# Research and Instruction Report, 2023-2024

Overview

This report presents insights from data collected for McKillop Library's reference and instructional services for the 2023-2024 AY. Looking over the past three academic years (2021-2024), the library recorded an overall decline in total service transactions; however, our percentage of scheduled research consultations saw a marked increase. The library's instruction services increased from year 1 to year 2, indicating a continued rebound from the pandemic. Classes have held steady for the past two academic years.

Total Service Transactions by AY (2021-2024), Visualized by Hour of Day

Since the pandemic librarians have continued to experiment with service modes to best meet students' research needs. With librarians' offices relocated to the second floor, the reference team was concerned about how students would seek walk-up research support, thus we took a measured approach in redesigning our reference service offerings. For the fall semester, librarians staffed a dedicated research help desk on the second floor on weekday afternoons so we could observe how students use the space once ACE had moved downstairs. In the evenings (Sun-Wed), librarians moved to scheduled hours at the circulation desk on the first floor. It was observed that many students do work on both the first and second floors, but they are most often in groups at large study tables, thus not seeking individualized help. The third floor quiet study spaces are utilized steadily throughout the semester, with heaviest usage leading up to final exams. In the spring, in-person service hours were delivered exclusively from the circulation desk on the first floor, in effort to be more visible to students as they arrive at the library.

For the 3-year period, in-person service remains our most popular medium, and much of this is due to the overall increase in scheduled research consultations. The trend is on the rise, as shown in the table, below:

	Total Service Transactions	Scheduled Consultations as Percent of Total
21-22 AY	794	13%
22-23 AY	599	35%
23-24 AY	513	40%

Total Service Transactions: 794
2021-2022 AY

Total Service Transactions: 599
2022-2023 AY

Total Service Transactions: 513
2023-2024 AY
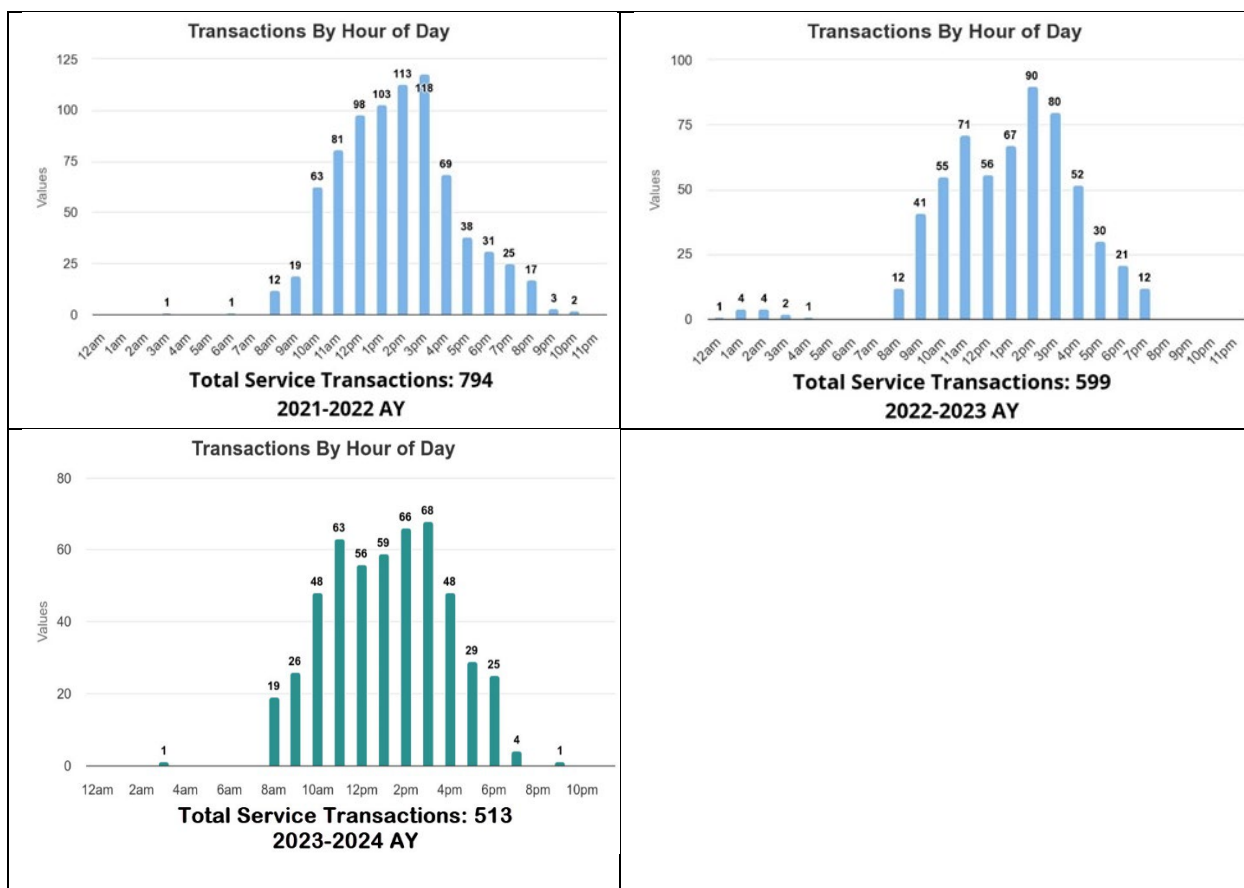
Research Instruction Classes (2021-2024), Visualized by Month, Day of Week, and Instructor

