

## University Libraries

### Research & Instructional Services Department

#### Annual Report: 2009-2010

#### Vision, Mission, & Core Values

##### Vision

Our vision is to be innovative catalysts for the discovery and dissemination of new knowledge. We leverage technology to provide our academic community access to research information and resources in support of Virginia Tech's strategic programs within the domains of *learning, discovery and engagement*

##### Mission

Our mission is to provide research support to Virginia Tech faculty, students, and staff. To meet this mission we:

- Provide services, programs and resources that facilitate inquiry and support the curriculum
- Optimize access to research information by leveraging innovative technologies and tools
- Facilitate access to information in all formats: electronic, print, multimedia, etc
- Assess our services and programs to ensure that they remain effective and relevant within the academic community and the changing information marketplace
- Provide equitable services to both in-person and virtual users
- Integrate excellence and innovation in the services and programs we offer
- Endeavor to create a productive and welcoming environment for users

##### Core Values

The core values that define our work and effort are:

- Providing equitable and unbiased services to all our users - This is embodied in our service philosophy:

*The staff of the Research and Instructional Services Department is committed to provide knowledgeable, timely, courteous, and non-judgmental reference assistance to all library patrons, regardless of the nature of the inquiry or the means of communication (in-person, telephone, online through chat or email, written correspondence). All questions will be treated confidentially and respectfully. Where appropriate, questions may be referred to other persons or units within the library. The reference services philosophy follows the precepts outlined in the [American Library Association's Code of Ethics](#).*

- User-centered service
- Creating a positive work environment through mutual respect and courtesy, as well as diversity and inclusion
- Fostering a collaborative environment
- Engaging in effective communication that fosters an open and collegial environment
- Innovation that engenders adoption and use of new and advanced technologies
- Pursuit of excellence through continuous quality improvement of our services and programs
- Employment of measures to assess progress on strategic agendas
- Investment in personnel development and growth through training programs and opportunities
- Fostering life-long learning

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## SUPPORTING THE UNIVERSITY IN STRATEGIC DOMAINS:

### LEARNING

#### Instruction and Outreach

The new higher education research environment characterized by proliferation of vast amounts information, and simultaneous demand for rigorously reviewed literatures in various academic disciplines places a demand for research competency among today's college students. For our students to be successful and competitive within this new research environment, they need skills to effectively navigate the vast world of information. The university Libraries provides instructional sessions and presentations to equip the students with library research skills.

The following are the sessions provided by the University Libraries, with the corresponding number of participants reached during the year under review:

	No. of	No. of Participants
<b>Classes</b>	598	12,202
<b>Presentations</b>	148	796
<b>Tours</b>	145	1,617

#### *Assessment of Instruction*

- In order to remain relevant and effective, we continuously solicit students to evaluate our instruction sessions. During the year under review, class evaluations generated responses from 4020 students (1265 in the fall semester, and 2755 in the spring semester)
- A summary of the assessment indicates that:
  - Over 90% of the students say the content of the instruction sessions is appropriate for their needs
  - On a scale of 1-5, where 1 is least useful and 5 is most useful, about 45% of the students rate the sessions at 4, and 36% at 5
  - The question "As a result of what I have learned, ONE thing that I will do differently when conducting library research is:" elicited a variety of responses, a sample of which are listed below:
    - "Conduct more thorough search"
    - "Pay attention to how I phrase my keywords and subjects when searching"
    - "Using the databases more efficiently"
    - "Ask for help at the reference desk instead of trying to find it myself"
    - "ask my major librarian for help on a specific topic"
    - "successful use of databases and integrating it with endnote"
    - "Use endnote for my references-this is going to be lifechanging :)"
    - "use the resources available through the university library because I have not taken full advantage of this in the past"
- Furthermore, we also request faculty to evaluate library instruction determine whether it meets their expectations, as well as to provide input into future library instruction sessions. 55 faculty members responded to this evaluation and their responses indicate a favorable assessment of the Libraries' instruction sessions:
  - 84% attended the instruction sessions with their class
  - Of those who attended, 75% said the instruction sessions met their expectations, while 5% indicated that expectations were partially met. 2% did not have their expectations met, while 9% did not provide responses to this question.
  - Some of the comments provided by the faculty include"

- *“The sessions exceeded my expectations. <Librarian Name> was terrific. He gave very effective demos of how to use different databases to search on the topic of reality television. His instruction was so good, in fact, that three of my students decided to do their final projects on reality television. I appreciated the amount of preparation that <Librarian Name> put into his sessions with us, and his effort to customize his presentations around the topic of my course (popular culture).”*
  - *“I felt my students gained a good knowledge of how to locate resources in the library and where to go if they need to do research, both on and off campus”*
  - *“The two sessions more than met my expectations. <Librarian Name> did a great job and seemed to enjoy my students and they her; they were a good class. I had one suggestion to make after the first session, and she incorporated that into the second session.”*
  - *“The first half was too basic for a 4000-level class. Most students were already familiar with the library and the catalogue system. However, they really profited from the more specific information, e.g., databases for our specific topic, tools such as the link to bibliographic entries etc. This impression was confirmed in conversations with my students”*
  - *“Gave the students a solid basis to find and compare electronic information as well as a through session on the library's e- resources.”*
  - *“<Librarian Name> knew exactly what kind of information the students would need to complete their research, and she was very thorough in demonstrating where and how to look.”*
  - *“I had attended a session before and knew these sessions were high quality”*
  - *“I had shared my syllabus and assignment guidelines with her, and she also asked me what I would like her to cover. She had spoken to my class the previous year. For all these reasons, she was aware of what I wanted her to cover. She covered well the material I wanted and also answered students questions.”*
- In addition to course-related instruction, the University Libraries also provides a graduate-level library skills credit course. See details about this course in the eLearning section.

