

## **LIBRARIES AND INFORMATION SERVICES**

The Recording Industry Association of America (RIAA), Motion Picture Association of America (MPAA), National Broadcasting Company (NBC) and Home Box Office (HBO) are filing copyright infringement lawsuits against students who have downloaded unauthorized media files. The RIAA in its fight against illegal downloading escalated its deterrence efforts by directing legal action against college and university students around the country. The settlement letters, which requires the user to respond within 20 days directly to the RIAA, allows students to settle the claim out-of-court before the association sues them. The RIAA is charging students about \$700 per download, and it is estimated that the average pre-litigation letter for copyright infringement costs students \$3,500. To assist our students in avoiding being identified by the RIAA or other companies for illegal downloading, LIS has launched an education program that includes providing all students with a letter and e-mail message about this issue, having students sign a computer use policy statement, offering a workshop, and Dr. Byrd talking with the WCSA president and vice-president.

After the tragedy at Virginia Tech, responding quickly during an emergency has become a high priority for higher education institutions. The University has decided to join the Five Colleges of Ohio and other Ohio independent colleges in purchasing Connect-ED, a fully hosted and Web-based emergency communication and community outreach notification tool. Connect-ED will allow the University to reach all our constituents within minutes. This system has multiple redundancies because of separate data centers, and it provides 24x7 support with guaranteed response time. A message can be recorded via a web interface or over a phone, and the message is then delivered to cell phones, land lines (home, work, dorm), PDAs, SMS text message, and/or email. Connect-ED provides storage for up to 6 phone numbers and 2 email addresses per user. The implementation of Connect-ED, however, must be done in the context of a University emergency management plan policy.

In June, Mark Shipps, Margaret Drugovich, and Theresa Byrd met to discuss Jenzabar, our administrative computing system, which serves as the underpinning for managing services such as accounting, development, financial aid, human resources, payroll and student information. The purpose of the meeting was to begin exploring whether or not the University should upgrade Jenzabar or purchase another enterprise wide system. Additionally, Dr. Byrd visited Columbia College Chicago to learn more about how that institution has implemented Jenzabar. Mr. Shipps, Dr. Drugovich, and Dr. Byrd agreed that our Jenzabar rep should be invited to campus to demo certain products so that we can determine if Jenzabar will meet our needs. The demo is being scheduled for November. Upgrading or replacing Jenzabar will continue to be discussed throughout the academic year.

In order to qualify as a private network under CALEA (Communications Assistance for Law Enforcement Act), LIS now requires a login for open access computers. Ohio Wesleyan University (OWU) students, faculty, and staff can enter their e-mail username

and password to use the public access computers. Individuals without an OWU e-mail account will need to register with a reference librarian or adult Circulation Desk staff member for Internet access.

Six new computer workstations and a printer are being added to the Information Commons on the main floor of Beeghly Library. New cabling and electrical outlets were added, including additional infrastructure work for the Computer Help Desk. Ten other computer workstations in the Information Commons were upgraded with IBM/Lenovo computers similar in appearance to the twenty-four added last year. Students now have the use of 40 computers and six printers in this one area. Another ten computers and printer are available 24/7 in the library café. Four more computers and a printer in the entry way to Beeghly are specifically for use with printing. Also, laptop computers can be checked out from the Circulation Desk for use in the library or checked out from the AV Center for use outside the library.

A new scholarly, multi-disciplinary full-text database, *Academic Search Complete*, contains 5,300 full-text periodicals, including 4,400 peer-reviewed journals. In addition to full-text, this EBSCOhost database offers indexing and abstracts for more than 9,300 journals and a total of 10,900 publications. It has content going back as far as 1865 and provides searchable cited references for 1,000 journals. This is one of more than 150 databases available for OWU students, faculty and staff.

*Early American Imprints: 1639-1800*, the definitive source for researching every aspect of the seventeenth and eighteenth century, has been added to our collection. Dr. Karen Poremski, Assistant Professor of English, discovered that Oberlin College made their microfiche version of this collection available to the highest bidder. She submitted the winning bid and we now have the advertisements, almanacs, bibles, broadsides, catalogs, charters and by-laws, contracts, cookbooks, elegies, laws, maps, narratives, novels, operas, pamphlets, plays, poems, primers, sermons, songs, speeches, textbooks, and treaties published in America over a 160-year period.

Rare Books Librarian Hilda Wick has identified 3,525 books that need to be reclassified so that scholars will better know some of the unique resources available at Ohio Wesleyan. Xudong Jin, Associate Director and Head of Technical Services, has developed a plan for his staff to work on this project. We will contract with OCLC's TechPro staff to perform some of the original cataloging.

