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Research & Instruction Department : Annual Report : 2013 - 2014

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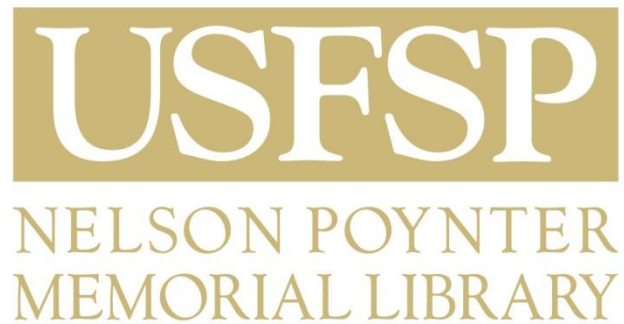
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**Library Research & Instruction Department
Annual Report
July 2, 2013 – June 30, 2014**

University of South Florida St. Petersburg

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

2014



Statistical Snapshot:

	2013/14	2012/13	2011/12	2010/11	2009/10	5 Yr Change
Individual Reference Consultations	155	94	86	92	52	198%
Number of class sessions	73	65	64	62	55	33%
Number of participants in class sessions	1440	1300	1612	1212	1096	31%
Number of student or faculty workshops (not DL)	19	23	7	0	0	--
Number of participants at workshops	35	62	42	0	0	--
Number of Canvas/DL group faculty training sessions	36	49	21	14	11	227%
Number of participants at Canvas/DL group faculty training	128	186	87	113	99	29%
Number of student orientation sessions	9	4	8	8	9	0%
Number of participants in student orientations	115	255	515	755	805	-86%
Number of library sponsored cultural and social events	25	18	10	15	8	213%
Number of participants at library sponsored cultural and social events	1085	728	430	598	407	167%
Total Sessions (instruction, workshops, and events)	162	159	110	99	83	95%
Total Participants (instruction, workshops, and events)	3282	2943	2935	2911	2611	26%

Departmental Overview:

The newly re-named Library Research and Instruction Department is responsible for providing reference, research, library instruction, and outreach efforts for the students and faculty of the University of South Florida St. Petersburg.

The department consists of 5 public service Librarians (Tina Neville, Deb Henry, Gary Austin, Tony Stamatoplos and Kaya van Beynen); additionally the librarians, Patricia Pettijohn and Jim Schnur contribute to the department by providing reference support and by teaching library instruction sessions.

Significant Departmental Accomplishments:

The department had significant changes during the 2013/14 academic year.

- This unit was renamed the Library Research and Instruction Department to reflect its roles and activities more clearly
- Tony Stamatoplos started in September 2013 as the new Scholarly Support Services and Special Projects Librarian
- The Student Research Colloquium series was launched in September 2013. This is a monthly student speaker series where undergraduate and graduate students present their primary research to the USFSP community.
- Dr. Bob Dardenne and Dr. Thomas Smith spoke at the library's Banned Book's week panel discussion on issues of national security, surveillance, and censorship. To integrate the library's onsite events to the USFSP distance learning community, this discussion was filmed and made available open access to USFSP students and the world (<http://video.nelson.usf.edu/video/PoynterTalks/>)
- The number of participants in library events had a 1 year increase of 49%
- The Jeanne and Bill Heller Scholars' lounge was completed and dedicated in December 2013. New comfortable chairs with power outlets were purchased. Librarians on the Space Allocation Committee worked with USFSP student government to install a longboard rack.
- The librarians had a busy year with their continuing education activities: Tina Neville and Deb Henry completed a data management course, Kaya van Beynen went to the American Library Association Annual Conference, Tony Stamatoplos attended the National Learning Communities Conference and Tina Neville, Deb Henry, Gary Austin, and Tony Stamatoplos attended the Florida Library Association Annual Conference.
- Library Grants Application Committee: This committee was Chaired by Tony Stamatoplos and included librarians Jim Schnur, Tina Neville, Deb Henry, and Kaya van Beynen. The committee investigated and made recommendations about grant opportunities in support of scholarly communication, open access, and digital library collections. In June, a report was submitted to Dean Hixson, summarizing the work of the group so far, and outlining several recommendations for future work and amending the committee charge.

