

Reference, Research and Scholarly Services
ANNUAL REPORT, July 1, 2011 – June 30, 2012

Prepared by:
Reference, Research & Scholarly Services (RRSS) librarians and staff

I. Unit Narrative

A. Major Activities and Accomplishments

During the past year the librarians and staff in Reference, Research and Scholarly Services (RRSS) have played key roles in preparing for the launch of the Main-UGL reference hub in Fall 2012 and supported a growing service program that includes both on-demand reference services (up by 6% this year) and range of scholarly support services. We taught over 181 workshops or instruction sessions, reaching 2,552 students. We continue to focus on developing innovative approaches to research support services that benefit the entire community of scholars who rely on the Library's world class collections and services and in developing a collaborative, collegial approach to coordinating reference and research support services across the Main/UGL hub.

In Fall 2011 the Scholarly Commons received a generous gift of \$500,000 from the Division of Intercollegiate Athletics for use in support of graduate student services. This gift has helped support popular new partner services offered by the Survey Research Lab as well as new equipment and furniture to facilitate the move to a larger space in 306 Library.

B. Significant Changes to Unit Operations, Personnel, Service Profile, or Service Programs

Operations and Service Profile:

RRSS continues to evolve as per the recommendations of the Reference NSM Team (<http://www.library.illinois.edu/nsm/reference/index.html>), which outlined an ambitious plan to redefine reference service at Illinois as a shared enterprise that operates seamlessly from the user's perspective. In August 2011, RRSS was formed as a new unit including Reference, Research & Government Information Services, the Scholarly Commons and Web Content Services. Effective August 2012, Web Content Services will be reporting through Library IT.

RRSS has been actively involved in the planning for the cross-unit staffing of on-demand reference services that will start with the Fall 2012 launch of the Main/UGL Hub. In accordance with the recommendations of the Reference NSM Team and the Budget Group's rider to GA allocations to units in the newly formed reference hubs, all of the units assigned to the Main/UGL Hub will be participating in front line reference services on the Virtual Reference Desk & the Information Desk. RRSS has taken a leadership role in working with the Main/UGL Hub Management to set policy, provide training and orientation, and coordinate the scheduling across all three service points (the Information Desk, the VR Desk, and the Undergraduate Research Desk).

The Scholarly Commons expanded its service profile as well as its physical footprint, moving from 328 to a larger, more inviting space in 306 Library. This move is still in progress, however, as not all of the new furniture and equipment have yet been installed in the new space (see entry under "Facilities & Space" below for further details). At the start of the spring 2012 semester, the Scholarly Commons added open hours for the Survey Research Laboratory to our suite of services, using part of the gift from the Department of Intercollegiate Athletics to underwrite free consultation services to graduate students. This has proven to be a heavily used service in the new space, and will be continued in the next year.

Staffing:

- Reviewed and readjusted staff roles and responsibilities across the Info Desk, the Scholarly Commons and Web Content Creation as per the summer 2011 reorganization outlined in the NSM Reference Services Report. Readjusted these when Web Content Creation was moved to IT in Summer 2012.
- Karen Hogenboom was on sabbatical November 1, 2011 - July 31, 2012.
- Merinda Hensley's appointment was adjusted to include a 25% Scholarly Commons appointment as Co-Coordinator of the Scholarly Commons and Sarah Shreeves' appointment was shifted from 35% to 25%.

both effective October 16, 2011.

- Merinda's responsibilities as Co-Coordinator include leadership of the Savvy Researcher workshops, training, mentoring & supervision of graduate assistants, coordination of staffing of the Scholarly Commons space, management of the 314 instructional lab, promotion, marketing and assessment of the suite of collaborative services and resources associated with the Scholarly Commons
- Sarah's responsibilities as Co-Coordinator include: overall leadership & primary contact for physical and virtual services, implementation of new scholarly support services & technologies that enhance research and teaching activities, collaboration with partners, pursuing grant & funding opportunities, working with Library IT staff and other partners to support the technical, physical, and virtual infrastructure needs of the Scholarly Commons, including software in SC and 314, and the development of a research intensive profile for public access machines.
- JoAnn Jacoby accepted a five-year appointment as Head of RRSS effective January 4, 2012, following a national search. She will be fulltime in RRSS when her 25% appointment as NSM Coordinator ends in August 2012.
- Mark Wardecker accepted a half-time reappointment as Classics Subject Specialist in January 2012. He assumed responsibility for copyright education following Janice Pilch's departure in Fall 2011 .
- Susan Miller was hired as part-time academic hourly in January 2012 to provide backfill for Mark Wardecker.
- Carissa Phillips joined RRSS in June 2012. She will be providing support for data services and on-demand reference service, as well as continuing to offer consultation hours in the Market Information Lab and serving as the Library's contact person for the Departments of Finance, Accountancy, Entrepreneurship, Information Systems/Information Technology, as well as Illinois Business Consulting and the Global Consulting Program.
- Beth Woodard's appointment as Staff Training & Development Librarian in the Office of Services will become a 100% time appointment in August 2012, thus ending her 25% time assignment to RRSS
- Kathleen Kern will be on sabbatical October 1, 2012-June 30, 2013. During her sabbatical, Karen Hogenboom will be responsible for GA supervision and will collaborate with Beth Woodard to provide GA training, Mark Wardecker will hire new GAs and Cindy Ingold will help cover Kathleen's desk hours. Kathleen provided sabbatical coverage for Cindy Ingold, Gender & Women's Studies Librarian, August 2011-May 2012.

