

University Libraries

Research & Instructional Services Department

Annual Report: 2010-2011

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*

Based on the above vision, our mission is to ensure provision of research and instructional support to VT faculty, students, staff, and other affiliates. To meet this mission we ensure that the RIS Department:

- Provides services and programs that facilitate inquiry and support the curriculum and research functions of the University
- Optimizes access to research information by leveraging innovative technologies and tools
- Facilitates access to information in all formats: electronic, print, multimedia, etc
- Establishes a strong and cohesive Web presence for the Libraries
- Cultivates capacity for subject expertise to enhance subject liaison activities to the disciplines
- Continually assesses research and instructional services and programs to ensure that they remain effective and relevant within the changing information marketplace
- Provides equitable services to both in-person and virtual users
- Integrates excellence and innovation in the services and programs we offer
- Creates a productive and welcoming environment and study spaces for library users
- Actively communicates the Libraries value and impact

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 providing 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](#).

- Providing user-centered services and programs
- Creating a positive work environment through mutual respect, and diversity and inclusion
- Fostering a participative and collaborative environment among personnel
- Engaging in effective communication that fosters an open and collegial environment
- Facilitating innovation that engenders adoption and use of new and advanced technologies
- Pursuit of excellence through continuous quality improvement of services and programs
- Employment of measures to assess performance and 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

Library instruction and information literacy continues to be central in the fulfillment of the Libraries mission to the University. Therefore, the Research and Instructional Services department has continued to enhance instruction through such efforts as integration of innovative technology in instruction, as well as integration of assessment to garner feedback on the usefulness of instruction provided.

With the introduction of the University QEP's First Year Experience Program that emphasizes inquiry skills, which are synonymous with information literacy skills, the RIS department contributed to the development of an assessment tool that will be used by the Office of Academic Assessment in conducting pre and post assessments of inquiry skills for the FYE program. This program and other instruction needs will continue to be a focus of the RIS instruction efforts going forward.

The following are the instructive sessions provided by the University Libraries, with the corresponding number of participants reached during the 2010-2011 review year:

Session	2009-2010		2010-2011	
	No. of Sessions	No. of Participants	No. of Sessions	No. of Participants
Classes	598	12,202	561	11,181
Presentations	148	796	169	3,960
Tours	145	1,617	167	2,401

An example of presentations offered by the Department is the Art + Architecture Library sponsorship of two film showings in April: the Oscar Award-Winning documentary *Exit through the Gift Shop* on April 12th, and the documentary *Citizen Architect* on April 19th. Advanced screenings are planned for the Fall and Spring of 2011.

Other credit courses (taught by librarians)

- BMVS-5714 , Biomedical Literature, continued to be offered by the veterinary medicine librarian during the 2010 Fall Semester. Student evaluation was 5.31 on a scale of 1-6 with 6 being excellent.

Employment of technology to deliver first-class instruction

- Procured 5 iPads for self-guided library tours incorporating QR codes and audio. Neal Henshaw created the tours which will be piloted fall 2011
- In September 2010, the Library made available 20 Apple iPads for general circulation among faculty and students at Virginia Tech.

- Aimed specifically at the information needs of College of Architecture and Urban Studies students, the tablet devices came preloaded with nearly two dozen design productivity, design, and social media apps for both general purpose and academic use.
- To date, the iPads have circulated more than 500 individual times, with approximately 250 renewals.
- They have also been reserved *en masse* by faculty in studio competitions and incorporated into grant proposals, and have been used during instruction sessions.



Student use of iPads: (L) in architecture course display

- Digitization of resources for teaching and learning - The Visual Resources unit of the Art + Architecture Library continued scanning architectural drawings in the collection to make them more accessible to patrons and to reduce wear on the originals.
- Scans were cataloged at the page level to provide an index in Luna. When operational, the index will include the essential information about each page along with a reduced-size image. In addition, VR de-accessioned the art and architecture slide collection because the move toward digital images for teaching has rendered the slides unnecessary.
- In part as a result of this move, the VR unit initiated a project of scanning and cataloging the architectural slides of Leonard J. Currie, the founder of the College of Architecture and Urban Studies. Professor Currie photographed architecture throughout the world, with an emphasis on Central and South America.
- Digital Libraries and Archives will make the images available online to the public.
- Addition of images to the Luna database at the request of the Art History area of the School of Visual Arts continued, with a total of 3005 images added during this review year.

