

8-2023

Public Services Annual Report 2022-2023

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Recommended Citation

Larsen, Peter; Izenstark, Amanda K.; and MacDonald, Mary C., "Public Services Annual Report 2022-2023" (2023). *Public Services Reports*. Paper 7.

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Public Services Annual Report 2022-2023

Peter Larsen, Chair, 7/22-9/22

Amanda Izenstark, Co-Chair, 9/22-7/23

Mary MacDonald, Co-Chair, 9/22-7/23

Mission of the Public Services Department

The Public Services Department supports the Missions of the Libraries and the University by assisting users in finding information, facilitating access to information, and teaching concepts and skills necessary for current research and lifelong learning.

Approved by the Public Services Faculty, 1/07

Staffing

Faculty

- Christopher Cassaday, MLIS - Lecturer; Reference & Instruction (started 9/22)
- Brian Gallagher, MLIS - Professor; Head, Access Services
- Amanda Izenstark, MLIS - Professor; Reference & Instructional Design Librarian (Interim Head of Reference and Public Services Co-Chair starting 9/22)
- Peter Larsen, MLIS, MA - Professor (Interim Library Dean starting 9/22)
- Mary MacDonald, MLIS - Professor; Head of Instruction (Interim Public Services Co-Chair starting 9/22)
- Alicia Vaandering, MLIS, MA - Assistant Professor; Student Success Librarian

Staff - Kingston

- Liz Smith, Information Services Technician II, Head, Circulation Unit
- Tawanda Maceia, Information Services Technician II, Interlibrary Loan Lead for all Campuses
- Danielle Butler, Information Services Technician I [Circulation/Reserves]
- Camille Cataldo, Information Services Technician I [Circulation/Interlibrary Loan]
- Katherine Corey, Information Services Technician I [Circulation] (transferred to Engineering 10/22)
- Neah Jossi, Information Services Technician I [Circulation/Interlibrary Loan] (started 6/23)
- Judy Smith, Information Services Technician I [Circulation/Stacks Coordinator]
- Terri Stafford, Information Services Technician I [Circulation/Reserves] (started 9/22)
- Nathaniel Zane, Information Services Technician I [Circulation] (transferred to Languages 7/23)

Staff - Pell Marine Science Library

- Artie Martino, Information Services Technician II
- Julie Cerrito, Classified Librarian

Overview of activities

The Public Services Department includes the Access Services, Instruction Services, and Reference & Research Help units. Together the faculty and staff of these units work to help students learn to find, evaluate and use information for their research needs. All units provide assistance both face-to-face and online services in as seamless delivery as possible.

In September 2022, then Public Services Department Chair Peter Larsen took the position of Interim Dean after the departure of Karim Boughida. At that point, Professors Mary MacDonald and Amanda Izenstark assumed the role of co-chairs of the department. Oversight of the Providence Campus Library and Pell Marine Science Library was assigned to Professor Brian Gallagher.

With Larsen's departure from the department, University administration approved the hiring of a temporary lecturer. Christopher Cassaday joined the department in late September. This enabled the department to continue staffing the Research Help desk and to offer several sections of LIB 150.

Major projects of the academic year include hiring a tenure-track Assistant Professor Librarians, completing most of six year Academic Program Review (still in progress), and expanding student engagement