Challenges:

- The reassignment of professional staff time assigned outside the unit and across multiple service points has been beneficial to the Library as a whole, allowing the organization to be more nimble, respond to new opportunities, and cover gaps that have arisen due to retirements and other departures. It has also been enriching to individuals who are able to explore areas of expertise and specialization. It is not, however, without challenges:
 - Dispersed offices and responsibilities make it harder to provide consistent mentoring of new GAs and new staff and ensure coverage at core service points like the InfoDesk
 - A dwindling core of librarians are committed to reference as their focus and available to provide leadership for service initiatives
 - Although many RRRS librarians have responsibilities in other units, head count remains high leading to a perception that RRSS librarian ranks are growing despite the fact that actual FTE have been shrinking and all levels of staff have been taking on additional responsibilities for both Librarywide services as well as specific subject areas. It would be unfortunate if this misperception led to cuts in our staffing as this would impact both the core public services that the unit is explicitly charged to support as well as the other areas we have chipped in to support

Facilities & Space:

Reference Reading Room:

- Outlets were added to the Reference Reading Room tables, with funding from the Library-IT Fee. Gate counts have increased markedly, and as many as 188 people use the room during peak times, such as

spring finals week. A slightly less busy time during fall finals is pictured below:



At one point during Spring 2012 finals over 110 people were working on laptops in 200 Library, taking full advantage of the new outlets. Gate count has increased 7% this year.

- All blinds in the Reference Reading Room were replaced.
- Various aging single format microform readers with a single film/fiche reader.
- Reviewed our print handouts to determine which were needed in that format and which are more suitable as online guides. Almost all print handouts were eliminated.

Scholarly Commons:

- The Scholarly Commons moved from 306 to 328 in April and May of 2012. This involved rethinking how we would provide services (providing more open computers for example) and the design of the space itself. While this is still a work in progress (furniture and technology are still being installed), we look forward to being able to offer more services in the future. The space includes offices for four librarians: Merinda Hensley, Karen Hogenboom, Carissa Phillips, and Sarah Shreeves.
- The Scholarly Commons took over the management of 314, the adjacent teaching space, as well. We broadened the policies for the room to allow for brown bag functions in the space, as well as open lab hours.
- The usability lab was moved from 328 to 316. This is still a work in progress and not in use currently.

C. Ways In Which The Unit And/Or Its Staff Contributed To Library-Wide Programs and/or Advanced the Library's Strategic Initiatives

Reference Services:

RRSS is the central gateway to the Library's information and research services. In 2012, we answered 23,109 reference and directional questions at the Information and VR Desks, an overall increase of 6% since last year (see the "Statistical Profile" section below for a details). In addition, the Scholarly Commons reported 281 reference interactions, most of which were extended research consultations.

The Information Desk is by far the busiest reference service point in the Main/Undergrad complex during the summer sessions, and the only reference service point open during the interim before fall classes and during the winter interim. We also provide the primary staffing for chat reference during the summer when UGL has reduced hours. Summer is a critical time for faculty, graduate students, and visiting scholars to focus on their research and both affiliated and unaffiliated researchers rely heavily on the in-depth reference services and referrals provided by RRSS to make effective use of their time.

