

North Central Association Accreditation: OWU Libraries Self-Study, 1989-1998

Overview

The Ohio Wesleyan University Libraries are involved in fulfilling the University's Statement of Aims, "equipping students with knowledge, competence, and character for leadership, service, and continued learning in a complex and increasingly global society" (*Catalog* 1998-99, p 6). During the past decade, library staff made excellent progress in providing quality services to library users in the context of increasing user demand. Efforts were made to preserve the existing collection, to meet the demands of the curriculum, and to expand access to information in new formats. The libraries publicized and promoted the collections in a variety of ways, including creating pathfinders, leading workshops, and using the World Wide Web. With a firm foundation as a teaching library, the libraries are poised to extend their role within the university community as partners in helping students achieve information literacy.

Mission

The following mission statement accepted for adoption by the Faculty on April 15, 1985 provided the basis for the library's operating policies during the past decade:

The role of the Ohio Wesleyan University Library system is to participate actively in the instructional process as a "teaching library." A "teaching library" is a library which is integrally and directly involved in implementing the University Statement of Aims, in addition to serving as a support service for academic programs. The library system carries out the role of "teaching library" by:

- (a) encouraging and facilitating life-long learning through the development of instructional programs which emphasize investigative skills;
- (b) providing distinctive programs and services designed to meet the intellectual and cultural needs of our students, faculty, staff, alumni and community; and
- (c) developing an organized collection of materials and equipment and establishing information services which best satisfy the present and future needs of the university relating to teaching, research, and community service.

Collections

Ohio Wesleyan University has unusually rich library resources in support of a private liberal arts education. During spring semester 1993, the complete collection was physically counted in order to establish a verified and revised base for planning for housing, insurance and reporting of the collection. The collection of more than 480,000 books, periodicals and documents is housed in four facilities. The L. A. Beeghly Library building serves as the central library and houses the main collection of books and periodicals, special library services and collections, an Audio Visual Center, a general microcomputer laboratory, and the United Methodist Archives Center of the West Ohio Conference of the United Methodist Church. There are branch libraries in Bigelow-Rice, Sanborn, and Stewart.

The University holds a number of valuable library collections, including the William D. Bayley Walt Whitman collection of books, manuscripts, and photographs; the Leland Schubert Collection of 2,400 first editions of popular American and English writers of the 1920's; the Robert Jaccard Collection of books and materials on nineteenth and twentieth century American presidential elections; and the Spanish Civil War Collection which includes books and ephemera and the lithographs of Catalonian artist Marti Bas. Other areas of strength in the general collection deal with James Joyce, the Holocaust, birds, the history of science, computer science, Japan studies, theatre, general humanities and literature.

Purchases for the collection come from the budgeted department allocations, from the interest on endowed funds, and from gifts given in wills, in memory of alumni, to honor an anniversary, to strengthen a particular subject area. Faculty, librarians, staff members, student suggestions, donors, and sometimes the honorees of a fund make selections. Each academic department and three program areas were allocated funds for the purchase of books. Funds were also provided for newly appointed tenure-track faculty members to purchase materials in their areas of specialization. Librarians were assigned monies to purchase books by discipline, too. Although the amount spent on books remained fairly constant, inflation reduced the purchasing power. In 1996-97, as has been typical in recent years, the libraries spent \$183,897 on books. A total of 4,604 volumes were added during the 1996-97 academic year. The effect of ongoing budget constraints limiting the purchase of library materials was reviewed by the faculty Committee on Teaching and Learning and discussed at a special meeting of the Department Chairs and Program Directors October 22, 1994. To prevent further cuts in periodicals spending or reductions in book budgets, \$16,000 was transferred to the FY94 library acquisitions budget from the Academic Affairs Office and university officers accepted a proposal to exempt library acquisitions funds from future across-the-board cuts.

