FY 2010 Reference Annual Report

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| **Reference Questions** | **2011** | **2010** | % change |
| Directional | 2085 | 2579 | -19% |
| Reference | 4138 | 4023 | 3% |
| Instruction | 648 | 720 | -10% |
| Research | 412 | 282 | 46% |
| Skills Based | 988 | 711 | 39% |
| Total | 8271 | 8315 | -3% |

Although the total number of reference transactions was down from last year, we did see an increase in the total number of lengthier reference questions, reflected in the number of “Research Questions” and in the number of one on one instruction sessions.\* And even though the number of intermediate length “Instruction” questions decreased, the combined total of “Instruction” and “Research” questions did go up slightly (6%). Taken as a whole, the statistics suggest that the reference department is getting more in-depth questions. So even though the total number of questions have dropped, it is unlikely that we have seen much change in the amount of time spent answering questions.

The number of directional questions fielded by the reference department dropped, and I wonder if there was a corresponding increase in questions at the Circulation desk, or whether that is really a net drop.

\*Note that the one-on-one instruction sessions are currently counted as instruction sessions, even though I am not sure if there is a substantive difference between the a one-on-one instruction question and a “research” question on the reference desk. Perhaps something to consider moving forward?

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| --- | --- | --- | --- |
| **Instruction Sessions** | **2011** | **2010** | % change |
| Classes | 85 | 77 | 10% |
| Students | 1696 | 1546 | 10% |
| Workshops | 101 | 71 | 42% |
| Attendance | 1182 | 935 | 26% |
|  |  |  |  |

* Librarians were embedded in a total of 42 Writ 300 sections.
* Librarians taught 7 sections of IDIS 110, Introduction to Information Literacy

In FY 2011, the library experienced an across the board increase in the number of instruction sessions, workshops and students reached. The most noteworthy increase was in the number of one-on-one instruction sessions which jumped to 67, up from 39 in 2010. These are counted under Workshops (see note above) and represent a small percentage of that total. Even though the total number of workshops was up compared to last year, it did not rise to the 2009 total of 127. Also, even the we did see an increase in the number of workshops, the attendance at these workshops, while significantly higher, did not increase as much. This suggests that we might be seeing some diminishing returns from doing more workshops.

**Publications**

*Burclaff, Natalie*. & Britz, J.

(2011). Alumni access policies in public university libraries. *Inkanyiso: Journal of Humanities and Social Sciences*.

Xiangming Mu, Alexandra Dimitroff, Jeanette Jordan, *Natalie Burclaff*.

(March 2011). “A Survey and Empirical Study of Virtual Reference Service in Academic Libraries” *The Journal of Academic Librarianship*, 3(2): 120-129.

*Johnson, Catherine*., Arendall, Thomas., *Shochet, Michael* & Duncan, April.

(2010). Integrating the credit information literacy course into a learning community. In Christopher V. Hollister (Ed.), *Best Practices for Credit-Baring Information Literacy Courses*. Chicago, IL: American Library Association, 53-63.

**Presentations**

*Johnson, Catherine.*

“Perry’s States of Intellectual and Moral Development for Information Literacy Instructors.” Academic, College and Research Libraries Division, Marland Chapter program October, 2010. Repeated at the Maryland Information Literacy Exchange (MILEX) meeting. June 10, 2011.

“LibGuides: Leading Them to the Sources.” Presentation at SLA-MD Xtreme Reference Conference. October 21, 2010.

“In the Spirit of Ben Franklin: 13 Virtues of the Next-Gen Librarian.” Presentation at the Academic, College and Research Libraries Biennial National Conference, March 2011. Co-presenter. An article about this presentation appeared in the Chronicle’s website: <http://chronicle.com/article/College-Librarians-Look-at/126975/>

“Plug and Play Potential of Bibliobouts Information Literacy Game.” Poster session at the American Library Association Conference. June 25, 2011. Co-presenter

“Bibliobouts: Building the information literacy game students want to play.” Poster session at the American Library Association Conference. June 25, 2011. Co-presenter

*Kiel, Mike*

“Lessons Learned from Teaching a For-Credit Information Literacy Class”. Presentation at the Maryland Library Association Annual meeting, May 6, 2011. Co-presenter.

