

## **MEMORANDUM**

**TO:** David Robbins, Interim Provost

**FROM:** Theresa S. Byrd, CIO/Director of Libraries

**DATE:** September 5, 2005

**SUBJECT: REPORT TO THE TRUSTEES**

### **LIBRARIES AND INFORMATION SERVICES (LIS)**

An "Information Commons" within Beeghly Library is available for new and returning students. The concept of the Information Commons integrates services for research, production and instruction. Stated another way, the Information Commons integrates traditional library and media services with a broad-scale computer lab. The Information Commons consists of 42 high-end computers that will be dispersed throughout the library. There are 34 computers on Beeghly's main floor, 2 computers on the lower level, 2 computers on the second floor, and 4 computers on the third floor. These computers are scholar's workstations: students have access to the Internet, library resources, course-related software, word processing and other office productivity software. There are 5 laser printers to support the computers in the Information Commons. The attractive computers create a high technology environment in a collaborative learning space.

Along with the 42 computers, there will be 20 laptops that circulate. Of the 20 laptops, 5 laptops will be available to students for a 48-hour check-out period via the AudioVisual Center (lower level of Beeghly) and 15 laptops will be available to students for a 4-hour check-out period via the Circulation Desk. With Beeghly's wireless network, students will be able to check-out a laptop and work wherever they desire in the library. For Fall semester, the Beeghly Microcomputer Lab with its 21 computers and laser printer will continue to be in operation. During the semester break, work will begin in this space on a Library Internet Cafe. When this project is completed during Spring semester, 10 computer workstations will remain.

Beeghly Library is open 104 hours per week, Sunday through Thursday until 2 a.m. With the upcoming changes to the Beeghly Microcomputer Lab, we plan to make this a 24-hour study space. To provide a higher level of security for this room, swipe card access to the outside entrance and security cameras within the room are necessary. These changes will provide the quality of service expected by college students in the new century. We are fortunate to have a main library well designed for adapting to changing service and technological requirements.

In partnership with the Midwest Instructional Technology Center (MITC), we are participating in a pilot for a First Year Information Literacy in the Liberal Arts Assessment online survey. During the first two weeks of classes, incoming students will

be asked to answer questions on a web-based instrument that will have five dimensions: (1) experience and engagement, (2) knowledge, (3) critical capacities, (4) attitudes and dispositions, and (5) epistemology. Other colleges that will administer the survey include Carleton College, St. Olaf College, Macalester College, Grinnell College, DePauw University, Hope College, Lake Forest College, and the College of the University of Chicago. The Frost Center for Social Science Research at Hope College will do the data analysis for the project, including preparing data for each individual school and providing comparative norms. Danielle Clarke is the local project liaison and Kirk Turner-Rustin, Programmer/Analyst, and Dan Cring, Programmer/Analyst, are the technical coordinators.

Public Services Librarian Joy Gao and the Web Usability Team developed a front-page prototype and sample exercises for a usability test. Part of their purpose is to test assumptions made about the organization of information (not the actual layout of the page). A list of tasks has been defined that participants will be asked to perform during the test. Faculty, staff and student assistants were used to conduct trial tests. Using participants' input, the LIS Web page will be redesigned to be more user friendly.

The library departmental liaisons and Patty Bisker, Trainer/Help Desk Manager, introduced each of the four new faculty members to LIS services. During New Student Orientation, Public Services Librarians Danielle Clarke and Jennifer Friedman provided incoming students and their parents with a virtual tour of library resources and services.

LIS staff members participated in a retreat held at the Conference Center at North Pointe. Kathryn J. Deiss, Director of Strategic Learning for the Metropolitan Library System in Chicago, was this year's facilitator. She addressed issues related to systems thinking and customer satisfaction.

On the first day of classes, Danielle Clarke, Public Services Librarian, and Lisa Hoops, Serials Librarian, greeted students outside the front doors of Beeghly Library. They handed out campus maps and answered questions about the location of campus buildings. They also distributed yellow high lighters imprinted with "OWU Libraries & Information Services" to both new and returning students.

Danielle Clarke, Public Services Librarian, Tom Green, Associate Director and Head of Public Services, and Jason LaMar, Interim Director of Information Services, collaborated on a first-year student FAQ (frequently asked questions) brochure. The brochure is being distributed to students in the Libraries and in English 105 classes.

The following in-service training sessions were held:

- Deb Pindel, MOM (Modern Office Methods) service representative, demonstrated new features on the staff copier.
- Michael Upfold, Five Colleges of Ohio Systems Manager, introduced the new software release for ERes, our electronic reserve system.
- Manuel Rendon, MITC Technology Specialist, demonstrated Moodle, an open source course management system.

