Office of User Services Annual Report FY13

I	**Unit Narrative**

The Office of User Services is responsible for the oversight of user services functions across the Library and, specifically, for supporting assessment, information literacy and instruction, and staff development and training. All areas are advised by standing committees of faculty and staff. All faculty and academic staff of the office serve on the library-wide User Services Management Group. The office has not submitted an annual report since 2006.

This report includes information provided by Lisa Janicke Hinchliffe (LH), Beth Woodard (BW), Jen-chien Yu (JY), Sue Searing (SS), and Zoe Revell (ZR). Initials after particular items indicate the office member who led that activity, but it should be noted that collaboration and cross-fertilization is very common in our work, and often more than one of us is involved in a given activity.

- Major activities and accomplishments of the unit in FY13 (July 1, 2012 to June 30, 2013):

Developed, managed, and improved tools to increase productivity and learning across the organization.

- o Furthered the Library's e-learning program through support for synchronous teaching/collaboration. Specifically, investigated e-learning technology options and acquired Blackboard Collaborate. Provided management and oversight of acquisition, set-up, administration, and training for the system. (LH)
- o Assumed management and training responsibilities for LibGuides from RRSS, in addition to the system administration and vendor relations roles historically handled within the office. (LH)
- o Administrated the e*vents calendaring and event registration system. (BW, ZR, LH)
- o Developed and implemented a web-based program for requesting e-resources usage statistics [http://www.library.illinois.edu/assessment/eresources/]. (JY)
- o Working with a staff member from the Dean's Office, managed DeskTracker, which is the public service (reference & gate count) tracking system used by all public service points. (JY)
- o Maintained and generated reports from the Library Instruction Statistics Database. (LH)
- o Rewrote the Search Procedures Manual for academic searches, with the assistance of Tom Teper, AUL for Collections, and Donna Hoffman, Library Human Resources, and User Education Committee. (BW)

Gathered, analyzed and disseminated data to inform service priorities and programs.
- o Conducted the campus-wide Ithaka S&R faculty survey (JY) with input from advisory committees (LH).
- o Launched the Library Assessment Grants program. (JY)
- o Provided data analysis and consultation about assessment projects for Reference, Research and Scholarly Services; the Reference Services Committee; Library IT; User Education

Committee, and the International & Area Studies Library. (JY)
- o Conducted a cross-Library assessment of classroom space use. (JY)

Planned and coordinated events for staff development and information sharing.
- o Planned and conducted the Library Retreat, attended by 176 library faculty, academic professionals and staff, in January 2013, which addressed the campus Visioning Future Excellence priorities. (BW)
- o Offered a variety of face-to-face sessions, including: Working with Files, Box, Gifts and Endowments, and SimplyMap. (BW)
- o Organized training and support for supervisors, including (BW):
    - ▪ Intensive workshops for 14 supervisors
    - ▪ Discussions with the University librarian
    - ▪ Monthly discussions for previous supervisory workshop participants
- o Offered over 25 webinars at hosted locations in the library, on a variety of topics (BW) (see Appendix 3)
- o Developed and implemented a wellness program (ZR) (See Appendix 3)
- o Continue to refine and implement a multi-faceted professional development and support system for teaching and learning (LH) (See Appendix 1)
- o Served as co-lead of the GSLIS-Library Teaching Alliance (LH)

Fostered communication and cooperation among Library faculty and staff, and recognized excellence.
- o Expanded the Growing People Blog. The blog's content includes interviews with new and experienced staff, announcement of award recipients, tips on computer security, health and wellness, and much more. (ZR)
- o Led the effort of the Awards and Recognitions Task Force and its successor, the Awards and Recognitions Committee (BW [co-chair], LH), which recommended, gained Executive Committee approval for, and selected recipients for a series of awards for individuals--staff, undergraduate student workers, graduate student workers, academic professionals and faculty. Award proposals for specific activities—research, service, teaching, and innovation—are under development by relevant groups.
- o Chaired Advisory Committee to the Associate University Librarian for User Services (SS), User Education Committee (see Appendix 2) (LH), Staff Development and Training Advisory Committee (BW), and Library Assessment Committee (JY)

Contributed to campus-level groups and initiatives.
- o Served as active member of the campus Teaching Academy Leadership Network (LH).
- o Contributed to campus management and improvement of classrooms through the Instructional Space Advisory Committee (SS) and the Informal Group on learning Spaces (LH).
- o Developed partnerships with campus units related to teaching and learning including the Center for Teaching Excellence, Campus Programs on Teaching and Learning, and CITES Education/Academic Technologies. (LH)
- o Served on the Campus Faculty Bookstore Advisory Committee. (LH)
- o Coordinated the Library's participation in the First Campus Day of Service, including volunteering at Champaign Public Library, collecting donations for Books to Prisoners,

raising money to buy laptops for the Urbana Neighborhood Connections Center, and profiling Library employees who donate time and talent to community organizations. (SS)

- o Explored greater integration of the Library in the undergraduate research programs, specifically the Ethnography of the University Initiative. (SS)

Supported Library faculty research and career progress.

