

1-1-2016

Research & Instruction Department : Annual Report : 2015 - 2016

Nelson Poynter Memorial Library.

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Recommended Citation

Nelson Poynter Memorial Library.; Neville, Tina M.; van Beynen, Kaya; and Henry, Deborah Boran, "Research & Instruction Department : Annual Report : 2015 - 2016" (2016). *Library Department and Committee Reports*. 86.
https://digital.usfsp.edu/npml_dept_committee_reports/86

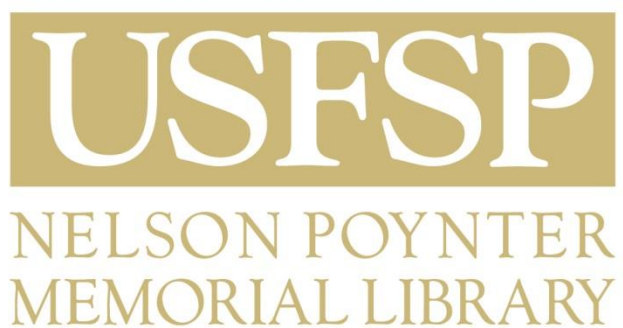
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Library Research & Instruction Department
Annual Report
July 1, 2015 – June 30, 2016

University of South Florida St. Petersburg

Compiled by Tina Neville and Kaya van Beynen with input from Deborah Henry

2016



Statistical Snapshot:

	2015/16	2014/15	2013/14	2012/13	2011/12	1 Year Change	5 Year Change
Individual Reference Consultations	219	160	155	94	86	37%	155%
Number of class sessions	93	85	73	65	64	9%	45%
Number of participants in class sessions	2411	1622	1440	1300	1612	49%	50%
Number of workshops	16	22	55	72	28	-27%	-43%
Number of participants at workshops	31	60	163	248	129	-48%	-76%
Number of student orientation sessions	7	4	9	4	8	75%	-13%
Number of participants in student orientations	273	185	115	255	515	48%	-47%
Number of library sponsored cultural and social events	30	38	25	18	10	-21%	200%
Number of participants at library sponsored cultural and social events	1196	1205	1085	728	430	-1%	178%
Total Sessions (instruction, workshops, and events)	146	149	162	159	110	-2%	33%
Total Participants (instruction, workshops, and events)	3911	3072	2803	2943	2935	27%	33%

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 normally consists of 6 Librarians (Tina Neville, Gary Austin, Camielle Crampsie, Deb Henry, Tony Stamatoplos, and Kaya van Beynen) although Deb Henry was re-assigned to administration from June 2015 through June 2016. Additionally the librarians, Patricia Pettijohn and Jim Schnur contribute to the department by providing reference support and by teaching library instruction sessions. LeAnna Kiggins worked as a part time Library Assistant in the department through May 2016.

Departmental Trends and Insights

- We are seeing an increased importance for locating web based resources in a prominent location on the library webpage (as indicated by the increase in LibGuides and chat use after they were relocated to a prominent position on the library home page).
- While the decline in on-demand reference service continues, the importance for scheduled research consultations increases. This highlights the continued need and significance of collaborating with faculty on research projects. [DH1]

Significant Departmental Accomplishments in 2015/2016:

- A joint meeting of the Research & Instruction and the Access Services departments was held in December 2015 to discuss improvements to the joint service desk.
- Instructional outreach is moving into a new area as library instruction videos were requested by the faculty of Cognitive Psychology and Children's Literature online courses.
- Gary Austin was asked for extensive assistance in a GEB4890 course. Students were asked to create a marketing plan for a local small business. Gary worked with all of the students via individual or small-group settings. He was also invited to the class to provide feedback on the students' work prior to their final presentation to the small business managers.
- The Student Research Colloquium continues to provide students with the opportunity to present their research and/or experiential learning activities to their colleagues and the USFSP community. In 2015-2016, fourteen students presented at the research colloquia.
- Camielle Crampsie chaired the Poynter Exhibits committee and instituted a new opportunity for USFSP students, faculty and staff to create their own displays in the library. During 2015-2016, the library hosted 3 student-created displays, 1 non-library staff display and 1 non-library faculty display of student works. Topics included from mental health, study abroad, anthropology, and women's history.
- The Ithaka survey of faculty and students research habits was completed in the fall 2015 semester. This survey is administered at participating institutions across the nation allowing for nation-wide comparisons.
- A *Research & Instruction Colloquium* series initiated to share trends and to discuss strategic initiatives for the department.
- Kaya van Beynen was promoted to University Librarian effective August 2016.