*Other credit courses (taught by librarians)*

- BMVS-5714 , Biomedical Literature, continued to be offered during fall semesters by the veterinary medicine libraria, Vicki Kok. Student evaluation of this course was 4.1 on a scale of 1-6

*Collaboration on instruction and benchmarking with other institutions*

- In addition to collaborating with students and faculty in assessing library instruction, we evaluate our instructional efforts using professional standards and guidelines, as well as through collaboration and benchmarking with other institutions. To that end, during the year under review, we partnered in implementing a Peer Observation of Instruction program among three institutions, Virginia Tech, Radford University and Hollins University.
  - This collaboration culminated into an instruction conference on June 16 at Hollins. There were 23 participants from six institutions:
    1. Virginia Tech
    2. Radford University
    3. Hollins University
    4. New River Community College
    5. Roanoke College
    6. Virginia Western Community College

- Among other items on the agenda were discussions of future collaborative efforts and initiatives to enhance library instruction in our respective institutions.
- Another collaborative effort between VT and UVA SciTech librarians was organized by Fred O'Bryant (UVA) and Larry Thompson (VT). A meeting was hosted by VT to discuss opportunities for collaboration. Most of the agenda centered around collection management issues including cooperative efforts in journal backfile retention and scanning of articles for document delivery. Additional items discussed included the set up of a statewide scitech librarian listserv and cooperative reference services.

*Employment of technology to deliver first-class instruction*

- Upgraded the instruction infrastructure (Torg 3310 classroom)
- In June 2010, the Art + Architecture Library received 20 Apple iPads. These will be used for an exciting range of library-based and faculty-led projects beginning in the Fall 2010 semester. It is no secret that mobile technology has been more widely adopted, with greater speed, than any previous technology. Our patrons are increasingly using the multiple connection points and diffuse networking possibilities offered by mobile devices to access information on a constant basis. At the same time, that technology is smaller, more portable, and more powerful. The line between a static, site-based library and mobile, anytime-accessible library services and resources is blurring. The sheer ubiquity of mobile technology like the iPad—themselves cutting-edge mobile technology that can easily be utilized in a library environment--makes it a valuable means of teaching the long-range significance of information literacy skills that extend beyond the library.
- Uses for the iPad will include:
  - Pre-loaded programs and media containing general and branch-specific information about library resources, including podcasts and screencasts covering art, architecture, and design databases, a virtual tour of the Library, and subject guides
  - Access to chat reference, library web pages anywhere in the library
  - Instruction
  - Implementation of cloud-based, collaborative opportunities and learning strategies
  - In-house circulation on limited (2-hour) loan period. Students can use the device to access online library resources and the general web from anywhere within the library, utilize research- and discipline-specific 3<sup>rd</sup> party apps, and use them in group work.
  - Faculty-driven research projects

**Support for expansion of international and foreign language study, and development of cross-cultural and international competencies**

- A Language Resource Center (Rm 210) to support language learning in the University in general, as well as in the Foreign Languages Department has been established in collaboration with the department of Foreign languages, and Cranwell International Center.
- Implemented several new languages of the Rosetta Stone
  - Languages featured:
    - German
    - French
    - Spanish\*
    - Italian\*
    - Arabic\*
    - Chinese\*
    - Russian\*
  - (\*new languages acquired this year)
- Usage of the language resource center from Mid-November (when Hokie passport card reader was installed) to May, 2010 shows a steady increase, with a slight drop in March, possibly as a result of the spring break.

Month	Total # of people using Language Resource Center
November 2009	23
December 2010	46
January 2010	128
February 2010	170
March 2010	150
April 2010	188
May 2010	190

## eLearning

eLearning is a staple of today's higher education institutions. It is therefore imperative that academic libraries provide support for eLearning, not just in terms of access to electronic library collections, but in all other areas of library services.

- During the year under review, the University Libraries was among the early departments to migrate its online graduate course, the GRAD 5124 Library Skills course from Blackboard, to the Scholar learning management system in August 2009.
  - English section moved from in-class sections to online August 2009 and went directly to Scholar
  - Student enrollment
    - Fall 2009 - 33 students in 4 sections
    - Winter 2010 = 25 students enrolled in 3 sections – Engineering having 22 (almost doubled from fall)
  - Overall average student assessment was 4.1 on a scale of 1-5
  - While the student evaluations provided valuable information, the student's reflective journals also afforded important insights with comments like:
    - *It was interesting, however, to be forced to look at your topic from different angles and search criteria, as it sometimes produced new insights.*
    - *First, I have been telling many of my peers about it, because I wish had been offered two years ago when I started my doctoral studies. Thanks for offering it!*
    - *But I learned from this class that numerous databases can not only broaden the scope of your research but it can make you a better scholar by helping shape ideas, deepen your focus, and help you to illustrate in-depth work on a project.*
    - *I found the experience immensely rewarding giving the limited skill with searching for library resources that I started with. I got lost many times in my search. But then, 'getting lost allows you to see more places'!*
    - *"Two weeks ago, I was sitting at a coffee shop writing a paper when another graduate student called. He was on the library website, and could not figure out how to access a database. After talking him through the process, I asked why he called me. He laughed and said, "Well, you have complained about the library research class and all of the assignments, so I figured if anyone knew how to navigate around the system, you would." I laughed as well – at that moment, I realized how valuable the experience had been...and will continue to be, as I work toward the completion of a PhD."*
- Part of supporting eLearners is to increase accessibility of library personnel to students and other users at a distance
  - In the past year, one of the efforts to meet that goal was implementation of the Libraryh3lp chat service (pilot mode – soft rollout) to augment assistance provided via the Libraries chat-based reference. This system was set up to for:

- A+A library (3 chats in two months)
  - NCR (18 chats in two months)
  - Circ (28 chats in two months)
  - EndNote support
- Also in its initial year was the video conferencing system to support instruction to extended campus locations, and to support eLearning. The following sessions were conducted
    - 10 sessions of testing and training (Departmental and off-campus locations)
    - 2 library-wide training sessions (November 10 and 13, 2009)
    - 6 departmental meeting sessions with NCR
    - 1 interview for a GA position (April 27, 2010)
    - 4 sessions on Nvivo software and APA 6 output style for graduate students at the Hampton Roads, Richmond, and Hampton Roads graduate centers (Oct 26, 2009, Nov 3, 2009, Nov 17, 2009, Mar 1, 2010).
    - 1 class for a seminar at the Alexandria Center (September 29, 2010) - This was the only session done where there were local participants as well as remote participants.
    - 8 EndNote sessions, most of them one-on-one, but a few with additional persons attending (July 8, 2009, July 16, 2009, November 10, 2009, November 11, 2011 [2 sessions], January 8, 2010, March 17, 2010, April 17, 2010)
    - **TOTAL 32 sessions**
  - Online tutorials: the Research Portal: <http://www.lib.vt.edu/help/portal/> are our primary self-help resources that support eLearners

