

Service, an open mind, and accountability pay off

Posted on **December 11, 2014** by **Carol Hixson**

<https://poynterdean.wordpress.com/2014/12/11/service-and-accountability/>

Note from March 2021: in the intervening years, some web sites and other portals have changed. Some of the links in the posting below no longer function. Please search the [USFSP Library](#) and [USFSP](#) web sites for current links, as well other secondary sites, if you encounter a link that no longer works.

As finals week for the fall 2014 semester is winding down, we in the Library are reflecting on how busy things have been. On Monday December 1, we experienced the highest door count in our history: 2113 visits. The previous record high count of 1661 was a year earlier on Monday December 9, 2013. We experienced a 21% increase overall in unique visits to the Library during the exam period this year over the same time period last year. To get a sense of how busy we were, you can visit a [photo album](#) on the Library's Facebook page.

One thing that we see all the time is how often students are using the library space to work together, which was what we had in mind as we set about redesigning the space.



Whether they are using “old” technology like whiteboards



or the new computer workstations on the busy collaboration zone of the first floor.



When I get asked why our door counts are up 21% in a semester when enrollments are down, the deliberate redesign of our space to enable students to work together effectively would seem to be one reason.

But we also know that not everyone wants to collaborate all of the time. Sometimes, a quiet place to study is just what they want, as we saw this week as almost every single space of any shape or design was filled with students.



Whether they were taking advantage of our semi-quiet Scholars' Lounge on the first floor



or were making use of our brand-new computer workstations on the designated quiet third floor.



We also opened up our instruction room on the second floor with dedicated computers as another quiet study area with computers. These steps have all been taken following student feedback. As much as we can, we try to give our students the type of equipment, space, and experience that they need to be successful.

But beyond redesigning the space, we continually redesign our services based on feedback from students and faculty. This semester, we provided instruction to 39% more students than for the fall semester of 2013.

	Fall 2013	Fall 2014	Change
Instruction sessions	35	48	+37%
Instruction attendance	695	966	+39%
Events	12	22	+83%
Event attendance	623	775	+24%

We also hosted 83% more events for students than in the same semester last year. We pride ourselves on putting the students first, listening to what they have to say, and doing our best to give them what they need and want to have successful academic careers. Some of those events are less serious than others, such as our periodic visits from the Therapy Dogs International at stressful times, but they are all designed to engage, educate, and enlighten our students.



As part of increasing our transparency and accountability, we have also worked diligently to create up-to-date and informative reports from all library departments, documenting our activity, achievements, and challenges. We invite everyone to look at our [Library Departmental and Committee Reports](#)

The Poynter Library faculty and staff are a dedicated, hard-working, creative group of people. We have managed to accomplish some amazing things together. If anyone reading this posting is inspired to give us a hand, I invite you to visit our giving pages where you can see all the [areas of support](#) needed to enable us to continue to serve the students of this beautiful university. Join in the fun!