- Kaya van Beynen partnered with college faculty to submit two highly competitive external grants and one internal grant. The internal grant was funded.
- LibGuides upgraded to version 2. Significant clean-up of database in progress.
- The statewide chat widget was added back onto a prominent place on the library home page (March 2016). A link to the LibGuides were also placed in a more prominent webpage location during the fall of 2015.

Instruction:

Library instruction classes and number of participants increased during the 2015/2016 academic year, largely due to the increased number of University Success sessions taught by Tony Stamatoplos and GEB 4890 course, a management class that encouraged students to set up one-on-one or small group consultations with Gary Austin, the business liaison. Librarians Tina Neville, Gary Austin, and Kaya van Beynen all video recorded library sessions for online classes. These recorded bibliographic instructions sessions are counted only during the semester of creations, however their repeated use for the online courses continues well beyond their initial genesis. The number of participants in the workshop sessions decreased this past year, however this decline was directly due to a failed experiment relating to the Research Posters workshop scheduling.

With the increase in USFSP graduate students, the library's participation in the new graduate student orientations has also increased. While librarians are not asked to provide orientations to the incoming undergraduate first time in college (FY) or transfer students, they do participate in the 12 FY and transfer student resource fairs offered during the summer. Statistics from librarian participation in the undergraduate resource fairs are not tracked.

Instruction sessions to classes show a steady increase over the one- and five-year spans. One-on-one research sessions with students and faculty have also increased over the last five years. Some of the increase in individual sessions over the last year is directly related to specific course assignments.

Discipline:	#Sessions:
Anthropology	4
Biology	8
Business	11
Composition	17
Education	4
Elementary school	1
English	3
ESP	3
Geography	1
Health	1

Class Instruction Sessions	
Austin	12
Crampsie	15
Henry	4
Neville	10
Pettijohn	3
Schnur	6
Stamatoplos	30
van Beynen	12
OLITS	1

History	3
ISS	3
MLA Grad	2
Political Science	3
Psychology	8
University Success	19
World Languages	2

Research Assistance		
	Student	Faculty
Austin*	79	16.5
Crampsie	8	--
Henry	2	1
Neville	15	9
Pettijohn	4	--
Stamatoplos*	9	2.5
van Beynen	22	51
Total	139	80

*.5 refers to a team-taught session

Workshops:	#Sessions
Advanced Searching	2
Census Business Builder	2
Copyright	2
Images	2
Procrastination	1
RefWorks	5
Research Posters	2

Workshops	
Austin	4
Crampsie	9
Van Beynen	3

Research Guides, Online Video, and Interactive Module Tutorials:

Research guides and learning modules were heavily used with 21,001 page views of the research guides and 9,312 page views of the instructional modules during the 2015/2016 year. More Canvas course sites have incorporated the learning modules; this collaboration with the faculty and instructional designers will continue to increase the modules' availability and use.

The library faculty continue to create new research guides as they are requested by the teaching faculty or as a need is seen. In 2015/2016, 6 new course guides were created for *French Civilization*, *Principles of Biology*, *Physiological Psychology*, *Cognitive Psychology*, *ENC 1101: Careers Project*, and *Organizational Behavior*. A general guide for *Finding Films and Documentaries* was also created and existing guides were updated. By June 2016, the library hosted 85 published guides. Not surprisingly, heaviest use of the guides 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. Also, during this fiscal year, a more prominent link to the library research guides was added to the library home page making the guides easier to locate. This may have contributed to the 55% increase in LibGuide usage.