- Paul Burnam, Public Services Librarian, presented an OhioLINK update.
- Marsha Tilden, Director of the Wellness Center, provided six LIS staff members with Adult CPR/AED training.
- Tom Green, Associate Director & Head of Public Services, explained how to install the wireless encryption coding on student, faculty and staff notebook computers.
- Jennifer Friedman, Public Services Librarian, presented background information on “millennials” to help us better understand our incoming students.

A new Serials Librarian, Lisa Hoops, was hired in April. She received a bachelor of art in history from the University of Dayton in 2002 and a master of library and information science degree from the University of Kentucky in 2003. She is the librarian liaison for the Sociology/Anthropology Department.

Xudong Jin, Associate Director of Libraries and Head of Technical Services, visited libraries in Yunnan, China this summer. He taught 6 seminars to librarians while in China. Among them, one seminar attracted more than 20 directors and associate directors from Yunnan college and university libraries. After a seminar at Yunnan Provincial Library on July 8th, the library appointed him as their long-term adviser. As the President of CALAMW (Chinese American Librarians Association Midwest Chapter), Xudong also signed an agreement to further academic exchanges between the Library Working Council of Yunnan Higher Education and CALAMW on June 29, 2005. According to the agreement, CALAMW will organize a five Chinese librarian group and design a five-day workshop for libraries in Yunnan, China in 2006.

During the summer, a large part of the Administrative Computing's work was devoted to year-end processing and preparation for the next academic year. After graduation, the important transitioning of graduated students to alumni is an important process requiring coordination between several offices. Previously available functions, such as Web access to academic records, must be halted for most seniors, and seniors that graduated must have their e-mail accounts transitioned to E-mail For Life accounts with different user names. For the incoming freshmen and transfer students, there is the process of creating the new accounts and providing the students with the information they need to effectively use their accounts.

Kirk Turner-Rustin, Programmer/Analyst, has been working with Dr. Dale Brugh in the Chemistry Department to help control access to laboratory equipment using the same user name and password used by the student to access his/her e-mail account. For the student it will mean one less password to remember. For the faculty member it will reduce the work required to ensure only authorized students access computer controlled equipment.

Dr. Theresa Byrd, CIO and Director of Libraries, distributed via e-mail to all students the Computer Use Policy. The policy stresses how important it is for all members of the Ohio Wesleyan University community to be responsible users of the network. The policy specifically emphasizes that peer-to-peer file sharing (music, movies, and software as well as violations of copyright laws) is prohibited. As a part of the move-in process in the residence halls, students were required to read and sign the "OWU Student Computer

Policy Terms of Use and Service Agreement" form, which is page 6 of this policy. The Teaching, Learning, and Cross-Cultural Programming Committee gave LIS permission to use this policy with students for the move-in process, but this policy will be presented to the faculty for approval at the October faculty meeting.

Adam Mahle, one of our P.C. Technicians, resigned and a search for a replacement was completed with the hiring of Brad Stake. User Support Services hired a temporary worker for the months of June and July.

The User Support Services staff, over the summer, converted users from the Novell server to the Windows server. A lot of progress was made and the conversion is about 80 percent complete. The User Support Services staff must still convert some faculty and staff that were away for the summer. The User Support Services staff also completed 586 work orders during this period.

User Support Services staff re-evaluated the anti-virus software and decided to purchase Sophos. The main reason for the switch to Sophos was that the vendor could provide our students with the software and it could be set up to automatically update. With our old anti-virus software, Command AntiVirus, the students had to manually update it, which they seldom did.

Dave Henderson, Director of User Support Services, worked with e-Academy.com, a company that is licensed to distribute Microsoft software at a significant discount to colleges and universities, to provide arrangements for OWU faculty, staff, and students to take advantage of significant discounts for Microsoft software. For example, OWU faculty, staff, and students can purchase the Office Pro 2003 product that sells in retail stores from \$318 to 500 for \$61.50. Faculty and staff can purchase a work-at-home copy for \$10.95+ shipping and handling. All university employees were sent an e-mail about this Microsoft product discount program, and they were encouraged to go to <http://owu.e-academy.com> if they were interested in purchasing the software. Faculty, staff, and students will be limited to purchasing one copy of each version of the software. Kirk Turner-Rustin, Programmer/Analyst, was extremely helpful in implementing the authentication process to provide this service for the University community.

