# RIS – The Inside Scoop!

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*RIS Teams*

# Introduction – *Forum Outline*

- Self study overview (Lesley)
- Highlights from four Teams:
    - Reference (Dave)
    - Instruction (Carolyn)
    - College Librarians/Subject Librarians (Larry)
    - Statistics/Data (Bruce O.)
- Charting the way forward (Lesley)
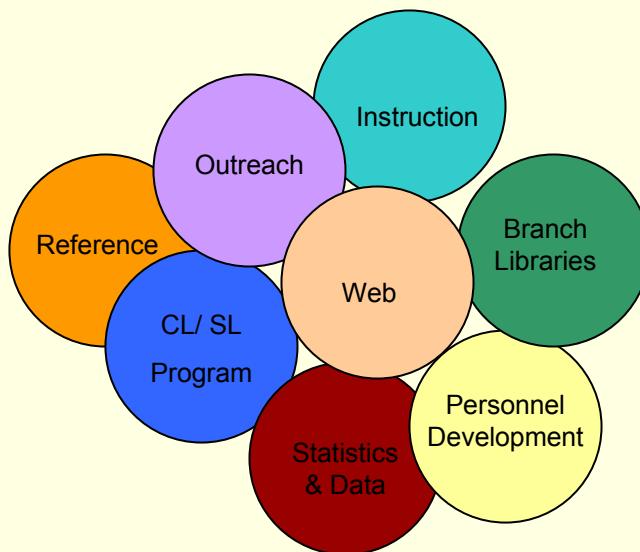- Q & A and Discussion (All)

# Self Study - Overview

- Team-based model
- Eight Teams created and charged (Team Chairs in parenthesis)
  - Reference (Dave)
  - Instruction (Carolyn)
  - College Librarians/Subject Librarians (Larry)
  - Outreach (Luke)
  - Web - Working Group (Kiri)
  - Statistics/Data (Bruce)
  - Personnel Development (Brenda & Heather)
  - Branches (Heather)

- Timeline – Fall 2006 & Spring 2007 semesters
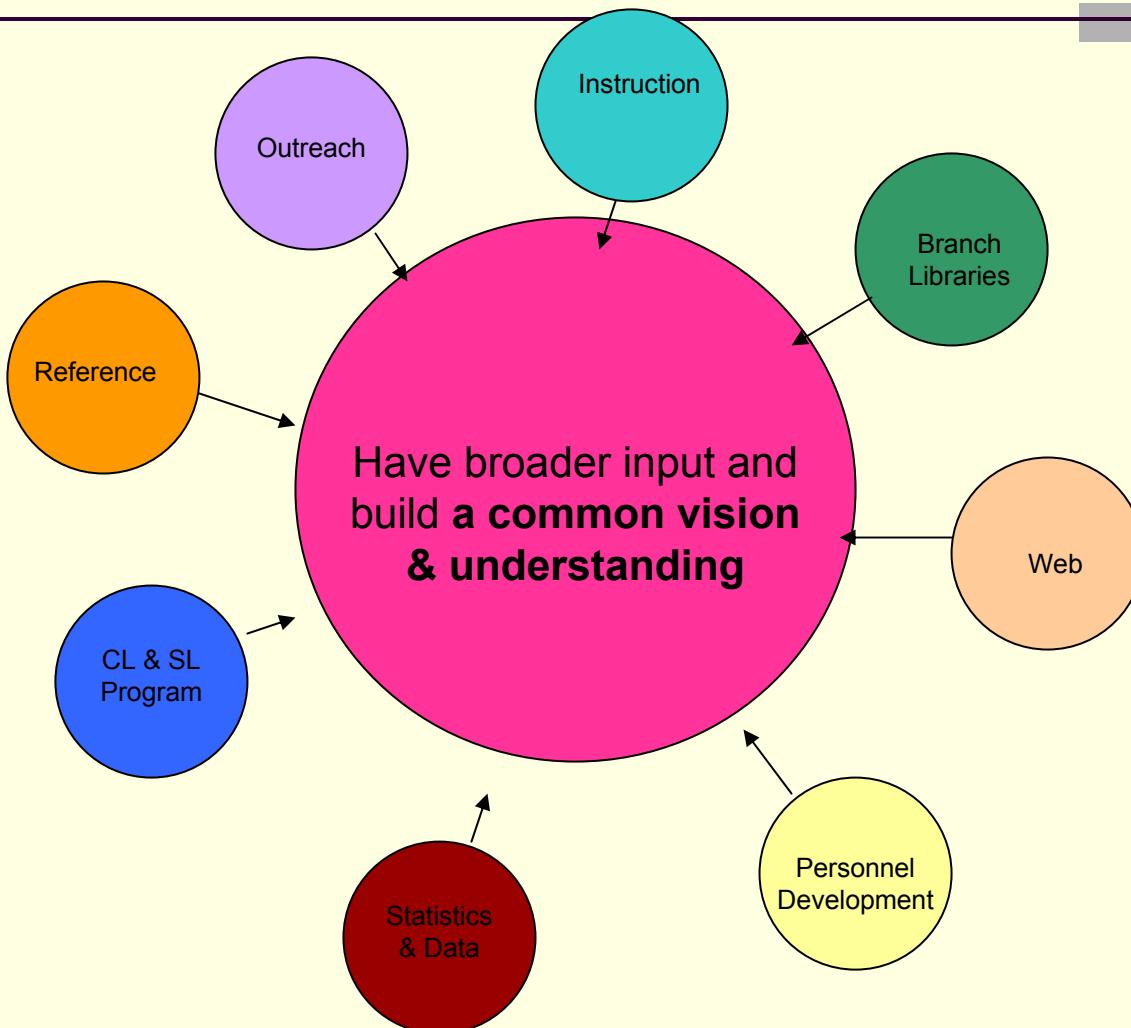  - Mid-term review
  - Final reports