Library Module Use

Totals (all modules plus landing page):	2015/2016	2014/2015	1 Year Change
Sessions	5142	3657	41%
Users	4619	3309	40%
Page Views	9312	6726	38%

Specific module use (number of page views):	2015/2016	2014/2015	1 Year Change
Evaluating Sources	793	813	-2%
Intro to Databases for Research	509	337	51%
Summarizing and Paraphrasing	232	320	-28%
Abstracts, Annotations, and Lit Reviews	1119	271	313%
APA Citations	370	164	126%
MLA Citations	280	90	211%
Creating a Search Strategy	206	89	131%

Comparison of the most heavily used guides in 2015-2016 (those with more than 100 views)	Total views 2015-2016	Total Views 2014-2015	1 Year Change
Poynter Library Research & Instruction (LibGuides home page)	3541	2360	50%
PSY 3213: Research Methods in Psychology	1817	1266	44%
Library Modules & Tutorials	1226	502	144%
Poster Presentations	860	406	112%
Citations and RefWorks	773	626	23%
Graduate Studies	588	205	187%
ENC 1101 & 1102: English Composition 1 & 2	556	154	261%
Psychology	533	188	184%
SOP4744: Women's Mental Health	415	1024	-59%
PSY 6218: Graduate Research Methods (Psychology)	403	563	-28%
ISM 3011 - Information Systems in Organizations	402	385	4%
Biology	340	164	107%
MAN 6930	326	---	---
EDF 6481: Foundations of Educational Research	311	656	53%
English	300	---	---
Faculty Services	273	362	-25%
MAR 4824 - Marketing Management Problems	273	349	-22%
BSC 2010 Biology I: Cellular Processes	258	---	---
GEB 4890 - Strategic Management	256	133	92%

ESP & GIS - Scholarly & Professional Resources	247	68	263%
Mobile library web site	247	--	---
ISS 3010: Intro to Social Sciences	223	63	254%
Education	217	133	63%
EXP 4680: Cognitive Psychology	181	---	---
BSC 1005 Principles of Biology for non-majors	164	69	138%
SOP 4450 : Psychology of Religion	152	19	700%
HSC 3002: Introduction to Health Professions	143	84	70%
ACG6936: Business Valuation	141	27	422%
Guide to the Library: General Information	130	139	-6%
Environmental Science & Policy	121	108	12%
Leadership	119	49	143%
ISS 4935: Seminar in the Social Sciences	114	360	-68%
ENC1101 Careers Project	114	---	---
R&I Home (Departmental Home Page)	113	---	---
ECS 3013 - Economic Development	112	85	32%
History	111	139	-20%
FRE 3500: French Civilization	109	---	---
LAE 4414: Children's Literature	105	234	-55%
Finding Data & Statistics	102	157	-35%
ALL Guides (including those with <100 views)	21001	13557	55%

Research consultations:

Overall, in-depth research questions answered at the service desk declined in 2015/2016; however, the one-on-one instruction sessions increased 37% over last year. The increase in one-on-one/small group research assistance is due in large part to increasing use and better reporting of faculty research assistance and a large course assignment in business that entailed every student scheduling a meeting with the business librarian.

Research Consultations:	2015/16	2014/15	2013/14	2012/13	2011/12	1 year change	5 year change
Reference questions requiring 20 minutes or more to answer	135	204	231	112	193	-34%	-30%
One-on-one instruction sessions with students and faculty	219	160	155	94	86	37%	155%
Total	354	364	386	206	280	-3%	26%

Reference (Tiered Service):	2015/16	2014/15	2013/14	2012/13	2011/12	1 year change	5 year change
Basic Library Skills	884	1143	1523	3448	1831	-23%	-52%
Research Strategy	243	306	356	313	406	-21%	-40%
Total	1127	1449	1882	3761	2237	-22%	-50%

The number of Basic Library Skills and Research Strategy questions fielded at the service desk continues to decline. 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 sitting at a desk waiting for questions.