### **Providing access to resources to support teaching and learning**

Part of supporting learning is providing access to research resources. In that regard, access to interlibrary materials, visual resources, and various other formats and sources of library material, are important in supporting the University's mission of creating quality research experiences

#### *Access to interlibrary loan (ILL) resources*

- VT patrons requested 25,928 items through ILL between July 1 and May 31. Of these 18,217 were filled. Of the 1,921 libraries borrowed from, the top 9 libraries (all from Virginia) accounted for 32%.
- Faculty requested 6,736 items, staff 1,315 items, graduate students 15,112 items, and undergraduates 2,760 items.
- VT ILL received 27,063 requests to loan materials between July 1 and May 31 and filled 17,377. Of the 1,481 libraries loaned to 33% went to the top 8 libraries, all from Virginia.
- VT ILL received requests from patrons in 135 departments/centers/offices throughout the university. Data on highest requesting departments vary by status of requester.

	<b>Faculty</b>	<b>Graduate Students</b>	<b>Undergraduates</b>
1	Sociology	Civil & Environmental Engineering	History
2	History	Human Development	Art & Art History
3	Foreign Languages	Mechanical Engineering	Mechanical Engineering
4	Veterinary Medicine	Industrial & Systems Engineering	English

5	English	Education Leadership & Policy Studies	Architecture
6	Interdisciplinary Studies	Human Nutrition & Foods	Psychology
7	Horticulture	Psychology	Human Nutrition & Foods
8	Chemistry	Political Science	Electrical & Computer Engineering
9	Mechanical Engineering	Architecture	Biology
10	Biology	English	Interdisciplinary Studies

- VT ILL received 5,862 document delivery requests from VT patrons outside Montgomery, Giles and Pulaski Counties to loan materials between July 1 and May 31 and filled 5,794. A fill rate of 97%.
- The Center for Research Libraries, a recent subscription requested by faculty, filled 178 requests and is 16<sup>th</sup> on our list of top institutions we borrow from. The ILL unit continues to promote the Center for Research Libraries (CRL) by directing requests to CRL and word-of-mouth.

#### *Enhancing access to visual resources and video*

- In cooperation with the School of Architecture, we began scanning architectural drawings in the collection of the Art and Architecture Library. There are a total of 400 case studies, ranging in size from only a few sheets of drawings to several dozen. Having digital copies available makes the drawings more accessible to students and faculty and helps to reduce wear on the paper copies. We are scanning complete sets of drawings that are frequently used for courses and scanning individual pages of other drawings on request. Access to the scans is restricted to members of the Virginia Tech community who need them for research or coursework. The service has frequently been requested in the past, but has not been possible until this year for logistical reasons. It has been well received.
- The Art and Architecture Library, and the GIS Unit of Newman library is providing database support for the Chair of Landscape Architecture, Brian Katen. The databases are for material about Virginia Speedways and African American recreational sites in the landscape of pre-integration Virginia. This involves creating the metadata schema, establishing cataloging rules, training personnel, as well as managing the Luna database software.
- Converted approximately 90 Vet Med VHS tapes to DVD in order to meet patron needs

#### **Website and use of Web resources**

The new library website was rolled out in August 2009 on the University's CMS. There are several changes and enhancements:

##### *Mobile access*

The Library now offers mobile access. Based on the available usage data, mobile access has steadily increased throughout the year. (See Google Analytics data attached)

VirginiaTech  
Unleash the Future

## University Libraries

- Library hours >
- Contact us >
- Search Addison Mobile >
- Mobile research tools >
- Library maps and floorplans >
- Library news >
- Add to Home Screen >

Library mobile homepage | Mobile Addison | Mobile research

Full library website | Feedback and comments | Powered by iWebKit

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My Account

Search the library catalog:

Location:  
All University Libraries Go

- Catalog Search >
- Library Information >
- Main Site >

AirPAC © Innovative Interfaces, Inc.

### *Web 2.0 integration*

- The library website has now also integrated Web 2.0 features. There are currently 71 fans on the Libraries' Facebook page

### *Find-by-format*

- A new find-by-format feature will enable searching by
  1. Articles and databases
  2. Audio books
  3. Book reviews
  4. Books
  5. Conference proceedings online
  6. Congressional hearings
  7. Ebooks
  8. Electronic sheet music
  9. Foreign language learning materials
  10. Journals
  11. Manuscripts
  12. Maps and atlases
  13. Microforms
  14. Movie reviews and criticisms
  15. Newspapers and current news sources
  16. Patents and trademarks
  17. Pleasure reading books
  18. Primary sources
  19. Reserves
  20. Speeches and transcripts
  21. Tests and measures
  22. Theses and dissertations

### *Alerting Service*

- New and expanded Alerting Services - previously alert services were only available for the Ingenta database service. The ending of unmediated purchases of Ingenta articles called for the presentation of additional alerting options. We now present four options for creating alerts on a wide variety of platforms: new publication alerts for books, proceedings, standards, etc; journal table of contents; search alerts; and citation alerts. Instructions for receiving alerts through email and RSS feeds are included.

### *Usability testing*

- The Web Team performed several usability tests during the spring semester. Participants included faculty and grad students on the University Library Committee as well as several freshmen. Library terminology was tested, with a few changes made on pages that explain the Off Campus Sign In process. A series of protocol analyses were performed on paths taken by participants performing library tasks. Results are being used to inform further Web development and enhancements.

## **Reference/Research Support**

High quality subject-specific and general reference services to the academic community continue to be provided by both Business, Humanities & Social Sciences, and the SciTech reference teams. However, the trends indicate a decline in number of reference questions, particularly directional questions. This decline could be attributed to a number of factors, such as the tendency for library users to work more independently, particularly when researching in the online environment.

