

Funk Library Unit Annual Report FY 2012-2013

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Overview:

There was quite a bit of instability this year due to the two vacant positions for Biosciences Librarian and Veterinary Medicine Librarian. Searches for these positions were carried out in this fiscal year, with both positions having been filled at the end of the year. There were few major changes in our operational structure this year, which is an important difference from previous years that saw other libraries/collections closed and merged into the Funk Library.

Veterinary Medicine Librarian hired:

- Erin Kerby was hired after a lengthy search and began working at the university on June 17, 2013.
- Erin's primary office will be in the Veterinary Medicine Library.
- Erin will focus on service/collection needs for her subject group in Vet Med
- Erin will also focus on service/collection needs for the Animal Sciences Department in the ACES College, which is a new area for this position compared to previous incarnations of this position.

Biosciences Librarian hired:

- Kelli Trei was hired after a fairly short search process, and she began working for the university on July 17, 2013
- Kelli's primary office will be in the Grainger Engineering Library, but she will also have office space in Burrill Hall where the previous Biology Library staff was housed. There is a computer/instructional lab adjacent to this space, and it is expected that this proximity will allow for some effective outreach to Life Sciences students and researchers.
- Kelli's focus will be on interdisciplinary life science areas at the university. This is becoming an increasingly nebulous area due to the interdisciplinary nature of the research and instruction. Efforts were made to characterize medical research interests at the university prior to hiring the Biomedical Librarian now located in Social Sciences, Health, and Education Library. That information showed that much of the research being carried out in the life and medical sciences is being conducted by interdisciplinary groups, often with strong connections to engineering. Little effort had been extended specifically to the engineering groups on campus by previous librarians serving the life sciences. It is expected that locating Kelli's office in the Grainger Engineering Library will foster better knowledge of interdisciplinary life sciences research. Kelli will also be part of the Funk Library service team by attending group reference meetings and providing reference service. She is also a member of the Life Sciences Division.

Planning/Implementation for Life Sciences Reference Hub and embedded services:

- The administration of reference services within the University Library has changed to a more centralized role, with reference services being condensed into 4 main “hubs” for reference service. The Funk Library serves as the coordinating unit for the Life Sciences Hub. Pat Allen has been involved in a central committee (Reference Services Committee) during the past year, and he is being replaced on this committee by Erin Kerby.
- The normal reference service hours for the Funk Hub are 10am-10pm 7 days per week.
- We hold weekly meetings to train and coordinate our reference activities with all staff who perform reference service.
- We have developed a tiered approach to reference service, with Graduate Assistants being scheduled at our Information Desk for our scheduled reference hours (10am-10pm 7 days per week), with faculty librarians being scheduled for “on call” shifts Monday-Friday. We are experimenting with developing a more robust embedded librarian model, and this will likely effect the method by which we conduct our on call shifts.
- We have had several in-house training sessions during our reference meetings to train us on using IM chat reference service, which is coordinated centrally. We then set up a pilot project to test how participating in IM chat reference would fit in with our operation. We have implemented our IM chat reference service and monitor its success.
- We found that our GA staff providing reference did find some value in the service, though we often felt conflicted in providing the service due to the multi-tasking nature of our typical reference assignment. We encountered complications when a person tried to be involved in an IM transaction, but was also trying to solve circulation problems for our undergraduate staff or work with in-person transactions. IM chat seems to work much better for service providers who are completely dedicated to IM chat without the distractions of multi-tasking. We will continue to offer the service, but will keep studying how it works for us.
- We continue to survey and implement new methods for service data collection, typically with centrally driven leadership. Examples of this are desk tracker and the READ scale. We also are beginning to explore uses of the referral database for subject expertise, though we typically receive referrals rather than making them.