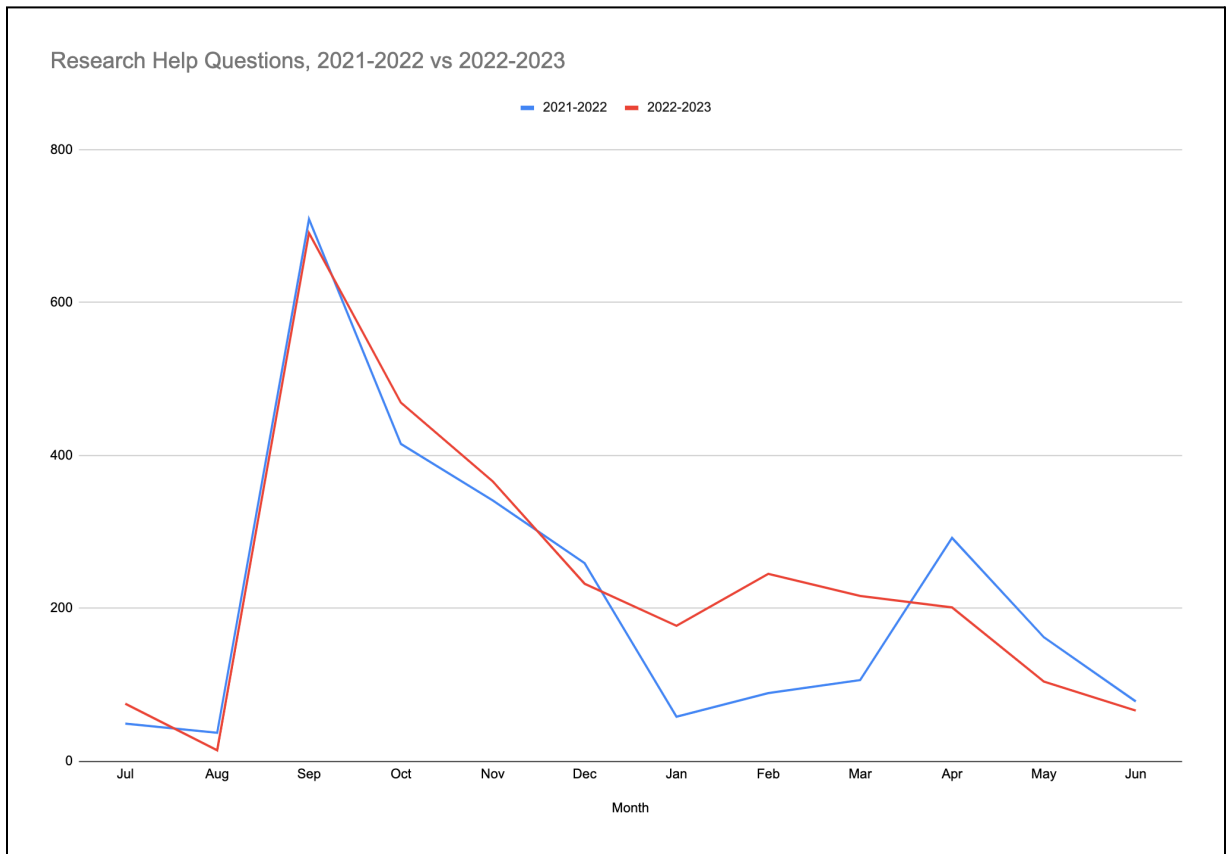
Finding information

Relocation of the Research Help Desk

In fall 2022, Larsen approved MacDonald and Izenstark's proposal to move the Info & Research Help Desk from within the Learning Commons to a more prominent and accessible location in the lobby, closer to the Circulation Desk. With Larsen's approval of a budget and the expert assistance of his Executive Assistant Celeste DiCesare and Head of Library Systems Laury Turkalo, the move happened swiftly and the desk reopened in its new location in January 2023. The new location resulted in a doubling of research help questions in January, February, and March 2023 as well as improved researcher assistance due to the ability of those staffing the Circulation and Research Help desks to communicate quickly with each other and make easy referrals as needed.

Month	2021-2022	2022-2023
Jul	49	75
Aug	37	14
Sep	709	691

Oct	415	469
Nov	341	366
Dec	259	232
Jan	58	177
Feb	89	245
Mar	106	216
Apr	292	201
May	162	104
Jun	78	66
Total	2595	2856



Facilitating access to information

Access Services

Professor Brian Gallagher, Head of Access Services

Circulation/Reserves

Circulation saw the departure of and arrival of several staff members. Access Services Head Brian Gallagher worked closely with Dean Larsen to transition annual contract positions that the previous dean had unnecessarily limited into permanent positions. After years of collecting gate counts and building usage data, Gallagher and Larsen convinced the Provost's office that the late hours were no longer warranted, and the Carothers Library's closing time was changed from 2:00 am to 12:00 am starting with the fall 2023 semester.

