

MEMORANDUM

TO: William Louthan, Provost

FROM: Theresa Byrd, CIO/Director of Libraries

DATE: April 21, 2005

SUBJECT: REPORT TO THE TRUSTEES

LIBRARIES AND INFORMATION SERVICES (LIS)

Ray English, Director of Libraries at Oberlin College and a member of the SPARC (Scholarly Publishing and Academic Resources Coalition) Steering Committee, addressed thirty-eight faculty members on the topic of "Scholarly Communication and Open Access." This was one of seven noon faculty workshops sponsored by Libraries and Information Services (LIS) this semester. The other noon workshop leaders and topics included:

- Marsha Zavar introduced "ILLiad, Improving Interlibrary Loan;"
- Jennifer Friedman illuminated "ARTstor: Your Visual Companion;"
- Patty Bisker taught "Using Listservs," "PowerPoint Animation," and "Working With Image Files;"
- Danielle Clarke and Joy Gao led a discussion "Prevent Plagiarism: Design Effective Library Research Assignments."

We also hosted a MITC (Midwest Instructional Technology Center) workshop to go, "From Idea to Completion: Planning an Instructional Technology Project." Dr. Alex Wirth-Cauchon, MITC's associate director, led this all-day workshop. The goal was to help novice to intermediate technology users develop and implement their teaching plans using technology. Eight OWU faculty members and one Antioch faculty member participated.

Four student workshops were offered during the semester. Jason LaMar and Tom Green registered students returning to campus with wireless computers. They also registered faculty for wireless after an access point was added to the Science Center atrium. Jennifer Friedman taught students how to take advantage of "ARTstor: Art on Your Desktop." Danielle Clarke discussed "Research Paper Fundamentals." Patty Bisker and Chuck Della Lana provided techniques for "Large Format Printing."

The second annual Celebration of Scholarship recognized the scholarly work of thirty-nine Ohio Wesleyan University faculty and staff members. Thirteen graduating seniors submitted papers for the OWU LIS Research Paper Award. Amy Collins won this year's award and \$500 for her paper "Bricks and Bombs as Arbitrators: The Electric Auto-Lite Strike of 1934." She shed light on the historic conflict between workers and union organizers at a large auto parts manufacturing plant in Toledo, Ohio. She performed a thorough analysis using a wide range of historical research techniques including the extensive use of archival information, oral history, and interview as well as

an outstanding use of primary and secondary sources.

Danielle Clarke, Tom Green, and Joy Gao provided library research orientation sessions for more than 50 Marysville High School Advanced Placement and College Prep students.

The following in-service training sessions were held:

- Jennifer Friedman presented ARTstor.
- Tom Vecchione, Director of Career Services, and Nancy Westfield, Assistant Director of Career Services, discussed their program and gave us a tour of Career Services.
- Phil Packard, Chair of Disaster Services for the American Red Cross of Delaware County, informed us about preparedness for weather disasters, including tornadoes.

User Support Services provided its regular troubleshooting and Help Desk services to Ohio Wesleyan's faculty, staff, and students. Two technicians, Adam Mahle and Todd McGuire, and one lab manager, Joanne Pohlman, continue to maintain more than 1,300 University-owned computers. Since January 1, there have been more than 600 work orders officially created and resolved; the actual number of work orders, however, is more than this. During the Spring 2005 semester, there have been approximately 450 tracked calls to the Faculty/Staff Help Desk and 130 tracked calls to the Student Help Desk. The total number of calls is much higher, however, as many calls are resolved without the need to track them and assign them troubleshooting tickets.

With the Spring 2005 semester, User Support Services started a pilot program called the Student Computer Checkup Service (SCCS), which provides a second level of support to OWU students. This program is provided by Information Services student workers, and it has been successful in helping students fix problems with viruses, spyware, and other malware as well as network connection issues. If student clients cannot be talked through a computer fix over the phone, they are asked to bring their systems into the Corns Building for hands-on support. To date, SCCS student workers have fixed more than 80 personal computers brought in for service.

