

MEMORANDUM

TO: William Louthan, Provost

FROM: Theresa Byrd, CIO/Director of Libraries

DATE: September 15, 2004

SUBJECT: REPORT TO THE TRUSTEES

LIBRARIES AND INFORMATION SERVICES (LIS)

The OWU residential network was significantly upgraded from May through September. A new 48-strand, single-mode fiber-optic trunk line was installed from the R.W. Corns Building to Smith Hall and from Smith Hall to Welch Hall, which increased backbone capacity to all residential buildings from a shared 100Mbps connection to a switched 1,000Mbps connection. New high-end routers also were deployed in Corns, Smith, and Welch to accommodate the new data traffic threshold. Also, nearly 100 state-of-the-art switching devices replaced aging network hubs in all residence halls, fraternities, and Small Living Units (SLUs). This "hardware swap" has increased the available bandwidth to an individual student computer from a shared 10Mbps connection to a switched 100Mbps connection. Overall, these upgrades have provided an exponential improvement in OWU residential network performance versus just a few months ago.

The fall freshmen move-in went far more smoothly in Fall 2004 compared to Fall 2003, thanks in part to pro-active steps by the Information Services staff. There was a formal educational push in collaboration with Residential Life staff -- particularly the Resident Assistants and Residential Life Coordinators -- to make new students aware of their own accountability with their personal computers, especially regarding operating system and anti-virus software updates. This collaborative awareness initiative was enhanced by e-mail notices in advance of campus move-in, signs in each residence hall room to remind students of their PC responsibilities, an OWU network "terms of use" agreement signed by students at residence hall check-in desks, and campus-wide distribution of CD-ROMs with critical Windows XP updates as well as the University's free Command AntiVirus program.

The Information Services Help Desk is being restructured this fall to better meet the needs of all OWU campus constituents. In this new scenario, there will be two service points: one dedicated phone/e-mail/walk-in support line for students staffed exclusively by students, and one dedicated phone/e-mail/walk-in support line for employees staffed exclusively by professional staff. This will provide more comprehensive and manageable technical support tailored to the unique needs of both user groups.

A new anti-virus/anti-spam firewall system for OWU's e-mail service was deployed in June, which has significantly reduced the quantity of malicious and disruptive electronic

messages arriving on campus in student, alumni, faculty, staff, and administrative accounts. This firewall system will be enhanced in September to provide even more extensive message filtering, which should further reduce e-mail viruses and spam.

The Science Library occupies beautifully remodeled space on the main floor of Bigelow-Rice. The collection integrates the former Science and Biology collections. Additionally, Mathematical Sciences and certain other subjects that were located in Beeghly are now part of the branch collection. The new library uses moveable, compact shelving to maximize shelving space. Science Librarian Deb Carter Peoples organized the materials to be moved and attended to the many details involved in making this new branch functional.

Wireless access to the Internet is now available in Beeghly Library and the Science Library. A Bluesocket device ensures security for the network. Two strategically placed access points provide coverage throughout much of Beeghly including the Bashford Lounge, MicroLab, Reference area, lower level tables in the Periodicals area, second floor carrels and tables, and some areas on the third floor. Coverage extends in front of the library to the tables in the JayWalk. For students who would like to try wireless, two notebook computers are available for loan at the Beeghly Circulation Desk. Tom Green's recommendations on wireless from his summer 2002 study leave were implemented.

A room in the Audiovisual Center was remodeled and equipped to provide video conferencing. This Five Colleges remote collaboration initiative allows us to offer Arabic during the 2004-05 academic year. A science lecture series is exploring the possibility of transmitting some lectures to the other Five Colleges using this equipment. Audio Visual Services Manager Chuck Della Lana was responsible for putting the video conference room into service.

OCLC ILLiad Resource Sharing Management Software was adopted for our interlibrary loan work. ILLiad replaces traditional paper requests and notifications with e-mail. It provides a seamless, integrated interface to both WorldCat, the world's most comprehensive bibliographic database, and OCLC ILL. Odyssey, a sophisticated document delivery to the desktop, is a component of ILLiad that we plan to implement by spring semester. We have contracted with Atlas Systems, an OCLC partner, to host our ILLiad server and to assist us with ILLiad software, maintenance, and training. Interlibrary Loan Manager Marsha Zavar is responsible for implementing ILLiad.

Public Services Librarian Joy He used her two month study leave to research Web usability testing. She read several books on usability testing, studied usability tests done by other libraries, and visited the OCLC Usability Lab. Additionally, she developed web pages for the new Libraries and Information Services (LIS) web site at <http://lis.owu.edu/>. Her final report can serve as a blueprint for conducting usability testing of the OWU LIS Web site.