*Shochet, Michael*

“Powerpoint Doesn’t Have to Suck”. Presentation at the Maryland Library Association Annual meeting, May 6, 2011.

**Participants and offices held in University, State and Local Organizations**

Johnson, Catherine

* Secretary, University Faculty Senate
* Chair, Conference Program Committee of the American Library Association’s Library Instruction Round Table
* Member, Research and Scholarship Committee of the Association of College and Research Libraries’ Instruction Section
* Member, Orientation Steering Committee
* Member, Orientation Planning Committee

Kiel, Mike

* Member, General Education Council

**The Library will improve and expand its information literacy activities.**

* See statistics for increase in number of sessions, students reached and Writ 300 classes.
* Librarians taught a total of 7 sections of IDIS110 (5 in the Fall, 2 in the Spring)

**The Library will provide the necessary resources and materials to support the curricular, cultural, and intellectual needs of the University community**

* **Langsdale worked with faculty from the Business School to identify and several business journals for which electronic access was highly desirable. Langsdale then licensed access or purchased a subscription to most of the journals so identified.**
* **Langsdale renovated the first two floors and the basement to increase the amount and types of work spaces available.**
  + **The Government Documents collection was moved into the basement. It was also reorganized so that the large collection of congressional hearings was shelved together.**
  + **On the first floor, the reference and circulation desks were moved to create a clearer and easier traffic flow in the building. More computers were added and a flexible workspace with moveable tables and chairs were added.**
  + **On the second floor, 4 new study rooms were added.**
  + **In addition, equipment was added to two existing study rooms to turn them into presentation practice rooms. In these rooms, students can record themselves practicing their presentations and view it later.**

**The Library will strengthen its service to the Baltimore region, develop ongoing relationships with local and regional organizations, and expand it resources related to the history of Baltimore and the region.**

**The Library will develop a marketing plan to increase the UB community’s awareness of its services so that students, staff, and faculty may make use of library resources for greater student success and faculty research.**

* Langsdale sponsored an MFA student reading in Langsdale Library during National Library Week. About 75-100 people attended and it was very well received.
* Langsdale staff increased the content on the libraries’ social media sites. There were regular postings on the library blog, that were automatically sent to the library Facebook and Twitter pages. Several posted updates to Facebook and Twitter as well. At the end of the FY 2011, Langsdale was liked by over 90 people on Facebook and had over 100 followers on Twitter.

**The Library will become an intellectual commons for the University by providing in-house and virtual opportunities to share information, knowledge, and perspectives on issues of interest to the University community.**

* Catherine Johnson, along with Lisa Stickney of the Business School, presented “How to use Bibliographic Reference Software” with. The program was sponsored by the Research Council of the University Faculty Senate and by the Provost office. Catherine presented about Zotero.
* Natalie Burclaff and Pete Ramsey provided training to the Small Business Development Center (SDBC) staff. Baltimore’s SBDC recently moved onto UB’s campus.
* Langsdale Library sponsored a Banned Books reading, held at the new university Bookstore, which featured several faculty members reading from their favorite banned books.

**The Library will work with University administrators and faculty to establish a reliable funding mechanism for the Library’s activities.**

**The Library will foster a culture of professional growth and development for all staff.**

* See list of presentations and publications.
* Langsdale reference staff attended the
  + ALA (Jun 24-28: Catherine, Pete)
  + ACRL national (Mar 30 – Apr 1: Catherine, Natalie)
  + MLA conferences (May 5-6: Michael, Mike)
  + Information Design for the Busy Librarian (Mar 30 – May 5: Michael)
  + Government Depository Librarians Conference (Oct 18-20: Mike)
  + MILEX (June 10: Mike)
  + ACRL MD Unconference (May 20: Natalie, Michael)
  + Learning and Entertainment Evolution Forum conference (June 16-17: Mike)
  + The One Shot Is Dead; Long Live the One Shot by ACRL MD (Oct 15: Natalie, Catherine, Michael)