Outreach Services Division
Furman University Libraries
2012-13 Annual Report

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Mission
The Outreach Services Division connects the Furman community with the library through collaborative, creative, and dynamic programs and services, including research consultation, information fluency instruction, and collection development.

Personnel
Laura Baines, Outreach Assistant
Laura Baker, Outreach Librarian
Jenny Colvin, Assistant Director
Mary Fairbairn, Outreach Librarian (on leave July 2013)
Cris Ferguson, Outreach Librarian (last day June 14, 2013)
Steve Richardson, Outreach Librarian
Andrea Wright, Outreach Librarian
Libby Young, Outreach Librarian

Student Workers

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Progress on Goals for 2012-2013

Research Assistance

- Improve research assistance desk, main library
  
  *We had several proposals but the timeline didn’t work out, and we were considering adding the workroom upgrades to the proposal. They ended up being far more expensive than we considered. We do want the desk to be a welcoming place, and may revisit our ideas in the near future.*

- Enhance workroom
  
  *This is still needed, but the proposals we got were more expensive than we expected, and we decided we’d prefer to ask for funds to overhaul 043.*

- Implement LibAnswers
  
  *We tested in December and have been using it systematically since January 2013 to track questions at the desk. In May 2013, we met with members of Discovery Services and Special Collections & Archives to demonstrate its use and suggest how it could aid SPAC. When the new homepage rolls out, LibAnswers will be more prominent for self-help.*

- Implement LibCal
  
  *We have used LibCal to schedule advisee and one-on-one appointments, to post hours to the website, workshop participants registration, head counts, and internal uses such as the conference calendar.*

- Conduct seat census study of reference spaces
  
  *Steve and Jimmy collaborated on this at separate dates in the Spring. More data is needed, and a broader study of the use of spaces would be more useful.*

- LibGuides
  
  - Utilize statistics to revamp pages and inform decisions going forward
    
    *Worked on this Summer 2013*
  
  - Standardize
    
    *Cris made some preliminary changes such as style control and adding class tags.*

    *In Summer 2013 we added multimedia tab and courses box on subject page.*
  
  - Added May X subset for courses

- Promote text message reference

  *Text message reference was promoted through pens and the newsletter. Incorporated to LibAnswers (on help page).*

- Transition to LibAnswers for reference tracking

  *Accomplished. See above under “Implement LibAnswers.”*
Information Literacy/Research Instruction

- Propose new furniture for 043
  *Furniture and paint have been approved and should be ready for fall 2013. Computer part of proposal has been problematic, despite the central need for our teaching goals.*
- Improve/reevaluate tutorials
  *Met to prioritize and update tutorials in Summer 2013. Search Techniques tutorial and QR Code Scavenger Hunt moved into LibGuides due to ongoing issues in campus web platform.*
- Utilize flipped classroom approach to allow for more hands-on learning, going more slowly during class, and putting theoretical and "how-to" information into tutorials.
  *Implemented tutorials to take advantage of this teaching strategy for search techniques, library services QR-code hunt. Pacing in class as opportunity presented.*
- Train on tutorial software
  *Attended Camtasia training May 2013. Will attend Captivate training Fall 2013*
- Increase consistency of how/which objectives are taught in every FYW
  *Ongoing.*
- Explore innovations in classroom technology
  *Chromebook explorations, faculty forum iPad, Teaching and Learning forum (Study Day), participation in MOOCs.*
- Train on Moodle 2
  *Accomplished prior to fall 2013.*
- Experiment with pre/post assessment in FYW ifi
  *In Fall 2012, Dr. Ken Kolb and Jenny Colvin did a pilot study of in-person pre- and post-assessment of information fluency objectives with all students in Dr. Kolb’s FYW. The purpose was to use the pre-assessment to inform the library faculty member of what the students struggled with the most, and to adapt her teaching accordingly. Along the way, we were also able to measure student learning in these areas. This will be reported to the 2013-14 FYS committee.*
- Reassess HEDS as pre-test and post-test solution
  *Currently investigating.*
- Promote instruction to upper-level courses in creative ways
  *This has been accomplished including but not limited to sending e-mails to professors who teach senior seminars, to get into all similar classes taught by different faculty, and offering specific training like RefWorks to research classes (senior seminars).*
Liaison Work

- Bolster liaison program
  
  We realigned and added majors and minors as they came up. Communication with departments has greatly improved.