Reference (Virtual):	2015/16	2014/15	2013/14	2012/13	2011/12	1 year change	5 year change
Chat	42	20	75	182	203	110%	-79%
Email	20	28	48	116	82	-29%	-76%
Total	62	48	123	298	285	29%	-78%

The number of virtual reference questions increased over the past year. When the revised library web page went live at the end of the 2013/14 academic year, the link to the Ask-A-Librarian chat service became less obvious and was available on fewer pages. A prominent link to the chat service was added back onto the library main page during the spring of 2016. This appears to have a positive impact on usage since 62% of the questions on the chat desk were received between March and June of 2016. Although still way below the number of requests received in 2011-2013 when the chat widget showed up on most library pages, the increasing use now that the widget is back on the main page is promising. To gain access to the statewide chat desk services, the USFSP librarians are required to staff the statewide academic desk for two hours each week. During that time, our librarians answered 99 questions for college and university students across the state.

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. Although therapy dog sessions continue to be the most popular event, other library events are also well attended and contribute to both the scholarly development and quality of campus life of the students, university fundraising efforts, and positive recognition of the library. Although there were fewer events in 2015-2016, overall attendance was nearly the same as the previous year.

Date	Event	Participants
08.26.15	Build a Bookmark	40
08.31.15	Therapy Dogs	150
09.10.15	Throwback Thursday Movie: To Kill a Mockingbird	5

09.17.15	Legal Dreams: Jose Samperio (50th anniversary event)	60
10.07.15	USFSP by the Decades	25
10.13.15	Student colloquium	21
10.22.15	Throwback Thursday Movie	3
10.30.15	Halloween costume contest	45
11.04.15	USFSP by the Decades	40
11.17.15	Student colloquium	29
11.18.15	Faculty Lecture: Chenneville--HIV research	13
11.19.15	Throwback Thursday Movie: Star Wars IV	15
12.08.15	Therapy Dogs	100
12.08.15	Brownie contest	75
01.13.16	USFSP by the Decades	40
01.25.16	Therapy Dogs	70
02.10.16	USFSP by the Decades	45
02.22.16	Student colloquium: Road to the White House	60
03.09.16	USFSP by the Decades	20
03.23.16	Faculty talk: Kathy Arthur-- Women and Tools	21
03.28.16	Therapy Dogs	60
06.28.16	Student colloquium	25
04.07.16	Faculty Lightning Talks	40
04.12.16	Comedy Improv night	12
04.18.16	READ posters	30
05.03.16	Therapy Dogs	100
06.20.16	Faculty Lecture: Schnur--Local LGBTQ+ History	14
06.21.16	Faculty Lecture: Perry--Sexuality of Oliver Stone's Alexander	8
06.24.16	LGBTQ+ Film Short	7
06.25.16	LGBTQ+ Film Short	23

Additionally, the library provided space in the Poynter Corner for 35 USFSP departmental-, faculty-, or student-sponsored events. The USFSP community also used POY218 for 14 training or instruction sessions that were not library-led.

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, Library Dean Search Committee, member
- Poynter Library Emergency Planning Update Committee, Chair
- Poynter Library Safety Liaison

University Service:

- USFSP Faculty Awards Committee, member
- USFSP Emergency Management Team, Library representative

Professional Service:

- FLA Conference Planning Committee, member
- Quality Matters Review Committee, member

Camielle Crampsie:

Library Service:

- Poynter Library Exhibits Committee, Chair
- Poynter Library Space Allocation Committee, member
- Poynter Library Events Committee, member
- Poynter Library Diversity Committee, member
- Poynter Library Faculty Annual Review Committee, member

University Service

- USFSP LLC Implementation Committee, member
- USFSP Undergraduate Council, member
- USFSP Wellness Committee, member
- USFSP Holiday Party Planning Committee, member
- USFSP Awards Reception Planning Committee, member

Professional Service:

- FLA Marketing Committee, Social Media Team

Deb Henry:

Library Service:

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

University Service:

