

**V.P.I. & S.U. UNIVERSITY LIBRARIES**  
**DEPARTMENT OF INSTRUCTION, REFERENCE AND OUTREACH**  
**ANNUAL REPORT**  
**Mid-May 2004 – Mid-May 2005**

**OVERVIEW**

Several personnel changes occurred during this reporting period.

- Nan Seamans, Director of Instruction, Reference and Outreach (IRO) left to accept a position at University of Iowa in mid-February, 2005 and an Interim Director, Vicki Kok was appointed to fill the position until a permanent Director is hired.
- Nicole Auer, College Librarian for the College of Liberal Arts and Human Resources left to relocate to Virginia Beach in mid-April
- Irene Glennon stepped down as College Librarian for the College of Natural Resources to devote more time to reference service and to projects on access to electronic resources.
- Dolores McDowell, Library Assistant, retired on January 2005.

Concomitant to these changes, several members of the Department had their duties and responsibilities re-assigned.

- Anita Haney assumed liaison activity with the Department of English, and relinquished liaison with the Department of Communications, and the Women Studies program.
- Luke Vilelle, assumed liaison responsibility for the Department of Communications.
- Paul Metz took over liaison activities with the Women Studies program.
- Brenda Hendricks assumed supervision of the Welcome Desk.
- The vacant College Librarian for Natural Resources position will be filled before the start of the 2005-2006 academic year.

Report on meeting the University Libraries' Strategic Plan by the Department is as follows:

**SERVICES**

**2.1 Develop outreach programs to ensure that members of the Virginia Tech community are aware of resources and services to assist them in their research, learning, and outreach efforts.**

- 2.1.1 Usage of Ingenta Service increased by 150 users since February 2005 due to concerted efforts in publicizing through FDI sessions and Department Heads Meetings of the College of Sciences and the College of Natural Resources. Other College Department Heads Meetings are being scheduled for Fall 2005.
- 2.1.2 Pending the selection and implementation of the new ILS, promotion to the university community of openURL logo and linking services was placed on hold till Fall 2005.
- 2.1.3 Consistent with other Virginia libraries, a triangle logo as identification is now displayed with all VIVA resources.
- 2.1.4 Library services to extended campus users continue to be systematically provided by the Distance Education Librarian
- 2.1.5 Planning has begun for a reading room library facility in the newly created Graduate Life Center where library services will be available for two hours each day and information retrieval and management skill classes conducted as scheduled.

- 2.1.6 LibQUAL+ survey of faculty was sent out during the Spring Semester through the Dean's Office. Data from the survey will be used to assess levels of satisfaction with current services.
- 2.1.7 To assist faculty and students to manage their information and to expedite manuscript writing, subscription for a site license for EndNote, an information management program was initiated in collaboration with the Virginia Bioinformatics Institute, the Graduate School, and the Research Division. Training by V. Kok in using the program has been ongoing for many years through workshops and FDI sessions.
- 2.1.8 Two options are currently available for users to take a self-guided tour of Newman Library: a printed handout (Appendix A) which is available at all three reference desks and a "Virtual Tour" which consists of the online maps of the floors of Newman Library. The printed handout is also available online for downloading at:  
<http://www.lib.vt.edu/help/handouts/self-tour.pdf>

## **2.2 Provide convenient access to comprehensive reference services and collections in appropriate formats**

- 2.2.1 To facilitate convenient access to bibliographic information, all openURL database sources are now linked. A new linking logo which identifies the library as the service source is being designed to be displayed with the database sources
- 2.2.2 A survey of the volume and type of questions asked at the various public desks to fine-tune delivery of reference services was conducted on select days of the months of February, March, and April. Data is being compiled and analyzed with the report due in Summer 2005.

## **2.3 Identify new services that would be valued by members of the university community.**

- 2.3.1 Library web sites of libraries of SCHEV peer institutions were consulted to ascertain services that are available at these institutions that Virginia Tech is not offering. Using the information collected, surveys were designed and sent out to graduate students, undergraduates and faculty. Progress Report is attached as Appendix B.

## **INFORMATION LITERACY**

### **3.1 Collaborate with appropriate university programs and agencies to develop and implement a comprehensive information skills program for all incoming students.**

- 3.1.1 A 1-credit hour course on information retrieval and management approved to be offered through the Graduate School in Fall 2005 is being developed.

### **3.2 Collaborate with faculty to develop the information literacy skills relevant to the disciplinary needs of upper-level undergraduates and graduate students.**

- 3.2.1 An information literacy grant program was successfully implemented with the College of Liberal Arts and Human Resources whereby five stipends were awarded to the following courses which have collaborated with IRO librarians to incorporate information literacy into their syllabi:
- Engl-3524, Literature for Children
  - Engl-3764, Technical Writing
  - Hist-3524, Sociocultural Topics
  - HNFE-1004, Human Development I

## PSci-2024, Research Methods

IRO librarians have actively collaborated with academic faculty and team-taught the following courses during the 2004-2005 academic year.

CHEM 4014, Survey of Chemical Literature (Edward Lener)

UCCS-2984-96459-200409, Living in the 21<sup>st</sup> Century (Margaret Merrill)

UCCS-2984-15885-200501, Earth Sustainability (Margaret Merrill)

HIST 4004, Sociocultural Topics (Bruce Pencek)

PSci 2024, Research Methods (Bruce Pencek)

### **3.3 Develop, provide, and assess the effectiveness of online modules to provide on-demand opportunities for students to develop information literacy skills.**

3.3.1 Use of Information Skills Modules (ISM) has more than doubled, from 16,000 hits to over 34,000 this academic year, an increase of 113%. Much of the increase can be attributed to various modules being assigned in different classes taught by faculty in political science, biochemistry, and history who are affiliated with members of the ISM team, as well as course ENGL-1106.

Many users were led to the ISM pages from the Research Paper Scheduler as well as from Blackboard and departmental course pages.

Evaluation of the module was instituted in March 2005 to solicit input from the users regarding their value. The data collected to date is insufficient for a statistically meaningful analysis.

From September 2004 to April 2005, some 750 visits were made to the main TILT page with most of the visits made from on-campus users and also from local ISPs. A significant group of Virginia Tech users arrived at the TILT pages via the Research Help page that is linked to the library's homepage. Other users were directed to TILT via instructors' websites, including Raquel Becerra's PSCI 2024, Linda Arnold's history classes, and the VT Stars program.

For a complete report on Item 3.3, see Appendix C.