- This year saw 6% overall increase of reference interactions, with increases of 4-12% in all mediums (see statistical section below for details). This across the board increase is the first such overall increase in fourteen years. In prior years chat increased markedly while other modes (phone, in person, email) decreased.
- With the creation of the VR Desk as the focal point for handling chat reference during peak times, we expected to be able to start reducing the number of staff at the Information Desk. We were quite surprised, therefore, to find that the overall level of activity at the Information Desk this year (20,574) was almost exactly the same as last year (20,576). Taking chat reference off of the InfoDesk for some hours did shift some IM-interactions away from the in-person desk (from 4871 in FY11 to 4017 in FY12) but an increase in phone, in-person, and email means we were just as busy at the InfoDesk as the year before.
- Placement of the VR chat box on the Library Gateway page that will be rolled out in Fall 2012 will further increase the use of the chat reference service. Based on the increase that occurred when Undergrad moved the chat box from a lower-level page to their homepage we anticipate a 25% increase in questions received through the VR service. If the increases are as large as expected, staffing levels at the VRDesk may need to be increased to keep up with the demand. The Main/UGL Hub Management Team will work with the Coordinator for Assessment to monitor the statistics recorded in Desk Tracker so this data can inform GA and other staff allocations.
- Starting in July 2012, the Senior Library Specialist in RRSS will assume responsibility for scheduling for the Information Desk, VR Desk and UGL Desk, as well as ensuring that planned and unplanned absences and trades are covered.

Challenges:

- Looking forward to 2012-2013, one of the primary challenges will be the large (9) number of new RRSS GAs combined with the influx of new-to-general-reference staff and librarians at the Info and VR Desks. This will require a significant investment in orientation, training, and shadowing new people on the desk to ensure a consistently high level of service at all desks.
- Summer seems a difficult time for GAs to commit to project time when they are paid hourly, which impacts the unit's ability to complete project work during Summer, which impacts the unit's ability to update webpages, investigate innovative services, develop new Savvy Researcher workshops, and develop and maintain online discovery tools and guides. Offering a limited number of month contracts (perhaps just for the GA's continuing in the fall) might help. This issue is especially important for RRSS because the InfoDesk provides the primary support for in-person and chat reference in the summer.

Research Support Services

- The Scholarly Commons provides support for data and technologically intensive research, generally in the form of in depth consultations. We do get referrals from librarians from other units or those librarians bring faculty to us for consultations.
- Starting June 2012, Jenny Emanuel provides support and instruction for EndNote citation management software.
- Created several new pages on copyright and creative commons licenses for the Scholarly Commons site, created and updated LibGuides, including Mendely, Endnote, various data services

http://www.library.illinois.edu/sc/services/data_services.html)

Scholarly Communications

- After receiving a Center for Intellectual Property Certificate in Copyright Management and Leadership from the University of Maryland University College, Mark Wardecker started providing copyright law information to faculty, students, and staff
- Offered Savvy Researcher sessions on author rights and updated sessions on copyright (including Creative Commons licenses)

Instructional Services:

RRSS provides support for two major graduate-level library instruction initiatives, the Savvy Researcher series and ESL 500-level classes for international graduate students. Both of these programs have grown over the last three years. We also have a growing program supporting undergraduate research programs such as the Undergraduate Research Symposium and similar efforts at the college and departmental level, and have started working with programs like the Summer Predoctoral Institute which help prepare incoming doctoral students from underrepresented populations for graduate-level research.

In total, this year, RRSS staff gave 181 group presentations to a total of 2552 individuals. 11 of these were tours (48 people), the remainder were instructional sessions. These included:

- Savvy Researcher: 111 sessions, 976 students
 - The Savvy Researcher series is a library wide instructional program targeting graduate students. Nine new sessions were developed this year including doing research on a smartphone, Twitter for professional development, social science research skills, Lexis Nexis, a renewed version of the digital historian workshop, GIS 103, database design, and personal information management strategies.
- ESL: 36 sessions for a total of 465 students
 - Covering for Cindy Ingold's sabbatical, Susan Avery coordinated the program in 2012.
 - Librarians and graduate assistants in RRSS served as instructors for the majority of the sessions.
- Undergraduate Research: 24 sessions reaching over 600 students
 - Building on previous work with the Undergraduate Research Symposium and the Ethnography of the University Program, Merinda expanded our reach into teaching formal undergraduate research programs by teaching sessions on topics such as on how to develop a conference proposal and how to create a research poster. Departments and programs include Mechanical Engineering, Applied Health Sciences, the Rhetoric program, and the Undergraduate Research Symposium.

Online Instruction

- Major overhaul of design and structure of Learn pages <<http://www.library.illinois.edu/learn>> with input from librarians and GA's, usability studies, and an assessment of other ARL library websites. Through the materials on the LEARN website, we enable users to learn independently to use our resources. These materials are also used by library staff when instructing users in-person and online.
- Coordinated the updating and creation of online materials to reflect the retirement of the ORR and the full implementation of SFX.