# Self Study – Overview …*continued*

- Why adopt team-based model?

- Why create Eight teams?

- Why conduct the self study at all?

- Anticipated benefits/outcomes of the self study …

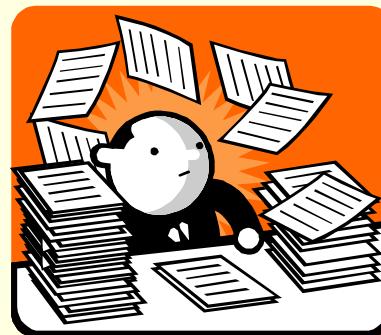# Rethink Services, Programs & Resources

# Build a Common Vision

# Identify Priorities Issues etc

Priorities

Workload

Burnout

# Identify Needed Resources

Personnel

Budget

# Plan For The Future

*Self Study Outcomes …*

# Reference

- Reference Service Philosophy

- Adoption of service standards and desk behaviors (including determination of core competencies required to maintain the service standards)

- Planned reconfiguration of reference to better support research within the disciplines (Sci &Tech and Soc-Sci & Hum will allow for increased subject focus and provide for cross-training opportunities within the two groups)

- Increasing subject expertise through hiring of librarians with subject qualifications or subject experience

- Better integration of all forms of reference (in-person, live ref, IM, e-mail, phone, one-on-one (off-desk) consultations etc)

# Reference – *In Progress*

- Increasing the participation of librarians in provision of reference services at service desks and online via chat

- Collecting statistical data more consistently and use this to determine and proactively address trends

- Developing an effective and sustainable training program for all personnel working at service desks

- Incorporation of ongoing assessment measures of reference

- *Evaluating reference trends and models and planning for appropriate service model for Virginia Tech

# Instruction - *Completed*

- Have determined the extent to which current instruction meets ACRL IL Standards

- Freshman survey information applied (survey had been modified by Instruction Team)

- Reconfiguration of physical classroom

- Creation of Underclass Web areas for 1105 & 1106.

- Changes to library tour to establish connections between LC classification, the library web pages and the Library physical space

- Collaborative links being forged with English/Communication Departments

# Instruction  - *In Progress…*

- Aligning instruction with ACRL information literacy standards (starting with the first-level courses)
- Improve the instruction infrastructure in the libraries (classrooms, resources, etc)
- Tracking the groups of students who are currently being reached and developing alliances with collegiate faculty in order to reach more groups
- Development of online version of the Grad Skills Course
- Collaboration with Committee for Liberal Education
- Incorporation of assessment as an integral part of the instructional programs
- Getting on board with major instruction-related university initiatives – such as focus on outcomes assessment, QEP, etc

# Instruction – *To Dos…*

- Track changes on how undergraduate and graduate education is being re-envisioned at Virginia Tech and gear library instruction accordingly

- Develop tools for OUTCOMES assessment of instruction

- Adopt a more systematic approach to the LHTU series (also development of Endnote training into a program – Beginners/Intermediate/Advanced)

- Integration of the library into pathways of learning

- Evaluate upper-class library instruction

- Explore development of a "first-year experience" program

# Outreach

- Have defined Virginia Tech populations

- Have reviewed current outreach activities

- Recommend:

  - Develop a more detailed definition of Virginia Tech populations

  - Determining library needs of various Virginia Tech populations

  - Packaging and promoting relevant library services accordingly

# Outreach – *To Dos*

- Create READ posters and use as an outreach tool
- Create a virtual tour
- Expand Faculty Authors program
- Develop an award program that recognizes students' connections to the library
- Develop a library calendar that integrates library outreach programs and offerings (library outreach at a glance)
- Seek funding for Install a large Plasma TV  in the library lobby to inform library users of ongoing activities and events
- Increase integration with VT Community

# Website

- Webmaster position description

- Surveyed library users on Navigation – results will be used to enhance navigation and usability

- Incorporation of a Web analyzing tool – Google analytics (to the home page-for trial purposes) and Webalizer to the server (free tool)