Interlibrary Loan

Interlibrary Loan Lead Tawanda Maceia moved from the Providence Campus Library to the Carothers Library in May after the Providence Campus Library closed. All other work proceeded as usual.

Closing of Feinstein Providence Campus Library

In coordination with the staff at the Providence Campus Library, the Dean's Executive Assistant, and faculty members in Technical Services, Gallagher coordinated the Public Services efforts to move Providence staff to Kingston and Narragansett when the library closed in May 2023. Izenstark managed the removal of references to the Providence Campus Library from LibGuides and other online references. Angel Ferria assisted with the removal of references from the Libraries' website.

- 2,480 items were transferred to Kingston and presently await to be integrated into the collection.
- Artie Martino, Information Services Technician II, was transferred to the Narragansett branch to work alongside and supervise Julie Cerrito, Classified Librarian.
- Tawanda Maceia, Information Services Technician II and Interlibrary Loan Lead, transferred to Kingston.

General Circulation Statistics, Kingston (from Alma), July 01, 2022 - June 30, 2023

Provided to Circulation by Andrée Rathemacher

Materials	Initial Check-outs, 2022-2023	Renewals, 2022-2023
Books [New books excluded]	5954	600
Reserves	799	7

DVDs	831	48
Rooms	44667	2216
Laptops	1306	49
TOTALS	53557	2920

General Circulation Statistics, Narragansett (from Alma), July 01, 2022 - June 30, 2023
Provided to Circulation by Andrée Rathemacher

Materials	Initial Check-outs, 2022-2023	Renewals, 2022-2023
Books [New books excluded]	71	2
Office/Non-Circulating	55	3
Serials	1	
Theses	5	
TOTALS	132	5

General Circulation Statistics, Providence (from Alma), July 01, 2022 - May 2023
Provided to Circulation by Andrée Rathemacher

Materials	Initial Check-outs, 2022-2023	Renewals, 2022-2023
Books [New books excluded]	53	7
Reserves	9	1
Rooms	38	2
TOTALS	100	10

LibGuides

At the end of June 2023, the 251 guides were available to the public. The top 15 guides are fairly general and have broad applicability, and the subject- and course-specific guides fill out the remainder of the list.

Top 15 Guides	Total Hits
Google Tips & Tricks	34608
Citing Correctly and Avoiding Plagiarism	20872
How to Create a Historiography	16113
Fair Use and Copyright for Online Education	14449
Using the Internet for Research	11312
Welcome to LibGuides @ the University of Rhode Island!	9538
Circulation & Borrowing	5846
Newspapers	5118
Lesson Planning Guide	4630
Getting Started @ The Libraries	4330
Internet Search Tools	2624
WRT 104/106 Guide for Students	2509
Interlibrary Loan	2174
How to Use Citations to Find More Sources	2018

Maintenance and updating of guides is a continuing issue. With the retirement of the Government Publications librarian and the Humanities librarian, many guides have no “owners” and the burden of maintaining 200+ guides is difficult for one or two people to do. Lecturer Chris Cassaday and several Reference Graduate Student Assistants have contributed to improvements. Guide owners should review their guides regularly and make changes and updates as needed.

Student Success

Coordinated by Assistant Professor Alicia G. Vaandering, Student Success Librarian

Activities

Orientation: For Fall 2022 orientation, Public Services ran 3 sessions of Rhody the Ram: A Breakout Adventure (using Breakout EDU boxes to engage incoming students with the library website and services), 2 online voter registration couch parties, an asynchronous scavenger hunt that required students to navigate the Library’s physical and virtual spaces, and provided coloring posters. These activities reached an estimated 170 students. We also met with 75 international students, joining in their orientation to introduce library services and collections.