Discovery Systems

- Jenny Emanuel co-Chaired the Web-Scale Discovery Working Group, serving as public services lead

Assessment and Evaluation

- Track hourly and seasonal patterns of use to help make strategic decisions about library services. Hourly counts include number of reference transactions, gate counts, and head counts.
- Analyze reference activity trends by time of day, day of week, and semester in order to fine tune staffing levels
 - This data was used in 2011-2012 to inform staffing levels for the VRDesk. Staffing was increased at that service point to include more hours of coverage.
- Use and provide training on using the READ scale to assess the effort and level of staffing expertise needed

to answer reference and directional questions. The data gathered through READ, although limited by the fact that not all reference service points use the scale, should help us understand the type of reference work happening across the Library and make informed decisions about the type and level of staffing needed at different places and times.

- A Graduate Assistant worked with Jenny Emanuel on usability testing for the new discovery system that the Library plans to implement during FY 2013. Based on previous usability testing, this will require at least sixty hours of time from one or two GAs.
- Jenny Emanuel received \$140,000 grant to conduct UX (user experience) testing of Dow Chemical Corporation's library resources. Her experience with this project will help inform design of the Primo implementation as well as future projects to improve the user experience for those using library online services and webpages

Challenges:

- Reference services have been rapidly evolving, as has the organizational structure of the unit. This makes assessment of programs challenging, but all the more essential.

Collection Management:

- Purchased nearly 1000 electronic books, 75% of which were purchased with one-time funds. These included e-books from Gale, Oxford, Brill, Routledge, and Sage. Many of these electronic titles were backfiles purchased to replace print and free up room in the Reading Room, including the full run of Contemporary Theatre, Film, and Television and Gale Directories. We now own most current and backfile content from Oxford Reference, Bill, and Gale Virtual Reference Library.
- Approximately 90% of our collection development now goes toward online content.
- Upon the closing of the Business and Economics Library, incorporated the core print reference titles in business. We weeded & shifted in anticipation of receiving XXX titles, and received XXX titles.
- Working with the Data Services Committee, Karen Hogenboom administered the first year of the Data Purchase Program in Fall 2011 (a pilot project was done in 2010). Six applications for small data sets were received and five were funded and acquired. Several of these data sets have already been used by other scholars on campus, in spite of delays in making them accessible via the library web site. Library IT has resolved this issue recently and the data we purchase should be fully accessible early in this fiscal year. Karen also consulted with other library faculty who wanted to purchase data for their users.

Staff Training and Development Activities

- 3.75 FTE graduate students were hired and trained (.25 FTE funding was from an RRSS endowment account, 3.25 FTE was funded by the Library. An additional .25 for Fall only was from NSM funds). An intensive training program is provided to all new graduate students, staff, and librarians.
- Librarians in RRSS have a key role in assisting with reference training for all graduate assistants at both the main GA orientation and other supplemental sessions. Ongoing training is provided throughout the year through regular meetings and special workshops.
- Created a Main/UGL Hub manual to complement the GA Manual, updated and reorganized the InfoDesk Manual

Public Engagement and Promotional Activities:

- Snapshot Day - participated in this national library event to document the life in the day of the library.
- Tours of the Main Library (11 tours attended by 48 individuals), developed and updated online tours and videos.
- New Faculty Orientation – JoAnn & Sarah staffed the booth at this key event for incoming faculty which is a valuable opportunity to inform new faculty about library resources and services, answer questions, and engage in discussions that can inform the development of new services aligned with emerging needs of current faculty.
- Graduate Student Fair – Merinda attended and promoted resources and services for new graduate students.
- Distributed flyers and emails promoting Savvy Research workshop series, including targeted posts in

GradLinks, the weekly electronic bulletin from the Graduate College distributed to all registered graduate and professional students at the Urbana-Champaign campus, as well as messages that subject specialists are encouraged to forward to their department

- SC Twitter feed has 414 Followers (as of 8/17/12)
- 24 entries were posted to the Commons Knowledge (SC blog)
- Serve as a resource for Library Development in the development of outreach materials and research on Library history and current services and gave brief presentation to student telemarketers
- Continue to be the frontline service point for alumni and community members who make use of the library's collections and services. Alumni often stop by the Information Desk to ask question about the Library and campus on game days and we are frequently contacted by alumni and the children of alumni looking for Master's Thesis and PhD dissertations and other materials related to their time on campus.
- Osher Lifelong Learning Institute – Merinda taught four OLLI Basics sessions at the Research Park reaching 147 OLLI members. She also assisted in facilitating a new 8 week series of lunch time sessions for OLLI members with RBML, which was a hugely successful program in Spring 12.

Government Information Services:

Although government information is not administratively part of the unit, and has an independent Coordinator for Government Information Services, Access and Collections who reports directly to the University Librarian, there is a close collaborative relationship. The Coordinator for Government Information Services and her GA participate in reference services at the Information Desk and the basic print reference tools, primary microfiche collection and CDs/DVDs/Video resources are located in a separate area in the Reading Room in 200 Library. Likewise, RRSS librarians with expertise in web content creation and user education work with the Coordinator and GA to develop and maintain web pages and facilitate course instruction.