*Reference services provided 2006-2009:*

	2008 - 2009		2009 – 2010	
	Reference	Directional	Reference	Directional
<b>BHSS Desk</b>	6,520	4,549	5,676	2,076
<b>SCITECH Desk</b>	3,516	4,276	3,333	2,620
<b>Tower Desk</b>	1,514	2,230	680	1,911
<b>LiveRef (chat)</b>	3,291	N/A	1,928	N/A
<b>UskUs</b> (email component of LiveRef received when library is closed)	1,429	N/A	1,559	N/A
<b>Off-Desk</b>	3,065	453	923	397
<b>A&amp;A Desk</b>	878	2,463	569	1,613
<b>Vet Med Desk</b>	273	587	325	754
<b>NCR Desk</b>	5547	1,079	1830	4939

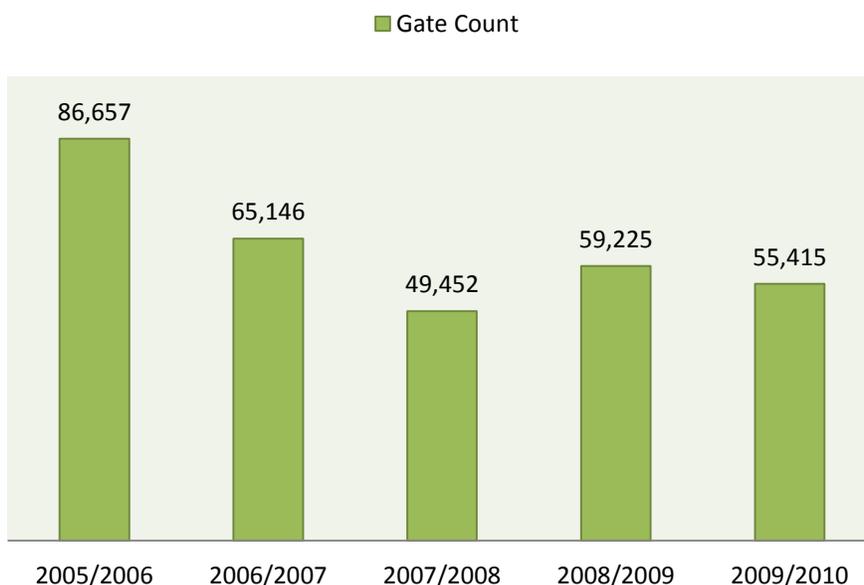
Assessment of reference was conducted both during the fall 2009 and the spring 2010 semesters and has yielded information useful for strategic planning, such as trends, peak times, types of questions, busy locations, duration of transactions, and other descriptive statistics/frequencies.

## DISCOVERY

### Learning spaces

- Higher education surveys have repeatedly shown the importance and value that students place on readily accessible academic support resources and services. Furthermore, library spaces that support new forms of learning which emphasize collaboration and interdisciplinary research are a feature at most libraries in today's academic libraries. These spaces commonly referred to as Information Commons, or Learning Commons, often offer a one-stop-shopping location for technical support, writing consultation, and other academic services in the library. The University Libraries has been able to reconfigure the second and fourth floors of Newman Library to create spaces towards meeting this need. Furthermore, the library continues to forge productive partnerships with other academic support units on campus by hosting the Communication Lab (Communication Department) on the first floor on Newman, and the Night Owl (Tutoring services) in the second floor Learning Commons area.
- The Learning Commons area on the second floor of Newman provides seating for 212 users, in proximity to reference services, circulation, instruction rooms, Night Owl (Tutoring services) public computers, News alcove, and collaboration spaces.
- The SciTech Learning Commons area on fourth floor of Newman provides seating for 142 users, in proximity to reference services, specialized database access, group study rooms, public computers and collaboration spaces.
- Having been in the new renovated space for a full year, the A+A library saw an average of 5,005 people use the physical library each week. This was down roughly 9% from the 2008-2009 academic year, which saw a count of 5,216 users each week on average. The A+A Library saw a total of approximately 55,415 patrons for the year, representing an approximate decrease of 9%, from 59,225 users for the same period the previous year. The 2008/2009 bump may be attributed to the fact that the Art + Architecture Library moved into its newly renovated surroundings in Cowgill Hall.

### Gate Counts at the A+A Library



## **Innovative Technologies and Complex Systems**

### *GIS*

- Library Geospatial and Data Services: our newest initiative has been developing the framework for a new Data Services Unit in RIS. This office offers assistance in discovery and use of statistical and cartographic data from both Torgersen 3300 and Newman 2030.
  - Library Geospatial and Data Services house high end computer workstations equipped with tools for handling numerical /statistical data (including SAS, SAS JMP, SPSS, Minitab, and Mathematica), and geospatial data (including ESRI products, CAD, graphical/visualization software, and Adobe Creative Suite 4 Design Premium). To initiate this service a Dell Precision T7500 workstation with a 30 inch high resolution monitor and a Dell Vostro 430 running the new i core 7 chip with dual monitors were purchased for Room 2030. A 12x17 scanner was installed in Room 2030 for larger format scanning than is available elsewhere in the library.
  - Library Geospatial and Data Services Hours in the Electronic Consulting Services Room, Torgersen 3320 Monday-Friday 8:00am-5:00pm, and in Newman 2030 Sunday –Thursday 7:00pm-10:00pm, or by appointment.
- The GIS unit answered 223 requests from VT faculty/students/staff and the surrounding community between June 1, 2009 to May 31, 2010, a slight increase over last year. Inquiries generally consisted of locating data sources and assisting in the use of data, both time consuming operations. Requests generated over 91 gigabytes of data which were made available for downloading from the university hosting site or distributed on dvd/cd-roms.
- 324 patrons used the ECS lab this year. Use of the statistical software package SPSS, Census data, and the scanner dominated the requests. To meet the growing demand for scanners, we added a 2nd scanner spring semester.
- Hosted the 2010 VT-GIS Symposium co-chaired by Bruce Obenhaus and Ed Brooks, on April 9th in the Torgersen Museum.
  - The symposium provides a venue to share information about recent advances in geographic information systems and remote sensing applications and research.
  - Co-chairs solicited oral presentations and posters, secured judges for the poster contest, arranged for room setup, food, and a public address system.
  - Co-chairs also served as master of ceremonies and time keepers so the event ran smoothly.
  - 20 posters and 10 papers were presented from a wide spectrum of departments on campus and two speakers from outside VT.
  - There were approximately 50 attendees.

## **ENGAGEMENT**

### **Support for international education and diversity**

#### *International Listserv*

- The Veterinary Medical Library hosts and moderates VETLIB-L, a listserv for veterinary medical Libraries around the world.
  - There are 276 subscribers from 27 countries. Through VETLIB-L, veterinary medical libraries in new emerging and developing countries are able to benefit from the cutting-edge information technology and resources of North America and other West European countries.
  - Conversely the veterinary communities in North America and other developed countries now have access to veterinary literature in Eastern European, African, Latin American, and Asian countries.

