



**V.P.I. & S.U. UNIVERSITY LIBRARIES  
DEPARTMENT OF INSTRUCTION, REFERENCE AND OUTREACH  
ANNUAL REPORT  
Mid-May 2005– Mid-May 2006**

**OVERVIEW**

Several personnel changes occurred during this reporting period.

- Kyrille K. Goldbeck assumed her position as College Librarian for Natural Resources in August, 2005.
- Connie J. Stovall assumed her position as Instructional Services Librarian in March 2006.
- Carolyn G. Meier assumed her position as Instructional Services Librarian in May 2006.
- John C. Cosgriff, College Librarian for Engineering retired in January 2006
- Alan E. Armstrong, resigned his position as Electronic Services Librarian in January 2006.

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

- Kyrille Goldbeck relinquished her liaison responsibility for Geography to Carolyn Meier.
- Connie Stovall accepted liaison responsibility for Economics from David Beagle.
- Ann Keys, began reporting to Dave Beagle as her supervisor in October 2005.
- Kyrille Goldbeck was appointed Chair of the Library Web Team.

During this reporting period IRO has been successful in promoting awareness among the university community of the library resources and services provided in support of their learning, research, and outreach programs. This is reflected in the 22% increase in classroom usage. (Appendix 1). The success of this effort necessitated an upgrade of the Library PC Lab and in May, 25 new PCs were purchased. In anticipation of a continuous increase in classroom usage, Dean Hitchingham funded the purchase of 16 laptops with a storage cart to be used as a "mobile computer lab" for teaching classes with smaller number of students.

Report on meeting the University Libraries' 2005-06 Strategic Plan by the Department is as follows:

**1. COLLECTIONS**

**1.1 Acquire, organize, and make available scholarly or scientific contributions originating at Virginia Tech.**

1.1.1 A **Virginia Tech Faculty Authors Recognition Day** was held on April 29, 2006 in recognition of the contributions of faculty who published monographs with an imprint date of 2004-2005. A total of 122 monographic publications by 105 authors from 32 Departments and Schools were acknowledged and honored.

**1.5 Select and work with information providers to enable all citation-to-full text linkages possible at every point in the evolution of electronic publishing.**

1.5.1 CISTI, a Canadian based document delivery service was reviewed as a possible replacement for Ingenta as an SDI and TOC service. Since CISTI's journal coverage is not as comprehensive, and Virginia Tech users are more familiar with Ingenta, the decision was to remain with Ingenta for another cycle.

1.5.2 A WebBridge Committee (Michelle Young, Chair; Beth Anderson; Annette Bailey; Dave Beagle; Ann Keys; Robert Sebek) was formed in Fall of 2005 to look into open URL resolution in addition to content-linking and web access management of WebBridge, a new product of ILL. This committee is an ad hoc committee of the OPAC Team which reports to the ILS Operating Committee.

**2. 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 Instructional sessions on IngentaConnect had been conducted by IRO librarians to faculty and graduate students throughout the year. From May 2005 to May 2006, 139 additional users had registered to use the service bringing the number from 697 to 836. This service will continue to be publicized through workshop and instructional sessions in the coming year.

2.1.2 The Marketing Team, chaired by Luke Villeda, developed < **Get VText** >, an openURL linking logo to be used in all possible locations. To explain and promote the logo to the university community:

- Sandwich boards were placed across campus for three weeks.
- Table cards were placed in campus dining halls for three weeks.
- Free coffee was offered on Finals Week nights for every 200 clicks on the **Get VText** promotional web page. From March 20 to April 31, 1,153 clicks were recorded on the **Get VText** promotional web page.

2.1.3 IRO librarians made regular trips to the National Capitol Region facilities and other off-campus facilities to conduct workshops to acquaint extended campus users with library resources and services. In July 2005, V. Kok conducted workshop at the Equine Medical Center, and in September 2005 and March 2006, at the Northern Virginia Center. B. Pencek conducted a session at the Richmond Center in September 2005, and another session at the Alexandria facility in February 2006. D. Beagle conducted nine classes at

the Graduate Centers in Roanoke, Abingdon, Richmond and the Northern Virginia Center.

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

**2.2.1** Since March 2006, except for those database providers that did not support link resolvers, all openURL database sources are linkable and the linking logo **Get VText** is used in all possible locations.

## **3. 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** In Spring 2006, the University Libraries offered a one-credit **Library Research Skills (GRAD 5984)** course through the Graduate School. 24 graduate students enrolled and completed the course. Based on the positive evaluations and recommendations of the students, the course will be offered every semester with expansion to incorporate additional subject sections. Librarians team-teaching the course were Annette Bailey, Kyrille Goldbeck, Vicki Kok, Edwrad Lener, Buddy Litchfield, Gail McMillan, Margaret Merrill, Paul Metz, Bruce Pencek, Larry Thompson, and Luke Villelle.

In addition to launching a one-credit course for graduate students, IRO also sponsored **Field Guide to GenBank and NCBI Molecular Biology Resources**, a much needed course on searching the gene-sequencing Entrez databases of the National Center for Biotechnology Information. The course was conducted by Drs. Rana Morris and Emir Khatipov from NCBI. 85 faculty, research associates and students from the Colleges of Agricultural and Life Sciences, Engineering, Natural Resources, Science, Veterinary Medicine, Virginia Bioinformatics Institute, and off-campus Agricultural, Research and Extension Centers registered and attended the course on May 16<sup>th</sup> and 17<sup>th</sup>.