Notable accomplishments:

- Completed a major overhaul of the Government Information website
<<http://www.library.illinois.edu/doc/>>
- Piloted Government Information office hours.
- The Coordinator for Government Information Services and the Gov Info GA continue to contribute to on demand reference services at the Information Desk. In FY13, the Coordinator intends to contribute to the VR Desk as well since a growing number of in-depth questions come in through that medium of communication.
- The Coordinator for Government Information Services and Head of RRSS continue to meet monthly to discuss projects and priorities.

Challenges:

- The loss of government expertise over the past few years with David Griffith's change in status and Karen Hogenboom's new responsibilities for Numeric and Geospatial Resources has left some major gaps. Shallow staffing has made it increasingly difficult to respond to in-depth inquiries and consultation requests while also developing online resources to support independent information discovery

Shared goals for FY13:

- Cross-train other librarians and GAs in core areas of government information services like legislative history and finding statistics. This has been a goal since last year and progress thus far has included training sessions for the librarians and GAs led by the Coordinator and encouraging participation in the excellent webinars provided by the Government Resources Section of the North Carolina Library Association (<http://www.nclaonline.org/government-resources>). Going forward, we would like to encourage individuals to develop deeper expertise in specific areas.
- In addition to building baseline expertise, continue to seek opportunities to further bolster expertise in government information through cross-cutting appointments that include responsibilities for government information services.

D. Issues of Concern to Facilities and IT

Issues of concern related to the unit's physical facilities (for review by the Office of Library Facilities)

Reference Reading Room (200 Library)

- Library-IT Fee funding was earmarked in FY12 for improved lighting in the 200 Reference Reading Room, including new table top lamps, and overhead light fixtures more in keeping with the grandeur of the space. The selection and installation of light fixtures was not completed in FY12, but the Director of Facilities has been working diligently with the F&S to keep this moving forward.
- Decide whether and when to pursue replacement flooring. Preliminary discussion of options for replacing the worn flooring in the Reference Reading Room focused on carpet tiles as one of the most viable options.

Scholarly Commons

- Furniture installation and minor renovations in 306, 308 and 316 need to be completed, including:
 - Conference room (308) patched and painted
 - Install remaining furniture for 306 (comfy furniture) and 308 (conference table)
 - Install screen in 308
 - Work with CITES to install the controller for the screen for Conference Room (308)
 - Minor renovations for the hallway outside 306 including ceiling tiles, patching and painting, signage, and lighting
 - Usability lab in 316 needs patching, painting, new carpet, and blinds

Issues of concern related to information technology available to users of the unit (for review by the Office of Information Technology Planning and Policy).

- Because of the staff shortages in Library IT, the Scholarly Commons faced numerous technology challenges. In particular, keeping licenses up to date as well as software updated to the latest version proved to be very difficult, and often frustrating for users and partners. We strongly support the position request for an academic professional in Library IT that specializes in supporting technology enhanced spaces and research support services. Specific items requiring follow-up include:
 - Set up new public access machines including macs and usability station in 316
- We continue to hear from patrons waiting to use the Book Eye Scanner in 200, which are faster and easier to use and much more accessible for patrons with disabilities, older patrons, and less-tech savvy users. Funds have been earmarked to order book eye scanners for Scholarly Commons & Reading Room, but IT has requested that the purchase be deferred until the technology enhanced spaces /research support support position is filled.
- Many patrons continue to complain that they are unable to see files saved to the desktop of the public access machines. One simple solution would be to make the image a screensaver image and use the standard blue screen as the background image.
- Printing has not yet been configured for the InfoDesk computers. As a result, staff have to walk away from the desk in order to print materials (such as catalog records) for patrons.

E. Goals & Strategic Activities: Activities that advance the Library's strategic initiatives

From Goal 2: Design and implement a collaboration, consultation, and instructional space that builds on the foundation provided by the existing Scholarly Commons service program to provide instructional and scholarly support services to undergraduate researchers, graduate students, and faculty.

- The expansion of the Scholarly Commons into 306 is the first step towards the realization of this goal.
- We continue to expand the Savvy Researcher series to appeal to more graduate students and faculty.
- Merinda and Sarah conducted a focus group with the Graduate Student Advisory Committee to the Graduate College to ask about library services for graduate students and inform decisions about the development of services and spaces.

From Goal 3: Establish a robust and sustainable program supporting access, dissemination, preservation, and curation of digital content created, managed, or acquired by the Library.

