

# **Reference and Information Services Department Goals and Objectives FY 2007-2008 Overview of Activity from FY 06-07**

## ***Recap of Goals and Objectives FY 2006-2007***

### **Goals from FY 06:**

- (1) We will maintain and seek to increase the number of instruction sessions offered this upcoming FY.
- (2) A full 100% of the reference department will be shelf-read by the start of summer 2007.
- (3) By the start of AY 2007-2008, a plan will be in place regarding the implementation of an IL program.
- (4) By the end of spring 2007, each reference librarian will be actively involved in outreach to liaison faculty.

### **Objectives for FY 06 Based on Goals:**

- 1.1 Three (3) % of all faculty on campus will be contacted by telephone, email or personal conversation with information about the instruction program, and will be offered the opportunity to create a personalized class for their students.
- 1.2 Each instruction librarian will teach at least 2 classes outside of their 'comfort zone' this academic year.
  
- 2.1 Each reference librarian will take ownership of their liaison area in the reference department and be responsible for shelf-reading it by the end of spring 2007.
- 2.2 Each reference librarian will be assigned a range in the reference department, and this will also be shelf-read by the end of spring 2007.
  
- 3.1 By the end of spring 2007, the electronic services librarian will establish a process for placing online tutorials onto the library's web page.
- 3.2 The reference department will hold meetings in conjunction with the Information Literacy Planning Committee to draft an action plan for what an IL program would look like, along with timetables for implementation. A draft will be finished by the start of fall 2007.
  
- 4.1 Each reference librarian will meet with at least 25% of their liaison faculty in their offices each semester.
- 4.2 Early in fall 2007 the reference department will meet to create a list of concrete ideas for increasing outreach.

## **Assessment of Activity:**

- 1.1 Reference staff did exceptionally well here. This proved to be a tremendous source of contact for us; outreach is our strong suit.
- 1.2 This did not happen for a variety of reasons. At times the Reference staff seemed territorial regarding subject areas, and the overall number of requests was down.
  
- 2.1 This was mostly accomplished; the areas that were touched were weeded and assessed professionally and accurately, but there were still liaison areas that were completely ignored. This remains an issue of concern.
- 2.2 This project has had mixed results. At times, there was a concerted effort made to read the collection, but inertia drove the project to a slow halt. Again, we need to redouble our efforts here.
  
- 3.1 This is already in place, and growth is steady. With the advent of Camtasia and SnagIt, we are poised to create specific tutorials almost on the fly that can be targeted to each RI class.
- 3.2 Results for this show that although we are still in the planning stages, we are making contacts with faculty that might be willing to have us teach multiple times for each section. This should provide inroads towards implementing an IL program.
  
- 4.1 Statistics are not available for this.
- 4.2 We have not met as a department on this issue, but as indicated above this does not seem to be a problem; we are already making strides here.

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

(1) We listened to suggestions from students from the RI survey handed out at the end of each class last year. Students repeatedly called for either the same material in a repeat class, or more of the same material. We understood this to mean that what we were providing was good, but it wasn't enough. Repetition was also a factor; we sometimes take for granted that students sit through the same material over and over- this might be just what they need.

Rather than focus on numbers of classes, we are increasing how many times we see a given section throughout the year; if we see students early in the semester and then towards midterms, this increases familiarity with both the library holdings as well as the librarian. We are also targeting team teaching, with the same rationale behind this move.

(2) Subject and database guide pages are finally coherent and organized; we have passed the stage of triage and are steadily progressing. In an effort to keep momentum and track and changes, we are implementing a checklist for each page. Pages should be revisited and evaluated every semester for suitability, relevance, accuracy and currency. This drive comes from the results of the User Satisfaction Survey; as students prefer to study at times the library is closed, it serves them best if we put as much material in a helpful and understandable format online.

(3) Shelf-reading continues to be a problem, although great progress has been made. Reference librarians will submit a written statement (short) to the Department Head in spring indicating their personal progress in this area.

(4) Outreach does not seem to be a problem for the Reference Department, and so it will be dropped from our explicit goals for the next FY. It is assumed that this will not affect progress.

## ***Goals and Objectives FY 2007-2008***

### **Goals for FY 07**

(1) At least 10% of our instruction sessions offered this upcoming FY will be multiple classes to the same section. We will meet with students early in the semester, and then again towards the end. A further 10% will be team taught; these might easily overlap. At least 70% of the users will report satisfaction with library instruction.

(2) 75% of the Subject Guide and Database Subject pages will be up to date and current by the end of fall 2007. They will continue to be evaluated annually or as needed.

(3) The Reference Collection will be shelf-read and evaluated by the start of summer 2008.

### **Objectives / Method of Assessment**

#### **Goal 1**

(1) At least 10% of our instruction sessions offered this upcoming FY will be multiple classes to the same section. We will meet with students early in the semester, and then again towards the end. A further 10% will be team taught; these might easily overlap. At least 70% of the users will report satisfaction with library instruction.

**Method:**

[a] Reference librarians will track the number of sessions taught, and indicate how many were team-taught. The number should be 10% of the total.

[b] Reference Librarians will track the number of times unique course sections are taught more than once. The number should be 10% of the total.

[c] User surveys and interviews will be used to measure “user-satisfaction” with library instruction classes conducted by the Reference Librarians. Evaluation forms will be provided for all students attending the library instruction program.

## Goal 2

(2) 75% of the Subject Guide and Database Subject pages will be up to date and current by the end of fall 2007. They will continue to be evaluated annually or as needed.

**Method:**

[a] Each librarian will meet with both the Head of Reference and the Electronic Services Librarian each semester to discuss areas of responsibility for these pages. A checklist will be completed and filed for each page every semester; the target is 75% compliance.

## Goal 3

(3) The Reference Collection will be shelf-read and evaluated by the start of summer 2008.

**Method:**

[a] Reference librarians will submit a written statement (short) to the Department Head in spring indicating their personal progress in this area. The goal is 75% compliance.