Instruction:

Discipline:	#Sessions:
Biology	1
Business	7
Criminology	1
Education	5
English	5
ESP	4
Gen Ed	22
Geography	2
High school	3
History	3
Honors	1
ISS	5
Journalism	1
MLA	5
Other	2
Political Science	2
Psychology	4

Instructor:	#Sessions:
Austin	7
Henry	7
Neville	16
Schnur	7
Stamatoplos	11.5
van Beynen	24.5
	73

RAP sessions completed: 94	
Austin	73*
Henry	10
Neville	26
Pettijohn	7
Stamatoplos	3
van Beynen	36

*5 RAP sessions & 68 Individual Canvas Consultations

Online Video and Interactive Module Tutorials:

A series of 2 minute video tutorials was created by Kaya van Beynen in collaboration with Rob Vessenmeyer from the Online Learning and Instructional Technology Services Department. These 7 video tutorials answered quick reference questions such as *How to Log in From Off-Campus*, *Finding Peer Reviewed Articles*, *Searching the Catalog*, *Getting to the Full Text (Find It@USF)*, to providing step by step instructions on how to use *Interlibrary Loan*, the *Self Check-Out Machine*, and *Printing at the Library*. See: <http://guides.nelson.usf.edu/ModulesTutorials> In addition, for faculty preparing for Tenure and Promotion, they created a video Tutorial on Scholarly Article and Journal Metrics. See: <http://video.nelson.usf.edu/video/olits/sources/>

Google Analytics was added to the Library Research modules in August 2013, enabling the department to track usage. As we can see, usage grew from the fall to the spring 2013/2014 semesters.

	July 2013	Aug 2013	Sept 2013	Oct. 2013	Nov. 2013	Dec. 2013	Jan. 2014	Feb. 2014	Mar. 2014	Apr. 2014	May 2014	June 2014
Module Page Visits	0	11	6	187	29	104	709	1,352	1,972	2,764	501	62

Subsequently, during the 2014 summer semester, these research modules were updated with the assistance of the instructional designer Karla Kmetz. All of the old modules were reviewed by Deb Henry, Gary Austin, and Kaya van Beynen. The update included changing the software program to enable end of module quiz scoring, and allowing faculty to create a final quiz in Canvas. In addition, three new modules were created; *Introduction to Databases for Research*, *Citation Tracking*, and *Creating a Search Strategy*. The library research instruction modules continue to be used, particularly in the Composition classes.

Over the course of the academic year the librarians created unique LibGuides for each USFSP program Major, for important topics such as Primary Documents, Career Resources, and Citation Help, as well as 24 course-specific LibGuides. Additional LibGuides will be created as needed.

Reference:

In the past 5 years, reference service at the NPML has dramatically changed. For the Research and Instruction Librarians, this change can be characterized as an increase of quality, in-depth strategic research interactions, and a decline in general and basic library questions.

The number of one-on-one research appointments has increased (by 198% in the past 5 years). In contrast, the number of Basic Library Skills and Research Strategy questions have dropped 70% and 84% respectively over the past 5 years. However, among these Research Strategy questions, the number of reference questions that require more than 20 minutes assistance (according to IPEDs, the statistical equivalent of a one-on-one research consultation) has steadily increased.

Research Consultations:	2013/14	2012/13	2011/12	2010/11	2009/10	change
Reference questions requiring 20 minutes or more to answer	231	112	193	--	--	
RAPS (one-on-one instruction sessions)	155	94	86	92	52	198%
Total	386	206	280	92	52	642%

Reference (Tiered Service):	2013/14	2012/13	2011/12	2010/11	2009/10	change
Basic Library Skills	1523	3448	1831	5246	5079	-70%
Research Strategy	356	313	406	1222	2175	-84%
Total	1882	3761	2237	6468	7254	-74%

The number of Basic Library Skills and Research Strategy questions fielded at the service desk has declined dramatically during the past 5 years by 70% and 84% respectively. This decline, was a major reason for the change in Reference service structure enacted in 2012; librarians now provide on call on-call assistance for instruction or research questions rather than .