- The Scholarly Commons provides consultation and workshop services focused on providing access to data and the long term management and preservation of locally created datasets.
- Jenny Emanuel has taken a leadership role in the Primo implementation, but all of RRSS participates actively in helping to shape online discover systems through feedback representing user needs, as well as

by creating systems such as the Online Reference Collection (<http://www.library.illinois.edu/eref/index.html>) to fill gaps in librarywide discovery systems.

From Goal 3: Promote the outreach, acquisitions, and scholarly support programs associated with “data services” provided across the Library, especially as a component of the Illinois Research Data Initiative.

- The Scholarly Commons is a focal point in the provision of data services through providing consultations and workshops focused on data acquisition and access, data analysis, and data management.
- RRSS participates in many outreach events, such as the New Faculty Information Fair, to promote these services.

From Goal 4: Identify strategies for ascertaining emerging research and teaching emphases on the Urbana campus and use this information to establish collection development objectives.

- Connections@Illinois is supported by Scholarly Commons GAs and by Sarah Shreeves and provides an entry point to understanding the research output of the faculty at Illinois.

From Goal 5: Identify opportunities to establish Library spaces and services supporting teaching, learning, and student services designed in collaboration with partner programs, following the models set by the Undergraduate Library Learning Commons and the Center for Academic Resources in Engineering.

- The Scholarly Commons continues to identify potential partners to offer services to support graduate students and undergraduates. For example, we have a strong partnership with the Graduate College, and have developed a partnership with the Survey Research Laboratory this year.

Progress Toward 2012 Goals.

- Worked with the Reference Services Committee and the Main/UGL Hub Management Team to successfully integrate GAs and librarians into the Main/UGL Hub reference service points and create opportunities and infrastructure to facilitate the participation of librarians and staff in other units in the Main/UGL Hub reference service points.
- Collaborated with the Main/UGL Hub Management Team and Staff Development and Training to develop a program of orientation, training and ongoing professional development program to prepare all levels of staff to provide frontline reference service and ensure a consistently high level of services
- Reassigned scheduling for the reference desks from a librarian to a Senior Library Specialist in order to free up additional librarian time to devote to the development of cutting edge services and to coordinate the transition to a new service model for reference.
- Strengthened relationships with other faculty, units and reference hubs doing work in support of reference, research and scholarly services in order to engage in discussions about changes to research services and researcher needs.
- Provided sole coverage of reference services during the reduced service days between Christmas and New Years and serving as a focal point for supporting on-demand reference services during the summer, when many faculty, graduate students and visiting scholars focus concerted effort on research.
- Expanded Scholarly Commons services, partnerships and enhanced equipment and spaces for users.

Goals for FY13 and beyond

- Work with the Coordinator for Assessment and the Main/UGL Hub Management Team to evaluate trends in reference activity levels to determine optimal levels of staffing across the Main-UGL hub service points and evaluate READ data librarywide.
- Monitor the effect of the placement of the VR chat box on the Library Gateway page that will be rolled out in Fall 2012 on the use of the chat reference service and adjust spring 2013 staffing levels as needed.
- Contribute to the development of stronger referral networks and continue to seek ways to make a more seamless connection between reference interactions and research support service/consultations in the Scholarly Commons, Government Information, and with other subject specialists and departmental libraries.
- If staffed at a sufficient level, offer GA project hours to librarians outside the unit, particularly those staffing the shared services of the VR Desk and the Info Desk, who have small (10-30 hour) projects that do not warrant a full assistantship or on-going hourly work. This sharing of RRSS GA time with other librarians strengthens the pre-professional experience for the GAs and also builds collaboration across the library.

- Evolve toward a model that shifts the emphasis from traditional reference services to research support, characterized by seamless online discovery and strong collaborations and in-depth consultations with faculty and graduate students.
- Improve discovery systems and related information discovery technologies and support (allowing reference interactions to shift away from trouble-shooting and toward research support services).
- Continue to build an environment in RRSS and across the Main/UGL Hub where all staff communicate and collaborate to achieve shared goals and provide a coherent set of services.
- Promote the expansion of the Scholarly Commons services (online and scheduled consultations) to complement on-demand services and ensure that services are tailored to the needs of specific research communities.
- Further integrating subject specialists into the Scholarly Commons and other service programs so that liaison librarians have the tools and expertise to collaborate with faculty and graduate students on scholarly projects.
- Assess the feasibility of increasing hours to expand access to the specialized software and equipment in the Scholarly Commons.
- Plan for the relocation of the Scholarly Commons into public service space large enough to support the growing service program and located closer to active service points and spaces where faculty and graduate students engage in scholarly work.

