

Instruction and Outreach Statistics Definitions

Tour

An instructional session designed to introduce one or more individuals to the library with emphasis on the physical location of library materials and services. Classes may include a tour as part of the instruction; count each of these sessions as “class with tour” rather than “tour.”

Class

A presentation to a group of individuals designed to meet their particular information needs. The presentation usually takes place in a classroom setting, but occasionally will be made in a public area of the library (e.g., around the InfoStations).

Classes are distinct from tours in that the physical location of materials and services are of lesser importance and the topics covered are focused on the needs of the particular audience.

Procedural Note: If instructors from two or more different units teach a class, each instructor should count the class and their preparation and presentation time but only one instructor should count the number of participants.

Class with Tour

Classes may include a tour as part of the instruction; count each of these sessions as “class with tour” rather than “tour.”

Virtual Instruction

An instructional activity that occurs without face-to-face contact and that: 1) Targets a particular class or group (i.e., a finite audience); 2) Is interactive; and 3) Includes a feedback or assessment component (e.g., a quiz, instructor feedback, etc.).

Examples of virtual instruction:

- Exercise in which students explore the Getting Started website and are asked to complete an assignment
- E-mail quiz in which questions are posted on the web and then student submits email responses to instructor

Examples of what is not virtual instruction:

- Websites that are non-interactive (e.g., bibliographies, lists of resources, etc.)

Consultation

In a consultation a librarian explains or describes information resources available to assist a single individual in his or her research. Consultations are typically by appointment, require advanced preparation, and have a greater instructional component than reference transactions. A consultation includes one or two people; any instructional contact with more than two people should be counted as a class or a tour.

Outreach

Contact with clientele to promote a library, its services and/or resources (e.g., booth on Library Walk, articles for the Navigator or Guardian, e-mail contacts or notices); may include brief, impromptu consultations that demonstrate or teach the use of library resources or services.