- o Served on Peer Committees for untenured faculty. (BW, SS, LH)
- o Edited tenure and promotion papers. (SS)
- o Served on the promotion review committee for candidates for full professor. (LH)
- o Served on the Research and Publication Committee, helping to determine funding for research projects, mentoring new researchers, and planning events to develop research capacity. (BW, LH)
- o Coordinated sabbatical applications. (SS)
- o Met with untenured faculty to determine their support needs. (BW)
- o With funding from RPC, purchased a research book for each new faculty member. (BW)
- o Organized a workshop by Josh Morrill and Glenda Morgan on research methodologies (17 attendees) as well as individual research design consultations (6 participants). (BW)
- o Experimented with reserving 314 Main Library for a Staff and Librarians' Study hall, intending to provide a space to work on online and training and/or create a core group of people working on research, but it proved to not be used effectively and was not continued the following semester. (BW)

- Major challenges faced by the unit during that period:

The greatest challenges for the Office of User Services during FY13—some temporary, some ongoing--stemmed from inadequate facilities.

- o For most of the reporting year, Office of User Services members were housed in temporary offices which were too small to host in-office consultations, and many files were placed in storage areas without immediate access. Everyone is back in permanent spaces now and appreciate the new paint, windows, and flooring.
- o When 295 UGL was re-purposed as part of the Undergraduate Library's Media Commons, the Library lost one of the primary places where training, meetings, job talks, and instruction took place. While other rooms provide meeting spaces with options to bring in a laptop and display Power Points, videos, and webinars, there still remains a need for space that is more flexible and provides opportunities to move chairs and tables around for more interactive training and group discussions. Scheduling of hands-on classrooms spaces for holding meetings is being monitored as it will become problematic if we cannot provide hands-on training and instruction because of library committee meetings and interviews.
- o The chimney project on the 4th floor not only displaced individual offices, but also made the staff lounge inaccessible, impacting staff morale and the location for the popular seated chair massages. After trying a few places, the location was finally

settled in the Library HR conference room, but with competing priorities, this was not ideal. The staff lounges are now operational and massages are now hosted in this better location.

- Significant changes to unit operations, personnel, service profile, or service program:
    - In FY13:
        - The new position of Library Assessment Coordinator was filled by Jen-chien Yu in August 2012.
        - Zoe Revell joined the Staff Development and Training group as a half-time LOA in August 2012.

    - Coming in FY14:
        - From August 2013 to May 2014 (while JoAnn Jacoby, Head of RRSS, is on sabbatical), the Visual Resources Curator, Sarah Christensen, will report to the Associate Dean for User Services.
        - Lisa Hinchliffe will begin a 9-month sabbatical in December 2013; other members of the office will cover a number of her duties.

- Ways in which the unit and/or its members contributed to Library-wide programs:

Since the Office of User Services has a span of responsibility that is by definition Library-wide, this section highlights projects and committees which office members did not lead, but to which they contributed significantly.

- Contributed hours to the Main/UGL reference hub. (BW, ZR,SS)
- Worked with search committees conducting academic searches and served as the conduit between the Executive Committee and Library Human Resources. (BW)
- Served on search committees. (BW, LH)
- Served on the Content Access Policy and Technology Committee (CAPT) (LH, SS, BW)
- Served on the Web-Scale Discovery Implementation team of CAPT and contributed significantly to the implementation and evaluation of Primo. (LH [recorder], SS, BW)
- Served on the new Web Advisory Group of CAPT. (SS [co-chair], JY, LH)
- Served as an ex officio member of the Social Events Committee. (ZR)
- Served on Library Assessment Committee , Staff Development and Training Advisory Committee, and Division Structure Task Force (chair). (LH)

- Progress made on Unit Annual Goals for FY13 (as enumerated in the FY12 Unit Annual Report):
    - The Office of User Services did not submit a report in FY12 nor enumerate goals for FY13.