- Evaluate GOBI and BCL for collection building
  
  BCL was evaluated and deemed ineffective. We have requested more information on the OCLC Evaluation tool from Collection Services.

- Learn how to use Choice Online
  
  August 2012 included some training, and a retreat in July 2013 will include further training and sharing.

- Streamline/enhance/finalize trials process of electronic resources (with Collections)
  
  Looked at process and updated/streamlined.

- Ramp up relationship with liaison departments, interdisciplinary minors, and programs
  
  Activities have included sending tidbits from resources to ease in transition to electronic, demonstrating new resources, sending information about workshops, trials, newsletter, working with anthropology (new major) to explore databases, mastering the system of GOBI alerts increasing, core collection building in some areas, and serving on strategic planning for departments

- Get to know research areas of faculty in liaison areas
  
  E-mails, meetings, attended talks, presentations of research, recitals

- Systematize dealing with new courses
  
  Addressed in July 2013.

General/Divisional

- Increase Outreach
  
  - To staff
    
    E-mailed Phil Lewis (head of Facilities), offered tour to employees, upcoming
    Some staff attended workshops

  - To administration
    
    Steve worked with Development, Betsy Moseley, along the course of other events, Inviting admins to events for Scholarly Conversations

  - Invited Library School faculty/staff to events (virtual and in-person)

  - To Furman communities
    
    Sessions for OLLI (collaborated with Collection Services)

  - To Faculty
    
    Beyond departmental liaison work, we developed the Work Smart Workshops (first titled Faculty Fridays)
    Scholarly Conversations series
- To Students
  - Dogs
  - Build your own stress ball
  - Blind Date with a Book
  - Snacks
  - Science Library Up All Night
  - Open Access Week treats and giveaways and banner!
  - Furman Engaged
  - Facebook creature bookmarks
- To Transfer Students
  - Orientation August 2012
- To Incoming Freshmen
  - Summer-O, both “Shelf Yourself” and Resource Fair
- To Study Away
  - Met with office of International Education & Study Away
  - Laura met with language house assistants
  - E-mail to May X Study Away courses (LB1)
  - ESL Workshop July 2013
- To Continuing Ed
  - Reached out and will follow through
- Collaborating with CTL and ITS
  - Developed liaison role
  - Involvement in Instructional Technology Group
  - Mapping/GIS – Andrea and Mike

- Contribute to newsletter
  - During 2012-3, we produced and distributed a newsletter for each semester.
- Experiment with iPads and new technologies
  - We continue to use and experiment with iPads, and have been looking at Chromebook for teaching purposes.
- Collaborate with unknown future AD of Discovery and his/her looming projects
  - We are happily providing feedback on the website redesign, and participating in the ILS exploration group.
- Contribute to website migration
  - Moved content out of old website into LibGuides, gave feedback on homepage redesign.
- Promote our services
  - Systematically promote our services in Facebook, the newsletter, and blog posts.
- Science – daily Facebook posts “Today in Science”
  - Accomplished for 2012-3.
• Promote Facebook accounts
  *Laura Baines created creatures bookmarks, Facebook is listed on the signs at the library entrance, and we invited contributors Discovery and Collections to also post and promote more events and announcements.*

• Promote purposeful bonding in Outreach and librarywide
  *Shrinky dinks holiday party! And tree decoration*
  *Painting and Retreat #1, early summer 2013 – liaising focus topic.*
  *Retreat #2 with fun meal – late summer 2013 – GOBI/Choice and international student orientation focus.*
  *Field trip to field for photo shoot*
  *Field trip to art building to look at whiteboard paint*
  *Frequent contributors to parties library-wide*
  *Participation in strategic planning – Unplanning Tea Party!*