Stressbusters: At the conclusion of the fall and spring semesters, Public Services hosted several days with stressbusting activities during finals week. The department organized a full slate of activities, including lawn games in the lobby, therapy dog visits, coloring posters, Take a Break: Create! (with snacks, coloring supplies, writing prompts, affirmations, and materials from the URI Counseling Center). These activities reached 556 students in December 2022 and 1035 students in May 2023. Collaborating with the Launch Lab and Makerspace, students also were provided with opportunities to make stressballs or enjoy a Relax Room in the Think Lab. We also coordinated with Jessica Greene from Health Services, who offered a range of activities in and around the library.

Voter Initiatives: In addition to the online voter registration couch parties that were part of orientation week, Public Services also collaborated with Rachel Littlefield (Coordinator of the Welcome Center) to run a voter registration drive and to offer an information event: “I’m Registered to Vote...Now What?” These events reached 70 students.

Other: During the 2022-2023 year, two Passport to Research library sessions were held for international students (reaching 16 students, primarily undergraduates). The Library also participated in two Welcome Days, reaching about 90 incoming students and their families. During April’s Citizen Science Month, the Library hosted a citizen science challenge, and the URI community classified over 1800 records in Snapshot Wisconsin. Finally, Public Services hosted two book events (Blind Date with a Book [Valentine’s Day] and Spring into a New Book [prior to spring break]) to support students’ mental wellbeing by connecting them to recreational reading materials. These two events reached 287 students, and Blind Date with a Book received positive coverage in the *Good Five Cent Cigar*.

Displays

In collaboration with Circulation staff, the Student Success Librarian created 15 displays for the 2022-2023 year:

- August: National Park & Recreation Month
- September: Banned Books Week
- September: Welcome Back, Students
- October: National Book Month
- November: Native American Heritage Month
- December: Good Luck Pets
- January: Cozy Up with a Good Book
- February: Black History Month
- March: Women’s History Month
- March: Citizen Science
- April: Campus Pride Month
- April: National Library Week
- May: Mental Health Awareness Month
- May: Seniors & Graduation
- June: Pride Month

Displays were available in the glass display case (near Circulation) and in the embedded bookcase near the previous Research Help Desk. During this year, the Library also

transitioned to leaving the book display cases open (provided there are no materials from University Archives & Special Collections) to encourage patrons to check out display items. Finally, at the end of the year, a decision was made to convert the New Book Display to a display for recreational reading, with fiction and nonfiction books to support students' mental health and wellbeing.

Teaching concepts and skills necessary for current research and lifelong learning

Credit-Bearing Instruction

Coordinated by Professor Mary Macdonald, Head of Instruction

LIB 150: Search Strategies for the Information Age

Introduction to the exploration and practice of information literacy and library research concepts and skills, with an emphasis on the communication of information in today's world.

LIB 250: Information Research Across Disciplines

Exploration and practice in finding, evaluating, and using information in the humanities, social sciences, natural sciences, and formal sciences. Examine information production, resources, roles, and uses.

LIB 350: Current Issues of the Information Age

Critical issues concerning the use of information are examined. Emphasis is placed on the interdisciplinary nature of information and using research techniques as a foundation for informed global citizenship.

**Not offered during the 2022-2023 academic year due to retirement of primary instructor*

Fall 2022	Instructor	# Students
LIB 150	Vaandering	24
LIB 150	MacDonald	25
LIB 250	Izenstark	30
JTerm	Instructor	# Students
LIB 150	Vaandering	19
Spring 2023	Instructor	# Students
LIB 150	Vaandering	24
LIB 150	Cassaday	24

LIB 150	Cassaday	24
LIB 250	Izenstark	29
Summer I & II	Instructor	# Students
LIB 150	Cassaday	10
LIB 150	Vaandering	6
Total Courses = 10		Total Students - 215

Programmatic Instruction

WRT Program

Coordinated by Alicia G. Vaandering

In 2022-2023, librarians and reference graduate student assistants taught 76 sessions for WRT 104/106 course sections reaching a total of 1,610 students.