In an effort to meet the needs of the University community, LIS, with the work of Harold Wiebe, Director of Computer Center, and Jason Lamar, Interim Director of Information Services, implemented a new OWU campus-wide e-mail list system called Mailman. The new e-mail system will allow employees to decide if they prefer to receive their e-mail in either digest mode or the traditional individual mode. The digest mode will allow recipients to receive all messages on a once-a-business-day basis. This means that instead of receiving individual campus-wide messages recipients will receive one e-mail every business day at 4:30 p.m. The e-mail will include all the campus-wide messages from the previous 24 hours. By default, everyone will receive messages in the traditional, individual mode. If an employee would prefer to use the digest mode instead of receiving messages individually, he or she must contact the Help Desk.

LIS understands that an important part of the move-in process for new students and their parents is how quickly students get connected to the network. Thus, the User Support Services staff (Dave Henderson, Patty Bisker, Todd McGuire, Joanne Pohlman, and Brad Stake) and Harold Wiebe, Director of Computer Center, implemented the fall move-in strategy for students by working extended evening and weekend hours Wednesday, August 24 through Sunday August 28. The extended evening and weekend hours allowed the staff to assist new and returning students in getting connected to the network. In addition, Jason LaMar, Interim Director of Information Services, sent all students an e-mail message informing them of the steps that they needed to take to get connected to the network. LIS worked with the Residential Life Coordinators and students were able to pick up at the check-in/front desk in each residence hall CDs that contained the Sophos Anti-Virus, the Microsoft Anti-Spyware, and the Firefox Web browser. Windows XP and 2000 updates were available at <http://windowsupdate.microsoft.com/>

LIS purchased Impulse Point to aid the Information Services (IS) staff in managing the network. Impulse Point is an appliance (hardware and software) that will allow IS staff to authenticate users and register user devices. It also checks for active anti-virus and anti-spyware software, checks for Microsoft patches, checks for illegal peer-to-peer file sharing activity as well as monitors bandwidth usage. The bottom line is that this tool will isolate and quarantine students who do not comply when requested to walk through the checkpoints using the Impulse Point policy key. In an environment of hacking, spyware, and viruses, Impulse Point is needed to maintain the integrity of the network. LIS will be publicizing Impulse Point this fall and plans to start implementing the product for students on the network in October.

The Slocum Hall Reading Room was made part of the wireless network and laser printers were purchased for Bashford, Welch, and Hayes Hall computer labs.

The Spring 2005 issue of *LIS Connections*, the LIS newsletter, was published and distributed to the University community.

### **UNIVERSITY ACTIVITIES/COMMITTEES**

- Paul Burnam served as the librarian liaison to this year's National Colloquium. He also opened the Hobson Science Library Tuesday afternoons during summer school.
- Dr. Theresa Byrd, Tom Green, and Carol Holliger attended the semi-annual meeting of the Joint Archives of Ohio United Methodism.
- Danielle Clarke served on two peer sessions for an Office of Admission search.
- Chuck Della Lana provided audiovisual support for the OWjL and Upward Bound programs.
- Tom Green served on the search committee to hire a Computer Specialist/PC Technician.
- Carol Holliger hosted a visit from the Ravenna United Methodist Church. She also provided a tour for visitors from Kwassui University in Nagasaki, Japan. The adopted Japanese daughter of Elizabeth Russell, a Methodist Episcopal missionary from Ohio who started Kwassui University, graduated from Ohio Wesleyan in 1910.

- Carol Holliger, Kay Schlichting, and Hilda Wick were involved in various Alumni Weekend activities. Kay Schlichting received an honorary alumna award.
- Deb Carter Peoples held a workshop for the Summer Science Research students and their faculty mentors.

### **BOARD, CONSORT, FIVE COLLEGES, AND OHIOLINK**

- Dr. Theresa Byrd attended the Five Colleges of Ohio Directors meetings. She attended the OHIONET Board meetings, the OhioLINK Independent Library Directors meetings, and the OhioLINK Library Advisory Committee meetings. In addition, she attended the United Way Board meetings.
- Paul Burnam attended OhioLINK User Services Committee meetings and served on the OhioLINK Digital Resources Commons Steering Committee.
- Dr. Theresa Byrd, Xudong Jin, and Marsha Zavar attended the OHIONET annual meeting.
- Dr. Theresa Byrd, Chuck Della Lana, Bernard Derr, and Marsha Zavar hosted a Five Colleges of Ohio Access Services Subcommittee meeting.
- Chuck Della Lana coordinated evaluation activities for the MITC Francophone Project.
- Tom Green attended a Five Colleges of Ohio Collection Development and Management Subcommittee and drafted a section on government publications for a shared collection development and resource plan on Environmental Studies.
- Xudong Jin attended the OhioLINK's DMSC (Database Management and Standards Committee) meetings.
- Xudong Jin and Joy Gao attended the CONSORT Cataloging Subcommittee meetings.
- Xudong Jin and Tom Green attended Five Colleges Cooperative Collection Development Subcommittee meetings.
- Joy Gao and Martha Powers attended Five Colleges Government Documents Subcommittee Meetings.
- Joyce Laurence attended the Ohio Library Support Staff Institute (OLSSI) Steering Committee meeting.
- Judy Orahood attended ALAO SSIG Planning Meetings.