- Redesign of library website to conform to the new VT look

# College Librarians/ Subject Librarians

- Develop plans to attract/retain librarians and create a strong complement of subject expertise across all disciplines represented at Virginia tech

- Seek new positions in order to address workload issues as well as to increase scope of subject expertise and capacity for higher quality research support (try to change the current ARL statistics and rankings downward trend)

- In general, the primary criteria for hiring librarians will be subject expertise. This could be through a degree or advanced degree in the subject (as much as possible)  or extensive experience to increase RIS Departments' capacity to support higher level research

- Other criteria will include teaching skills, technology skills and other attributes

# College Librarians/ Subject Librarians

## Professional Positions – Projections:

- Fill two current vacancies with science, and humanities librarians
  - Mathematical Sciences Librarian
  - Performing Arts/Foreign Languages Librarian
- Fill next available non-subject-designated vacancy with engineering librarian
- After 2nd engineering librarian is hired, fill the next available non-subject-designated vacancy with an instruction librarian

# Branch Libraries

- Recommendation of two or more technology options for Branch Library Personnel's virtual participation in RIS meetings

- Provided portfolios of the services provided by each of the Branch Libraries to their respective Constituencies

- Recommendations on ways of drawing ongoing feedback from users of the Branch Libraries for evaluation purposes

  - Survey tool to be developed to monitor patron satisfaction with branch services, collections, and physical spaces. While all branches are certain to benefit from conducting surveys, a survey of Northern VA faculty, students and staff may be particularly helpful to determine what additional resources, staffing, and services may be needed

# Personnel Development

- Team considered both RIS and Library-wide needs

- Identified preliminary training needs for staff & faculty

- Mini training sessions for undergraduates to be held monthly - Will focus on new databases, Addison features, Live Ref … etc

- Second RIS monthly meeting will offer training opportunities (including external speakers)

- Develop specific training based on the Reference Guidelines developed by the Reference Team

# Statistics/Data

- Matrix listing data collected has been created (Inner Lib) and will continue to be maintained (a good one-stop when making decisions to assess where we are)

- Page includes ARL benchmarking

- Outreach Form has been changed – systems working with updates (to be implemented beginning Fall '07semester)

- Live/Ref transactions being brought in line with other reference data collected at Ref desk i.e. Directional Vs Reference

- Benchmarking spreadsheet data (ARL & SCHEV Peers ) available on Inner Lib and will be updated periodically

- Changes to reflect consistent approach to counting stats

- Newman building use survey in progress

# Links to Related Documents

- These are available online on Inner Lib
  - Team Charges
  - Team Working Documents
  - Links (e.g. to professional guidelines like ACRL information Literacy guidelines and RUSA reference guidelines)
  - Teams' final reports
  - Other related material

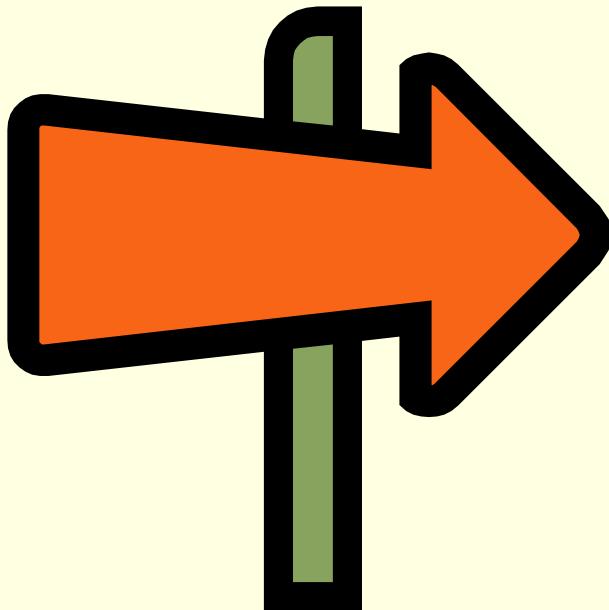# How Information Will Be Used Going Forward

- Strategic planning

- Realignment or revision of services/programs to enhance them

- Identifying areas where new programs and services are needed

- Optimizing usage of resources available

- Identifying areas where additional resources (including personnel) are needed

- Teams to be called upon on an ad-hoc basis on matters relating to initial charge and assignments (i.e. Team members encouraged to stay abreast of issues in their areas)

# *RIS Team Activities Highlights From Four Teams ...*

# Charting The Way Forward

- Some changes were implemented immediately

- Other recommendations will be implemented incrementally

- Have projected personnel needs for next 3-5 years

- Have identified 'To Dos' in all key service and program areas

- Planned reconfiguration of some services & programs

- Periodically review services and programs to identify emerging priorities, changes and trends - realign strategic plan

# Q & A                    Discussion

- We invite your comments, questions, suggestions etc.

- How do our plans and ideas coincide with yours?

- How would the way we have envisioned our services and programs potentially impact your work (in your units/departments)?

- How can we involve you as a collaborative partner in our plans going forward?