OTHER ACCOMPLISHMENTS

Webinars and Professional Development attended by Outreach

10/24-26/12  SCLA
10/31/12     Webinar (that’s what I had written on my calendar--not very descriptive!)
1/11/13      LexisNexis webinar on news
2/5/13       LexisNexis webinar on business sources
2/7/13       Lyrasis E Gathering
2/26/13      LexisNexis webinar on legal sources
5/16/13      Springy Camp
5/21/13      Camtasia training
5/28-30/13   Loex webinars
OUTREACH GOALS FOR 2013-14

Instruction
In the classroom:
- Do more instruction with upper level classes
- Experiment in our new teaching space, and finalize all needs
- Continue pilot project of FYW Assessment of information fluency instruction learning objectives/revelations (pre-test, post-test)
- Participate in FYW IFI
- Visual literacy experiments, since this is the LOEX theme for 2014
- Offer sessions on new website and ILS, if useful

In webspace:
- Work with ITS on Moodle integration of library resources (like we had before) Learning Camtasia and Captivate
- Acquire Camtasia for individual computers based on ITS recommendation
- Tutorials on new website
- Tutorials on new ILS
- Making or finding/linking/curating to smaller database and resource-specific tutorial videos
- Making the look and feel of LibGuides more friendly
- Make Outreach librarians and staff more findable by creating landing pages in LibGuides, linked to QR codes maybe, on our doors.
- Updating content in old LibGuides (ongoing)
- Adding course guides to subject landing pages
- Creating new course guides in LibGuides
- Creating widgets for new resources
- Incorporating tutorial and demo videos to LibGuides and LibAnswers

Research Assistance
- Promote texting, chat, and virtual help services
- Creatively staff the desk at night when we’re down a person

Outreach to Departments and Beyond
- Work with International Education to better prepare/support international students
- Contribute to faculty and student user testing of new ILS
- Working with new majors/minors in collection development
- Weeding – gov docs, communicate with related departments
- Continuing Education, UES, Graduate, online, MOOC
- Center for Corporate Development
• Lilly, Riley, etc.
• Upstate History Museum
• CTL
• Chaplain’s Office
• City/County of Greenville
• More involvement with Furman Engaged! (use this as foundational for student scholarship awards, best bibliography, best research, etc, linked to above)

Programming/Events/Other
• Themed promotion for Outreach (“There’s a Librarian in Your Field)
• Open Access Week (to fit under scholarly communications)
• International Student Orientation
• WorkSmart Workshops
  - Increasing frequency in 2013-14 to see if that will improve attendance
  - Offering topics once a year instead of once a semester
  - Adjusting offerings based on faculty feedback
• Open Access Week
• Hire new music librarian
• Research assistance desk
• Collaborate with groups to encourage use of library space
• NextGen ILS Discovery Group – experiments, trials, user studies
• Shift responsibilities around with changes in personnel
• Change project management to workroom whiteboard
• Keep plenty of markers
Outreach Special Events and Programs

Students
2012-13 saw Outreach experimenting a lot with student programming. It became clear that students really appreciated efforts having to do with the “warm fuzzy” side of the library (dogs, stress balls), as well as anything we could do to feed them. We will apply these observations in the future.

- Knitting in the library – September 27, 2012
- Library Facebook – Like Us! Promotion, October 2012
- Creative Commons and Open Access cookies along with freebies and information at the Reference Desk, Music Circ Desk, and Science Circ Desk for Open Access Week, October 22-26, 2012.
- Therapy Dogs – December 5 & 9, 2012
- Up All Night, Science Library – December 2012
- Government Documents Collection displays:
  - National Park Service brochures, Summer 2013
  - Stormwater Runoff (for Earth Day)
  - The Flu and You (information from the CDC)
  - World War I Draft Registration Cards: Famous, Infamous, and Interesting – December 2012
  - Statistical Abstract Trivia
  - National Parks, Summer 2013
- Promoted the Ethel Carlisle Scholarship Opportunity, January 2013
- Blind Date with a Book – February 2013
- Worksmart Workshop - Maximizing theSEARCH, February 21, 2013
- Therapy Dogs, without the dogs (Food & Drink only) – April 19, 2013
- Up All Night, Science Library – April 2013
- Make Your Own Stress Balls – April 2013
- Candy Bowls – Finals Booster – April 2013
- Worksmart Workshop - Citations Workshop - April 18, 2013

Events for Faculty 2012-2013
Outreach Services greatly expanded its events for faculty members in 2012-2013. Building on our past work with the New Faculty Orientation, we also developed a workshop series and scholarly communication guest speaker program.