Jennifer Spillman was hired as an Assistant Chief of Circulation Weekend Supervisor. An adult staff member is now scheduled whenever Beeghly Library is open, 104 hours per

week. We reallocated Friday and Saturday evening hours to stay open until 2 a.m., Sunday through Thursday. Danielle Clarke organized a library reception for new faculty. Library and Information Services (LIS) staff members made presentations to introduce nine of the ten new faculty members to our services. Also, Danielle Clarke coordinated a virtual tour of resources on the OWU Libraries' web site during New Student Orientation. Marsha Zavar assisted in the presentations for students and their parents.

The Technical Services staff switched its cataloging software from OCLC Passport for Windows to OCLC Connexion Client after group training held by the CONSORT libraries in May. Xudong Jin installed the new software on the workstations. Xudong Jin and Judy Orahood created OCLC Macros (short-cuts for inserting fields) for Technical Services staff to use. Technical Services staff are using Connexion and getting more familiar with the new software. OCLC will discontinue Passport for Windows for Cataloging, Interlibrary Loan, and Union Listing in May 2005. The migration was successful.

CONSORT Cataloging Subcommittee made sponsored training for CONSORT Technical Services staff for Innovative's Millennium acquisitions and serials modules on July 21. Four Technical Services staff attended the one-day workshop. Michael Upfold, CONSORT Systems Librarian, was the trainer. Other acquisitions and serials staff from the College of Wooster also shared their Millennium experience. Before the training, Xudong Jin installed the software on the staff's computers. He also added related Millennium functions to each related staff member so they can use the module/modules. Currently the Acquisitions and Cataloging staff have started to use the Millennium modules.

LIS staff members participated in a retreat held at the Conference Center at North Pointe. Pat Wagner, from Pattern Research in Denver, Colorado, was this year's facilitator. The theme was "Conflict Management for Consenting Adults."

UNIVERSITY ACTIVITIES/COMMITTEES

- Theresa Byrd attended the Teaching, Learning, and Cross-Cultural Programming Committee meetings.
- Danielle Clarke served as the librarian liaison to this year's National Colloquium.
- Chuck Della Lana provided audiovisual support for the OWjL and Upward Bound programs.
- Tom Green participated in a focus group on the recruitment and selection process session led by the Director of Human Resources.
- Tom Green chaired and Bernard Derr and Marsha Zavar served on the Assistant Chief of Circulation – Weekend Supervisor search committee.
- Tom Green chaired and Paul Burnam and Vickie Melicher served on the part-time Public Services Librarian search committee.
- Deb Carter Peoples held a workshop for the Summer Science Research students and their faculty mentors.
- Jason LaMar (chair), Tom Green, Marsha Zavar, Diane Manns, and Joanne Pohlman attended the campus-wide Computer Use Policy Task Force meetings.

- Kay Schlichting coordinated the Libraries' Alumni Weekend activities and prepared a display of OWU presidents for the Friends' display case.
- Xudong Jin continued to serve as Chinese Cultural Club adviser.
- Xudong Jin continued to serve on the Affirmative Action Council.
- Martha Powers, Vickie Melicher, Tom Green, Danielle Clarke, Theresa Byrd, and Diane Manns attended the LIS Marketing Committee meetings.

BOARDS, CONSORT, FIVE COLLEGES, AND OHIOLINK

- Theresa Byrd attended the Five Colleges of Ohio Directors meetings. She chaired the CONSORT Access Services Subcommittee meetings. She also attended the OhioLINK Independent Library Directors meetings, and the OhioLINK Library Advisory Committee meetings. In addition, she attended United Way Board meetings, and she chaired OHIONET Board meetings.
- Paul Burnam attended an Five Colleges Reference and Instruction Subcommittee. He attended OhioLINK User Services Committee meetings and was selected to represent the Committee on the Digital Resources Commons Steering Committee.
- Tom Green attended the Five Colleges Collection Development and Management Subcommittee meetings.
- Carol Holliger met with the Ohio Preservation Council at the Cleveland Public Library as part of the Five Colleges Emergency Preparedness Task Force. The group also met at the Intermuseum Conservation Association in Cleveland.
- Marsha Zavar attended the Five Colleges Access Subcommittee and a meeting devoted to ILL issues.
- Xudong Jin was elected to the OhioLINK's DMSC (Database Management and Standards Committee) and attended DMSC meetings.
- Xudong Jin and Joy He attended the CONSORT Cataloging Subcommittee meetings.
- Xudong Jin and Tom Green attended the CONSORT Cooperative Collection Development Subcommittee meetings.
- Martha Powers and Joy He attended Five Colleges Government Documents Subcommittee meetings.
- Martha Powers attended Spring 2004 Ohio GODORT meeting on May 7.
- Joyce Laurence attended OLSSI (Ohio Library Support Staff Institute) Steering Committee meeting on June 18.