Reference (Virtual):	2013/14	2012/13	2011/12	2010/11	2009/10	change
Chat	75	182	203	67	--	+12%
Email	48	116	82	48	--	0%
Total	123	298	285	115	--	7%

The number of virtual reference questions has increased as well during the past five years by 12% but declined 59% from the 2012/13 to the 2013/14 academic year. One possible reason for this decline in virtual reference questions might correspond to the new Nelson Poynter Memorial Library website. On the new website (see: www.lib.usfsp.edu) the Ask-A-Librarian chat widget is no longer prominently and consistently displayed on many of the webpages.

Events:

The Nelson Poynter Memorial Library provides numerous events and activities for students and faculty at USFSP. The events range in nature from scholarly lectures (such as the Student Research Colloquium series), to wellness functions (such as the Therapy Dogs International visits during exam weeks), to social gatherings (such as the welcome party for new USFSP graduate students). In the 2013/14 academic year, 25 unique events were held, representing a 39% increase in the number of events from the 2012/13 year. The attendance in the library events also dramatically increased rising to 1085 participants, representing a 49% increase in participation from the 2012/13 academic year.

8.28.13	Therapy Dogs	50
9.2.13	Student Research Colloquium Sept	26
9.4.13	Grad Party	30

9.19.13	Banned Books Week Panel Discussion with Dr. Smith and Dr. Dardenne	110
10.9.13	Socrates on the Sandbar	27
10.16.13	Student Research Colloquium	15
10.22.13	12 step OA program	12
10.23.13	Peter Suber webinar on Open Access	<i>Cancelled</i>
10.31.13	Halloween Costume Contest	42
12.3.13	Dedication of Scholars' Lounge	100
11.20.13	Student Research Colloquium	23
12.9.13	Therapy Dogs	75
1.14.14	Panel of USFSP Olympians	10
1.15.14	Student Research Colloquium	29
2.19.14	Student Research Colloquium	23
3.19.14	Student Research Colloquium	10
4.16.14	Student Research Colloquium	15
4.17.14	USFSP Faculty Research Lightning Talks	45
4.24.14	Take Your child to work day – April 24 - 15 students	15
2.24.14	Therapy Dogs	100
4.2.14	READ Poster Contest	158
4.16.14	Laugh-A-BULL-open mic night	30
4.17.14	USFSP Faculty Lightning Talks	45
4.28.14	Therapy Dogs	100
5.15.14	Cookie Contest for National Chocolate Chip Cookie Day	45
Total	25 Unique Events	1085

Service:

The Library Research & Instruction faculty continue to enhance the campus and the profession through their service activities as detailed below:

Gary Austin:

Library Service:

- 2013 Library Peer Review Committee, member
- Instructional/Multimedia Developer Search Committee, member
- Poynter Library Leadership Team, member
- Library Faculty Council, member
- Poynter Library Liaisons Team, member

University Service:

- USFSP General Education Committee, member
- USFSP Distance Learning Steering Committee, member

Professional Service:

- Quality Matters Review Committee REE3043, reviewer
- Quality Matters Review Committee LIT 3301, reviewer
- FLA Conference Planning Committee, member

Deb Henry:

Library Service:

- Poynter Library Leadership Team, member
- Poynter Library Space Allocation Committee, **co-Chair**
- Library Faculty Council, member
- Poynter Library Liaisons Team, member
- Poynter Library Digital Archive Team, member
- Poynter Library Grant Committee, member

University Service:

- USFSP RVC for Administration & Finance Search Committee, member
- USFSP Research Council, member
- USFSP Awards Committee, **Secretary**

Professional Service:

- FLA Scholarship Committee, **Vice Chair/Chair**

Tina Neville:

Library Service:

- Poynter Library Space Allocation Committee, **co-Chair**
- Poynter Library Leadership Team, member
- Library Faculty Council, member
- Poynter Library Digital Archive Team, member
- Poynter Library Liaisons Team, member
- Poynter Library Grant Committee, member

University Service:

- USFSP Graduate Council, member

Professional Service:

- Florida Library Association Conference Planning Committee, member

Tony Stamatoplos:

Library Service:

- Poynter Library Grant Committee, **Chair**
- Poynter Library Leadership Team, member
- Library Faculty Council, member
- Poynter Library Liaisons Team, member
- Poynter Library representative to the USFSP Emergency Management Team, member