- Through VETLIB-L, the Veterinary Medical Library had been successful in locating and obtaining documents that VaTech's interlibrary loan service could not locate in U.S. and Canadian libraries or could not have them delivered within hours that the patrons urgently need.

#### *Global News – pilot program*

- The large screen TV hooked up to campus cable to create a media alcove where cable news, and various newspapers are located has been piloted as a global news service for the past year.  
Libraries nation-wide, and all over the world provide access to information in all formats - we are in the information business. It is not uncommon to find news/media services in many academic libraries nowadays. Whether to support communication, journalism, or other academic programs, or just for general public consumption, news is a vital part of today's academics. Just as libraries provide access to newspapers, print and online, they also provide access to news channels so that users can stay abreast of current events

Area census during the pilot phase shows a total of 4238 users for the period of August 2009 – May 2010 (800=19% watching various news and stories on the TV)

#### **Engagement with the academic community**

- *Offered new FDI sessions*
  - 2 Nvivo sessions (9/30/09 & 2/16/10)
  - 1 APA session (2/25/10)
- The Art + Architecture Library hosted a School of Architecture event on February 21<sup>st</sup>, 2009. More than 40 Virginia Tech alumni attended.

#### *Summer 2009 Orientation*

- Library employees gave out 3500+ student calendars, 1500+ parent calendars, plus new student guides, library maps and employment info to students and parents during the course of summer orientation. This is an increase from the previous year, due to higher attendance at orientation.

#### *Move-In Table: 08/19-22/2009*

- The table was set up outside the 1st floor between construction site and doors. A group of about 8 librarians/staff gave out 300+ cups of lemonade and 400+ ice pops, handed out parent & student calendars, library guides, and campus maps to students and parents walking by during move-in. This is an increase from the previous year in terms of number of items distributed.

#### *Gobblerfest: 08/28/2009*

- distributed student calendars and library guides, distributed lemonade (~60 cups) and ice pops (~100), offered two photo cut-outs using historical VT images from Imagebase of which patrons could use their own cameras or we could take pictures and upload images to Flickr (<http://www.flickr.com/photos/vtnewmanlibrary/>). A group of about 10 library personnel contributed to the Gobblerfest efforts. This is the first year that counts were kept for cups and ice pops, so there isn't clear data to compare with previous years.

#### *Hokie Focus: 10/17-18/2009, 11/14-15/2009, 04/17-18/2010*

- Participated in prospective student events, distributing library guides and demonstrating the mobile web interface to attendees.

#### *Exam coffee service: 12/10 & 13-16/2009 and 05/6-7 & 9-11/2010*

- Library staff and student employees distributed coffee, tea and hot chocolate to 1325+ students in December and 1217 students in May (total: 2542+ cups). This is an increase from the previous school year.

Some of the comments from students:

*Dear Library,*

*Thank you for the delicious warm beverages you so kindly provided our weary noggins with after a long study session. It was most appreciated and aided us in continuing our session, and hopefully we'll all get A's on our exam! :D - Julia Campus*

*This offering of coffee, tea and hot cocoa during exam hours is an absolutely terrific idea. I would like this to become a tradition. Thanks a lot. => - Michael Azuma*

*To Whom It May Concern,*

*I would like to take a moment to thank all of the wonderful library staff who served coffee, tea, and hot chocolate to us students during the library's extended exam hours. Their pleasant attitudes and smiles [despite having to stay up later than normal] made studying for my Anatomy and Physiology final a much more enjoyable experience. Thanks again, you guys rock! => Sincerely, Another overworked college student - Brittany Neal*

*I love the coffee/tea/hot cocoa station during exams! It makes the long nights a little easier. Thank you! - Libbi Rettew*

*03/23/2010: Graduate Education Week event*

- We provided cookies and drinks to about 30 graduate students. 6+ librarians attended to talk to students from their respective colleges. This is a decrease in attendance from GEW last year, in part because promotion of the entire GEW was less prominent than the year before.

### **Engagement with Alumni**

- The University Libraries frequently get enquiries from alumni to access research resources. Because of the proprietary nature of the subscription databases, it is often not possible to grant access to research resources to our alumni.
- This Portal is designed to address this need by providing carefully selected internet resource
- The Alumni Portal, an online gateway to resources compiled for VT Alumni, has been completed, and will be unveiled shortly for public use.
- The portal includes:
  - Open-source (free) databases
  - Access to Addison, the Libraries' online catalog
  - Access to state-provided research databases (accessible by state)
  - Access to subject guides by VT librarians
  - Access to VT image base and other web content
  - Link to Ask A Librarian (reference services)
  - Links to free online reference resources
  - Also included are
    - A promotional video
    - Facebook fan page
    - Polling system to provide feedback
    - RSS feeds for announcements from the Alumni Association and University

## **DIVERSE AND INCLUSIVE ACADEMIC ENVIRONMENT**

### **Cultivating a diverse workforce**

*Faculty recruitment:*

- A new faculty member was hired and started work within the year in review:

- Science Librarian – Rebecca Miller

*Faculty Development:*

- Faculty Development Institute – 9 Libraries faculty participated in the Spring Library Community of Practice track
- Mentoring programs included workshops on:
  - a. Dossier preparation for P&CA
  - b. Developing a research agenda

*Library Training Programs*

- Working from a library wide survey done in summer 2009, training programs were developed from the input of each library director as well as from requests from individuals.
- In-house workshops sponsored by Library Training and registered for through the Library Training website totaled 59 training events with 701 participants
- Various training sponsored through the Travel Center (Trec, LSA, Job-required, etc) –totaled 326
- The grand total of individuals attending training and travel requests submitted was 1,027.