The United Methodist Archives Center of the West Ohio Conference is funded by both the United Methodist Church and Ohio Wesleyan University, which provides a spacious and safe environment for the thousands of valuable items that make up this unique resource. The relationship between the two institutions has been beneficial to both. The Center is used by established scholars such Dr. Charles C. Cole and, before his death, Dr. Frederick A. Norwood. Dedicated local church historians are the most frequent visitors. Also genealogists, confirmation

classes, and other local church organizations visit the Archives Center on a regular basis. The cataloguing of new book and manuscript acquisitions into the OCLC system has created an even stronger interest in the holdings at the Center. Several hundred people visit each year and almost as many written research requests are received.

Ohio Wesleyan students are offered a unique opportunity to pursue primary documents that are easily accessible. In 1991, for example, Anne Manzler's paper "Abolitionism at Ohio Wesleyan? A Case Study of the Nature of Anti-Slavery Sentiment within the Methodist Church, 1842-1860" was the recipient of the Rusoff Award for the best senior paper in history and the Founders' Award for Expository Writing. A faculty member who teaches Art History and another who teaches English Literature regularly use the Rare Books collection to examine manuscripts, cuneiform tablets, papyrus, early printed books, and other artifacts. Art Department senior interns study, classify, and learn preservation and identification methods using the collection. In turn, they produce records and analysis of the artifacts collections.

The library's collection of nineteenth and twentieth century periodicals includes 1,082 active and about 2,300 closed titles in print and microform. Back files of the *New York Times* and *Wall Street Journal* are maintained in microfilm. With the continued rapid increase in the cost of periodicals for academic libraries and the total impact of subscription costs on library budgets, much time was spent throughout the 1991-92 academic year addressing these concerns. Like all academic libraries, the Ohio Wesleyan University Libraries are struggling with the higher cost of periodical subscriptions.

Concerns about the escalating costs of periodicals and limited physical shelf space, prompted some initial cooperative collection development efforts within the Five Colleges of Ohio. On December 6, 1996, physics faculty and library representatives from the Five Colleges met at Kenyon College to discuss possibilities for cooperative sharing and housing of physics journals. Because physics journals are among the most expensive of those journals our liberal arts colleges subscribe to, this first discussion focused on ways we might be willing to substitute newly available electronic access for some print holdings and selectively share the housing of extensive back files of others. Summer 1997, a librarian used his study leave to focus on the problems surrounding the rising subscription prices for scientific journals. His survey of libraries and interviews with staff in the Great Lakes Colleges Association, Associated Colleges of the Midwest, and East Central Colleges consortia about their science journals resulted in an article published in *College and Research Libraries* (Sept. 1998).

The library is the country's second oldest continuous participant in the U. S. Federal Library Program where the date of beginning is known (1845). The library has a substantial collection of nineteenth-century and current government publications in print, microform and electronic formats. The item list, reviewed annually, provides the library with 29.81% of everything the federal government publishes. The library was found in compliance in all seven areas under review when it was inspected in May 1990 and June 1998. In 1990, Marcive, a bimonthly CD-ROM index of government publications from 1976- , was added to the Beeghly Reference area and promoted in instructional sessions. During 1991-92, the number of

government publications cataloged and found on the online system was increased. During this same period, a review and weeding of the collection by the librarians began. The review of Superintendent of Documents (SuDocs) classification T, V, W, X, A, D and H was completed. In 1991-92, through our participation in the Needs and Offers programs (sharing unneeded materials with other depositories and filling gaps in our collection from their offers) we sent 107 publications that we had withdrawn to 21 institutions and located 17 items (of 45 requested). Through the cooperative work of the Government Documents Committee of the Five Colleges of Ohio, the cataloging of specific SuDoc numbers by each college is in the process of being assigned. In 1998, the Andrew W. Mellon Foundation approved a government documents retrospective conversion proposal from the Five Colleges of Ohio. This three-year project will focus on original cataloging of historical and unique government documents for each college.

The Audio Visual Center offers members of the Ohio Wesleyan community a specialized area for non-print resources and the opportunity to incorporate these resources in the curriculum. A diverse selection of 1,300 videotapes and 50 multimedia CD-ROMs supplement and enhance classroom instruction. Facilities include video/multimedia workstations, a screening area for the production and presentation of instructional media. Other services include the videotaping, editing, and broadcasting of campus event on the university's closed circuit TV system. During 1992-93, a proposal addressing the future of campus audiovisual support was submitted to the Task Force on the Library. Historical information, college expenditures, equipment, manpower, and comparisons to other colleges were researched and presented. The proposal offered recommendations concerning the administration and funding of a comprehensive service for campus audiovisual resources.