New Faculty Orientation
The libraries continued their annual half-day introduction to the libraries for new faculty. Furman’s newest faculty members were welcomed into the James B. Duke library for breakfast before being introduced to important library people and services. Topics included
Circulation, Reserves, Special Collections and Archives, the DigiCenter, the branch libraries, the library website, and information fluency at Furman. New faculty also got to meet with their library liaison. The relationship building continued during the ever-popular quiche lunch at the end of the orientation.

**Workshops for Faculty**

This year the libraries began offering workshops for faculty. During the fall term, events were held on Friday afternoons and called Faculty Fridays. Based on feedback from a faculty survey sent out at the end of the fall term, the series was renamed Work Smart Workshops and moved to different days of the week to try to better fit faculty schedules. A new session was added to the spring slate based on faculty recommendation and several workshops from the fall were repeated. A second faculty survey was sent out at the end of the spring term to again inquire on best times and topics.

**Library Resources in Moodle** – Presented by Jenny Colvin & Andrea Wright

Tired of your Moodle links to library databases and ebooks breaking? Let us help you create links that will work on- and off-campus, term after term. Bring your list of resources to this hands-on workshop and leave with a properly linked Moodle course.

**Twitter in the Classroom** – Presented by Kyle Longest, Mike Winiski & Jenny Colvin

Curious about using Twitter, but overwhelmed by where to start or how to manage it? We will share our experiences and strategies for using Twitter to enhance class interactions and professional communication, as well as potential challenges associated with the technology.

**eBooks** – Presented by Jenny Colvin

Overwhelmed by the world of academic eBooks? Let us show you the basics of tracking down an eBook through the Furman Libraries, and the possibilities for what you will encounter. Laptops will be provided, but you may want to bring the device you are most likely to use to read an eBook.

**Search Alerts** – Presented by Andrea Wright

When you think of doing literature research, what are the first two words that come to mind? If they’re not “Automatic” and “Effortless” you should come learn more about making resources work for you with alerts.

Imagine:
- the latest research
- new book additions
- journal table of contents
- even new Web of Science citations
all delivered to you on a regular schedule.

Come to this hands-on session to craft searches, identify content, and set up these alerts. Then sit back and watch the latest literature come to you.

**Maximizing theSEARCH – Presented by Cris Ferguson and Steve Richardson**

Confused by theSEARCH box on the library’s homepage? Not sure how to get quality results from the resource? Come learn more about what makes up theSEARCH, its strengths and weaknesses, and how to maximize your results.

**Finding Impact – Presented by Andrea Wright**

What is a journal’s impact factor and what does it mean? In this workshop, we will talk about what an impact factor is (and isn’t), as well as show you how to find and compare them. We’ll also cover tools for tracking the times your work is cited and metrics for measuring the impact of that work.

**Turnitin.com – Presented by Caroline Mills**

Furman subscribes to the online plagiarism detection service, turnitin.com. Caroline Mills, our Copyright Officer, will discuss best-use practices for turnitin including creating an account, class setup, and interpretation of “originality reports.” She will also touch on some of the legal and philosophical debates surrounding the product.

**Citation Tools – Presented by Cris Ferguson**

Big projects often involve lots of research and complex bibliographies. Citation management tools and bibliography generators can help you organize the literature, share information with collaborators, and quickly create bibliographies. Find out more about these tools and how they can benefit your next research project.

**Media – Presented by Laura Baker, Jenny Colvin & Andrea Wright**

Looking for new ways to engage your students with your class material? Consider adding media. The libraries provide access to an impressive number of media sources. You can find images for presentations in ArtStor, audio for in-class examples in Smithsonian Global Sound, and videos for homework in Films on Demand. In this exploratory session, we will highlight these and other exciting sources for images, music, and film, with tips for incorporating the media into your teaching.