University Service:

- USFSP Student Success Committee
- USFSP Emergency Management Team

Professional Service:

- ACRL, Anthropology & Sociology Section (ANSS), Instruction and Information Literacy Committee.
- ACRL, Instruction Section (IS), Research & Scholarship Committee, member
- Florida Library Association, Awards Committee, member

Kaya van Beynen:

Library Service:

- Poynter Library Leadership Team, member
- Library Faculty Council, member
- Poynter Library Liaisons Team, member
- Poynter Library Grant Committee, member

University Service:

- Holiday Party Planning Committee, USFSP, Member, **Co-Chair** 2013
- Capital Improvement Trust Fund Committee, Member
- Faculty Marshall, USFSP Convocation
- Faculty Senate, USFSP – Member

Professional Service:

- ACRL/EBSS Research Committee, **Chair**
- EBSS Distinguished Librarian Award Committee, Member
- EBSS Nominating Committee, Member

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.

Gary Austin:

Presentations:

- Austin, G. (2013, August) *Mining Course Syllabi to Improve Faculty Outreach*. Paper presented at the Georgia International Conference on Information Literacy. Savannah, GA.

Deb Henry:

Peer reviewed article (accepted):

- Neville, T.M. & Henry, D.B. (2014). Evaluating scholarly book publishers--a case study in the field of journalism. *Journal of Academic Librarianship*, 40, 379-387. doi: 10.1016/j.acalib.2014.05.005. <http://dspace.nelson.usf.edu/xmlui/handle/10806/11680>

Presentations (peer reviewed):

- Hixson, C., Henry, D. & Neville, T. (2013, October 25). Forging a new path: Faculty buy-in for the institutional repository and open access publishing. Presented (by Carol Hixson) at the Open Access Un/Conference, San Jose State University. <http://dspace.nelson.usf.edu/xmlui/handle/10806/7729>

Tina Neville:

Peer reviewed article (accepted):

- Neville, T.M. & Henry, D.B. (2014). Evaluating scholarly book publishers--a case study in the field of journalism. *Journal of Academic Librarianship*, 40, 379-387. doi: 10.1016/j.acalib.2014.05.005. <http://dspace.nelson.usf.edu/xmlui/handle/10806/11680>

Internal Grant (co-investigator) (competitive):

- Stamatoplos, A., Neville, T. & Schnur, J. (2014). *Investigating Strategies for Complying with Federal Research Data Mandates at USFSP*. USFSP Internal Research Grant (\$7584.00 awarded)

Presentations (peer reviewed):

- Hixson, C., Henry, D. & Neville, T. (2013, October 25). Forging a new path: Faculty buy-in for the institutional repository and open access publishing. Presented (by Carol Hixson) at the Open Access Un/Conference, San Jose State University. <http://dspace.nelson.usf.edu/xmlui/handle/10806/7729>

Invited Presentations:

- Neville, T. & van Beynen, K. (2014, January). *Sources of Evidence for Tenure and Promotion*. Faculty Workshop, Academic Affairs, University of South Florida St. Petersburg.

Tony Stamatoplos:

Internal Grant (co-investigator) (competitive):

- Stamatoplos, A., Neville, T. & Schnur, J. (2014). *Investigating Strategies for Complying with Federal Research Data Mandates at USFSP*. USFSP Internal Research Grant (\$7584.00 awarded)

Presentation (peer reviewed):

- Stamatoplos, A. (2013, November). *New roles for librarians in first-year learning communities: Reframing information literacy in the context of student transition*. Paper presented at the 2013 National Learning Communities Conference, Corpus Christi, TX. <http://dspace.nelson.usf.edu/xmlui/handle/10806/8803>

Presentation (peer reviewed):

- Stamatoplos, A. & Stamatoplos, K.A. (2014, May). *You are the patron: Envisioning and training for excellent library service from the patron's perspective*. Pre-Conference workshop presented at the 2014 Florida Library Association Conference, Orlando, FL. <http://dspace.nelson.usf.edu/xmlui/handle/10806/10250>

Kaya van Beynen:

Chapter (accepted.):

- Sansolo, M. & van Beynen, K. (2014). Alienation, Acceptance, or Ambiguity?: A Qualitative Assessment of Library Staff and Faculty Perceptions Reference Service Change. In D. Tyckoson & J. Dove (Eds.), *Reimagining Reference in the 21st Century*.