WRT 104 & 106	# Sessions	# Students
Fall 2022	41	889
Spring 2023	35	721
Total	76 sessions	1,610 students

Librarians and reference graduate student assistants also taught an additional 37 sessions for *all* concurrent enrollment (CE) sections of WRT 104, reaching a total of 672 students. This marked the first year that reference graduate student assistants and other librarians regularly participated in providing instruction to concurrent enrollment students.

CE WRT 104 & 106	# CE Sessions	# CE Students
Fall 2022	23	441
Spring 2023	14	231
Total	37 sessions	672 students

Talent Development

Coordinated by Mary MacDonald and Alicia G. Vaandering

Public Services developed a 90-minute library instruction session that would be offered to 18 sections of pre-matriculating students in the Talent Development Program in early August (reaching approximately 400 scholars). Due to last-minute changes in the Talent Development Program, these sessions were canceled by the Talent Development Program.

Course-integrated instruction

Coordinated by MacDonald

In Fall 2022, limited course integrated instruction was provided. Soon after the semester began several librarians assumed extra responsibilities which limited the department's capacity to provide instruction. However, ten instruction sessions were taught for five different academic departments: Gender & Women's Studies, History, Kinesiology, Nutrition & Food Science, and Textiles, Fashion Merchandising and Design. These classes reached 193 students.

In Spring 2023, no course integrated instruction was offered due to lack of staffing. Eighteen classes were turned down, and 484 students in primarily 300-level and above courses did not receive information literacy instruction that their instructors deemed important for student learning.

Instruction Sessions <u>Not</u> Accommodated, Spring 2023			
Requestor's name	Course	Number of Students	Is B4 (Information Literacy) a General Education outcome?
Alan Verskin	HIS 508	10	N/A (graduate or other session)
James Ward	HIS 495	15	Yes
Bridget Buxton	HIS 111	50	No
Bridget Buxton	HIS 302	25	No
Erica Liebermann	NUR 521	35	N/A (graduate or other session)
Aimee Phelps	LHR 551	10	No
Thaís M. São-João	NUR 661	15	N/A (graduate or other session)
Jay Lee	NUR 253	71	No
Nina Eichacker	ECN 390H	15	No
Ximena Sevilla	HIS 381	30	No

Linda Welters	TMD 402	65	No
Kathleen McIntyre	GWS 325G	25	No
Dawn Cardace	RefWorks Session	10	N/A (graduate or other session)
Michelle Leys	TMD 232	45	No
Michelle Peach	EVS 502	20	N/A (graduate or other session)
Naomy Robalo Moreno	Science & Engineering Fellowship	10	No
Robert Burns	COM 202	20	no
Melanie Brasher	HDF 570	13	N/A (graduate or other session)
Totals	19	484	

Other Major Department Activities

Search for New Reference and Instruction Librarian

The department formed a search committee to interview and hire a new Reference and Instruction Librarian who would also serve as the Head of Reference. After interviewing a number of highly qualified applicants, the department selected Amanda Crego-Emley, who received her MSLIS from the University of Illinois in May 2023. She joined the department in July 2023.

Academic Program Review

MacDonald and Izenstark built on the Academic Program Review document started by then Chair Larsen in early 2022, and completed the document with valuable assistance of Professors Gallagher and Vaandering. In May 2023, external reviewers Janice Wilson from Eastern Connecticut State University's J. Eugene Smith Library and Regina Raboin from the University of Massachusetts Chan Medical School's Lamar Soutter Library visited the Carothers Library and provided their reports in early June. The department is working on an Action Plan during the summer of 2023.

Outreach Regarding Discontinuation of Legacy RefWorks

After years of delays, Clarivate determined a final end date of June 30, 2023 for the Legacy RefWorks platform, which it originally planned in 2017. Izenstark worked over nine months to locate and delete inactive accounts, contact users with potentially active accounts, and transition any remaining Legacy users to the current RefWorks platform.