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

- A Language Resource Center (Rm 2010) supporting general language learning in the University was established in 2010 in collaboration with the Department of Foreign Languages, Cranwell International Center, and the Language and Culture Institute. The Resource Center was a recipient of a \$30,000 Parents Fund grant

- 12 Additional new languages were installed this year. The following is the current complement of languages:

Language	Levels available
1. Deutsch (German)	1-5
2. Français (French)	1-5
3. Italiano (Italian)	1-5
4. Español (Spanish, Latin America)	1-5
5. English (American)	1-5
6. Türküe (Turkish)	1-3
7. Gaeilge (Irish)	1-3
8. Persian (Farsi)	1-3
9. Hindi (Indian)	1-3
10. Ellenika (Greek)	1-3
11. Japanese	1-3
12. Hebrew	1-3
13. Korean	1-3
14. Svenska (Swedish)	1-3
15. Dutch (Levels)	1-3
16. Português (Portuguese)	1-3
17. Russkiï i azyk (Russian)	1-3
18. Arabic	1-3
19. Chinese	1-3

- Usage of the Language Resource Center has ranged between 250 and 350 per month.

Website and Use of Web Resources

The library website has undergone extensive changes over the last year, based on user feedback, analytics data, and changing needs within the library. Some examples of key changes include:

Home page

- The largest change on the home page is the addition of the Summon tab. A fourth tab was planned from the initial implementation of the Content Management System (CMS) as the location of a new search product, initially seen as a federated search tool, though now it is a web-scale discovery tool. The new tab has been located as the default, left-most tab since it incorporates the functions of the existing three tabs: Addison, databases, and journals.
- All Addison records have been loaded into Summon, which means Summon can be used as an alternate interface to search catalog contents. The recent addition of a limiting-option to restrict search results to those from the catalog makes this function work better, allowing patrons to use features like facets that are not available through the native Addison interface.
- There was an increase in page views driven slightly by increased links from the Virginia Tech home page (mainly news announcements) and slightly by an increased in search traffic, which can be attributed to refinements made in search engine optimization: better site maps, better meta data, and better structure at the top of major pages. The decrease in average time spent on a page implies revisions have improved clarity.

A-Z Index

- The A-Z Index is a primary navigation tool for the library website. These pages underwent major revisions, both in terms of content listed and the code to displays these lists. A review of pages searched using our internal search engine and external search engines, plus suggestions from the Web Team led to additional entries and cross-references. Inline CSS declarations and additional HTML code was stripped from these pages, and a javascript is now used to format the hierarchy of the lists. This both improves page load time and improves these pages' indexing by search engines, enhancing deep linking to our content.
- Emphasis on browsing lists of databases recommended by librarians over alphabetical lists has significantly increased usage of subject guides. Refinements by librarians to reduce what is listed on subject pages have decreased time on page durations and bounce rates. Exit rates are skewed by tracking outgoing links.