There were a total of 14 workshops offered during the 2012-2013 school year:

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Scholarly Conversations Speaker Series

As scholarly communication continues to change and expand, libraries must further develop their investment and widen their roles in these issues. To this end, the libraries developed an outreach program, Scholarly Conversations, aimed primarily at faculty for increasing awareness and education of scholarly communication issues. Expert speakers presented throughout the year to provide context and details on open access, altmetrics, author’s rights, and more. This program addressed a number of needs simultaneously, including outreach to faculty, education for librarians, reaching beyond campus, and establishing the importance of these issues beyond the libraries while solidifying the role of the library as leaders in scholarly communication.

Each Scholarly Conversation included an open presentation for faculty. Events were advertised though color flyers mailed to each faculty member on campus, emails from library liaisons, and posting on electronic announcement boards and list servs. The majority of the series’ costs were supported through a $4,700 Faculty Advancement Grant from the Associated Colleges of the South. The remaining costs for Scholarly Conversations were covered by the Furman University Libraries.

An Introduction to Scholarly Communication with Lisa Spiro

Dr. Spiro provided an overview and contextualization of the various scholarly communication issues. She discussed the purpose of traditional scholarly communication, open access, emerging publishing models, sustainability, and related issues. In addition to setting an excellent foundation for scholarly communication changes, Dr. Spiro created excellent entries for future events that would delve more deeply into these areas.
This event included dinner the night before with library representatives, a meeting with select faculty members, and an open presentation. The presentation was attended by 16 people.

Open Access: Blazing Trails through the Scholarly Communication Landscape with Molly Keener

As a part of Open Access Week, Ms. Keener presented an examination of the open access movement as it enters its second decade. In addition to clarifying the terminology and intricacies of open access, she also provided a discussion of the various routes scholars follow to open access; how institutions, funding agencies and professional organizations are responding to calls for broader access; and, opportunities for open access participation in the liberal arts.

This event included dinner the night before with library representatives, an open presentation that included lunch for all attendees, and an online broadcast of the presentation which was streamed live and recorded for later posting. The presentation was attended by 10 people and there were 9 guest logins to the online broadcast.

Moving beyond the article, beyond the impact factor: Alternative metrics in theory and practice with Jason Priem

As scholarship is increasingly moving online, scholarly impacts once invisible are beginning to leave traces--things like conversations on twitter, saves in reference managers, discussion on blogs, citations on Wikipedia, and more. Observing these traces may inform alternative metrics, or "altmetrics," of scholarly impact. These altmetrics could help us track the influence of scholarship with unprecedented speed, breadth, and resolution. Mr. Priem discussed the current research and practice around altmetrics, described a framework to better understand what these metrics mean, and reviewed extant tools that let scholars and evaluators gather their own altmetrics today.

This event included dinner the night before with library representatives, an open presentation, and an online broadcast of the presentation which was streamed live and recorded for later posting. The presentation was attended by 7 people and there were 16 guest logins to the online broadcast.

Image vs. Impact: Copyright, Publishing, and Professional Reputation with Kevin Smith

Mr. Smith presented on how various choices about publication involve different approaches to rights management and also have different impacts on professional reputation and evaluations such as tenure. Details on new and developing publication venues, pros and cons, and managing author rights in any venue were discussed.

This event included dinner the night before with library representatives, an open presentation that included lunch for all attendees, and an online broadcast of the presentation
which was streamed live and recorded for later posting. The presentation was attended by 8 people and there were 5 guest logins to the online broadcast.

Scholarly Conversations met its goal of increasing awareness and knowledge of key scholarly communication issues and sparking dialogues about these topics. One key to this success was the variety of attendees. Some faculty members attended multiple sessions, but each session drew new participants. The variety of topics and speakers appealed to the interests of researchers in different disciplines as well as faculty at different stages of their careers. Since the entire program was centered on scholarly communication issues and many of its general themes appeared in all of the programs, we reached a large audience with the core concerns.