Another segment of our User Support is the training component. Patty Bisker, the Help Desk Manager and Computer Applications Trainer, conducted the following workshops during the spring:

- Student Workshop: Introduction to Excel for Economics majors (January 18-19 and February 10)
- Faculty Workshop: Using Listservs (February 2)
- General Workshop: Introduction to PowerPoint (February 14)
- General Workshop: PowerPoint Animation (February 16)
- General Workshop: Labels in Word (February 17)
- General Workshop: Cool Tools 1 (February 23)
- Student Workshop: Web page development for Botany/Microbiology class (February 28)
- General Workshop: Word Tips and Tools (March 1)
- General Workshop: Cool Tools 2 (March 3)
- Student Workshop: Series of five workshops for Botany/Microbiology class in March
- Faculty Workshop: Working with Image Files (March 16)
- Student Workshop: Creating Large-Format Posters (April 6)

Information Services has selected IBM as its new vendor of choice for University purchases of desktop and laptop computers. IBM systems have value-added features embedded in them, such as system migration and recovery tools that will aid the technicians in installing and maintaining these systems. IBM computers have a nearby warranty maintenance facility that will service hardware on these new machines. IBM also provides the same warranty service for the faculty, staff, and student *personal* computers should they use IBM's educational purchase program. This is important for students in particular because Delaware does not have a local computer facility where they can take their systems for repair.

Among Administrative Computing's Spring 2005 semester projects, Kirk Turner-Rustin and Dan Cring have made modifications to the student record programs to allow the Office of Academic Advising to maintain and track "on-leave advisors." Now, when a faculty member is on sabbatical leave, their advisees can be updated to indicate the temporary on-campus advisor and the on-leave advisor. The names and e-mail addresses of both advisors will appear on Web class lists to help instructors, and both advisors will be able to access their advisee's records. Dan Cring also has completed the necessary changes to support the writing scores that are now being provided by SAT and ACT testing services.

Meanwhile, new and continuing Web development activities are being performed by Doris Yang and Dan Cring. Dan is developing his first Web programs for the Residential Life Office to allow deposited applicants to submit personal facts to help the staff better match new roommates. Doris is adding point-and-click features to the Web Budget Review screens to assist departmental managers/chairpersons in easily expanding summary totals to see the detail transactions.

Kirk Turner-Rustin and John Topping have begun the process for implementing redundant servers in Beeghly Library. In collaboration with Harold Wiebe, the main network administrator, Kirk has completed a "proof of concept" test that allows the campus network to automatically retrieve information from a secondary server when the primary machine is not available.

UNIVERSITY ACTIVITIES/COMMITTEES

- Dr. Theresa Byrd attended Department Chairs meetings.
- Dr. Theresa Byrd chaired the Affirmative Action Task Force.
- Dr. Theresa Byrd chaired the MLK Committee meeting.
- Dr. Theresa Byrd attended the Teaching, Learning, and Cross-Cultural Programming Committee meetings.
- Dr. Theresa Byrd, Tom Green, and Carol Holliger attended the Methodist Heritage Week campus luncheon. Carol Holliger provided a tour of the Archives of Ohio United Methodism.
- Dr. Theresa Byrd and Tom Green met with other campus administrators and representatives of the Class of 2004 to plan for their class gift: a café in Beeghly Library.
- Danielle Clarke served on a Journalism Department search committee. She also observed and evaluated a faculty member at the request of the Faculty Personnel Committee.
- Tom Green served as chair of the Executive Committee of the Faculty and continued as co-advisor of the Bishops Chess Club. He was a participant in the Lilly Vision OWU Academic

Advisors retreat. He also evaluated a faculty member at the request of the Faculty Personnel Committee.