Graduate Assistants:

- The Funk Library employed 1.75 FTE graduate assistants on state funding.
- Though the initial allocation was for 1.25FTE graduate assistant support (same as previous year), extra support was requested and 0.25 was made available to bring the total support up to 1.5FTE. An additional 0.25 was made available from the Division Coordinator support, and this went entirely to support reference service functions in the Funk Library.
- The Funk Library employed 0.5FTE graduate assistants from gift/endowment funds specifically for the Agricultural Communications Documentation Center.
- These are pre-professional positions that focus primarily on user service, web development, database creation and maintenance (mostly ACDC), collection analysis, and other services. Graduate Assistants in the Funk Library typically are multi-tasking and do not overlap coverage, as they are the first line of reference service we use and we don't have enough coverage currently to cover all of our reference hours.

Agricultural Communications Documentation Center:

- Joyce Wright continues as leader of the operation.
- Joyce received a funded grant for the center totaling \$16,000. The funds were awarded by the Upper Midwest Agricultural Safety and Health Center for a project titled "*Laying a New Foundation for Engaging Agricultural Media Gatekeepers in Covering Agricultural Safety and Health*". The project will run through June 1, 2013 through May 31, 2014.
- Documents continue to be indexed and added to the database, though this process was hampered by the outdated database structure much of the year.
- Jim Evans is still active with the center.
- Substantial progress has been made on a new database to support the center. This work is being undertaken by Library IT using Bibleaves with input from center staff. It is hoped that this project will be complete in the coming year. It is currently substantially complete with some adjustments needing to be made.

Hours/Services:

- We still maintain a schedule of 8:30am – 3:00am Monday through Thursday; 8:30am – 10pm Friday; 10am – 10pm Saturday; and 10am – 3am Sunday.
- The building is used heavily, especially during the evening and late evening hours.
- We maintain official reference service hours from 10am – 10pm 7 days per week.
- Our summer hours are 8:30am-5pm Monday – Friday.

Upcoming Retirement:

- Joyce Wright will retire from the university on December 31, 2013.
- Joyce has coordinated the Agricultural Communications Documentation Center 3 days per week.
- Lura Joseph will step in to this role after Joyce has retired, though with fewer hours per week devoted to the job. The workflow necessary from Lura will be a work in progress, but she is spending time with Joyce prior to her retirement in preparation.

Personnel:

- Pat Allen (faculty) (100%)
- Meoldy Allison (faculty) (100%)
- Sarah Williams (faculty)(100%)
- Joyce Wright (faculty) (66%)
- Lura Joseph (faculty)(10%)
- Barb Trumpinski-Roberts (staff)(100%)
- Lucy Moynihan (staff)(100%)
- Sandra Holloway (staff)(100%)
- Kristine Arvola (staff)(100% 12 month contract for late night shift)(note: Kristine's position was upgraded to a 12 month appointment from a 9 month appointment)
- Julie Bumpus (staff) (approximately 0.5FTE, 9 month position). This hire was undertaken to eliminate the need to hire Extra Help for the late shift, as it is appropriate to consider the duties of this position as fitting in with Civil Service categories. The interview process required 24 people to be interviewed to fill this single position.

Goals/Planning for the coming year:

- Cover Pat Allen during his sabbatical (October 16, 2013 through July 15, 2014). Melody Allison and Sarah Williams will share acting unit head duties during this period.
- Integrate new Biosciences Librarian and Vet Med Librarian into the University of Illinois system.
- Continue implementing centrally driven service programs for reference service, while adjusting our pre-existing efforts for best effect.
- Continue pursuing a more robust embedded librarian model where it will be most effective. Develop methods for holding "on call" hours for unit librarians that also help forward the embedded model.
- Develop an operational structure that allows for continuous operation of the Veterinary Medicine Library that alleviates time strain on the Veterinary Medicine Librarian. The librarian position in the Vet Med Library has been required to provide operational support for basic functions in the past (example, keeping the library open during lunch periods).

- Fill the role of Joyce Wright in the Agricultural Communications Documentation Center upon her retirement.
- Enhance the work flow of the Agricultural Communications Documentation Center to assure its sustainability in future years.
- Increase bibliographic access to some of our important but poorly cataloged collections. We have internal UIUC documents that need to be cataloged prior to digitization. We also have some special collections in agricultural communications and urban planning that need attention.