StART OWU's second year expanded to four two day sessions held over three weeks in June with a fifth session held the week before the beginning of the academic year. The Bayley Room was where new students met with faculty registration guides and where the Registrar's staff relocated to make the pre-registration process as smooth as possible. Patty Bisker and Paul Burnam provided an hour-long informational session about LIS for parents.

We hired Julie Albert as a temporary, part-time reference librarian after the search to hire a public services librarian failed. In addition to working at the Beeghly Reference Desk,

she is the librarian liaison to the Education and English Departments. We revised the qualifications and requirements for the public services librarian position and are reviewing applications. We plan to invite candidates for a campus visit later this fall.

Gene Spencer, the former CIO at Bucknell, facilitated this year's LIS retreat which was held at the Worthington Inn. Mr. Spencer elaborated on Bucknell's experience with a merged organization. He offered this advice toward an "appreciative inquiry": "If we continue to search for problems, we will continue to find problems. If we look for what is best and learn from it, we will magnify and multiply our successes." Chuck Della Lana, Jason LaMar, and Harold Wiebe shared information that increased our knowledge of the Audio Visual Center and computing resources and operations.

The following in-service training sessions were held:

- Patty Bisker explained how to backup our work files.
- Tom Green provided an update on MetaLib and OhioLINK database changes.
- Bob Wood, Director of Public Safety, presented tips for dealing with problem patrons.

Kristine Kinzer was hired as the Serials Librarian. She acquires, catalogs, processes and handles fiscal accounting for serials in all formats. She also manages ongoing daily periodicals operations, subscription renewals, new orders, cancellations, invoices, claims, binding, communications with vendors and collection development issues for serials. Kristine serves as library liaison to Journalism and Theatre and Dance departments. She also serves as curator of the OWU Historical Collection temporarily.

After completion of the Walt Whitman Collection, county history books, and other materials in Archives in the previous years, Technical Services started to reclass the remaining 3,525 Dewey rare books for Archive Collection in August. A detailed plan was made after a meeting held by Dr. Theresa Byrd, Tom Green, Hilda Wick, and Xudong Jin. The Technical Services staff plans to finish reclassifying the three thousand books in 3 to 4 years.

Xudong Jin, Associate Director of Libraries and Head of Technical Services, conducted two successful seminars in China from July 9 through 13 at Yunnan Normal University and from July 16 through 20 at Yunnan Provincial Library. Both institutions sent a thank you letter to CALA (Chinese American Librarians Association) after the seminars.

This past summer, Information Services tackled major network improvement issues around campus through the Campus Data Infrastructure Upgrade Project (CDIUP). With ongoing technical and logistical coordination by Harold Wiebe, Dave Henderson, and Jason LaMar in Information Services as well as Chris Setzer and Dennis Wall in Buildings and Grounds, the CDIUP was the primary focus for Information Services during the past few months.

Phase 1 of the CDIUP, which is currently underway, has already resulted in significant deliverables and successes, including:

- substantial reconfiguration and consolidation of the internal data cabling systems in all campus residence halls — Bashford, Hayes, Smith, Stuyvesant, Thomson, and Welch — which represents long-term stability and maintenance improvements for more than 1,700 student data ports
- reworking of the internal data cabling systems in all campus fraternities and Small Living Units (SLUs), which represents stability and maintenance improvements for nearly 700 student data ports
- completion of internal building network improvements impacting a grand total of approximately 2,400 on-campus student data ports
- deployment of many self-contained, environmentally controlled data cabinets in various campus locations to provide drastically better power and cooling capabilities to networking gear
- construction of numerous new and redundant subterranean fiber-optic backbone paths around campus to improve and sustain long-term data backhaul capabilities throughout the University — the most significant of which were two new “loops” between Hamilton-Williams Campus Center and Smith Hall (to the northwest, behind the Rowland Avenue SLUs and near Welch Hall) as well as between the Corns Building and the Science Center (to the northeast, around University and Merrick Halls) plus an extension from Stuyvesant Hall to Sanborn Hall, which also required aerial connections to existing utility poles
- installation of a secondary (redundant) precision cooling system in the primary Corns Building data center, which not only provides much-needed supplemental cooling for the University’s mission-critical server and network hardware but also acts as a failover “safety net” in case the original data center cooling system fails
- acquisition of advanced network monitoring systems and diagnostic tools to aid in troubleshooting both localized and campus-wide data performance/optimization issues

In Network Services, we have been extremely pleased and gratified to welcome a new addition to the Information Services staff. Rob Arnold joined the LIS team in early July as our new systems administrator, with primary responsibilities for maintaining and enhancing our ever-growing collection of Windows and Linux servers for vital University business functions. Rob comes to OWU with substantial experience in systems administration in the banking industry, so campus data security is obviously at the forefront of his thoughts. This staff addition promises to make a substantial difference in how Information Services can respond to server and service issues for the entire University.

