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Research and Instructional Services Monthly: December 2020

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Research and Instruction Monthly

Vol. 3, Issue 10, December 2020

Letter from the Director: 2020 in Review

This year has certainly had it's up and downs, but it has also provided us with some great opportunities. While an unconventional semester to say the least, I am extremely proud of the creative work and dedication the RIS unit has provided to our students.

Here's to a happy and healthy 2021!

Unit Accomplishments

- Launched virtual versions of core RIS services
 - VIP reference service
 - Undergraduate Online Librarian program
 - Research Appointments via Teams
- Undergraduate Research Guide Deduping Project
- Open Access Week
- KSU Library Media Space public gallery and D2L Widget additions
- Niche Academy Acquisition
- LEAP asynchronous instruction modules

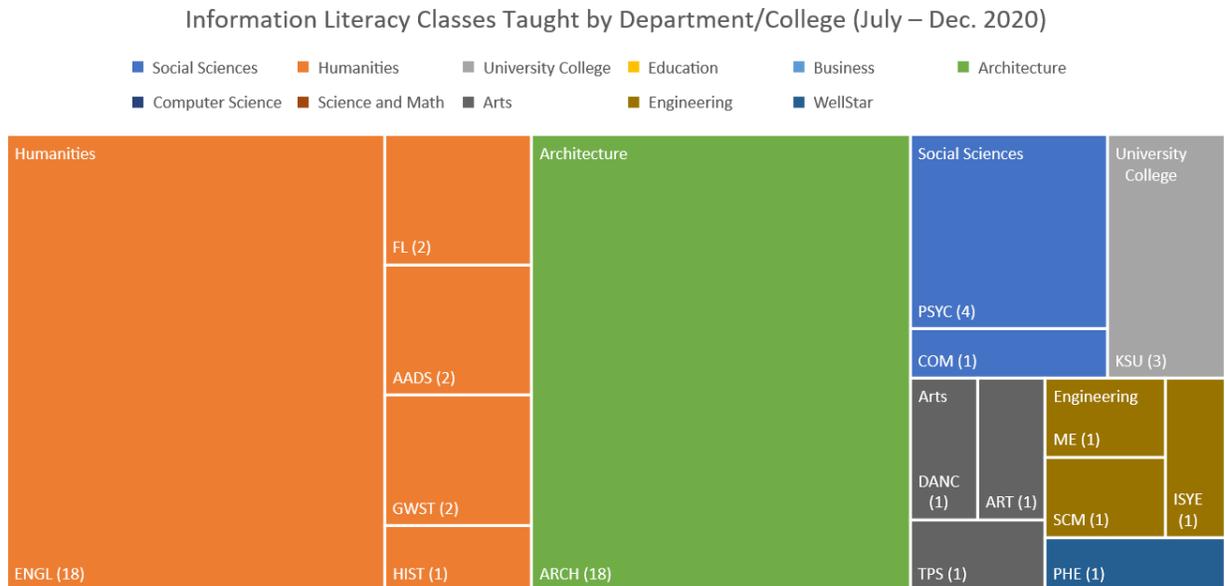
Individual Accomplishments

- Amy & Ashley: Research project on interim leadership and management and ALA presentation acceptance, "The Impact of the Interim Experience"
- Chelsee: Accepted and awarded a scholarship for the Open Education Network Certificate in OER Librarianship Program
- Christina: "Burn Out" book proposal acceptance
- Judy & Carey: Column proposal accepted in the Journal of New Librarianship
- Leslie: Accepted into Georgia State University's Masters in Instructional Design Program
- LaTiffany: Published a book review in GLQ and welcomed beautiful baby girl Emery
- Mary Margaret: Integrated accessibility considerations into the Research Appointment process
- Rachel: Accepted into the Kennesaw State University Masters in Professional Writing program

Best,
Karen

Instruction

This has been a semester of exciting changes! Our instruction program debuted a new service model that has allowed us to increase our interactions with students and our faculty have expressed enthusiasm at our responsiveness to campus changes. We've actually increased the total number of "subject specific" classes reached between this semester and last fall semester (by 9 classes)! Check out this graphic which depicts the distribution of courses reached by College and Major since July of this year.



Alongside the 18 English courses reached (25 total for Humanities), Instruction Librarians also met with 18 Architecture courses and an array of unique courses across the university.

