After several unfilled searches, the position of Head of Access Services was changed from a faculty line to an A & P position. This will be an advantage for the overall library organization but does result in a loss of reference coverage time that had previously been performed by the Head of Access Services.

In addition, in May 2006, Karilyn Jaap retired after many years of valuable service as a reference librarian. During the spring semester, a search was successfully conducted for a replacement for Karilyn's position. We are pleased that Kaya Townsend, who had originally worked for us on a visiting line, agreed to fill the new faculty reference librarian position.

In response to this change in the staffing hours available for reference, Deb Henry and Tina Neville used an analysis of reference questions from 2004-2005 to justify decreasing the staffing of the reference desk from 8:00 AM to 10:00 pm Monday through Thursday to 9:00 AM to 9:00 PM. The data illustrates that a large majority of reference/instruction questions are asked during that time period.

During August 2005, Tina Neville attended the Program Track of ACRL Immersion—a highly regarded and intensive national program on information literacy. The information gleaned from Immersion was used to set up the Poynter Library Information Literacy Team composed of Tina Neville, Deb Henry, and Patricia Pettijohn. The Team met several times during 2005-2006 with the original intention of writing a formal information literacy plan for Poynter Library. A SWOT analysis was conducted but the writing of the plan has been postponed until 2006-2007 because of an opportunity to work on an information literacy assessment for Composition I students. English professor Joyce Walker expressed interest in working with us on creating an assessment tool to determine the level of information literacy skills for USFSP freshmen. A list of desired skills was created and an assessment was conducted with the spring 2006 Composition I students to test the questions and create a scoring rubric. During the summer of 2006, Joyce Walker and some of her research students (in consultation with Tina Neville) worked on an information literacy tutorial that will be offered to students who, via the test assessment, do not indicate that they have an acceptable proficiency in research skills. Although Joyce Walker has resigned from USFSP, she has offered to work with the incoming English faculty to keep the program alive.

Prior to the beginning of the fall 2005 semester, Poynter librarians had a new opportunity to present workshop seminars to the teaching faculty as part of a mandatory faculty meeting program. Tina Neville demonstrated the RefWorks database to 18 faculty members at three sessions. Additional workshops are planned for the August 2006 faculty meeting.

Class instruction requests remained fairly steady in 2005/2006 with 54 sessions offered and 1075 students reached. Jim Schnur, Karilyn Jaap, Deb Henry, Patricia Pettijohn, Anita Lindsay, and Tina Neville all provided class instruction this year. An additional 856 students were reached in 11 student orientation sessions. The variety of library instruction was expanded with the opportunity to offer

citation style instruction sessions for auditing students in the spring of 2006. Open access student tutorials will again be offered on several different topics during the 2006-2007 academic year. The tutorials are listed on the Poynter website and have been advertised in the student planners offered to incoming students.

As demonstrated in the reference analysis by Tina Neville and Deb Henry, the nature of reference questions at Poynter Library is changing. Online resources are increasingly user-friendly and the basic strategy-based questions that once required the assistance of a librarian are now conducted by the library patrons themselves with acceptable results. Students and faculty do continue to request reference assistance with their more complicated research questions. The total number of reference questions (instruction) is down by 10% compared to last year; however, the information and technology questions have increased. This may be due in part to the increased number of computers available to students. The number of computers available for student use in the library was nearly doubled prior to the spring semester and, in no time the computer area was regularly filled in spite of the increase. Librarians make every effort to help resolve software and technology questions along with the traditional library reference questions so increased use of the computers leads to additional requests for troubleshooting assistance. The reference staff also continues to respond to RAP requests (one-on-one instruction appointments) as they are requested but, once again staff shortages kept the service from being heavily promoted. Without marketing, RAP requests remained relatively steady.

In spite of ongoing personnel shortages, the librarians continue to rise to the occasion and provide expert reference coverage in addition to their other obligations. Deb Henry was a major contributor to the university with service on both the USFSP Faculty Senate and the USFSP Graduate Council—two extremely active committees. Deb Henry, Mika Nelson, Tina Neville, and Anita Lindsay all continued to contribute hours to the USF Libraries chat service. Deb Henry and Tina Neville had a second article accepted for the refereed journal, *Journal of Academic Librarianship*.