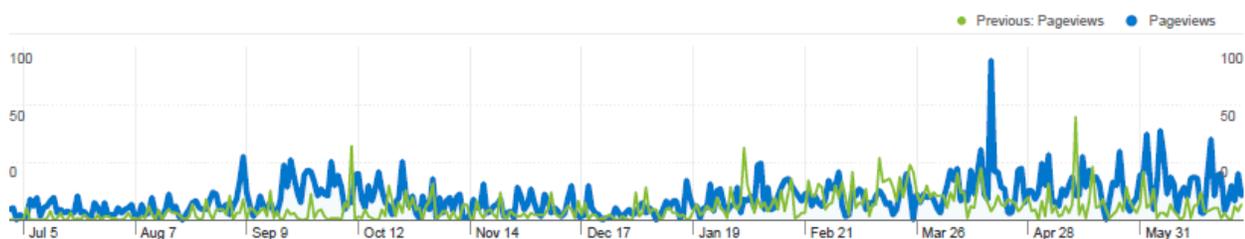
Databases by format

- One of the pathways offered to patrons for finding databases is listing by the format indexed: journal articles, conference papers, standards, financial data, etc. We have offered pages that group databases in this way since switching to the CMS two years ago. Several additional "find by format" pages were created this year: primary sources, material safety data sheets, sheet music, and textbooks among them.
- Other pages had major revisions, especially ebooks. At the end of 2010, searches on using ereader devices, as well as questions received via chat reference, noted an increase in patrons wanting to use ereaders with our content. Links to information about ereaders, plus a table of compatibility with the databases providing ebooks, was added to this page.
- Since patrons often attempt to search using solely a format label (DVD), search engine optimization techniques are important for these pages. Synonyms and other meta data are added to headers, plus the importance scoring in site map files are adjusted to increase the ranking of these pages in search results.
- Ebooks, movies, pleasure reading, and textbooks had the most significant increase in page views.

Alerting services

- Further revisions were made in our collection of alerting services pages in conjunction with creating entries for databases in the CMS.
- Links to corresponding alerting services pages by database provider are made for each database entry that supports alerts.
- Additional pages have been created this year. Providing this information on a local page allows creation of cross-links among relevant pages and to track usage of these pages.

Analytics



91 pages were viewed a total of 4,665 times

Filtered for pages containing "/help/alerts"

Content Performance					
Pageviews 4,665 Previous: 2,572 (81.38%)	Unique Pageviews 3,545 Previous: 1,940 (82.73%)	Avg. Time on Page 00:01:41 Previous: 00:02:25 (-30.22%)	Bounce Rate 64.74% Previous: 65.24% (-0.76%)	% Exit 47.74% Previous: 42.69% (11.82%)	\$ Index \$0.00 Previous: \$0.00 (0.00%)

- Spikes in usage correspond to advertising these pages in spotlights in the home page.
- The new database listing in the CMS will increase visibility of these pages even more. Adding links to these pages in the new portal pages for faculty and grad students will also increase usage.

New Web Content

GIS and maps

- Previously represented by a single page on the main library website, an extensive selection of pages on GIS and map resources and services was created last fall.
- Released to the public to coincide with new service hours in Newman, these pages highlight services available through the library and other departments, resources related to the campus and campus buildings, physical maps provided by the libraries, and statistical and GIS data available through the libraries.

Department pages

- New content was created in support of the Collection Management department and the newly aligned Access Services department. New emphasis was focused on the Courier Service, partly in preparation for new planned services from that area.
- Interlibrary Loan information pages were moved from their third-party-hosted server to the CMS during summer 2010. These pages include basic service descriptions, special material handling, and frequently asked questions. Hosting this content in the CMS allows for better linking throughout the website and display of ILL information on other library web pages.

Addison

- A major revision to the server running Addison was an opportunity to revise pages in place since implementation in 2005.
- The new server software allowed removal of the table-based layouts and replace the code with XHTML-compliant, accessible versions of these pages. Each page was rewritten using these standards.
- The layout was changed to match the CMS, which enabled us to incorporate scripts used on the main library website in Addison.
- Images with labels were replaced with ones with more vibrant colors (to make them more visible) and with larger fonts (to make them more legible).

- Built-in help pages for each type of search (keyword, author, title, etc) were utilized for the first time to aid patrons when using the ‘modify’ or ‘repeat’ search options.
- Help files were rewritten to use standard language and processes not in place during the 2005 implementation. Major changes were made to error pages to guide users to better or more appropriate searches.
- Significant changes were made to how the two kinds of marked lists were labeled, and further changes were made on receiving patron feedback.

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. Over the past year there was an overall modest increase in the number of reference questions answered. This increase can be accounted for largely by the increase in two areas, firstly, the one-on-one off-desk consultations with librarians, and secondly, chat-based reference service. The later is in line with students’ growing preferences for online access to services.