— Christina

Reference

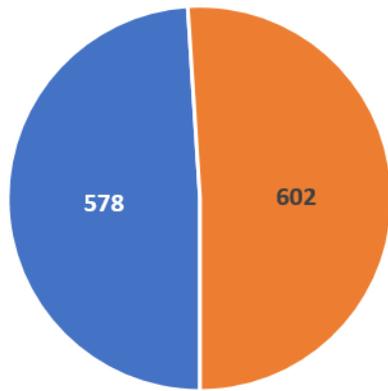
At the start of the Fall semester, we were holding our breath to see if the new VIP Reference service component would work. And it did! The willingness of Public Services folks to learn and experiment with VIP reference services has been inspiring. In particular, Access Services has been tremendous in directing patrons to us for in-depth consultations. It is gratifying to have such intelligent and pleasant folks in the reference services pool of talent (which also includes many folks from Library Resources).

In comparison to the same time period in 2019, you can see that we are relying on the ChatStaff component of our services during the pandemic model of staffing.

— Judy

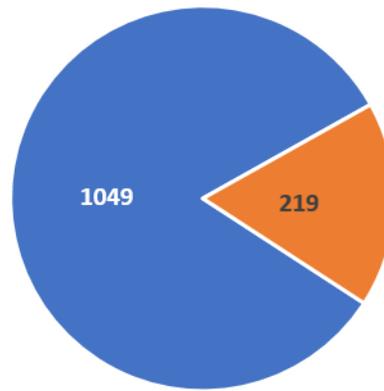
Fall Semester Reference Transactions (2019 and 2020)