PROFESSIONAL MEETINGS AND WORKSHOPS

- Theresa Byrd served as one of six mentors for Library Leadership of Ohio, which is Ohio's premiere leadership training institute for librarians.
- Theresa Byrd attended the American Library Associations Annual Conference in Orlando, FL, and she was a presenter for the program, "Beating the Bushes: Recruiting a New Generation of Academic Librarians."
- Theresa Byrd was one of three panelists who talked about marketing and consortia in small liberal arts college libraries at the Ohio Private Academic Libraries Annual Conference held at Muskingum College.
- Theresa Byrd attended the Tech Connections 5 Conference.

- Paul Burnam attended the OhioLINK’s sponsored workshops on “Technology for the Rest of Us: What Every Librarian Should Understand about the Technologies that Affect Us.” He also attended an EBSCO workshop on “Serials – The Complete Picture.”
- Tom Green and Vickie Melicher attended an OhioLINK workshop “Marketing @ Your Library: A How-To Workshop for OhioLINK Academic Libraries.”
- Joy He attended the OHIONET workshop “Designing Web Standards” and “The Invisible Web: Finding Resources That Search Tools Can’t Find.” She participated in the Ohio GODORT spring meeting and attended Tech Connections 5: “Meeting Patron Expectations With Next Generation Web Sites.” She wrote a joint article with Mary Prophet, Denison, and Megan Fitch, Kenyon, on “Ohio5 Government Documents” for the June 2004 issue of *Against the Grain*.
- Carol Holliger led United Methodist Women tours of the Archives of Ohio United Methodism. She also wrote and published the *Historian’s Newsletter* for the United Methodist Historical Society of Ohio.
- Deb Carter Peoples attended an OCLC Distinguished Seminar “Scholars and Scripts, Eyeballs and Epistemes: What It Means to Publish” by Blaise Cronin. She was an active participant in the MITC workshop “Mapping Campus Community Collaborations: GIS as a Tool for Active Learning and Civic Problem Solving.” Also, she attended the Special Library Association (SLA) Annual Conference “Putting Knowledge to Work” in Nashville, Tennessee. She is a member of the board for the Central Ohio Chapter of the SLA and serves on the Information Literacy Task Force of the Chemical Division of SLA. She also serves on the ALAO Annual Conference Planning Board.
- Peter Szabo presented the RILM database at the Five Colleges Information Literacy workshop. Paul Burnam and Danielle Clarke were participants.
- Marsha Zavar attended an OHIONET workshop “OCLC ILL Update for OHIONET Libraries” and “ILL Advanced – Using the Web Interface.” She attended OhioLINK’s Day workshop “ILL and Resource Sharing” and made a site visit to Ohio Dominican to observe how they have implemented ILLiad. Marsha and Danielle Clarke received training on ILLiad from an ATLAS representative, the company hosting our ILLiad server.
- Vickie Melicher attended the Licensing Electronic Resources workshop at OHIONET on April 23.
- Xudong Jin served as Vice President and Chair of the Program Committee for the Chinese American Librarians Association Midwest Chapter's Annual Conference at the University of Illinois at Urbana-Champaign.
- Xudong Jin and Judy Orahoad attended OCLC workshop Connexion Client Macros on May 4.
- Xudong Jin, Joyce Laurence, Vickie Melicher, Judy Orahoad, and Martha Powers attended OHIONET Connexion training in Denison on May 19th.
- Vickie Melicher attended Marketing at Your Library workshop at OhioLINK on May 19.
- Xudong Jin attended Human Resources Update workshop on June 17.

- Xudong Jin and Vickie Melicher attended ALA in Orlando from June 25 to 28. Vickie received a scholarship from ALCTS (Association of Library Collections and Technical Services) Division to attend the conference.
- Xudong Jin, Joyce Laurence, Vickie Melicher, and Barbara Wiesner attended Millennium training hold by CONSORT Cataloging Subcommittee in the College of Wooster on July 21.
- Judy Orahood, Joyce Laurence, Martha Powers, and Barbara Wiesner attended the ALAO Support Staff Interest Groups workshop on May 24, which was hosted at OWU.
- Xudong Jin, Joyce Laurence, and Judy Orahood attended OCLC Day workshop on July 26.
- Judy Orahood, Martha Powers, and Joyce Laurence attended 2004 OLSSI at Ohio Northern.
- Jason LaMar attended the Syllabus Conference in San Francisco, CA. He also attended the Consortium of Liberal Arts Colleges (CLAC) Annual Conference in Colorado Springs, CO.
- John Topping attended the Jenzabar Annual Conference in Orlando, FL.