II. Statistical Profile

1. Facilities

- User seating in 200 (Reference Reading Room) & 204 (Info Desk Area)
 - Total = 375
 - At tables = 320
 - At long tables: 38 tables x 8 seats each = 304
 - At round tables: 4 tables x 4 seats each = 16
 - At public workstations: 33
 - Informal/other
 - soft seating: 22
- User seating in Scholarly Commons (328)

B. Personnel

Faculty – 6.75 FTE, 9 Headcount

- Jenny Emanuel (Faculty) (100%)
- Merinda Hensley Faculty) (100%)
 - including 25% Scholarly Commons Co-Coordinator effective October 16, 2011
- Karen Hogenboom (Faculty) (100%)
 - On sabbatical November 1, 2011 - July 31, 2012
- JoAnn Jacoby (Faculty) (75%)
 - Appointed Head January 2012
- Kathleen Kern (Faculty) (100%)
 - Provided sabbatical coverage for Cindy Ingold, Gender & Women’s Studies Librarian August 2011-May 2012.
 - Will be on sabbatical October 1, 2012-June 30, 2013
- Carissa Phillips (Faculty) (100%) (June 1, 2012-present)
- Sarah Shreeves (Faculty) (25%) (October 16, 2011-present)
 - Reduced from 35% prior to that date
- Mark Wardecker (Visiting Faculty) (50%)
 - Re-assigned 50% as Classics Subject Specialist effective January 1, 2012
 - Appointment through January 12, 2014
- Beth Woodard (Faculty)(25%)
 - Will be reassigned 100% time to Office of Service as Staff Development & Training Librarian in FY13

Note: The Government Information Coordinator, Mary Mallory, is not administratively part of the unit. She reports directly to the University Librarian.

Graduate Assistants

Information Desk GAs – supervised by Kathleen Kern

3.25 FTE, state funded; .25 grad hourly supported on the Donnelly endowment; fall 2011, .25 grad hourly supported on NSM funds. 1.8 FTE grad hourly allocation for summer.

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|-----------------|----------------------------|-----------------------------------|
| Felipe Castillo | .25 FTE (paired with RBML) | Aug 2011-May 2012 + summer hourly |
| Meredith Drake | .25 (paired with LLL) | Aug 2011-May 2012 + summer hourly |
| Jared Dunn | .15 (paired with Gov Info) | Aug 2011-May 2012 |
| Maria Ford | .25 (paired with UGL) | Aug 2011-May 2012 |
| Mallory Jallas | .25 (paired with BEL) | Aug 2011-May 2012 + summer hourly |
| Cate Kompare | .35 | Aug 2011-May 2012 + summer hourly |

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|-------------------|--|-----------------------------------|
| Michele Lindstedt | .45 | Aug 2011-Dec 2011 + summer hourly |
| Julia Pollack | .5 (.25 as RRSS Instruction GA) | Aug 2011-May 2012 + summer hourly |
| Jordan Rudd | .25 (paired with LLL) | Aug 2011-May 2012 + summer hourly |
| Matt Short | .35 | Aug 2011-May 2012 |
| Andrew Walsh | .25 (paired with LLL) | Aug 2011-May 2012 |
| Andrew Walsh | 10 hours a week (RRSS endowment funds) | Aug 2011-Jan 2011 |
| Cate Kompare | 10 hours week (NSM funds) | Aug 2011-Jan 2012 |
| Carl Lehnen | 10 hours week (RRSS endowment funds) | Jan 2012-May 2012 + summer hourly |

These GAs and grad hourlies provide reference services (including in-person and chat), teach instructional classes for ESL classes and Savvy Researcher workshops, and work on a variety of projects related to their primary job duties and the needs of the unit and the Library.

InfoDesk GA Projects FY12

| Category | Specific Projects | Approximate Hours |
|--|--|--------------------------|
| <i>Collection Development & Maintenance</i> | Weeding 200 Reading Room; reference e-books, and biography sources collection analysis | 19 |
| <i>Classroom Instruction</i> | Savvy Researcher, English as a Second Language (ESL) | 193 |
| <i>Instruction Related Projects</i> | Creating new instructional pages for the LEARN site, developing instruction videos, revamping lesson plans, LibGuides, audio tour update | 126 |
| <i>Outreach</i> | Tours of the Main Library | 15 |
| <i>Online resource development and maintenance</i> | Updating and creating webpages, including a guide to troubleshooting e-resources problems with patrons | 23 |
| <i>Training materials for GAs and staff</i> | GA manual, Guide to print and online resources for library staff development | 68 |
| <i>Other</i> | Administrative support for GA meetings | 45 |

Note: Due to the increase in Reference activity and staffing the VR Desk, the additional time budgeted for projects did not materialize and our project needs again exceeded the time available.