*In-service day*

- With 104 library staff and guests in attendance and 80 evaluations received, the overall event evaluation reflected: 39% excellent, 54% good, 7% fair, and 0% poor
- A comparison of the overall evaluation results for In-Service Day 2008 based on 80 library staff and guests in attendance with 56 completing the evaluation are as follows: 27% excellent, 73% good, 0% fair, and 0% poor

*Departmental summer workshops were introduced this year:*

- Three-day workshops (with evaluation)
- Developed into annual workshops that will bring leaders/authorities in the profession
- Participation is open to all library departments

**Reward of Achievement & Excellence**

- 5th Annual Virginia Tech Authors Recognition Day in collaboration with the office of the Provost, and the Office of the VP for Research was held on February 24, 2010.
  - There were 85 participants this year.
  - The program was expanded to include both staff and faculty authors A cumulative bibliography has been created listing all publications from the beginning of the program
  - A web presence for the event is at: <http://www.lib.vt.edu/find/vtauthors/>

**PUBLICATIONS PRESENTATIONS AND OTHER SCHOLARLY WORK OF FACULTY AND STAFF  
OF THE RESEARCH & INSTRUCTIONAL SERVICES DEPARTMENT**

**DUBNJAKOVIC, Ana**

Dubnjakovic, A. (2009, October). *How to score the score: Copyright friendly music in your library*. Presented at the annual meeting of the Virginia Library Association, Williamsburg, VA.

Dubnjakovic, A., (2010, March). *Mildred Couper and her quarter-tone compositions*. Paper presented at the annual meeting of the Music Library Association (MLA), San Diego, CA.

Dubnjakovic, A., (2010, May). *Predictors of faculty dependence on academic libraries for research: A multiple regression study*. Paper presented at the biannual meeting of the Libraries in Digital Age (LIDA), Zadar, Croatia.

**GOLDBECK, Kyrille**

Merrill, M., Goldbeck, K., & Reddy, D. (2010 May). *Libraries and librarians, a potential resource for the local foods movement*. Paper presented at the 12<sup>th</sup> Biennial USAIN Conference: Agriculture without borders: Creating knowledge partnerships across disciplines and across the world. Purdue University, West Lafayette, IN.

Goldbeck, K. (2009). The marketing and instruction of new tools for libraries: LibX a case study. In B. Sietz, S. deVries, S. Fabian, R. Stevens, E C. Uyeki & A. Wallace (Eds.), *Uncharted Waters: Tapping the Depths of Our Community to Enhance Learning*. Thirty-fifth National LOEX Conference Proceedings (pp.139-144). Eastern Michigan University, MI: LOEX Press.

Goldbeck, K. (2009, November). *Tools you can use: LibX as an assistant to collection development*. Paper presented at the 29<sup>th</sup> Annual Charleston Conference: Necessity is the mother of invention, Charleston, SC.

Goldbeck, K, Scripa, A, & Merrill, M. (2009, June). *Embedding science librarians into the academic community: An accumulation of best practices*. Poster presented at the Special Libraries Association Annual Meeting, Washington, DC.

Goldbeck, K, Scripa, A, & Merrill, M. (2009, October). *Embedding science librarians into the academic community: An accumulation of best practices*. Poster presented at SLA All Sciences Online Poster Session, Washington, DC.

Goldbeck, K. (2010, February). [Review of the book *Hope for the animals and their world: How endangered species are being rescued from the brink*, by J. Goodall]. *Choice: Current Reviews for Academic Libraries*, 47, 1098-1099.

Goldbeck, K. (2010, February 1). [Review of the book *Among the great apes: Adventures of our closest relatives*, by P. Raffaele]. *Library Journal*, 135, 87.

Goldbeck, K. (2009, November). [Review of the book *Justice: The moral lives of animals*, by M. Bekoff]. *Choice: Current Reviews for Academic Libraries*, 47, 528-529.

Goldbeck, K. (2009, November 11). [Review of the book *Rewilding the world: Dispatches from the conservation revolution*, by C. Fraser]. *Library Journal*, 134, 86.

Goldbeck, K. (2009, September). [Review of the website *Forest encyclopedia network*, <http://www.forestencyclopedia.net/>]. *Choice: Current Reviews for Academic Libraries*, 47, 136.

Goldbeck, K. (2009, August 1). [Review of the book *The hidden life of deer: Lessons from the natural world*, by E.M. Thomas]. *Library Journal*, 134, 104-105.

Goldbeck, K. (2009, June). [Review of the book *Prairie dogs: Communication and community in an animal society*, by C.N. Slobodchikoff]. *Choice: Current Reviews for Academic Libraries*, 46, 1966.

Goldbeck, K. (2009, June 15). [Review of the book *Goat song: A seasonal life, a short history of herding, and the art of making cheese*, by B. Kessler]. *Library Journal*, 134, 87.

Goldbeck, K. (2009, May 1). [Review of the book *The joy of keeping chickens: The ultimate guide to raising poultry for fun and profit*, by J. Megyesi & G. Hansen]. *Library Journal*, 134, 95.

#### **KRUPAR, Ellen**

Krupar, E. (May 18, 2009). *Down on the wiki farm: Working together at a distance*. Presentation at the annual meeting of VLA-PF, Charlotte, NC.

Krupar, E. & Eaton, M. (May 18, 2009). *Fishing for customer service*. Presentation at annual meeting of VLA-PF, Charlotte, NC.

Krupar, E. & Zoeliner, A. (Oct. 20, 2009). *STAT-USA: Can't afford it, can't live without it*. Presentation at the annual meeting of VLA, Williamsburg, VA.

#### **LENER, Ed**

Lener, E. & Dillon, C. (2010). Building a better model: Eric Frank on flat world knowledge. *Virginia Libraries*, 56 (1), 5-9.

Lener, E. & Shrode, F. (2009). Earth sciences. In C. Laguardia (Ed.), *Magazines for Libraries*, 18th edition, New Providence, NJ: ProQuest. All reviews are part of the *Ulrichs Web Global Serials Directory* available online at <http://www.ulrichsweb.com/ulrichsweb/>

Lener, E. & Stovall, C. (2009, November). *Never let a serials crisis go to waste: Building support for library collections at Virginia Tech*. Joint presentation at the 29<sup>th</sup> Annual Charleston Conference on Issues in Book and Serials Acquisition, Charleston, SC.

#### **MEIER, Carolyn**

Meier, C. & Nardine, J. (2009, October). *Assessment: How electronic assessment can help you!*. Conference session presented at the Virginia Library Association – Association of College and Research Libraries conference within a conference, Williamsburg, VA.

Meier, C & Doering, T (2009, November). *Your high school senior is my college freshman!* Conference session presented at Virginia Educational Media Association annual conference, Roanoke, VA.