- USFSP RVC for Academic Affairs Search Committee, member
- USFSP Center for Teaching and Learning (CITL) Advisory Board, member
- USFSP Strategic Partnerships Bold Goal Team, member
- USFSP Student Scholarship Committee, reviewer

Professional Service:

- FLA Scholarship Committee, member

Tina Neville:

Library Service:

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

- Poynter Library Professional Development Leave Review Committee, Chair

University Service:

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

Professional Service:

- Florida Library Association Conference Planning Committee, Exhibits subcommittee, Chair
- Florida Library Association Conference Planning Committee, Vice Chair

Tony Stamatoplos:

Library Service:

- Poynter Library Diversity Committee, chair (2015-2016)
- Poynter Library Faculty Annual Review Committee, member
- Poynter Library Promotion Committee, member

University Service:

- USFSP General Education Committee, member
- USFSP Student Success Committee, member

Professional Service:

- ACRL Anthropology & Sociology Section (ANSS), Instruction and Information Literacy Committee, member
- ACRL Anthropology & Sociology Section (ANSS), 2017 Conference Planning Committee, Chair
- ACRL, Instruction Section (IS), Research & Scholarship Committee, member
- Florida Library Association, Awards Committee, member
- *Learning Communities Research & Practice (LCRP)*, Journal Editorial Board

Kaya van Beynen:

Library Service:

- Poynter Library, Library Dean Search Committee, member
- Poynter Library Diversity Committee, Chair (2014-2015)
- Poynter Library Professional Development Leave Review Committee, member

University Service:

- USF System Faculty Senate, member
- USFSP Library Faculty Council, Chair
- USFSP Tenure and Promotion Guidelines Revision Committee, member
- USFSP Faculty & Staff Campaign, library co-chair
- USFSP Student Scholarship Committee, reviewer
- USFSP Distinctive Identity – Focus Group member

Professional Service:

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

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:

Journal articles (peer reviewed) published:

- van Beynen, K and Swenson, C. (2016). Exploring Peer-to-Peer Library Content and Engagement on a Student-Run Facebook Group. *College and Research Libraries*. 77 (1) 34-50. <http://crl.acrl.org/content/early/2015/04/10/crl15-736.full.pdf+html>

Book Chapter (proposal accepted)

- Crampsie, C., van Beynen, K, & Schnur, J.A. (Proposal Accepted). 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:

- Stamatoplos, A., Neville, T., & Henry, B. (2015). Analyzing the data management environment in a master's-level institution. *Journal of Academic Librarianship*, (appeared online in early Dec 2015)
<http://dspace.nelson.usf.edu:8080/xmlui/handle/10806/15084>

Journal articles (peer reviewed) under review:

- Henry, D.B. & Neville, T.M. (2016). Repositories at Master's Institutions: A Census and Analysis. Submitted June 13, 2016 to *Library Resources and Technical Services*.

Poster presentation:

- Henry, D.B., & Neville, T.M. (2016, June 26). *Going the distance: Avoiding mid-career plateaus*. Poster presented at the American Library Association Annual Conference, Orlando, FL. <http://dspace.nelson.usf.edu:8080/xmlui/handle/10806/16808>

Tina Neville:

Journal articles (peer reviewed) published:

- Stamatoplos, A., Neville, T., & Henry, B. (2015). Analyzing the data management environment in a master's-level institution. *Journal of Academic Librarianship*,

(appeared online in early Dec 2015)

<http://dspace.nelson.usf.edu:8080/xmlui/handle/10806/15084>

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Tony Stamatoplos:

Journal articles (peer reviewed) published:

- Stamatoplos, A., Neville, T., & Henry, B. (2015). Analyzing the data management environment in a master's-level institution. *Journal of Academic Librarianship*, (appeared online in early Dec 2015)
<http://dspace.nelson.usf.edu:8080/xmlui/handle/10806/15084>

Journal articles (non-peer reviewed) published:

- Stamatoplos, A. (2014). Creativity in information literacy teaching: Part two – Applying creativity to teaching. *LOEX Quarterly*, Vol. 41(3), pp. 8-9, 3. [published Aug. 26, 2015]