Scholarly Commons- supervised by Merinda Hensley

2 GA's at .5 FTE each = 1 FTE, state funded. Summer allocation was .25 FTE

Melinda Miller: August 16, 2010 – December 15, 2011

Eric Johnson: August 16, 2010 – July 27, 2012

Seth Robbins: January 16, 2012 – present

General SC GA responsibilities:

- In collaboration with the Scholarly Commons librarians and partners, development of handouts, training materials, and other instructional material for technologies and tools in the Scholarly Commons;
- Provide consultation services for the Scholarly Commons at a baseline level (may provide deeper consultation services depending on background and expertise);
- Assist faculty, graduate students, and other researchers with assessment of whether published materials can go into IDEALS and with ingest into IDEALS;

- Work with Scholarly Commons librarians & partners to create online instructional resources;
- Update content for the Scholarly Commons website using CMS.

Special projects:

Melinda Miller

- Designed and implemented the Scholarly Commons web and social media presence.
- Designed a new Mendeley workshop and LibGuide: <http://uiuc.libguides.com/mendeley>

Eric Johnson

- Re-developed and taught GIS workshops: GIS 101: What GIS can do, GIS 102: Map making using Census Data, GIS 103: Advanced topics in GIS.
- Created instructional pages on various data services: http://www.library.illinois.edu/sc/services/data_services.html
- Georeferenced a set of aerial photographs for Jenny Johnston and Betsy Kruger.

Staff – 1 (FTE and Headcount)

- Dorey Panno (Library Specialist) (100%)
 - retired June 30, 2012

Academic Hourly - .50 (FTE) 1-2 (Headcount)

- Susan Miller (Academic Hourly) (.375) (January 2012-present)
- Michele Lindstedt (.125) (June 2012-present)

Student Wage Budget – \$5,221

3. User Services

Gate count for year (Actual): 133, 048 (266,096÷2, to correct for entry/exit) – 7% increase

Peak room usage in 200 Reading Room: 188 people at 2:30 PM on 5/14/2012. Peak laptop: 110 on 5/7 at 3:30 PM

Reference

The figures below include half the questions answered on the Virtual Desk, since this service was jointly staffed by UGL and RRSS. In future Annual Reports, statistics for the VR service will be reported separately.

FY12 Reference Stats by mode of interaction

Information and VR Desk:

| MODE OF INTERACTION | Chat | Phone | In-person | Email | SMS | Totals |
|---|-------------|-------------|--------------|-------------|--------------|--------------|
| InfoDesk | 4017 | 4110 | 10918 | 1493 | 38 | 20576 |
| 1/2 VR Desk (Fall 2011 and Spring 2012) | 2390 | 25 | 105 | 5 | 8 | 2533 |
| Totals | 6407 | 4135 | 11023 | 1498 | 46 | 23109 |
| % increase from FY11 | 6.4% | 4.1% | 6.5% | 5.2% | 12.2% | 6.0% |

This is the first increase in in-person and phone reference questions in over fourteen years and a more significant increase in email than we have seen in recent years.

| TYPE OF INTERACTION | Directional | Reference | Uncoded | Totals |
|----------------------------|-------------|-----------|---------|--------------|
| InfoDesk | 8304 | 12272 | | 20576 |
| ½ VR DEsk | 376 | 2,014 | 143 | 2533 |
| Totals | 8680 | 14286 | 143 | 23109 |

Scholarly Commons:

281 reference interactions

- 46% longer than 15 minutes
- 54% with graduate students, 28% with faculty or staff

Number of hours open to the public per week:

InfoDesk & reference Reading Room:

- Summer II 2011: 55.5
- Summer Intersession: 42.5
- Fall 2011: 83.5
- Winter Break : 42.5
- Spring 2012: 83.5
- Summer I 2012: 55.5

Scholarly Commons: open M-F 1-5 PM all sessions

- Summer II 2011: 20
- Fall 2011: 20
- Spring 2012: 20
- Summer I 2012: 20

Number of students enrolled in independent studies or practicum experiences supervised by unit faculty or staff:

- Practicum supervisor for Shosana Vegh-Gaynor, Graduate School of Library and Information Science. Fall 2011. "Reference practicum with special project in development of a portal for staff training materials." Kathleen Kern
- Group independent study in Spring 2012: LIS 592MBE: Advanced Instruction Independent Study - 5 students. Merinda Hensley

Credit course rubric and name for any credit-bearing courses taught by unit faculty or staff, and the number of students enrolled:

- Susan Miller (LIS 504 – Reference and Information Services) (29 students) (Spring Semester 2012)

Number of presentations to groups and Number of participants in group presentations (also reported above under Instruction Activities)

- Number of presentations to groups: 181
- Number of participants in group presentations: 2552
- Individual consultations: 134