Branch libraries in Bigelow-Rice Hall and Stewart Hall contain science materials associated with the disciplines housed in those buildings. The Science Initiative Planning Committee is considering consolidating these two branches. A third branch library in Sanborn Hall serves the Music Department. In addition to traditional print materials, it houses music scores and compact disks as well as offering a listening room. During 1993-94, the weeding and reclassification of Dewey books located in the Science and Music branch libraries were completed; the Biology branch was already entirely using the Library of Congress classification system.

Since spring 1996, books from the Women's Resource Center, a campus-wide referral and information center located in the Hamilton Williams Campus Center, have been cataloged by library staff and appear on the library's online system. Thus, campus resources are more widely known.

Gifts

Gifts in kind, usually book collections, arrive continually. A significant portion of such gifts provides new and important titles for the collection. Additionally, gifts often provide replacements for badly worn titles on the shelves or missing titles or volumes important in the literature of a given subject. In 1997-98, we added 325 gift volumes to the collection. In the last

ten years, the library has received several major gift donations that have added significantly to the collection.

- In 1991, the United Methodist Archives Center received a major gift of 443 volumes from the library of Bishop Francis J. McConnell, an 1894 OWU graduate and honorary degree recipient.
- In 1991, the library received a gift of one hundred and thirty-four books from the Japan Foundation as part of its Library Support Project. Professors John Boos, Economics, and Gary DeCoker, Education, took advantage of an opportunity to acquire library materials that would support "an interdisciplinary faculty effort aimed at further developing and promoting Japanese studies and international education at Ohio Wesleyan."
- In 1991, alumnus Robert Jaccaud donated his collection of books, literature, and memorabilia from presidential campaigns. It consisted of more than 1,000 pieces covering every presidential election campaign from 1824 through 1988. The collection includes chiefly printed campaign biographies, several paired with agent's sample copies, and several games and phonodiscs, together with a large number of twentieth century pamphlets and ephemera such as bumper stickers, leaflets, posters, buttons, tokens ... even a jigsaw collection.
- In spring 1994, Ohio Wesleyan became the host institution of the book review section of *The Historian*. To date, the library has received more than \$250,000 worth of monographs, anthologies and reference books as a result of this relationship.
- In 1996, a collection of thirty-five volumes of news articles covering the judicial career of the Honorable Charles R. Richey '45, United States District Court Judge for the District of Columbia, was added to the Ohio Wesleyan Historical Collection.
- Oct 8, 1997, a reception was held to honor the Hugh B. Staples family from whom we received an important collection of books and periodicals on James Joyce (1882-1941) in honor of Ruth Bauerle, emeriti faculty member. The late Hugh B. Staples, Roes Professor of Comparative Literature at the University of Cincinnati, was an important contributor to journals and books on the great Irish writer and a member of the editorial board of the respected *James Joyce Quarterly*.

The library receives income annually from 32 endowed accounts worth about \$1,366,000 (June 30, 1998) and several gift funds. These funds are a major source for the acquisition of library materials. Many of these accounts specify that books within a general subject area be purchased. Here are some representative endowed gifts received during the past decade:

- Spring 1995, the Alumni Board of Director established the Alumni Board

Library Endowment Fund in Recognition of Distinguished Alumni Service. Earnings from the fund are to be used to purchase books for the libraries in recognition of service by alumni through the giving of their time and talents to the university. An endowment of \$20,000 is to be raised to fund 10 of these annual purchase awards.

- In 1995, emeritus faculty member Anna Macias established a named endowment (in her name and that of her sister) for library acquisitions in Native American and Latin American studies.
- In 1996, the library was the recipient of a new endowment of \$75,000 established by Sally Spencer Patton '36, Columbus librarian, in the name of Richard and Sally Spencer Patton.