Please note: When viewing the graphs below, the data is presented by month, which visualizes it in calendar order vs. semester order even though this **is** academic year data.

Data for the 2023-2024 AY reveals that our instruction service remains strong. For the fall semester, more classes were offered this year over fall 2022, even though we were down one full-time librarian from September-December 2023. While this would not be sustainable under such circumstances, it should be noted that we increased instruction offerings to departments not typically served, namely art and religious studies. Our education librarian also worked closely throughout the year with sophomore and junior level students from the Rogers High School Pathways Program.

As noted in previous reports, the way we track the number of students who receive instruction does result in some being counted more than once. Some students attend multiple instruction sessions in a semester as part of *different* courses in which they are enrolled, and some attend within the *same* course, for which the librarian teaches multiple sessions to scaffold learning across a semester. Thus, the total number of students served does not necessarily mean unique students. **This metric was not**

tracked for the 2023-2024 AY. Data from the past two years shows a trend of increased classes being scheduled in November, possibly indicating that some faculty are either scaffolding instruction with multiple sessions or waiting to schedule instruction closer to the due dates of semester research assignments.
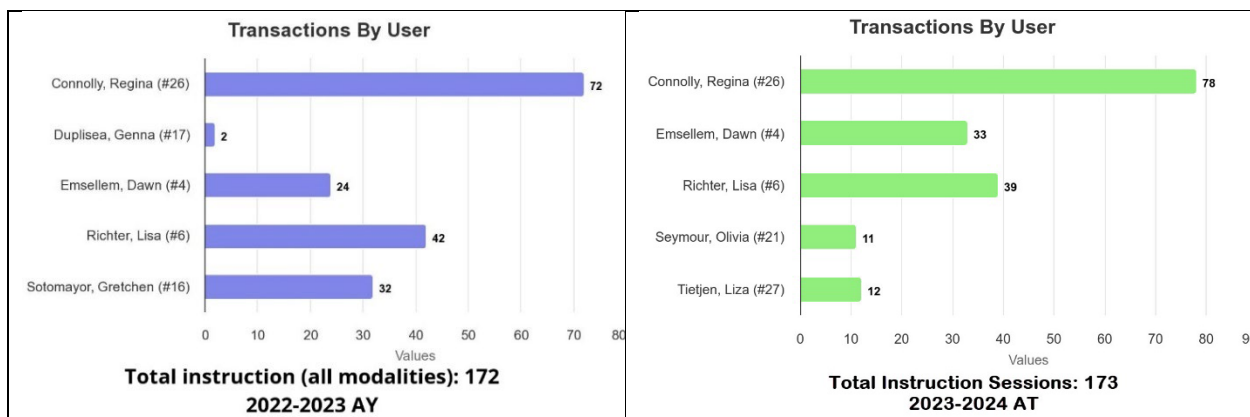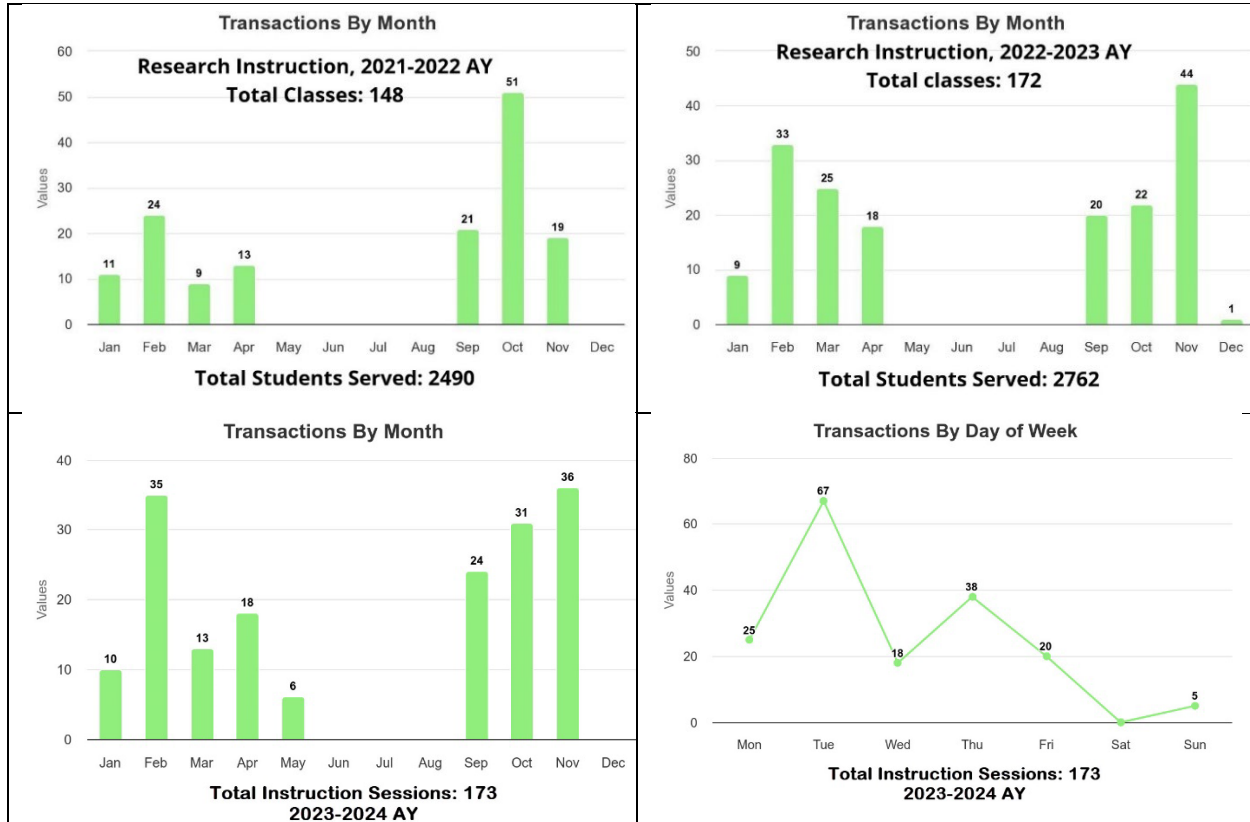
Goals for 2024-2025 AY