Reference services provided 2009-2011:

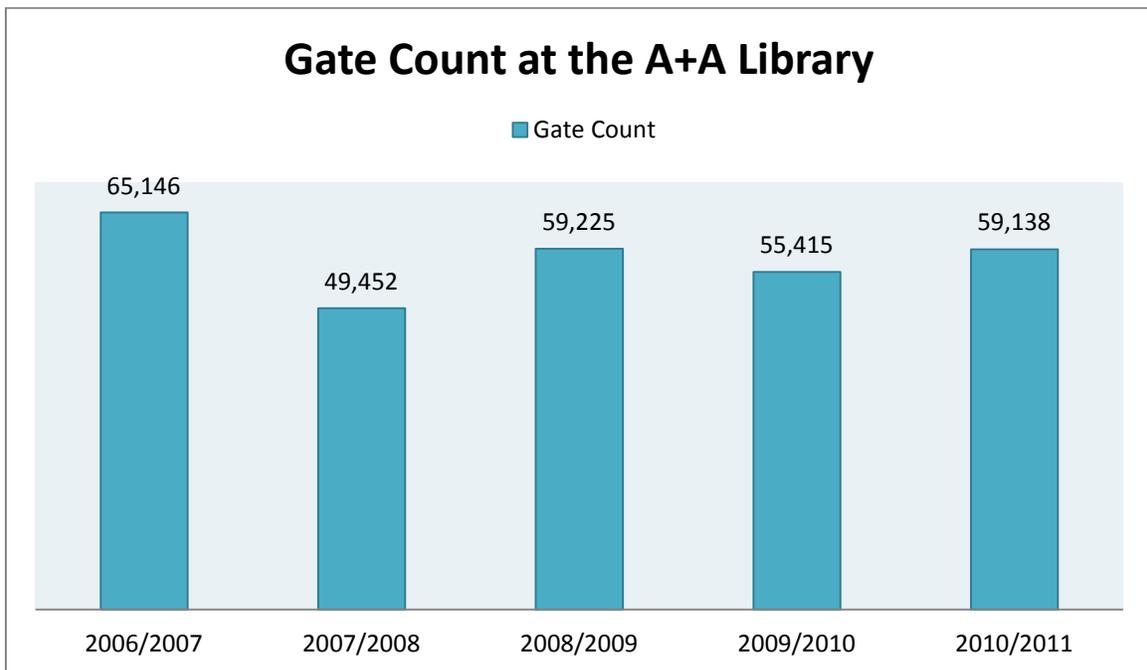
Location	2009 – 2010		2010-2011	
	Reference	Directional	Reference	Directional
BHSS Desk	5,676	2,076	4,673	1,699
SCITECH Desk	3,333	2,620	2,904	3,623
Tower Desk	680	1,911	587	1,876
Microforms	N/A	N/A	297	232
LiveRef (chat reference)	1,928	N/A	3,275	N/A
UskUs (email component of LiveRef received when library is closed) & Personal emails to Librarians	1,559	N/A	1,814	N/A
Off-Desk	923	397	2,035	430
A&A Desk	569	1,613	1,483	2,898
Vet Med Desk	325	754	263	568
NCR Desk	1,830	4,939	1,206	5,635
TOTAL	16,823	14,310	18,537	16,961

In addition to the above, a new more ubiquitous chat-based reference service, ‘Library H3lp’, made available to the Branch libraries and Circulation was piloted by RIS, netting a total of 98 additional reference questions over a 10 month period.

DISCOVERY

Learning spaces

- Following the reconfiguration of the second and fourth floors of Newman Library, the RIS Department has implemented several enhancements to the spaces to support student learning and collaboration. Whiteboards and large screen monitors were installed in all group study rooms. In addition, several movable whiteboards were procured for use in the open commons areas. The response was overwhelmingly positive and the whiteboards and monitors have all seen extensive usage, particularly towards the exam period.
- Completed installation of 11 additional electrical outlets in the 4th floor commons area.
- Modified 32 tables with electrical outlets. Of these, 16 were placed adjacent to existing or new receptacles on the 4th floor. The remaining tables were distributed among other floors.
- Facilitated installation of power on the first floor of Newman to meet student needs in the increasingly popular reading area near microforms.
- Although in-person visits are holding steady, the demand for learning spaces is growing. This is the trend in the Branch libraries too.
- The Resource Center at the NCR received a total of 25,807 in-person visitors
- Space use at the Art + Architecture Library reflects an average of 4,928 patrons each month during the 2010-2011 academic year. The Library had a total gate count of 59,138 for the year.



Innovative Technologies and Complex Systems

GIS

The University Libraries' Reference and Instructional Services Department Geospatial and Data Services offer assistance in discovery and use of statistical and cartographic data in Torgersen 3300 and Newman 2030. Library data services support Virginia Tech faculty, staff, students, and the larger community on assignments and research.

