

**Annual Report
2004-2005
Reference and Instruction**

Top Five Accomplishments

1. 21 sections of *Information and Research* (RES 2000) were taught in 2004-2005. In Summer 2004 two instruction librarians shared the course load, and in Fall 2004 and Spring 2005 two Instruction Librarians and one Adjunct Librarian taught the course. Approximately 469 students successfully completed RES 2000.
2. Reference staff provided bibliographic instruction to approximately 455 students in 65 workshops ranging from guided research for various subjects to general research skills to documentations styles.
3. After careful assessment and attempts to more closely connect RES 2000 and ENG 3200 Amy Whiteley and Kevin Leslie determined that the student learning outcomes would be best served if these two classes were disconnected. The proposal was sent to the Faculty Forum, and was adopted on April 8, 2005.
4. Kevin Leslie was hired as the Reference and Instruction Librarian, and took on shared administrative and curriculum development duties with Amy Whiteley. Gary Gorka was hired in July 2005 as a Reference and Instruction Librarian (after Kevin's departure). A second Reference and Instruction Librarian position for evening and weekends is nearing completion in the hiring process.
5. Sherry Volk, Alan Schut, Gary Gorka, Amy Whiteley began collaboration with the Division of Education to enhance services for graduate students, distance education students, and faculty-librarian partnerships.

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I. Reference and Research Consultation.

A. Reference Department Summary

In Spring 2005 Rachel Van Noord began her internship at Alemany Library through San Jose State University. Rachel gained experience in cataloging, and assisted the reference staff in evaluating and updating web resource guides, databases, and the print collection. In addition, Rachel provided reference service during the Thursday morning and Friday afternoon shifts. She also observed sections of the RES 2000 course.

Evening and weekend reference service was provided by adjunct librarians, including Suzanne Roybal, Laura Moody, Gina Bardi, and Sharon Radcliff. Rachel VanNoord also assisted at the reference desk as part of her internship duties.

We continued the statistical reporting of questions at the Reference Desk. Categories included: Reference, Instruction, Technical, BlackBoard, Directional, and Consultation. During Fall 2004 the reference desk was staffed on an on-call basis from 10am to noon, in response to fewer questions and greater needs for sections of RES 2000. However, morning reference service was reinstated for the Spring 2005 semester. In addition, 106 queries were answered through the general reference email address. The total number of questions answered by reference personnel from 7/01/04 - 6/30/05 was 3989.

B. Reference Desk Statistics

<u>Question Type</u>	<u>Number of Questions</u>
Directional	628
Reference	2144
Instructional	159
Consultation	195
Technical/Computer/Copier	673
BlackBoard	84
E-mail	106
Total	3989

II. Instruction.

A. Instruction Department Summary

We continued teaching the one credit required information literacy course, Research 2000. During the Fall 2004 semester ten sections were taught by Amy Whiteley and Kevin Leslie, with a total of 242 students. The Spring 2005 semester continued the trend, with 212 students enrolled in the course. For Summer 2005 one section of RES 2000 was taught, with fifteen students attending.

During the 2004-2005 year 65 workshops and bibliographic instruction sessions were given by Kevin Leslie, Alan Schut, and Amy Whiteley at the request of various instructors

across campus. Included in these were twelve one-hour Documentation Styles workshops given by Amy Whiteley during the fall and spring semesters and two graduate research workshops coordinated with the assistance of the Day Circulation Manager Robbie Hayes.

After careful assessment and attempts to more closely connect RES 20000 and ENG 3200 Amy Whiteley and Kevin Leslie determined that the student learning outcomes would be best served if these two classes were disconnected. The recommendation to take RES 2000 before the second sophomore semester was also emphasized. The proposal was sent to the Faculty Forum, and was adopted unanimously on April 8, 2005.

For Fall 2005, Sherry Volk, Amy Whiteley, and Kevin Leslie decided to make RES 2000 a 10 week, 75 minute class to meet the campus requirements for a one unit class. The Nursing Department lab needs later in the semester were also a consideration in this decision.

Kevin Leslie was hired as a Reference and Instruction Librarian, and took on additional responsibilities with Amy Whiteley as coordinators of the Reference and Instruction Department. Gary Gorka was hired in July as a Reference and Instruction Librarian (after Kevin's departure). A second Reference and Instruction Librarian position for evening and weekends is nearing completion in the hiring process.

Sherry Volk, Amy Whiteley, Gary Gorka (and Alan Schut) met with Division of Education deans and instructors to develop closer ties between faculty and librarians. Alan Schut and Amy Whiteley worked with Madalienne Peters and Jeff Bausch to assist graduate students with research questions. In addition, instruction librarians are currently developing services for distance education students both for the MBA 2+2 program in Ukiah and students taking courses from other locations. This collaboration will provide a template for future partnerships for the library and faculty, as well as enhance services for graduate students across all majors.

Amy Whiteley, Kevin Leslie, and Alan Schut attended workshops on teaching information literacy and creating and managing online courses.

B. Instruction Department Statistics

RES 2000

<u>Semester</u>	<u>Sections</u>	<u>No. of Students</u>
Fall 2004	10	242
Spring 2005	10	212
Summer 2005	1	15
Total	21	469

Bibliographic Instruction Sessions and Workshops

<u>Instructor</u>	<u>Number of Workshops</u>
Kevin Leslie	12
Alan Schut	11
Amy Whiteley	20 (+ 12 Documentation Style Workshops)
Total	65 (approx. 455 students)