In fall 1994, Elden T. Smith, Ohio Wesleyan's eleventh President, serving from 1962 to 1968, became the honorary chairman of the campaign for the Library Acquisitions Endowment. Although Ohio Wesleyan supports Beeghly Library from its general education budget, the tremendous increase in the cost of books and periodical subscriptions mandated that an endowment be established to maintain the quality of the library. To deal with this problem, the Campaign for the Library undertook to raise \$2 million in endowment, the income from which will be designated for books and periodicals in print and electronic format, audiovisual software, and access to databases and other research materials, and \$555,000 for technical equipment. To date (June 30, 1998) \$451,835 has been raised, not including deferred gifts.

- The fundraising for a library acquisitions endowment and automation funds started in the summer 1993 with two gifts, one of which is from The New York Community Trust established by Reader's Digest Founder DeWitt Wallace. The grant was awarded on behalf of retiring Reader's Digest employee Edward Hall whose son is an OWU alumnus.
- Spring 1994, the libraries received \$52,000 from the estate of John P. Lutz, husband of Ohio Wesleyan alumna Pauline Perley Lutz '36.
- Spring 1994, a fifteenth-century Belgian tapestry, on display for many years in the Bayley Room of Beeghly Library, given to the library in the early 1970's by the Phillips family was sold for \$40,000, which was added to the Library Acquisitions Endowment in the names of the donors, Ellis L. and Kathryn Sisson Phillips.
- Fall 1994, the library received news of a bequest of \$155,900 from the estate of Elizabeth Burkholder Gillespie '34, English major and 1935 Simmons College library science graduate.
- Spring 1995, Marian S. Nixon gave a gift of \$10,000 in memory of her husband Dr. Lewis Miller Nixon '34.
- The Class of 1995 voted to create a \$20,000 endowment for periodical acquisitions. The Class of 1995 is the first we know of to establish an endowment for the libraries.

The library has also been the beneficiary of some rather unique gifts.

- Alumna Anne Highsmith '75 donated three months of her time and expertise to Beeghly Library as a commemoration to mark her 15th class anniversary. Ms. Highsmith, a Texas A & M University employee and highly experienced in library automation, worked with the staff as they prepared for and installed the SC350 serials automation system and consulted with staff members on a variety of automation planning questions.
- A \$30,000 memorial gift received spring 1992 from an anonymous alumni donor made possible the addition of 6,259 or more retrospective records to the database. This unique gift made available resources already in the library, but not listed on LS-2000, by paying for the online charges, the cataloging, and the processing of these materials. Funding for such costs is difficult to find when limited budgets must be used to acquire and process new books needed by students and faculty.

Preservation

Preservation of existing collections is a major issue in libraries today. Deterioration of the paper in vast numbers of books, manuscripts, and documents in the world's libraries has been described as a slow fire ... not always visible but devastating in its impact, affecting almost entire collections. Compounding the problem is the present publishing practice of rapidly allowing new books, even editions of classic or basic titles, to go out-of-print. The resulting difficulty in replacing damaged, lost, or deteriorating books makes it imperative that libraries practice good conservation principles. In 1993, Ohio Wesleyan University Libraries was selected as one of fifteen participants in the Ohio Statewide Preservation Planning Initiative funded by the National Endowment for the Humanities.

In 1988, the libraries set up a book repair area with book repairs beginning in 1989-90. When in-house mending isn't feasible, out-of-print and damaged books are rebound using Book Sale and Book Auction funds. Another effort to protect and conserve the collection started in 1991-92 when protective plastic covers were used on dust jackets. Auxiliary benefits included adding to the attractiveness and browsing appeal of the collection. Heavy plastic adhesive covers and reinforcing hinge tape strengthen and protect the ever-increasing number of soft cover books in the collection. We now regularly save the cost of labor by having a vendor apply covers to paperbacks before shipment.