The format of the program also helped faculty connect with the issues in a way that focused on their needs and goals rather than libraries needs and goals. As different disciplines tackle scholarly communication issues and as faculty members find themselves in varying publishing and access situations, they have reached out to the library as a source of knowledge and assistance. We hope to see organic, positive, and sustainable increases in scholarly communication knowledge and action on our campus into the future.
**Social Media**

Outreach employs a variety of social media to get the word out about our services, events and resources.

The FULIB News blog had 154 posts this year. Two of the most popular were *Database Trial: World News Access*, with 476 views, and *Blind Date with a Book*, with 309 views. The Sanders Science Library’s blog had 13 posts with 330 total views.

The Sanders Library posts on FaceBook every day using HootSuite. They have 62 likes, up from 32 last year. The main library’s FaceBook posted 125 times and has 199 likes. The Maxwell Music Library has 259 FB followers and has posted 111 times.

The Sanders Library has 19 videos posted in YouTube and these have been viewed 1325 times.

Access Services maintains a Pinterest account with 23 boards. Some are on-going, like Leisure and New Books. Others are for specific events like the World Religions board created to support an event in the Chaplain’s office. There are 170 followers.

The Maxwell Music Library has tweeted 109 times and has 230 followers.

**Goals:**

Outreach has been in discussion with Discovery services about combining all our various blogs into one Furman Wordpress blog. Scott feels that we can migrate existing posts into one so we wouldn’t lose any content. Using tagging, a post from the Sanders Science Library or Music Library would appear on their home page but also the main library’s home page if it is relevant to all library users. This won’t happen until after the website migration, so perhaps fall or even next spring.

This summer a student worker is preparing posts regarding the many anniversaries this year (Civil War—150 years, WWI-- 100 years, Civil Rights—50 years, JFK assassination—50 years) and using Hootsuite to have them automatically populate the main library blog on appropriate dates. All posts feature books and library materials that relate to the event. This will insure that we don’t forget important dates and that the blog content remains fresh.
**LibGuides**

LibGuides continues to be our dominant online instructional tool. This year we were able to develop more upper-level course guides and guides to accompany events such as workshops.

A study of the number of hits generated by LibGuides shows an increase in use towards the end of each semester.

![Chart showing the number of hits generated by LibGuides](chart.png)

**Top 20 LibGuides of 2012-13**

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New LibGuides in 2012-13

24-hour Study Lounge
ANT 210: Anthropology of China
Anthropology
BCA 475: Black Cultures in the Americas
BIO 260: Introduction to Biomaterials
Civil War Digital Collections
CLS 111: Introduction to Classics
Collection Deselection
COM 101: Public Speaking - O'Rourke
COM 316: U.S. Public Address 1866-Present - O'Rourke
Content Management
Earth Day 2013
ECN 105: Exploring Economics with Song Lyrics
ENG 111: American Passages - Bernardy
ENG 307: Literature before Print
ENG 332: The American Novel from World War I to the Present
ENG 475: Beowulf
Ethel Carlisle Southern Librarian Scholarship
Faculty Fridays
FYS: Learning Politics through Battlestar Galactica
FYS: The Arctic Frontier
FYW: Can the West Save the Rest?
FYW: Caves and the Literary Imagination
FYW: Crossing Borders
FYW: Evolution: Mind & Meaning - Spring 2013
FYW: God and Justice
FYW: Homer and History
FYW: Human Animal or Human Machine?
FYW: Imagine & Narrate the Urban
FYW: Irrational Exuberance
FYW: Remembering the Holocaust
FYW: The Battle Autumn of 1862
FYW: US Historical Myths
HST 104: European History 1713 to the Present - Day
HST 122: The United States Since 1877
HST 224: The American Civil War Era
HST 256: Gender History of South Asia
HST 321: History of Urban and Suburban America
HST 475: Seminar
Jazz Resources
Library Orientation for Staff Members
Main Library Hours
May Experience Course Guides
Medieval Studies
MUS 120: Introduction to Music Literature
MUS 381: American Music Before WWI
Music Library Requests
Open Access
Playing DVDs on a Campus Computer or Workstation
PSC 102: Introduction to World Politics - Nelsen
REL 362: Religion and the Environment
Scholarly Conversations
Social Networking with the Furman Libraries
Suggestions and Comments
Turnitin at Furman University
Winter Storms
Work Smart Workshops
Research Assistance