In User Support, Patty Bisker coordinated the upgrade of OWU’s Blackboard course management system integration in partnership with the University of Cincinnati. It was also a challenging task to “refresh” and update the Blackboard system, as this is the first transitional academic year for OWU with the system — as last academic year served as Blackboard’s inauguration on campus. Also in User Support, Joanne Pohlman successfully implemented a new “lockdown” desktop security layer in response to new Communications Assistance for Law Enforcement Act (CALEA) compliance issues. This security implementation impacts traditionally public computer systems on campus,

including machines throughout Beeghly Library and the Library Café, as well as machines in the Hamilton-Williams Campus Center and Science Center atriums.

In Administrative Systems, the search to fill the vacant programmer position continues. Despite this, Kirk Turner-Rustin, Doris Yang, and John Topping continue to make meaningful progress on projects with the Residential Life and Admission departments — areas usually covered by the vacant programmer position — while juggling their normal duties. Also, with the help of short-term outside programmer consulting, additional system enhancements also were achieved for the Admission, Financial Aid, and Registrar areas — enhancements related to business intelligence on prospective students as well as current student billing and transcript functions.

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

- Paul Burnam provided chat reference services for approximately two hours per week.
- Joy Gao hosted Xin Wong, a visiting scholar from the Reference Department of Shanghai Jiao Tong University Library.
- Tom Green, representing the independent colleges, attended an OhioLINK User Services Committee meeting and served on the OhioLINK coordinated book buying task force. He also attended meetings of the CONSORT Colleges MetaLib installation team. He hosted three representatives from the College of Wooster who were making site visits to see examples of Information Commons.
- Marsha Zavar hosted two Ohio Northern University staff members for a demonstration of ILLiad.
- Tom Green and Xudong Jin attended a Five Colleges of Ohio Collection Development and Management Subcommittee meeting.
- Xudong Jin and Joy Gao attended a Five Colleges of Ohio CONSORT Cataloging Subcommittee meeting.
- Clinton Baugess attended Five Colleges of Ohio Government Documents Consolidation meetings.
- Joy Gao and Clinton Baugess attended a Five Colleges of Ohio Government Documents Subcommittee meeting.
- Judy Orahod attended ALAO (Academic Library Association of Ohio) SSIG (Support Staff Interest Group) Planning meeting.
- Judy Orahod attended ALAO Board Retreat.
- Clinton Baugess attended Ohio GODORT (Government Documents Round Table) Spring Meeting
- Theresa Byrd attended the Five Colleges of Ohio Directors' Retreat. She also attended the Ohionet Board and reorganization meetings and participated in OhioLINK's Open Access Task Force conference calls.
- Theresa Byrd hosted the Library Director from Wittenburg University who came to see the Information Commons and Library Café.

## PROFESSIONAL MEETINGS AND WORKSHOPS

- Paul Burnam participated in a webcast concerning public access to National Institute of Health publications and he received LexisNexis training via the web on using their new interface. He attended a Library 2.0 seminar sponsored by The Ohio State University. He participated in Academic Library Association of Ohio (ALAO) board meetings as the representative of the Government Relations Team.
- Paul Burnam and Joy Gao attended an OhioLINK sponsored IM workshop.
- Carol Holliger attended the North Central Jurisdiction Archives and History Conference in Des Moines, IA. She also attended the Sixth Historical Convocation in Washington, DC that focused on Charles Wesley.
- Marsha Zavar attended an OhioLINK Patron Circulation Conference.
- Xudong Jin and another librarian from Ohio State University received the 2007 CALA (Chinese American Librarians Association) President's Recognition Award in June 2007. Xudong and two other librarians from Ohio State University and Oberlin College received the 2007 Sally C. Tseng Professional Development Grant. Xudong also served as Chief Editor for the book entitled "Academic Libraries in the United States for the 21<sup>st</sup> Century: Theories and Practices" by Beijing Library Press in June 2007.
- Kristine Kinzer received Online Serials Solutions ERMS (Electronic Resource Management Systems) demo training. She attended OhioLINK SWETS (journal vendor) workshop, and she viewed an EBSCO webinar on renewal process training.
- Theresa Byrd and Jason LaMar attend the Consortium of Liberal Arts Colleges (information technology group for liberal arts institutions) Annual Meeting at Reed College.
- Theresa Byrd and Xudong Jin attended the American Library Association (ALA) Annual Conference. While at ALA, Theresa was a panelist on the program, "Librarians of the 21<sup>st</sup> Century: Developing Solutions to New Challenges at the Global, National, and Local Levels." She served as moderator for the session, "The ACRL Spectrum Scholar Mentor Program: The Experiences of Mentors and Mentees."
- Theresa Byrd attended the Angelbeat information technology seminar.
- Jason LaMar attended the 2007 EDUCAUSE Management Program.