### **Annual activities as they relate to the Poynter Library Goals:**

**Poynter Library Goal #1:** *Provide optimum collections and services to meet the demands of USF St. Petersburg's expanding curriculum and faculty. (USFSP Goals #3-5 and USF Goal #4)*

More than 110 new books were added to the reference collection in 2005-2006. End-of-year funds were used to develop and update the pre-health materials—both in reference and in the general circulating collection. An extensive evaluation of the current reference collection was started and will be finished during the next fiscal year. Each item in reference is being evaluated—those that are more suitable for circulation are being reassigned to that area and directories/technical materials that are too outdated are being withdrawn from the collection.

**Poynter Library Goal #2:** *Provide appropriate services and technologies to meet the needs of USFSP's mission and its continued expansion. (USFSP Goals #5 and 6, USF Goal #4) Action item: Work with other campus departments to establish a comprehensive information literacy program to support lifelong learning.*

and

**Poynter Library Goal #5:** *Support USFSP's efforts to achieve separate SACS accreditation.*  
**(USFSP Goal #1)**

SACS core requirement 3.8.2 states that “the institution ensures that users have access to regular and timely instruction in the use of the library and other learning/information resources.<sup>1</sup>” During August 2005, Tina Neville participated in ACRL’s Immersion Program. The theoretical and practical information gained at Immersion will be used to strengthen the Poynter Library’s information literacy program. Strides were also made in trying to increase information literacy outreach to freshman via the pilot project with Joyce Walker.

<sup>1</sup>Commission on Colleges. Southern Association of Colleges and Schools. *Principles of Accreditation: Foundations for Quality Enhancement*. Commission on Colleges. Southern Association of Colleges and Schools: Decatur, Georgia, December 2001, p.26.

**Progress on Departmental Goals for 2005-2006**

- Complete installation of additional student computers in the reference area. **Done**
- After attending *ACRL Immersion*, work on an information literacy plan for Poynter Library. **Started, team created, work is ongoing**
- Expand Blackboard involvement between course instructors and library. **Minor success, added as a course builder to one class and mounted the class pathfinder on Blackboard.**
- Weed the reference collection. **Started, hope to complete in summer 2006**
- Conduct a reference approachability follow-up survey (fall 2005) **Postponed to fall 2006 because of major changes to reference staffing.**
- Conduct a survey of satisfaction from faculty that requested classes in spring 2005 and fall 2005. **Completed for Fall 2005.**
- Investigate offering faculty workshops on selected topics (Blackboard library links, Refworks, etc) **Postponed because of staffing issues.**

**Suggested Departmental Goals for 2006-2007**

- Finish weeding reference
- Institute new statistics scheme
- Begin monthly reference staff workshops/brown bags
- Conduct an approachability exit survey for reference
- Continue with PLIT—get plan finished
- Develop more of an Information Commons area—add SPSS, Add multi-media workstations x 2, etc
- Conduct regularly scheduled student workshops

**Public service statistics:  
July 1, 2005 – June 30, 2006**

	FY 2004/2005 (previous)	2005/2006 (new)	Change
<b>Reference:</b>			
Instruction:	7025	6299	down 10%
Information:	14598	14774	up 1%
Telephone:	2028	1961	down 3%

<b>Instuction:</b>			
Classes:	52	54	up 4%
Students reached in classes:	1135	1075	down 5%
Student orientation sessions:	20	11	down 45%
Students reached in orientation:	983	856	down 13%
RAP sessions:			
Requested:	46	41	down 11%
Completed	38	37	down 3%

<b>Door count:</b>	137111	145346	up 6%
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**Public and affiliate computer uses:**

Affiliation:	Number of uses Fiscal year 2005-2006
Eckerd College	31
Florida Fish and Wildlife Commission	62
Foreign visiting scholars	10
General public	175
NOAA	21
Scholars from out-of-state	59
SAPL members	115
St. Petersburg College students	115
St. Petersburg High/IB students	20
Shorecrest High	17
Students from other SUS institutions	25
USF alumni	103
USF President's Council	1
USGS	51

**RAP sessions completed:**

Neville	14
Jaap	13
Henry	3
Pettijohn	3
Lindsay	3
Nelson	1

**Information Literacy Sessions:**

Instructor:	#Sessions:	Discipline:	#Sessions:	Discipline:	#Sessions:
Neville	31	Business	17	Journalism	2
Lindsay	12	Social Science	7	Geography	2
Henry	3	Psychology	6	Political Science	2
Jaap	3	Composition I	5	Art	1
Pettijohn	3	English/Literature	4	Biology	1
Schnur	2	Anthropology	3	Education	1
		Refworks for Faculty	3		