May 10, 2013

Retreat Agenda 2013 - Research & Info Services
Dept.- University of Central Florida Libraries

Barbara Tierney, University of Central Florida

Available at: https://works.bepress.com/barbara-tierney/41/
UCF Libraries Reference Services Retreat Agenda
Friday, May 10, 2013  9am—3:30pm
UCF Morgridge International Reading Center

8:45-9:00am  [In Main Floor Auditorium] Light refreshments
(Coffee, juice, bagels & cream cheese, fruit salad)

Morning:  Subject Librarian Training [In Main Floor Auditorium]
9:00 am  Departmental and individual librarian goals; Subject Librarian Toolkit
Barbara Tierney, Head of Reference and Information Services

9:30am  Curriculum Mapping....
First step toward “Curriculum integrated research instruction” is curriculum mapping
Elizabeth Killingsworth, Head of Information Literacy and Outreach

10:00am  Academic faculty profiling
Patti McCall, Science Librarian

10:30am  Academic department profiling
Missy Murphey, Business Librarian

11:00am  Outreach tools for Subject Librarians
Customized library newsletters, e-postcards, sample “New Faculty” emails
Cindy Dancel, Art Specialist

11:30am  Photo Shoot for Subject Librarian Web page [In Main Floor Galley Area with soft
seating and lots of natural light or, possibly, in outdoors Main entry area]
Davina Hovanec, Information Technology & Digital Initiatives

11:45  LUNCH [Salads, Pizza, Desserts and afternoon snacks]

Afternoon:  Successful Librarian Interactions with Faculty and Students [In Main Floor Auditorium]

12:40pm  Research Lifecycle: tool for working with Faculty & Students
Penny Beile, Head of Information Services and Scholarly Communications

1:00  One Faculty member’s expectations for librarian support to Graduate Students
Lisa Dieker, Professor, College of Education

1:30pm  One Librarian’s strategies for working with Graduate Students
Terrie Sypolt, Education Librarian
1:45 -2:30pm  **Reference Desk & Ask-a-Librarian Staff Training & Assessment**  
Ven Basco (Team Leader), Linda Colding, Meredith Semones

- “Guidelines for Behavioral Performance of Reference and Information Service Providers” published by ALA: [http://www.ala.org/rusa/resources/guidelines/guidelinesbehavioral](http://www.ala.org/rusa/resources/guidelines/guidelinesbehavioral)
- “Ask A Librarian Guidelines” for Behavioral Performance
- DRAFT RAID Staff Training Checklist
- Fall Semester 2013 RAID Assessment  (Presentation of the two documents: “Mystery Shop Process Overview” and “Mystery Shop Staff Overview”)

[In Main Floor Galley Area with soft seating and lots of natural light]

2:30-3:30pm  **Brainstorming Initiatives/Projects for 2013-14**  
John Venecek (Team Leader), Rich Gause, Richard Harrison, Hal Mendelsohn  
(Reference & Information Services Librarians)

Building on the five IS/SC “strategic priorities” (SPs) from 2012t...  
Brainstorming 2013-14 initiatives/projects to support and advance these SPs and their supporting goals  
(please see next page for more details)
Brainstorming Initiatives/Projects for 2013-14
John Venecck (Team Leader), Rich Gause, Richard Harrison, Hal Mendelsohn (Reference & Information Services Librarians)

Building on the five IS/SC “strategic priorities” (SPs) from 2012...
Brainstorming 2013-14 initiatives/projects to support and advance these SPs and their supporting goals.

SP 1: Automate/improve the user experience by implementing strategic technologies that reflect the priorities of UCF while serving the broader scholarly community.

SP 2: Provide the best service possible by building on the high level of customer service provided by the Library and proactively addressing changing user behaviors and needs.

SP 3: Cultivate strategic alliances across the University community by supporting campus collaborations that increase student learning and advance research conducted at the institution. (Priority entities include Graduate Studies, FCTL, ORC, CDL, OIF, and UG Research).