#### **MERRILL, Margaret**

Merrill, M., Goldbeck, K., & Reddy, D. (2010, May). *Libraries and librarians, a potential resource for the local foods movement*. Paper presented at the 12<sup>th</sup> Biennial USAIN Conference: Agriculture without borders: Creating knowledge partnerships across disciplines and across the world, Purdue University, West Lafayette, IN.

Goldbeck, K, Scripa, A, & Merrill, M. (2010, May). *Embedding science librarians into the academic community: An accumulation of best practices*. Poster presented at the 12<sup>th</sup> Biennial USAIN Conference: Agriculture without Borders: Creating Knowledge Partnerships across Disciplines and Across the World. Purdue University, West Lafayette, IN.

Merrill, M. C., & Dugan, M. (2009, September). *Roundtable discussion on maintaining contact with faculty*. Paper presented at the Agricultural Economics Reference Organization Biennial Conference, University of Minnesota, MN.

## **MILLER, Rebecca**

- Ji, H., Hanna, S. D., Lawrence, F. C., & Miller, R. K. (2010, May). Two decades of the Journal of Financial Counseling and Planning. *Journal of Financial Counseling and Planning*, 21(1), 4-14.
- Miller, R. K. (2010, January). The Destination: Louisiana project: Combining wikis, digital libraries, and experiential learning to address current issues in information literacy instruction. *Louisiana Libraries*, 72(3), 19-24.
- Miller, R. K., Hires, W., & Lawrence, F.C. (2009, Fall). Transforming access to the Journal of Financial Counseling and Planning. *Journal of Financial Counseling and Planning*, 20(2), 3-4.
- Miller, R. K. (2010, May). Strengthening our ties: The Louisiana Library Association reinvigorates its new members round table (and vice versa!). *Footnotes: Newsletter of the New Members Round Table*, 39(4), n.p.
- Miller, R.K (2009, Summer). The librarian: A new ingredient in the recipe for success in dietetic education. *DEP-Line: A Publication of the Dietetic Educators of Practitioners*, 11-12.
- Miller, R.K. (2010, May). [Review of the book *Bite-sized marketing: Realistic solutions for overworked librarians*, by N. Dowd, M. Evangeliste, and J. Silberman]. *Endnotes: The Journal of the New Members Round Table*, 1(1), n.p.
- Miller, R.K. (2009, Summer). [Review of the book *Gender*, by H. Bradley]. *Feminist Collections: A Quarterly Review of Women's Studies Resources*, 30(2), 20.
- Miller, R. K. & Wilkes, S. (2010, March 12). *Professional development for underfunded librarians*. Presentation at the 84<sup>th</sup> Annual Louisiana Library Association Conference, Baton Rouge, LA.
- Miller, R. K. (2009, October 1). *Screencasting: Options for showcasing, demonstrating, and teaching LOUIS library resources*. Presentation at the annual LOUIS Users Conference, Baton Rouge, LA.
- Miller, R. K. & Veeder, H. (2010, April 21). *Instruction on demand: Bite-sized library instruction sessions in video format*. Presentation at the Louisiana State University Faculty Technology Center Share Fair, Baton Rouge, LA.
- Miller, R. K., Ryan, J., & VandenBroek, A. (2010, April 14). *Tools, techniques, and tips for managing your research*. Presentation for the Louisiana State University Faculty Technology Center Coffee Talk, Baton Rouge, LA.
- Encore presentation (invited) at Louisiana State University Manship School of Mass Communications Ph.D. Brown Bag Series, Baton Rouge, LA.
- Miller, R. K. (2009, October 28). *Screencasting: Easy options for supplementing and enhancing instruction*. Presentation at the Louisiana State University Faculty Technology Center Share Fair, Baton Rouge, LA.
- Miller, R. K., Henson, J., & Porter, M. (2009, October 19). *Technology & collaboration: How LSU libraries and LSU faculty members Form creative partnerships*. Louisiana State University Faculty Technology Center Coffee Talk, Baton Rouge, LA.

## **MOOREFIELD-LANG, Heather**

- Berger, P., Moorefield-Lang, H., Bosco, C., Builta, V., Daley, M.F., Deskins, L., Jacobs-Israel, M., LeCrone, N., Friel, L., Warren-Gross, L., & Baratta, B. (2010, June). *Top 25 websites for teaching and learning for 2010*. Presentation at the ALA National Conference, Washington, DC.
- Berger, P., Bosco, C., Builta, V., Daley, M.F., Deskins, L., Jacobs-Israel, M., LeCrone, N., Friel, L., Warren-Gross, L., Moorefield-Lang, H. & Baratta, B. (2010, June). *Top 25 web sites for teaching and learning: Categories, criteria, and collaborative strategies*. Pre-Conference Workshop at the ALA National Conference, Washington, DC.

- Evans, M., Moorefield-Lang, H. Kreye, B., & Wei, L. (2010). *Rythmical: I-Touch application for math and music*. [I-Touch Application]. Raleigh, NC: Aten.
- Moorefield-Lang, H.M., Lile, J., Bohannon, C., & Burge, P. (2010). *What were we thinking: Team teaching in higher education*. Proceedings of the Conference on Higher Education Pedagogy, Virginia Tech, Blacksburg, VA.
- Moorefield-Lang, H.M. (2010). Arts voices: Middle school students and the relationships of the arts to their motivation and self-efficacy. *The Qualitative Report*, 15(1), 1-17. Retrieved from <http://www.nova.edu/ssss/QR/QR15-1/moorefield-lang.pdf>
- Moorefield-Lang, H.M. (2010, March). *Improvisation, imagination, and integration*. Workshop presented at the Educating the Creative Mind: Developing Capacities for the Future: An International Conference for Educators, Kean University, Union, NJ.
- Moorefield-Lang, H.M., Lile, J., Bohannon, C., & Burge, P. (2010, February). *What were we thinking: Team teaching in higher education*. Presentation at the Conference on Higher Education Pedagogy, Virginia Tech, Blacksburg, VA.
- Moorefield-Lang, H.M. (2009, November). *Top websites for teaching and learning*. Workshop presented at the University of NC at Greensboro, Greensboro, NC.
- Berger, P., Moorefield-Lang, H.M., Friel, L., Warren-Gross, L., & LeCrone, N. (2009, November). *Top 25 websites for teaching and learning*. Presentation at the AASL National Conference, Charlotte, NC.
- Moorefield-Lang, H.M. (2009, October). *Top sites for teaching and learning*. Presentation at the Virginia Library State Conference, Williamsburg, VA.
- Berger, P., Moorefield-Lang, H.M., Friel, L., Warren-Gross, L., & LeCrone, N. (2009, July). *Top 25 websites for teaching and learning award presentation*. Presentation at the ALA Annual Conference, Chicago, IL.