- Joy Gao taught a Chinese language course. She also provided Fan Gao, associate director SouthWest Jiaotong University Library and a PH.D. candidate, a tour of the library. Tom Green answered questions from Fan Gao with the assistance of Jane Wu, Ottberbein, serving as an interpreter.
- Peter Szabo taught a section of Music Appreciation.
- Xudong Jin continued to serve as the Chinese Cultural Club adviser.
- Xudong Jin continued to serve on the Affirmative Action Council.

BOARDS, CONSORT, FIVE COLLEGES, AND OHIOLINK

- Dr. Theresa Byrd attended the Five Colleges of Ohio Directors meetings. She attended the OHIONET Board meeting, the OhioLINK Independent Library Directors meeting, and the OhioLINK Library Advisory Committee meetings. In addition, she attended the United Way Board meetings.
- Dr. Theresa Byrd (chair), Bernard Derr, and Marsha Zavar attended the Five Colleges Access Services Subcommittee meeting.
- Paul Burnam attended OhioLINK Lead Implementors meetings. He was asked to continue serving on the OhioLINK Users Services Committee's Web Site Enhancement Subcommittee. He attended the Five Colleges Reference and Instruction Subcommittee meeting.
- Chuck Della Lana continues to be involved with the Francophone project funded by a MITC grant.
- Tom Green and Xudong Jin hosted the Five Colleges Collection Development & Management Subcommittee meeting.
- Joy Gao attended the Five Colleges CONSORT Cataloging and Joy Gao and Martha Powers attended the Five Colleges Government Documents Subcommittee meetings.
- Paul Burnam attended Priscilla Coplan's OCLC Distinguished Seminar on "Preservation Ruminations: Digital Preservation and the Unfamiliar Future."
- Xudong Jin attended OhioLINK's DMSC (Database Management and Standards Committee) meetings.
- Xudong Jin (and Joy He) attended the CONSORT Cataloging Subcommittee meetings.
- Judy Orahod attended ALAO SSIG Planning Meeting on February 18, 2005.

PROFESSIONAL MEETINGS AND WORKSHOPS

- Dr. Theresa Byrd attended the Council of Libraries and Information Resources' Managing Digital Assets workshop.
- Dr. Theresa Byrd, Patty Bisker, Joy Gao, Tom Green, and Xudong Jin attended the Kenyon Conference of the CLIR (Council on Library and Information Resources) CIOs Group Colleges.
- Dr. Theresa Byrd and Tom Green attended the 12th National ACRL Conference, "Current and Convergence: Navigating the Rivers of Change." Dr. Byrd was a member of the Executive Committee for the conference and she chaired the conference's Workshop Committee.

- Joy Gao attended the OHIONET workshop “Better Living Through XHTML and CSS – Dreamweaver Edition.”
- Carol Holliger presented a program on “Using the Archives of Ohio Methodism to do Genealogical Research” to a joint meeting of the Delaware County Genealogical Society and the Delaware County Historical Society. She is the editor of the *Historian's* Newsletter for the United Methodist Historical Society of Ohio. She attended an Executive Committee meeting of the United Methodist Historical Society and separate East and Ohio Archives meetings.
- Deb Peoples hosted the Central Ohio Special Libraries Association meeting where Anne Caputo presented “Perception is Reality: Creating Your Elevator Talk and Nine Other Practical Marketing Ideas to Promote your Information Function.” She also attended a meeting of this group at the Dayton Art Institute.
- Marsha Zavar attended the International OCLC LLIAD Conference. She presented “Copyright Basics for Genealogists” to a joint meeting of the Delaware County Genealogical Society and the Delaware County Historical Society.
- Vickie Melicher attended ALA Midwinter Meeting in Boston in January 14 to 15
- Xudong Jin, Joyce Laurence attended ARTstor inservice on January 4
- Xudong Jin attended Career Service in-service on January 5
- Xudong Jin, Martha Powers, and Barbara Wiesner attended American Red Cross Disaster Preparedness in-service on January 6 .
- Patty Bisker and Jason LaMar attended the 2005 Great Lakes Information Technologists in Education and Research (Glitter) Conference at Hope College.