

**VIRGINIA TECH - UNIVERSITY LIBRARIES  
INSTRUCTION & REFERENCE DEPARTMENT  
ANNUAL REPORT  
Mid-May 2003 - Mid-May 2004**

**Overview**

The most notable event of the past year has been the combining of the Reference & Branch Services Department with the Instruction & Outreach Department. The majority of public services for the University Libraries are provided by the 35 people who are part of the new Instruction & Reference Department.

**Strategic Plan**

The department goals initially developed for the Reference & Branch Services Department and the Instruction & Outreach Department were discarded when the two departments combined in July 2003. Instead, department goals were developed and linked directly from the 2003-04 Operating Plan for the University Libraries' Strategic Plan.

**Work with academic units in each College to identify services not offered by the University Libraries that faculty believe are needed to support VT research and teaching initiatives.**

*On April 19, 2004, a letter was sent to 91 academic deans and department heads, soliciting ideas for desired library services that would support teaching and research. Twelve responses were received and any new services that have been identified will be implemented if possible. Summary report drafted by Larry Thompson is attached; raw data is available.*

**Identify audiences that may be underserved in regard to direct library services (e.g., departmental staff, transfer or international students) and determine whether they have special information needs that could be met through seminars or outreach sessions.**

*During 2003-04 there was one seminar offered for departmental staff; John Cosgriff and Robert Sebek continue to be part of the orientation team for transfer students; and Delores McDowell continues to provide tours and instruction to international students. This is an ongoing departmental goal.*

**Partner with other campus programs such as the Faculty Development Institute and the Center for Excellence in Undergraduate Teaching to incorporate information management sessions into their programs for faculty and students.**

*Department personnel continue to be involved with the Faculty Development Initiative (FDI) and the Center for Excellence in Undergraduate Teaching (CEUT), both as participants in workshops and providers of workshops. There is additional involvement in the Faculty Associates program, offered through Residential and Dining Programs (RDP), and Project Success, offered through the Center for Academic Enrichment and Excellence (CAEE). This is an ongoing departmental goal.*

**Promote, on an annual schedule, existing services that are available to extended campus faculty members and students.**

*The Distance Education librarian works closely with both the extended campus faculty members and students (including travel to Virginia Tech's locations around the state)*

*and with the library personnel who support them. The highlight of the 2003-04 academic year was a well-received trip to northern Virginia, organized by Dave Beagle and Debbie Cash, that included three days of classes, presentations and meetings at both the Falls Church and the Alexandria centers. This is an ongoing departmental goal.*

**Evaluate use of the reference collection, and identify core materials needed, in anticipation of reopening second floor entry. To be completed by end of spring term 2004.**

*A team, lead by Bruce Obenhaus, evaluated use of the reference collection during spring semester 2004. A copy of their final report and recommendations is attached; actual use data is also available.*

*Though not directly related, department personnel are also in the process of evaluating references services via a series of three Reference Workshops. The first workshop was held on May 26 and laid the groundwork for the two subsequent workshops. The completion of this cycle will be a 2004-05 departmental goal.*

**Develop a business plan for including an information skills program in the Core Curriculum, and present the plan to the Committee currently reviewing the Core Curriculum.**

*Commentary for the University Core Curriculum Committee's Resolution to Revise the Writing Intensive Requirement (approved in May 2004) included as one of "suite of skills" needed by every student, "Information management competencies, including the ability to retrieve, evaluate, analyze and use information from a variety of resources." There will be no library representative on the University Core Curriculum Committee in the coming year so it remains to be seen what will happen with this identified skill.*

**Determine whether there is an audience for a 1-credit hour (elective) course on research skills, information literacy, and/or using the library.**

*The possibility of an undergraduate level course continues to be discussed in the context of the University Core Curriculum, but only in very general terms. Based on responses from members of the Commission on Graduate Studies and Policies (CGS&P), there appears to be some interest in a **graduate level** 1-credit hour course, patterned on the one that is offered by Vicki Kok to vet med students. A goal for 2004-05 should be to develop such a course.*

**Develop and market a plan to support the delivery of discipline-specific information-management skills in collaboration with:**

- faculty teaching upper-level undergraduate research methods courses
- faculty teaching graduate-level research methods courses

*An inventory of all courses (undergraduate and graduate) where librarians are currently involved plus all courses where they feel that they should be involved is nearing completion. This will be used as a checklist for individuals, but could also be used as the foundation for a marketing plan for this kind of involvement.*

**Determine how the library online instructional modules are used in the period January through May 2004.**

*Margaret Merrill and the Information Skills Management (ISM) team have completed a report on use of the modules. The report is attached.*

**Establish and fill Outreach Librarian position in Instruction/Reference unit.**

*Three candidates have been interviewed for the Outreach Librarian position and it is hoped that an offer and acceptance are imminent.*

**TRAINING**

**Plan, implement and assess a program of training that will support data-driven decision making.**

*The directors began to evaluate data by studying and presenting user studies at LAC. No formal workshops were scheduled. This is an ongoing departmental goal.*

**Plan, implement and assess an orientation program for new employees.**

*The Orientation Team for New Employees designed a program consisting of a New Employee Notebook, web page, Life of a Book, library tour and assessment. Program has been used to provide orientation for five new hires. An online assessment survey that new employees fill out two months after their hire date and orientation suggests changes that need to be made in the program. Assessment of the orientation program is an ongoing departmental goal.*

**Identify ways in which the new program of training paths might link to the University's mandatory job dimensions (diversity, safety, teamwork) for classified staff.**

*Much emphasis was placed on diversity this year as the library established the Library Diversity Committee, and during the first year there were a number of scheduled programs (see attached). Safety programs will be scheduled during the summer, prior to the end of the evaluation cycle. Teamwork and community building community were themes of the In-Service Day 2004.*

## Attachments

### Referenced Reports

Summary: Replies to letter regarding library services

Reference Collection Use Study Report

ISM Team Annual Report

Training Programs

### General Information

#### Branch Library Reports

Art & Architecture Library

Northern Virginia Center Resource Center

Veterinary Medical Library

#### Faculty & Staff Achievements

Statistics - Questions - Directional/Informational, Reference

Statistics - Classes, Tours, Presentations

First Year Classes: Statistics, Analysis, Recommendations

Classroom Usage Data