- This marked the first year we extended the Geospatial and Data services hours from Monday-Friday 8:00am-5:00pm in the ECS Room to include Sunday-Thursday 7-10pm in Room 2030 to better serve the university. We followed that up by putting up a new GIS data webpage under the new ensemble system. This past year we have added NVivo 9, a powerful qualitative data analysis software package. We upgraded several major software packages, including SPSS, SAS & ArcGIS. We continue to update our geospatial repository and acquire new data as needed.
- The GIS unit answered 163 requests from VT faculty/students/staff and the surrounding community between July 1, 2010 and June 30, 2011. Inquiries generally consisted of locating data sources and assisting in the use of this data. Requests were filled by setting up statistical and geospatial data portals through the Scholar site and other cloud storage options and/or distributed by dvd/cdroms.
- 360 patrons used the ECS lab and the Data Services Office this year. Use of the statistical software package SPSS, Census data, Geospatial software and use of the scanner made up the bulk of the patrons usage.
- Worked with the various Colleges, Centers. and faculty on Campus to enhance geospatial services to the University.
- Bruce Obenhaus and Ed Brooks assisted in organizing the successful annual OGIS Remote Sensing and GIS Symposium held in Torgersen Museum April 8, 2011.
- In house projects included:
 - Provided floor maps for the proposed digital services area on the first floor and assisted in developing specifications for some of the equipment for the new Digital Services
 - Provided floor maps for the Parent's Fund proposal for a meeting and display area on the first floor
 - Provided floor maps for various library projects involving the second floor, storage building, and ECS room and various other library projects
 - Researched and provided images for the Alumni Portal

ENGAGEMENT

Support for International Education and Diversity

International Listserv

- The Veterinary Medical Library continued to host and moderats VETLIB-L, a listserv for veterinary medical Libraries around the world.

- There are 290 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.
- 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 Service

- The large screen TV hooked up to campus cable to create a media alcove where cable news, and various newspapers are located has been adopted following its pilot as a global news service during the previous year. Usage is modest with some regular users.

International Students

- The Libraries delivers an annual international students’ orientation tailored to their needs. Two sessions were offered this year.

DIVERSE AND INCLUSIVE ACADEMIC ENVIRONMENT

Cultivating a Diverse Workforce

Faculty Development:

- Faculty Development Institute – 9 Libraries faculty participated in the Spring Library Community of Practice track coordinated annually by Leslie O’Brien and Lesley Moyo

Library Training and Professional Development Programs

- In-house workshops sponsored by Library Training and registered for through the Library Training website totaled 108 training events with 987 participants
- Various training sponsored through the Travel Center (Trec, LSA, Job-required, etc) –totalled 376
- The grand total of individuals attending training and travel requests submitted was 1,363.

Type of Program	2009-2010		2010-2011	
	# Sessions	# Participants	# Sessions	#Participants
In-house workshops sponsored by Library Training and registered for through the Library Training website	59	701	108	987
Various training sponsored through the Travel Center (Trec, LSA, Job-required, etc)	N/A	326	N/A	376
TOTAL		1,027		1,363

Departmental summer conferences:

- One and a half days conference (with evaluation)
- Developed into annual conference that will continue going forward
- This year the conference brought Gregory Raschke an expert on collections usage and new trends in acquisitions.
- Participants were from RIS and all other library departments

Reward of Achievement & Excellence

- 6th 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 17, 2011.
 - This year, the program was expanded to include an additional sponsoring partner – Beta Phi Kappa.
 - 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**

GOLDBECK, Kyrille

Copenheaver, C.A., Goldbeck, K., & Cherubini, P. (2010). Lack of gender bias in citation rates of publications by dendrochronologists: What is unique about this discipline? *Tree-Ring Research*, 66, 127-133.

Goldbeck, K., Vijay, S., & Bailey, A. (2011, February). *LibX 2.0: New Realities, Directions, and Possibilities*. Paper presented at Electronic Resources & Libraries, Austin, TX.

Goldbeck, K. (2011, April). [Review of the book *Some We Love, Some We Hate, Some We Eat: Why it's so Hard to Think About Animals*]. *Choice: Current Reviews for Academic Libraries*, 48, 1512.