Presentation (invited):

- Stamatoplos, A. (2016, March). *A creative approach to managing change in information literacy perceptions and practice*. Presentation at the ACRL Framework Regional Meeting: *Pedagogy to Practice*, State College of Florida, Manatee-Sarasota, Lakewood Ranch Campus

Presentation:

- Stamatoplos, A. (2016, May). *Overview of the ACRL Framework and its application at the Poynter Library*. Presentation at the inaugural Research & Instruction Colloquium, Nelson Poynter Memorial Library, St. Petersburg, FL.

Kaya van Beynen:

External Grants:

- With Dr. AnnMarie Gunn (faculty, USFSP College of Education), wrote and submitted *Book Challenges in Schools, Multicultural Literature, and Cristina Garcia's Dreaming in Cuban*, an application for the Freedom to Read, Judith Krug Banned Books Week event grant (grant not funded).
- With Dr. Martine Fernandez Wagner (faculty, World Languages) and Dr. Ella Schmidt (faculty, Anthropology) wrote and submitted *Generations of Latino American Dreams*, an application for the ALA/ NEH Latino Americans Events Grant, (grant not funded).

Internal USFSP Grant:

- van Beynen, K., (2015) wrote and submitted application to the USFSP 50 Great Events Grant Application to host speaker Jose Godinez-Samperio at the NPML during Hispanic Heritage month (grant funded \$550)

Journal articles (peer reviewed) published:

- van Beynen, K and Swenson, C. (2016). Exploring Peer-to-Peer Library Content and Engagement on a Student-Run Facebook Group. *College and Research Libraries*. 77 (1) 34-50. <http://crl.acrl.org/content/early/2015/04/10/crl15-736.full.pdf+html>

Book Chapter (proposal accepted)

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Book Review:

- van Beynen, K. (2015). Book Review of *Letting Go of Legacy Services, Public Services Quarterly*. Vol. 11 (4).

Invited Presentations:

- Gunn, AM and van Beynen, K. (2016). *Banned Books and Young Adult Literature*. Children's Literature Online Course, LAE 4414, College of Education, University of South Florida St. Petersburg. <http://video.nelson.usf.edu/video/BannedBooks/>
- van Beynen, K. (2015, Fall Semester and 2016 Spring Semester). *Censorship and Young Adult Literature: Best Practices for Tampa Bay Teachers*. RED 6656: Literature in Diverse Society, College of Education, University of South Florida St. Petersburg.

Proposed goals for 2015-2016:

1. Migrate LibGuides to version 2.0. **done**
2. Create an information literacy plan including FY students. Include a discussion of the application of the new ACRL framework. **plan in progress/librarians met to discuss implications of the new framework**
3. Reassess the cross-department, tiered reference service for effectiveness, coordination, and training. **joint meeting with Access Services staff held Dec. 2015**
4. Collaborate with the Collections and Technical Services Department to continue the major circulating collection weeding project.
5. Support fellow department librarians with their continued research and service endeavors. **Several research luncheons held to share ideas**
6. Appoint a departmental member as a point person to the library web master to check for new content, updates, errors, etc. relating to our department. **deferred**
7. Work on getting the AAL widget back onto more of the library web pages to increase use. **done**
8. Increase departmental communication and collaboration with instructional designers. **meeting held June 2016**
9. Coordinate the USFSP Student Research Journal if faculty review board becomes available. **unable to get faculty reviewers**

Proposed goals for 2016-2017:

1. Create online orientations for the fully online masters programs.
2. Consider ways the library might help with the state-wide textbook initiative.
3. Assess Ask-a-Librarian chat usage.
4. Collaborate with the Collections and Technical Services Department to continue the major circulating collection weeding project.
5. Continue work on information literacy plan including FY students. Include a discussion of the application of the new ACRL framework.
6. Continue Research & Instruction Colloquium series.
7. Continue to support fellow department librarians with their continued research and service endeavors.