

**Reference and Information Services Department  
Goals and Objectives FY 2009-2010  
Overview of Activity from FY 2008-2009**

**SUMMARY OF PREVIOUS FY GOALS AND SUCCESS**

**Goals for FY 2008**

- (1) At least 20% of our instruction sessions offered this upcoming FY will be either multiple classes to the same section or team taught. At least 80% of the users will report satisfaction with library instruction.
- (2) Each reference librarian will have no less than 1 online tutorial, tour or instruction module complete with an assessment component on the library website by the start of spring 2009 semester.
- (3) At least 25% of all Research Instruction courses will be explicitly tied (in writing) to specific learning outcomes as defined by ACRL's Information Literacy standards.

**EXECUTIVE ASSESSMENT OF ACTIVITY**

- (1) For the first goal, we obtained 12% for the first part, and surpassed the 80% mark for the second. During online discussion among the reference staff, it was decided to scale back to a gain of 15% for the upcoming FY.
- (2) Due to administrative reasons, this goal was untouched, and therefore not assessed this cycle.
- (3) We are at 11% with this goal. Only 15 classes this past AY used the template and saved to the shared drive.

## **EXECUTIVE SUMMARY OF ACTIVITY AND DIRECTION FORWARD**

The Department Head, based on a workshop for the CTE, created a framework for goal-creation. Understanding that the mission of a unit describes the current position and the vision is the destination, the difference between the two becomes the seedbed for goal setting. What we did in the past was centered more on aggregating numbers rather than searching for concrete gains in student learning.

Based on this, three distinct areas emerged:

- 1- Seek to become a comfortable 'place'
- 2- Equip the PV student to evaluate, access and use information in a critical manner
- 3- Carry this to all aspects of their lives

The Department gathered and discussed goals that could assist in achieving these desired areas. The results are below:

### **GOALS**

- 1- The Reference Department seeks to expand our regular desk service by intrusive roaming. This should impact the number as well as quality of transactions.
  - a. Starting fall 2009, the daily tally sheet will be changed to allow for roaming transactions to be counted.
  - b. These transactions will be included in the monthly and annual reports.
  - c. Reference Librarians will conscientiously employ methods that will increase their opportunity for roaming reference transactions.
- 2- The Reference Department will create a common syllabus with a common assessment tool for lower level class to ensure that Bloom's Taxonomy is addressed.
  - a. Reference Librarians will meet to create a common syllabus and assessment tool.
  - b. Lower division classes (1000-2000) will be concerned with lower levels of Bloom, and upper division classes (3000-4000) will primarily address higher levels of Bloom.
- 3- The Reference Department will replace the Make Time for Research workshops with discipline-specific workshops.
  - a. Librarians will solicit input from faculty regarding content.
  - b. Librarians will work in concert with Department Head to ensure there is a coherent syllabus that could be utilized by anyone in the Department.

## **ASSESSMENT**

- 1- Add a column to our reference desk tally sheet to track roaming statistics. Continue to indicate on the online survey which questions are roaming, and continue to provide narratives.
- 2- Work to create a reference departmental common syllabus and assessment tool.
- 3- Create discipline-specific workshops in conjunction with Department Head and faculty representative with common syllabus (outline), content, and assessment.