In 2012-13, Outreach transitioned from tracking questions at the desk in a spreadsheet toward using the RefAnalytics component of LibAnswers for tracking questions at the research assistance desk and in our offices. (We also track questions we answer in the hallway, from home, and in the parking lot. This is the new reality of being an Outreach librarian!) Because we added more fields and options in our new tracking method, it is impossible to combine the statistics into one set. What follows are statistics in two parts – August – December 2012, and January-July 2013.

Research Assistance Statistics Over Time

We often hear rumors of the end of the reference desk, but we are getting as many questions as ever!

![Total Questions by Semester](image-url)
Research Assistance Statistics August – December 2012
Using our old method of spreadsheet capture of research assistance desk questions, this data only reflects the work at the desk itself. The dates covered span August 20 through December 7. During this time, we answered 1214 questions.

Who is asking for research assistance?
As you can see, the majority of our questions come from students.

When are the most questions asked?
Midterm is incredibly busy.
Questions by Type

Definitions used:

Brief: A question lasting less than 5 minutes and involving a single source.

Long: A question lasting 5-14 minutes and involving several sources and/or information fluency coaching.

Extensive: A question lasting more than 15 minutes and involving many sources in multiple formats as well as information fluency coaching.

What kinds of questions are our students asking, and how?
In-person questions accounted for 76% of research assistance desk activity with students.
Faculty questions Fall 2012
Faculty are coming to us in person, but phone calls also play an important role.

Staff Questions
Staff account for only 2% of our questions in Fall 2012, and most of them are directional. This mirrors our experience with the MISO Survey, with staff often not being aware that library services are also for them. We are encouraged that most staff questions for fall 2012 are directional, because that points to their presence and interest in the library.
Community and Unknown Patron Questions
Community members include OLLI, Woodlands, students from other institutions, prospective students and their parents, and other users of our library. This is our second most common patron at the research assistance desk.
Research Assistance Statistics January – July 2013
From January 1 – July 12 2013, we answered 1488 questions. By far, the majority of questions come from students, in person.

The Ebb and Flow of Research Assistance
The following charts demonstrate the frequency of questions at the desk, by month, by day of the week, by hour of the day, and combined data for daily/hourly distribution.
Questions by Patron Type
81% of our questions came from students between January 1 – July 12, 2013.
Questions by Location
In the span of time of January 1 – July 12, 2013, 62% of the questions were answered at the research assistance desk. 28% were answered from the offices of Outreach librarians and staff – this implies either an individual appointment or some type of online interaction (e-mail, chat, etc.)

Questions by Method
From January 1 – July 12, 2013, 62% of our questions came in person. 29% were answered via e-mail.
Questions by Type
52% of the questions answered from January 1 – July 12, 2013 were research. 20% were ScienceDirect requests. This number will disappear in the next year because of changes in Document Delivery.

Length of Questions
72% of the questions answered from January 1 – July 12, 2013 were in the “brief” category, meaning they took five minutes or less to complete.
Questions Answered by Librarian

This semester has one anomaly in that we included data for answering ScienceDirect questions. Andrea has done the majority of this work, which explains part of why her numbers are so high.

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<tr>
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<th>Count</th>
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</table>

*Student Worker
Information Fluency and Research Instruction

Information Fluency Instruction, by Librarian:

While last year showed a marked increase in instruction sessions due to the opportunities afforded by the new structure, our numbers this year are just slightly higher than last year (2011-2012 taught 2291 students in 216 classes, meeting with students or small groups directly linked to classes 201 times.)

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<th>Number of in-class sessions</th>
<th>Number of meetings with indiv. students or small groups</th>
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Information Fluency Instruction, by Department served

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# Liaison Activity

## Liaisons - Departments

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