Goldbeck, K. (2011, February). [Review of the book *Nature Crime: How We're Getting Conservation Wrong*]. *Choice: Current Reviews for Academic Libraries*, 48, 1106.

Goldbeck, K. (2011, January 1). [Review of the book *City Farmer: Adventures in Urban Food Growing*] *Library Journal*, 136, 118.

Goldbeck, K. (2010, December). [Review of the website *Worldwatch Institute*]. *Choice: Current Reviews for Academic Libraries*, 48, 707.

Goldbeck, K. (2010, October). [Review of the book *Conservation: A Beginner's Guide*]. *Choice: Current Reviews for Academic Libraries*, 48, 319.

Goldbeck, K. (2010, September 15). [Review of the book *Almost Chimpanzee: Searching for*

What Makes Us Human, in Rainforests, Labs, Sanctuaries, and Zoos] *Library Journal*, 135, 97-98.

Goldbeck, K. (2010, August). [Review of the book *Tigers of the World: The Science, Politics, and Conservation of Panthera tigris*]. *Choice: Current Reviews for Academic Libraries*, 47, 2355-2356.

Goldbeck, K. (2010, May). [Review of the book *The Wauchula Woods Accord: Toward a New Understanding of Animals*]. *Choice: Current Reviews for Academic Libraries*, 47, 1718.

KRUPAR, Ellen

Krupar, E. & Marion E. (2010, May) The Customer You Know vs. The Customers You Don't. Presentation at annual meeting of VLA-PF, Charlotte, NC.

LENER, Ed

Lener, E. & Shrode, F. (2010). Earth sciences. In C. Laguardia (Ed.), *Magazines for Libraries*, 19th edition, New Providence, NJ: ProQuest. All reviews are part of the *Ulrichs Web Global Serials Directory* available online at <https://ulrichsweb-serialsolutions-com>

Lener, Edward F. (2010 August) E-books: A Brief Review. Research and Instructional Services Department Workshop, Blacksburg, VA.

MEIER, Carolyn

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., & Moyo, L. (2011, May). *QEP, FYE, and ENGL: The changing landscape of instruction and first year students at VT*. Presentation at the Virginia Tech University Libraries Research and Instructional Services Summer Workshops, Blacksburg, VA.

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., & Moyo, L. (2011, May). *Inquiry and Why it is Important*. Presentation at Camp QEP, a Virginia Tech Pathways to Success program, Blacksburg, VA.

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., and Moyo, L. (2011, February 3). *Integrating Inquiry: Student-Centered Approaches for Inspiring Lifelong Learning*. Presentation at the 3rd Annual Conference on Higher Education Pedagogy, Blacksburg, VA.

Meier, Carolyn (2010). Creating an Online, Discipline Specific Credit IL Course for Graduate Students. In C. Hollister (Ed.) *Best Practices for Credit-Bearing Information Literacy Courses*. Chicago, ACRL.

Nardine, J. & Meier, C. (2010). Assessing the One-Shot Instruction Session: Leveraging Technology for Optimum Results. *Virginia Libraries*.

MERRILL, Margaret

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., & Moyo, L. (2011, May). *QEP, FYE, and ENGL: The changing landscape of instruction and first year students at VT*. Presentation at the Virginia Tech University Libraries Research and Instructional Services Summer Workshops, Blacksburg, VA.

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., & Moyo, L. (2011, May). *Inquiry and Why it is Important*. Presentation at Camp QEP, a Virginia Tech Pathways to Success program, Blacksburg, VA.

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., & Moyo, L. (2011, February). *Integrating inquiry: Student-centered approaches for inspiring lifelong learning*. Presentation at the 3rd Annual Conference on Higher Education Pedagogy, Blacksburg, Va.

MILLER, Rebecca

Miller, R. K. (2011). Contributing to a healthy curriculum: Librarians & information literacy in human nutrition programs. Chapter manuscript accepted for publication in K. O'Clair and J. Davidson (Eds.), *The busy librarian's guide to sci/tech information literacy: Tried and true approaches from the front lines*. Chicago: Association of College & Research Libraries.

Miller, R. K. (2011). VLA NMRT: Supporting the next generation of Virginia's library leaders. Article manuscript accepted for publication in *Virginia Libraries*.

