

## REFERENCE/INSTRUCTION AREA GOALS 2004-2005

### Year-End Progress Report

(Progress is in italics under each bullet item)

GOAL 2: SERVICES. Develop and deliver services that support teaching, learning, discovery and the exploration of ideas.

*Reference/Instruction Action 1: **Develop a culture of user-centered public service.***

- Implement action plan to e-mail faculty regarding syllabi and course assignments. *In fall 2004 the faculty were notified (e-mail and paper). Syllabi were collected and placed in a 3-ring binder at the Reference Desk. The results were assessed and a report was submitted to the SPSC in Feb. 2005 recommending that, in the future, a separate letter not be sent to all faculties because the goal of identifying relevant assignments was not met. Instead, the message will be included in an e-mail sent at the beginning of each semester to all faculties by the Instruction Librarian.*
- Develop strategies for better communication with Library staff about Reference/Instruction activities. *Summaries of each reference/instruction meeting are sent to the entire staff. Progress reports on goals are periodically submitted to the Strategic Planning Steering Committee.*
- Investigate the enhancement of functionality in the Reference Area. *Telephone issues and problems were reported.*

*Reference/Instruction Action 2: **Develop a program of education for Washburn University students and faculty so they become more familiar with, and use effectively, the Library's services and resources.***

- Continue to investigate role of e-mail and chat reference. *A proposal to join the KU/K-State virtual reference project was considered and recommendations forwarded to the Dean. Methods to assess the effectiveness of the Library's electronic mail reference service and participation in the KANAnswer live online reference service were investigated. No standardized instruments or methods to assess virtual reference services were identified.*
- Investigate the creation of an instructional movie/streaming video. *Examples from other institutions were gathered and evaluated. The DART project was contacted for possible collaboration. Several members of the group reviewed and updated the former virtual tour to get content ideas for the instructional video. Several members will also attend a KLIRT workshop at KSU on July 22 on Camtasia, a software package that is used to produce streaming*

*video. Information from the workshop and any recommendations will be forwarded to the ADTS. The Reference/Instruction Group is continuing to investigate.*

- Investigate an online information literacy tutorial.  
*A member of the DART Project informed the Group about two computer software programs, Respondus and Captivate, which could be used for the production of an online tutorial. The University has a site license for Respondus; ISS is considering the purchase of Captivate. The Group is researching the literature on these two applications and will forward any recommendations to the ADTS.*
- Evaluate the status of Reference/Instruction in distance education and develop new strategies for promoting services to distance learners.  
*The Group worked with the Library Assistant for Systems/Web Developer to create a Reference Desk Guide for troubleshooting problems with remote access to the databases. Additional activities were postponed until the ADPS position is filled and a definition of “distance learners” is completed.*

**Reference/Instruction Action 3: Develop the Library Web site so that it provides optimal access to the resources of the Library.**

- Work with the Web Committee to design user-centered Web pages for Reference/Instruction.  
*Two members of the Reference/Instruction Group served on the Web Committee. The Group provided input and suggestions. A subcommittee of the Group is working with the Library Assistant for Systems/Web Developer to create a ‘ready reference’ Web page.*
- Review/update tip sheets and submit to Web Committee for online use.  
*Tip sheets will, in the future, be referred to as research guides. Research guides are continuing to be reviewed and updated. New revisions have been posted for online use. The ESU intern is assisting on this project. The Group worked with the Web Committee on the content and format for the “research guides” Web page.*

**Reference/Instruction Action 4: Ensure appropriate staffing for optimal delivery of user-centered public service.**

- Bring new Assistant Director for Public Services up to speed on the procedures and goals of Reference/Instruction.  
*The Assistant Director for Public Services position has not been filled.*
- Hire and train an ESU intern to work at the Reference Desk.  
*An intern from ESU was hired for fall 2004 semester. The intern was fully trained and worked approximately 15 hours per week at the Reference Desk and on*

*special projects. When the first intern resigned spring 2005, a second intern from ESU was hired and trained beginning summer 2005.*

- Improve Reference/Instruction services through staff training and team building. *Weekly meetings of the Reference/Instruction Group are ongoing. Issues involving public services are shared in the meetings and solutions are brainstormed.*

GOAL 3: Assessment. Continue to assess the effectiveness and impact of library collections and services in meeting user needs and take steps to ensure continued success and improvement.

*Reference/Instruction Action 1: **Assess effectiveness of services.***

- Analyze SAILS results and investigate how results can be used to improve Reference/Instruction. *2004 SAILS results were analyzed. A grid was created and submitted to the Strategic Planning Steering Committee. The 2005 SAILS survey was completed. Presentations summarizing survey results were given at a Friends of the Library lecture, the KLA Tri-Conference, and to the University Assessment Committee. The Winsteps software program was purchased to enable our own analysis of data. A volunteer intern will work with one member of the Group in July 2005 to further analyze the SAILS data.*
- Analyze WOREP results and investigate how results can be used to improve Reference/Instruction services. *WOREP results were analyzed and a report with recommendations for further action was submitted to the Dean. A grid was created and submitted to the Strategic Planning Steering Committee. The Reference/Instruction Group is using the results to train reference personnel. Presentations summarizing survey results were given at a Friends of the Library lecture and at the KLA Tri-Conference.*
- Investigate a classroom-related assessment instrument for the instruction program. *A review of the literature on library instruction assessment instruments is in progress.*

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