### **PROFESSIONAL MEETINGS AND WORKSHOPS**

- Dr. Theresa Byrd and Jason LaMar attended the annual Consortium of Liberal Arts Colleges (CLAC) meeting.
- Dr. Theresa Byrd attended the American Library Association's annual conference.
- Paul Burnam attended the jointly sponsored NOLA (Northeast Ohio Library Association) and CAMLS (Cleveland Area Metropolitan Library System) workshop "Lead From Any Position." He was selected to represent ALAO (Academic Library Association of Ohio) for ALA's (American Library Association) National Library Legislative Day in Washington, D.C. He joined the ALAO Governmental Relations Team and attended the ALAO Leadership Retreat. At the ALAO Collection

Management Interest Group workshop “Rethinking Collections Policy in an Electronic Age,” he presented “Whither Print Reference.” He attended the OhioLINK Chat Site Coordinator’s workshop.

- Paul Burnam and Danielle Clarke attended an ISI Web of Knowledge training session.
- Paul Burnam and Jennifer Friedman attended the OCLC Distinguished Seminar “Listening to What We’re Seeing” presented by Diana G. Oblinger, Vice President of EDUCAUSE.
- Dr. Theresa Byrd and Joy Gao attended the Tech Connections 6 Conference, the Ohio regional library systems’ library technology conference. Dr. Byrd also attended a day and a half CISCO router workshop.
- Danielle Clarke and Deb Carter Peoples attended the LOEX (Library Orientation Exchange) annual conference “Discover, Connect, Engage: Creative Integration of Information Literacy” In Louisville, Kentucky. With adjunct professor of journalism Jim Underwood, Danielle Clarke presented “Journalism and Information Literacy: A Winning Combination.”
- Jessica Depp made a site visit to Kenyon College to see their print reserves management system.
- Joy Gao and Martha Powers attended the Ohio GODORT spring meeting.
- Tom Green, Patty Bisker, and associate professor of physical education Dr. Nancy Knop attended the MITC symposium on “Instructional Technologists at Liberal Arts Colleges: Facilitating Innovation.” Tom Green presented a poster session on “Checking Out Wireless Laptops in the Library.”
- Tom Green and Jason LaMar attended “Scanning Your Library’s Landscapes” as part of the *One Book, Five Landscapes, Six Partners, Endless Possibilities* statewide reading program jointly sponsored by KSU-SLIS, OLC, OPLIN, OHIONET, OCLC, and SLO.
- Carol Holliger prepared a display on the Wyandot Indian Mission for the annual meeting of the United Methodist Historical Society of Ohio and led a workshop on “Treasures at the Archives of Ohio United Methodism.” She made site visits to Kenyon College and the University of Dayton to learn more about their operations.
- At this year’s LOEX annual conference, Deb Carter Peoples teamed with Mary Lou Baker, Wright State, and Alison Ricker, Oberlin, to present “Librarian-Faculty Team Teaching: Three Approaches for Subject-Specific Information Literacy Instruction.”
- Xudong Jin chaired the CALAMW (Chinese American Librarians Association Midwest Chapter) 2005 Annual Program.
- As a member of OVGTSL (Ohio Valley Group of Technical Services Librarians) Planning Committee, Xudong Jin attended the OVGTSL 2005 Conference. Joyce Laurence, Judy Orahood, and Martha Powers assisted OVGTSL for registrations and attended one day of OVGTSL.
- Xudong Jin presented at the Chinese Library of Science (CLS) 2005 Annual Conference in Guilin, China on July 22. His paper “Consortia, What Have I learned? Advantages, Challenges, and Future of Library Consortia” was selected as one of the Best Papers by the Conference.
- Judy Orahood, Martha Powers, and Joyce Laurence attended 2005 Academic Library Association of Ohio's (ALAO) Support Staff Interest Group Planning meeting.