Fall 2019



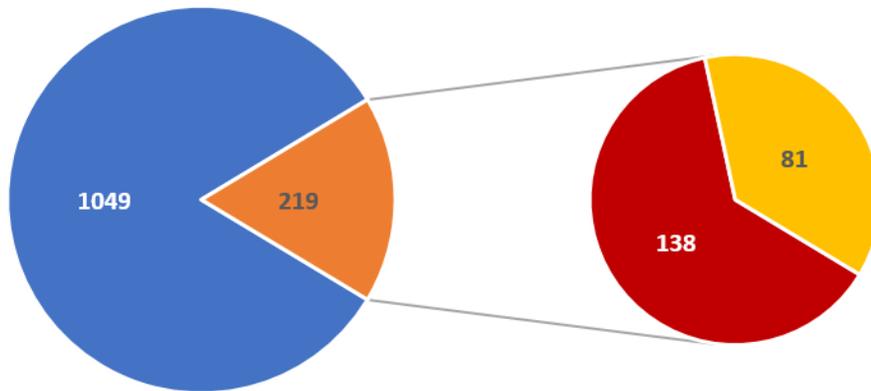
■ ChatStaff ■ KSU Staff

Fall 2020



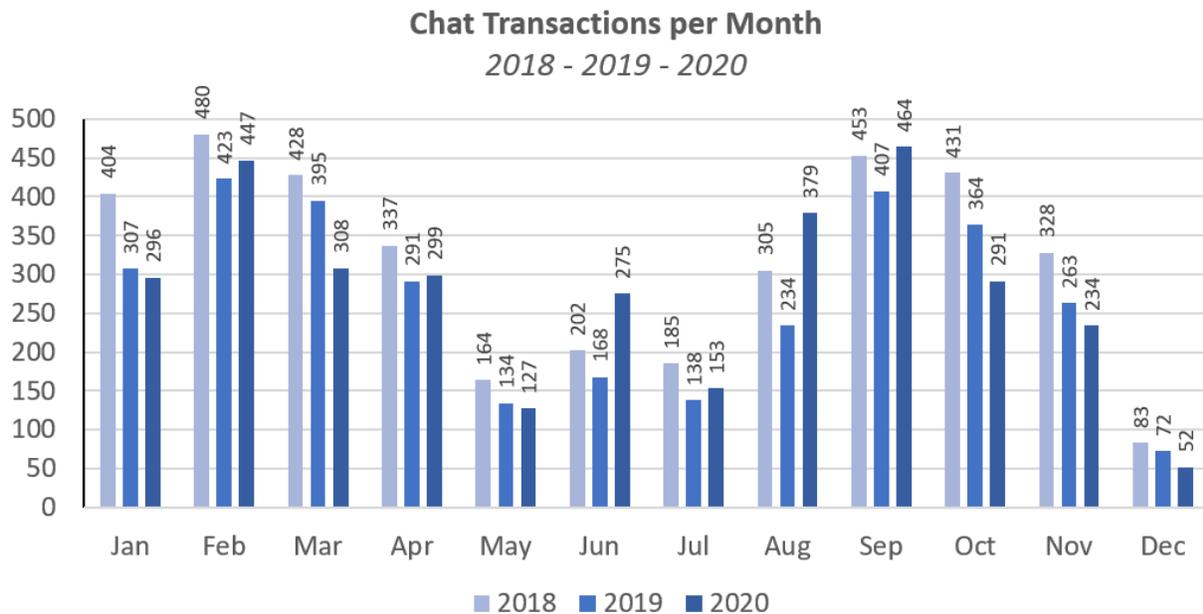
■ ChatStaff ■ KSU Staff

Fall 2020 Reference Transactions



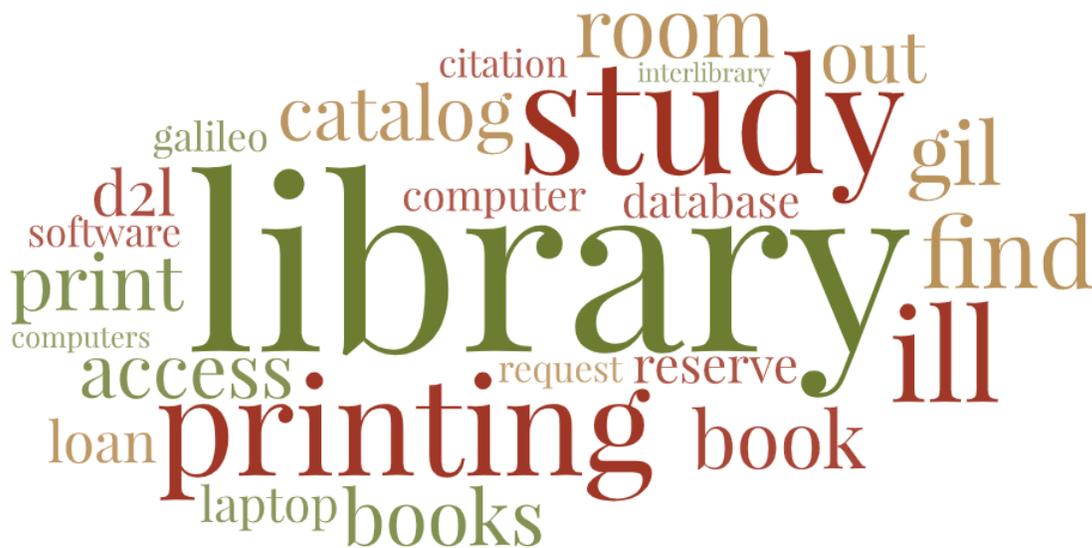
■ ChatStaff ■ Circulation Staff ■ Other KSU Staff

Chat Reference



Compared to the past two years, 2020 chat transactions followed regular trends, though we did see slight spikes in traffic in June and August.

Top 2020 FAQ Searches



The most searched FAQ terms from 2020 include library, study, printing, ILL, find, catalog, and access.

— Carey

Research Appointments

Like other services offered during the pandemic, research appointments request declined to a yearly total of 61 appointments. Our biggest requests months were February with 11 appointments and

October with 12. Additionally, in August the Research Engagement Group (REG) rolled out a follow-up survey to evaluate the services. I am happy to report that we have received **5 stars across the board** from our patrons. We will continue to offer this service virtually during the spring semester.

— Mary Margaret

Niche Academy and LibGuides

I'm really proud of the work we did this year with adding Niche Academy to our suite of online learning tools. Even though we've only had it for a few months, it's making an impact, with 838 views of the tutorials since July. I'm looking forward to seeing those numbers grow as we add more content and integrate the tutorials further into our services.

I'm also really proud of the work we did with cleaning up the LibGuides system. While our students won't notice the change, the work Rachel, Darian, and Jennifer Carter did with me this year will make all of our work easier going forward. This project was a massive undertaking, and while the work is not yet complete, I cannot thank the three of them enough for all that they accomplished this year!

— Amy

EAST

Since forming in 2019, the Engagement and Assessment Services Team (EAST) has served as a guide to library committees and event coordinators on logistics and themes for the library's outreach to the KSU community. We finalized the EAST mission and vision statement this year. You can [find it on SharePoint](#).

As the RIS liaison to EAST I inform EAST members of RIS engagement endeavors (and vice versa) to decrease redundancy in user engagement. EAST members are excited about the possibility of reaching more students in 2021 with new branding, events, and campus engagement.

— LaTiffany