Miller, R. K. (2011). Intellectual property and the corporate library: Understanding best practices in information sharing in U.S. organizations. In Sigrid Kelsey and Marjorie Porter (Eds.), *Best practices for corporate libraries* (pp. 47-64). Englewood, CO: Libraries Unlimited.

Ryan, J., Porter, M., and Miller, R. K. (2010, December). Academic library services in virtual worlds: An examination of the potential for library services in immersive environments. *Journal of Information Technology Education*, 9, 253-275.

Miller, R. K. (2010, Summer). LLA 2010 conference wrap up: Showing some heart for Louisiana libraries. *Louisiana Libraries*, 72(4), 24-27.

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., and Moyo, L. (2011, May). *QEP, FYE, and ENGL: The changing landscape of instruction and first year students at VT*. Presentation at the Virginia Tech University Libraries Research and Instructional Services Summer Workshops, Blacksburg, VA.

Miller, R. K. (2011, May). *Say what? An analysis of virtual reference at the University Libraries*. Presentation at the Virginia Tech University Libraries Research and Instructional Services Summer Workshops, Blacksburg, VA.

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., and Moyo, L. (2011, May). *Inquiry and Why it is Important*. Presentation at Camp QEP, a Virginia Tech Pathways to Success program, Blacksburg, VA.

Miller, R. K. (2011, April). *Achieving subject blog success*. Presentation during the IdeaPower Unconference at the Association of College & Research Libraries 2011 National Conference, Philadelphia, PA.

Miller, R. K. and Hall, T. (2011, April). *Life, librarianship, and the pursuit of happiness: Early career librarians speak out*. Roundtable discussion at the Association of College & Research Libraries 2011 National Conference, Philadelphia, PA.

Meier, C., Miller, R. K., Merrill, M., Moorefield-Lang, H., and Moyo, L. (2011, February). *Integrating inquiry: Student-centered approaches for inspiring lifelong learning*. Presentation at the 3rd Annual Conference on Higher Education Pedagogy, Blacksburg, Va.

- Miller, R. K. (2010, October). *Professional development in challenging times: Tools and techniques for keeping current with limited resources*. Presentation at the 2010 Virginia Library Association Conference, Portsmouth, VA.
- Miller, R. K. and Scripa, A. J. (2010, October). *Discovery of technology: Tools for research management and interdisciplinary collaboration*. Presentation at the ACC Interdisciplinary Forum for Discovery in the Life Sciences, Blacksburg, VA.
- Miller, R. K., Porter, M., Ryan, J., and Colyar, N. (2010, October). *Beyond Second Life: An exploration of real libraries in virtual worlds*. Poster presentation at the 2010 Library and Information Technology Association (LITA) National Forum, Atlanta, GA.

MOOREFIELD-LANG, Heather

- Moorefield-Lang, H.M. (2011). Bringing the arts to the school library. *Library Media Connection*. (Submission Accepted, Publication Pending).
- Moorefield-Lang, H.M. (2011). A long way from Chicago. [Review of the book *A long way from Chicago* By R. Peck]. *Journal of Intergenerational Relationships*, 9(3).
- Moorefield-Lang, H.M & LeCrone, N. (2011). Libraries in 2d or libraries on the qr. *Information Searcher*. (Submission Accepted, Publication Pending).
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- Moorefield-Lang, H.M. (2011). Junebug and the reverend. [Review of the book *Junebug and the reverend* by A. Mead]. *Journal of Intergenerational Relationships*, 9(4).
- Welfare, L.E., Sackett, C.R., & Moorefield-Lang, H.M. (2011). Student-collaborative research: A qualitative study of experiences with authorship determination process. *Mentoring and Tutoring: Partnership in Learning*. 19(2). 179-198. doi:10.1080/13611267.2011.564350
- Moorefield-Lang, H.M. & Evans, M.A. (2011). Rhythmical: A game to combine music and mathematics for mobile devices. *Music Reference Services Quarterly*, 14(1-2), 1-6. doi: 10.1080/10588167.2011.571171
- Moorefield-Lang, H.M. (2011). Ruby Holler. [Review of the book *Ruby Holler* by S. Creech]. *Journal of Intergenerational Relationships*, 9(1). doi: 10.1080/15350770.2011.544222
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