- Unit Annual Goals for FY13:
    - Review, and update as needed, the Library's service policies. (SS)
    - Articulate common customer service standards to guide the development of training and the assessment of services. (SS)
    - Develop a "dashboard" of assessment data and tools. (JY)
    - Conduct LibQUAL+® Lite in Spring 2014. (JY)

- o Roll out the Student training program using Compass. (BW)
- o Reengage a group focused on technology training issues. (BW)
- o Implement the Fitness Trail now that the Fourth Floor is getting cleaned up. (ZR)
- o Expand the Library's capacity for, and use of, real-time online instruction and training. Specifically, create pilot e-learning programs using Blackboard Collaborate in collaboration with volunteer library units. (LH)
- o Establish a LibGuides training, support and development program. Specifically, create a toolkit of training, support, and documentation resources with particular emphasis on integrating Library services (e.g., Ask-a-Librarian) and resources (e.g., Easy Search) into LibGuides. (LH)
- o Contribute to the orientation and successful initial months of the new Dean of Libraries. (SS, BW, LH, JY)
- o Ensure continuity of support for information literacy and instruction during the Coordinator's sabbatical (December 16, 2013-August 15, 2014). (SS, BW, JY)

For units employing Graduate Assistants (GAs), the Unit Narrative should also include the following:

- the number of GAs (FTE and Head Count) employed during FY13:
  One .25 FTE Graduate Research Assistant for Assessment. In addition, RRSS made GA hours available to support Information Literacy Services and Instruction.

- the funding source for the unit's GAs: state funds

- the major responsibilities assigned to the GAs in the unit, and an overview of the contributions made (or projects completed) by GAs during the fiscal year.
  - o Research and adopt new research methods and software tools for assessment.
  - o Disseminate assessment results to the Library and maintain the Assessment @ Illinois website.
  - o Conduct surveys, focus groups or usability testing.

II   Statistical Profile

1.   Facilities

- User seating counts (if applicable) – N/A
  - o at tables
  - o at carrels
  - o at public workstations
  - o at index tables
  - o in group study rooms
  - o informal/other

- Number of hours open to the public per week (if applicable) – N/A
  - o Summer II 2012
  - o Fall 2012

- o   Spring 2013
- o   Summer I 2013

2.   Personnel

- List, by name, all faculty, Academic Professionals, civil service staff, and Graduate Assistants assigned to the unit in FY13.
    - o   Susan Searing, 1.0 FTE (faculty)
    - o   Beth Woodard, 1.0 FTE (faculty)
    - o   Lisa Hinchliffe, 1.0 FTE (faculty)
    - o   Jen-chien Yu, 1.0 FTE (academic professional)
    - o   Zoe Revell, .5 FTE (civil service) (starting August 16, 2012)
    - o   Wendi Shen, .25 FTE (graduate assistant)

- Specify the amount of the unit's FY13 Student Assistant wage budget and Student Assistant FTE. – N/A

3. User Services

Most of the following data has been generated by the Office of User Services and is available at G:\StatsForAnnualReport2013.

- Gate Count (as reported during FY13 Sweeps Week).   – N/A

- Circulation (from Voyager circulation reports) – N/A

- Reference interactions (from DeskTracker) – N/A

- Presentations (from the Instructional Statistics database) – Not recorded consistently in FY13.
    - o   Number of presentations to groups - ?
    - o   Number of participants in group presentations - ?

4.   Other statistics (optional)

Units may report any additional data that is collected within the unit and is illustrative of its activities in FY13. Examples might include website analytics, training sessions provided within the Library, LibGuides usage, tallies of materials processed or transferred, and so on.

Graduate Assistant Training and Orientation

- Fall 2012 GA training and Orientation = 22 sessions
    - o   34 new graduate assistants attended the general orientation with many attending most of the sessions
    - o   As many as 56 people, including staff and librarians attended new sessions on the reference referral database and DeskTracker training

- Spring 2013 GA training and Orientation = 15 sessions
  - 16 new graduate assistants and librarians attended the general orientation sessions, with about 6 or 7 attending most sessions.