Invited Presentations:

- van Beynen, K. (2014). *Age Appropriate or Exploring Intellectual Boundaries: Censorship, School Libraries, and Young Adult Literature*. RED 6656: Literature in Diverse Society, College of Education, University of South Florida St. Petersburg.
- Neville, T. & van Beynen, K. (2014, January). *Sources of Evidence for Tenure and Promotion*. Faculty Workshop, Academic Affairs, University of South Florida St. Petersburg.

Documentary: Video Production Assistant

- *Dali Printmaker Tour with Erika G. Schneider*, Salvador Dali Museum, St. Petersburg, FL <http://www.youtube.com/watch?v=bAr5NUTZGJo>

Departmental goals for 2013-2014:

1. Change Department Name
 - **Completed:** The name of the department was changed from Public Services to Research & Instruction. This new title better reflects the activities and focus of this department
2. Create LibGuides for majors and courses
 - **Completed:** LibGuides were made for every USFSP major program and for 24 USFSP courses. Additional LibGuides were made for topics such as: RefWorks and Citations, Library Modules and Tutorials, Primary Sources, Faculty Services, etc.
3. Update library modules to include quizzes and better linkages within Canvas
 - **In process:** Three new library modules were created and all of the existing modules were moved to a new interactive software program. All of the modules now have 2 scoring options for faculty – the interactive activities within the modules are scored and can be emailed, and modules have a corresponding Canvas based quiz option. The

librarians are working with the Instructional designers, the First Year Experience Instructors, and the Comprehensive English instructors to promote the modules to faculty.

4. Create quick tutorials on basic library skills
 - **Completed:** 7- 2minute video tutorials were created in collaboration with the USFSP Media Services Department. These are available on the Module and Tutorial LibGuide. See: <http://guides.nelson.usf.edu/ModulesTutorials>

Departmental goals for 2014-2015:

1. Digital archive work – Continue to expand the faculty collections
2. Coordinate the USFSP Student Research Journal
3. Hire a visiting and permanent librarian to assist with library marketing and outreach
4. Events: increase collaborations with Student Services, Student Government, and student clubs in the sponsorship and marketing of events (PeteSync)
5. Increase departmental communication and collaboration with instructional designers
6. Create a Copyright LibGuide for the Poynter Library web site
7. Maintain and create new LibGuides
8. Evaluate the long-term usefulness of continuing in statewide chat
9. Collaborate with student success instructors to enhance library instruction
10. Reassess the cross-department, tiered reference service for effectiveness, coordination, and training
11. Collaborate with the Collections and Technical Services Department to continue the major circulating collection weeding project.
12. Support fellow department librarians with their continued research and service endeavors.

Future Challenges

- Chat: If the library reference model is to encourage online research help as a way of managing faculty time, effort, and departmental capacity then the links to the online library help services needs to be in a more obvious and continuously displayed location on the library website.
- Physical Space: with a growing number of Research and Instruction Librarians, there is an insufficient number of offices for library faculty. In addition, the Research and Instruction Department could benefit from a collaborative, departmental meeting space.
- Time: As the campus enrollment grows, the department sees additional requests for instruction and research services. In addition, the Research and Instruction Librarians regularly volunteer to take on new projects and responsibilities. When the department has a trained Library Assistant capable of providing regular reference, on-call assistance, this greatly enables the Research and Instruction librarians to focus on their additional responsibilities.

Future Directions

Data Management

- When the current Data Management research project nears completion and a report is generated, the LR&I department should prepare to implement any suggestions for services, etc. that are appropriate to the mission of the department.

Working with Campus partners

- Actively participate in the developing USFSP 1st year experience program
- USFSP has implemented a Biology-focused Living, Learning Community (LLC) and if successful on this campus, will consider additional LLCs. The department should stay aware and offer to participate with the projects through library services and resources.

Online Learning

- Collaborate with Instructional designers to improve Library Open Educational Resources and to integrate them into online courses.