### **MOYO, Lesley**

- Moyo, L.M. (2009, October). *The university library as a support to distance education*. Invited keynote lecture, VII International Conference on University Libraries: Challenges of university libraries in distance education. October 29-30, 2009. Mexico City, Mexico.
- Fagan, J.; Moyo, L. M.; & Benjes-Small, C. (2009, July) *Making the peer review process work for you*. Invited panelist, ACRL Virginia Chapter: Summer Regional Program. July 29, 2009. Harrisonburg, Virginia.

### **NARDINE, Jennifer**

- Meier, C. & Nardine, J. (2009, October). *Assessment: How electronic assessment can help you!*. Conference session presented at the Virginia Library Association – Association of College and Research Libraries conference within a conference, Williamsburg, VA.

### **PENCEK, Bruce**

- Pencek, B. (2009, November). *Maximizing the learning value of discipline-oriented databases for non-domain experts*. Presentation in panel, “Is Good Enough, Really Good Enough? Does Algorithmic Metadata Search Replace the Need for Discipline-Oriented Databases?” at 29th annual Charleston Conference: Issues in Book and Serials Acquisition. Charleston, SC.
- Pencek, B., & Nelson, S. (2009, November). *Coping: library science, information science, and the potential modal transformation of scholarly research (and teaching)*. Paper presented at annual meeting of Society for Social Studies of Science, Crystal City, VA.

Pencek, B., Nelson, S., & Brians, C. (2009, October). "Stories": How to help undergrads discover, define, and keep their research on track." Session in preconference "short course" on "Library 2.0: Knowledge, Power and Pedagogy in Net Space -- Evolving Collaborations and Roles" for annual meeting of the American Political Science Association, Toronto.

Pencek, B., Brians, C., & Nelson, S. (2009, August). *What students tell us about doing research information literacy assessment activities as pedagogy*. Paper presented at annual meeting of the American Political Science Association, Toronto.

#### **SCRIPA, Allison**

Scripa, A. (2010, May). *Finding reliable health information online*. Presented at the Virginia Library Association Paraprofessional Forum, Richmond, VA.

Goldbeck, K., Scripa, A., & Merrill, M. (2010, May). *Embedding science librarians into the Academic Community: An accumulation of best practices*. Poster session presented at USAIN Conference, West Lafayette, IN.

Goldbeck, K., Scripa, A., & Merrill, M. (2009, June). *Embedding science librarians into the academic community: An accumulation of best practices*. Poster session presented at SLA Annual Conference, Washington, D.C.

Scripa, A. (2009, May). *Internet security and the dangers of SQL injection*. Presented at Virginia Library Association Paraprofessional Forum, Richmond, VA.

#### **STOVALL, Connie**

Stovall, C. (2010). Larry Heinemann: An annotated guide to selected resources. *Collection Building*, 29 (2), 50-54.  
DOI: 10.1108/01604951011040134

Lener, E. & Stovall, C. (2009 November). *Never let a serials crisis go to waste: Building support for library collections at Virginia Tech*. Joint presentation at the 29th Annual Charleston Conference on Issues in Book and Serials Acquisition, Charleston, SC.

Stovall, C. (2009 October). *User-centered teaching: Experiences developing a credit bearing graduate course*. Presentation at the annual Virginia Libraries Association Conference, Williamsburg VA

Gronemeyer, K., Stovall C., Beestrup, M., Cowan, S., Hardenbrook, J., Johnson, W.G., & McDaniels, L. (2010). LIRT top 20. *Library Instruction Roundtable News*, 32(4), 5-8.

#### **TATUM, Steve**

Tatum, S. (2009, October). *Space without walls: Decentralized digital production*. Paper presented at the Southeastern College Art Conference, Mobile, AL.

#### **TOMLIN, Patrick**

Tomlin, P. (2010). Beyond the monograph: Transformations in scholarly communication and their impact on the art library. In P. Glassman (Ed.), *Handbook of art and design librarianship* (pp. 91-112). London: Facet; New York: Neil-Schuman.

Tomlin, P. (2009). A matter of discipline: Open access, the humanities, and art history. *Canadian Journal of Higher Education*. 39(3), 49-70.

Tomlin, P. (2009). [Review of the book *Prodigy houses of Virginia*]. *Virginia Libraries*, 55(3), 28-29.

- Tomlin, P. (2009). [Review of the book *Landscape of slavery: The plantation in American art*]. *Virginia Libraries*, 55(3), 26-27.
- Tomlin, P. (2010, April). *A matter of discipline: The state of open access in the arts*. Paper presented at Art Libraries Society of North America (ARLIS/NA) 38<sup>th</sup> Annual Conference, Boston, Massachusetts.
- Tomlin, P. (2010, February). *Interdisciplinary by design: Fostering critical research skills through library instruction*. Poster presented at Virginia Tech Conference on Higher Education Pedagogy, Virginia Tech, VA.
- Tomlin, P. (2009, September). *Building a global library collection in art and architecture to support international outreach*. Poster presented at Outreach NOW: Celebrating Progress in the Internationalization of Virginia Tech Conference, Virginia Tech, VA.
- Tomlin, P. (2009, July). *Reading them their (copy)rights: Integrating intellectual property awareness into information literacy instruction*. Poster presented at American Library Association (ALA) 28<sup>th</sup> Annual Conference, Washington, D.C.

**THOMPSON, Larry**

- Thompson, L. (2009, June). *NACA / NASA document indexing: 1915 – 1995*. Poster session presented at the American Society for Engineering Education Annual Conference, Austin, Texas.
- Thompson, L. (2010, June). *Seeking and finding the aerospace literature from 1996 – 2010: And, the winner is . . . . . Google*. Poster session to be presented at the American Society for Engineering Education Annual Conference, Louisville, Kentucky.