LibGuides

- Views of LibGuides Homepage (uiuc.libguides.com)

2012-07	1801
2012-08	1742
2012-09	3520
2012-10	3870
2012-11	2707
2012-12	1466
2013-01	1834
2013-02	2554
2013-03	2451
2013-04	2398
2013-05	1621
2013-06	1531
Total	27495

- Total Views (July 1, 2012-June 30, 2013) Across guides = 479,733 views
  - 1372 Guides in the System
  - 853 Guides Have Views
  - 88 Guides have more than 1000 views per guide

- Top 10 Guides for Views

  1. Research Articles and Refereed (Peer-Reviewed) Journals - 30502
  2. Communication 101 - 18999
  3 Communication 111/112 - 17490
  4. Consulting Projects--Research Orientation - 14520
  5. Accounting Research Toolbox - 11139
  6. Research Posters - 8848
  7. Engineering Handbooks - 8063
  8. Marketing Research - 7847
  9. Career Corner - 7737
  10. Bloomberg - 7479

III   Appendices

<u>Appendix 1 – Information Literacy and Instruction Activities - Highlights, FY13</u>

- Met one-one with each new librarian and AP who has teaching responsibilities. Typically lasting at least one hour, each meeting includes policy orientation as well as procedural and technical training.
- Provided one-one instructional design consults as requested by librarians designing instruction sessions, adopting new pedagogical practices, etc.
- Organized and hosted the Spring 2013 Information Literacy Workshop focused on technology tools for teaching more effectively.
- Arranged for subscriptions and common viewings of relevant webinars (e.g., ACRL elearning webinars and the ELI Fall Online Workshop)
- Facilitated a brownbag discussion for librarians who have attended ACRL Immersion programs recently to share their experience and the impact it had on their professional practice.
- Provided information about campus opportunities for professional development to the Library (e.g., EdTech Brown Bag series, the Annual Faculty Retreat).

<u>Appendix 2 – User Education Committee Topics and Projects, FY13</u>

- Copyright education.
- Providing input on instructional spaces and equipment, in particular planned re-configurations to ACES 509.
- Support and development of LibGuides and other instructional materials.
- E-Learning and Blackboard Collaborate.
- ORR/SFX implementations.
- Primo implementation.
- Training and development for information literacy and instruction.
- "Best practices" for presentation topics in the faculty search manual.
- Insights from conference sessions – LOEX, LILAC, Illinois Information Literacy Summit.

<u>Appendix 3 – Staff Development and Training Events, FY13</u>

Workshops for supervisors:
- Performance evaluations (2) with 12 attending
- Crucial conversations, 15 attending
- Cooperative Communication skills, 9 attending
- Writing Job Descriptions, 6 attending
- Time and attendance, policy and rules, 15 attending
- Planning and Implementing successful meetings, 12 attending
- Managing Meetings with Jan Ison
- Time Management Workshop

Webinars at hosted locations in the library:

- ACRL Data Curation
- What would Walt (Disney) do?
- Publisher Metadata
- NISO: Connecting the Dots
- NISO: Translating the Library Catalog from MARC into Linked Data
- NISO Future Perfect Conference
- CONSER RDA Core Elements for Serials
- When a Librarian Met an Archivist
- Effectively using ARL Salary and Demographic Data
- ARL Salary Survey
- Teaching Information Literacy with Discovery Tools
- IT Metrics Report Card
- ACRL Digital Curation
- NIOS/DCMI: Deployment of RDA Cataloging and its expression as linked data
- Mobilizing the Library
- ALCTS Webinar; Programmatic Changes to the LC/NACO Authority file for RDA
- Sparking Innovation in Your Library
- ALA Virtual Conference (2 days)
- Getting Organized in Outlook 2010
- GTD
- Library of Congress Call numbers, Intermediate 3 sessions, Advanced 3 sessions
- NISO Discover and Delivery
- iPads in Libraries
- ALCTS RDA for Noncatalogers

Wellness program components:
- Seated chair massages (paid by individuals) on a monthly basis, 84 participants
- Civility in the workplace, partnership with Champaign Public Library
- A "passport" project that encouraged individuals to visit other libraries, with over 35 people going to ALL locations, and many more participating
    - 3 sponsored walks to Grainger and Uni High, Music and Chemistry and Health Sciences led by staff and faculty members
- Blood drives in September 2012 and January 2013, with 29 participants
- Money Smart Week activities, including
    - Protect Yourself from Identity Theft
    - Understanding your credit score
- Stress management, 10 participants
- Pedometer challenge for the Month of April, 122 participants
- Safety training, including
    - Active threat training, 10 participants
    - Fire extinguisher training, 42 participants
    - Verbal judo, 46 participants
    - CPR and AED Training.