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

**3.2.1** Bruce Pencek, as coordinator of the Information Literacy Collaboration Grants Program had convened periodic working lunches through the Summer and the academic year for the five teams (Engl-3524, Literature for Children; Engl-3764, Technical Writing; Hist-3524, Sociocultural Topics; HNFE-1004, Human Development I; and PSci-2024, Research Methods) to share ideas during the development, implementation, and assessment of their funded projects. Michelle Young, is collaborating with Kim Kee Jeong in Human Development in incorporating information literacy skills in HNFE-1004, Anita Haney worked with J.D. Stahl and K. Graham to produce web pages to guide students in Engl-3524, Literature for Children, to create effective research assignments. Bruce Pencek collaborated on two papers, presented at the American Political Science Association's Third Annual Teaching and Learning Conference based on the information literacy grant.

3.2.2 Kyrille Goldbeck had her subject page linked to the Blackboard account of Geog Resources SP06 in the College of Natural Resources and the number of “visits” for that course numbered 68 as compared to 3, 18, and 5 of the other courses in the College.

3.2.3 IRO librarians have actively collaborated with academic faculty and team-taught the following courses during the 2005-2006 academic year.

CHEM-4014, Survey of Chemical Literature (Edward Lener)

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

HD-1004, Human Development I (Michelle Young)

HIST 4004, Sociocultural Topics (Bruce Pencek)

PSci 2024, Research Methods (Bruce Pencek)

ENGL-3524, Literature for Children (Anita Haney)

### **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 Usage of the **Information Skills Modules (ISMs), Seven Steps tutorial, Research Paper Scheduler, and Evaluating Webpages** was up 200% and 300% respectively over last year. Usage of **Tech’s Information Literacy Tutorial (TILT)** however has declined. The increased usage of the former modules was largely due to course instructors linking the ISM page to their Blackboard accounts and to demonstrations of the various modules in ENGL-1106 classes. Conversely, the decline in use of TILT is a result of not having class assignments incorporating its usage. (See Appendix A for more details).

## **5. SYSTEMS**

### **5.2 Respond to information-seeking behaviors of the user community when organizing and providing library resources**

5.2.1 The Library Web Team chaired by Kyrille Goldbeck had been re-indexing the A-Z all-site list, fixing broken and outdated linkages to facilitate locating library information easier and with less frustration. The Team is waiting for the University Re-Designing Committee to complete a template with requirements/features that all university homepages need to have, before it can move forward with access enhancements.

5.2.2 Luke Vilelle, Outreach Librarian, developed a survey of users to determine which databases were to be included for meta-search implementation. One survey was developed for each major subject listed in the DSPs. The respective surveys were turned over to College Librarians to distribute to their college’s faculty, graduate and undergraduate students. A total of 366 responses were returned with a breakdown of:

- 211 faculty
- 111 Graduate students
- 39 Undergraduate students
- 5 Staff

## 7. STAFF

### 7.2 **Establish new learning opportunities for library faculty and staff relevant to personal professional growth in the context of library objectives and operations.**

**7.2.1** In April 2006, IRO instituted monthly workshops on the use of library resources and Services for the university community and library staff. Workshops conducted included EndNote, Ingenta, SciFinder-Scholar, Web-of-Science, Google Scholar, Google Print, RSS Feeds and Email Alerting Services, Copyright: Dispelling the Myth, My Library Record, and Library Record Training. These workshops are posted on the Library Homepage for interested clients and library staff to register online. From April through May, 17 workshops had been conducted and 134 patrons had registered to attend.

IRO initiated a seminar series in April 2006 to provide library-wide personnel an opportunity for personal professional growth. Nationally and internationally known speakers were invited to give seminars on such topics as Bedbug Infestations (Dr. Dini Miller), Human-Animal Interaction (Dr. H. Marie Suthers-McCabe), and The Music Effect: Music Physiology and Clinical Applications (Dr. Daniel J. Schneck). These informative seminars helped to broaden the knowledge base of library staff and make them more effective in providing reference services.

On May 15<sup>th</sup>, the 2006 In Service Day was organized by a Committee consisting of the largest number of members from IRO (B. Hendricks, L. Lee, M. Young, E. Krupar, ). The day-long program consisted of invited speakers from across campus, panel discussion sessions and informative poster sessions. The evaluations of the event were strongly positive. (Appendix B).

**7.2.2** The University Libraries Employee Orientation Program, under the auspices of IRO is conducted by the Employee Orientation Team, chaired by Brenda Hendricks with members from IRO (B. Obenhaus, M. Young,) and from other units of the Library as well (C. Pillow, A. Hudson). Nine new employees had gone through the program this year. Each new employee, on completion of the orientation program, was requested to complete an Orientation Assessment Survey to provide feedbacks for enhancement and improvement of the orientation process. Based on these feedbacks, the orientation program is continually up-dated. (See Appendix C for survey results). With feedbacks and regular up-dating the Employee Orientation Program has been kept relevant to the needs of new employees.

## DEPARTMENT GOALS FOR 2006 – 2007

- **Expand GRAD-5124, Library Research Skills to include a Business Section.**
- **Explore feasibility of offering GRAD-5124 as a distance learning course.**
- **Hire a programmer to work with IRO librarians to create online tutorials on using library resources such as EndNote, Ingenta, PubMed, etc.**
- **Evaluate and improve on the training program for graduate student assistants.**
- **Publicize more aggressively the services and resources of the library to undergraduates by offering short seminars on term paper writing skills.**