SP 4: Integrate Library services across all aspects and levels of the University’s teaching and research missions by aligning new and existing services to the needs of University administrative units, program faculty and students.

SP 5: Demonstrate value by rebranding the Library as a powerful resource for the University community and increasing awareness of its services.

Project Vetting Criteria:
Suggested initiatives that further the IS/SC mission and strategic themes are vetted against the following criteria. To become part of the strategic plan a proposed topic must meet the following criteria or present plausible justification as to why it should be exempt.

Is the project:
- Strategic; does it help us meet our goals?
- Scalable; do we have the resources to eventually ‘scale up’ the service and offer it to the whole population of people that the initiative is supposed to address?
- Sustainable; do we have the resources to continue to offer this level of service over time?
- Systematic; do all people in the population have (or will have) equal access to the service?
Goal: Create and market a suite of services for graduate students
2012-13 Projects: Graduate survey; increased number of Graduate study rooms from 5 to 14; Graduate Student workshops and programming

2013-14 Projects: Personal Librarians do Graduate Student programming for their assigned academic depts? Need for dedicated Grad Student Librarian?

Goal: Create and market services to new faculty/the New Faculty Experience
2012-13 Projects: New Faculty Outreach (FCTL think tack, flash drives, research guide, online newsletter)

2013-14 Projects: Personal Librarian outreach to New Faculty in their assigned depts.; Need someone for ongoing oversight, outreach via Personal Librarians

Goal: Assess services for knowledge & behavioral skills to inform training programs
2012-13 Projects: Patron satisfaction assessments at desk service points.

2013-14 Projects: Continue with current workgroup for one year; may roll over to Public Services Group if other depts. are interested.

Goal: Identify existing videos and needs, create library brand, and determine guidelines
2012-13 Projects: Created & updated videos, including CMC, NID/PID, animated, one-search, ipad tutorial, LOC call numbers; branded videos.

2013-14 Projects: Depts. continue to update & develop videos w. Art Specialist overseeing

Goal: Identify faculty partners and conduct an information literacy project
2012-13 Projects: Aligned Writing & Rhetoric program SLOs with IL objectives in anticipation of LI integration; created online content for CMS

2013-14 Projects: Continue with current workgroup for one year

Goal: Develop and market a suite of Scholarly Communication services
2012-13 Projects: Research Lifecycle development & dissemination

2013-14: Outreach via Personal Librarians; Art Specialist to develop materials

A few Ideas from SPIT (Strategic Planning Implementation Team) for new goals/projects:
Improve the user experience…..
    Right here, right now…..libqual, focus groups, grad student survey, renovation interviews

Create suite of services for faculty
Set-up RSS feeds, toc and research alerts, assign collab, items on Research Lifecycle, instruction, curriculum mapping, etc.
Facilities: 24/5 hours; UWC; Instruction Rm. facelift; Graduate student spaces

User Experience: Device chargers; 5th Floor Quiet; Presentation Practice Rooms
Suggested Readings in advance of the Retreat:

http://www.ala.org/acrl/sites/ala.org.acrl/files/content/aboutacrl/directoryofleadership/sections/is/iswebsite/projpubs/aie/aie.pdf

Covert-Vail, Lucinda; Collard, Scott. **New roles for new times: Research library services for graduate students.** Association of Research Libraries, Dec. 2012.

http://www.arl.org/resources/pubs/rli/archive/rli265.shtml


Malenfant, K. J. (2010). **Leading Change in the System of Scholarly Communication: A Case Study of Engaging Liaison Librarians for Outreach to Faculty.** College & Research Libraries, 71(1), 63-76.


Wagner, A. Ben; Tysick, Cynthia. **Onsite reference and instruction services: setting up shop where our patrons live.** Reference & User Services Quarterly. Summer 2007, Vol. 46, Issue 4, p60-65