The renovation of the library's first floor enhanced multiple student academic support services and the proximity of a broader spectrum of these services facilitated new opportuniites and ideas for cross departmental collaborations. Librarians have continued working with first year writing faculty, and the 2023-2024 AY saw increased opportunities for multiple sessions to scaffold instruction and demonstrate to students the critical connections between research and writing processes.

- For fall 2024, librarians are planning a **research party**, in partnership with ACE and the Writing Center, to provide drop-in academic support to students in late October as they approach final research-based projects.
- Librarians are developing two new **learning modules** to engage first-year students who may not be enrolled in courses that schedule library instruction and/or who may not understand the academic support that librarians provide. The modules will be available to all on the library website and include embedded quiz questions which can be utilized as flipped lessons by libarians in first year instruction or by faculty who want to introduce students to library services without scheduling a visit from a librarian.
- Many of the library's research tutorials for specific databases will be updated this coming year as one of our vendors, EBSCO, is rolling out a new interface. In addition, two of our general research guides will be updated with new images and fewer pages. Current usage data reveals that **Get Started with Research** had more than 5,600 views this AY, with the most popular pages being Find Articles (1473 views) and Create Search Strategy (475 views). **Research & Writing: Integrated Skills and Strategies** had more than 10,500 views this AY, with the most popular pages being Outlining (2,200+ views), Primary, Secondary, and Tertiary Sources (3,900+ views), and Research Question and Thesis (1,100+) views.
- Librarians are eager to talk with students and faculty about the **use of generative AI**, including important ethical concerns, from academic integrity to critical thinking to privacy issues. Our education librarian is planning a professional development learning module for pre-service teachers on issues associated with AI in the secondary education classroom.
- As the Core Curriculum continues to develop, librarians will maintain our **liaison service model** and provide targeted outreach to faculty and department chairs, offering assignment-focused instruction in a variety of modalities.

Report submitted by Lisa Richter

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