The student newspaper is extremely valuable to the historical perspective of Ohio Wesleyan. Many of the volumes had deteriorated to the point where preservation had to be done or they would be lost forever. Therefore the preservation of the older newspapers in the Ohio Wesleyan Historical Collection ranked as a top conservation priority. The microfilming of the *Western Collegian* (1867-1874) and *The Transcript* (1875-1938) was completed fall 1989. Eighteen rolls of microfilm, each with approximately 1,000 pages are now available. In 1995, *The Transcript* (1938-1995) the alternate *Transcript* (1991-1993), and the *Practical Student*

(1888-1895) were microfilmed at the Ohio Historical Society with grant funds provided through the Historical Society.

In 1989, thanks to funds provided by the Friends of the Libraries, the Woolley Collection, a rare and valuable group of Pacific Island artifacts which has found a home at Ohio Wesleyan since the first quarter of the 20th century, was cataloged and preserved in acid-free custom-made boxes. The restoration and repair of the binding and the reinsertion of the first seven pages of Shakespeare's *Second Folio* was completed in December 1989. In 1990, an historic clothing collection, a rich source of contemporary human artifacts providing students with unique primary sources for the social history of the period (1920s), was inventoried and appraised. With funds from the Friends, the last portrait from life of the poet Robert Browning was restored in 1990. Twenty-five volumes of the *Congressional Globe*, the eighteenth century predecessor of the *Congressional Record*, were rebound in 1991. In 1995, United Methodist Church records were microfilmed through an agreement with the Genealogical Society of Utah.

In 1993, fifty thousand volumes still classified under the Dewey Decimal classification system were moved to storage in the Memorial Union Building (MUB). About one-third of these books have been reviewed by faculty in each discipline prior to reclassification under the Library of Congress (LC) system, in use since Beeghly Library opened in 1966. As part of a review, books that need repair or rebinding are identified. Much work still remains on this project. Because plans are underway to refurbish the MUB, another storage area for these books also needs to be identified.

Three Generations of Online Systems

Ohio Wesleyan University was one of the earliest colleges of its type to automate its library. Between 1971 and 1983, all the OCLC cataloging records used by OWU were stored electronically at OCLC. These electronic records on tape became the basis of the database of OWU's library holdings for its first online system. In 1983 the library began using the OCLC acquisitions ordering system. Proximity to and membership in OCLC positioned us well to participate in OCLC's pilot project to develop an online library system based on the National Library of Medicine's Integrated Library System. In 1985, we had an online public access catalog and circulation system known as LS/2000 in Beeghly and the branch libraries. Other functions followed, including cataloging, book ordering, serials check-in and the business of circulating materials, including reserves, audiovisual equipment, and fines and fees. In mid-March 1990, dial access was added to the LS/2000 online system thereby extending the ability to search library holdings from any computer equipped with a modem and telephone. Students, faculty and staff equipped on campus with a dataphone and personal computer or computers connected to the campus mainframe computer system could call up the catalog. In the fall of 1990, reserves were circulated through LS/2000. This change made the check out process easier for patrons and improved the tracking of reserve items. Once on the cutting edge of library technology, LS/2000 gave way to a generation of library systems designed for the Internet and World Wide Web environment.

The planning process for upgrading the online system can be used as a paradigm of library planning processes. During 1990-91, library staff conducted a survey of GLCA libraries to determine their level of automation. Simultaneously, staff secured cost estimates for library systems from Ameritech, Dynix, Innovative, Notis, and VTLS that could be considered as suitable replacements for LS/2000. In the campus-wide *Computer Planning Study* of 1991, a new library system was identified as a key asset in the ongoing development of library resources for Ohio Wesleyan University.

In 1991-92, a Library Automation Committee was formed to plan and implement the migration to a new automated system for the library. Ameritech had announced that all software support of the LS/2000 system would cease in July 1995 and that all copies of LS/2000 software were to be returned to Ameritech. In preparation for these changes, the Committee began a needs assessment. Members completed and discussed satisfaction and use of the current system; required administration functions for a new system; system requirements for acquisitions, serials, the Audio Visual Center, Online Public Access Catalogs, Cataloging, Circulation, and ILL. While the Library Automation Committee defined system requirements, library staff members participated in vendor demonstrations and site visits to nearby libraries. The implications of the statewide linking of public university libraries through the OhioLINK project were also considered.

During summer 1993, RMG Consultants of Chicago were engaged to assist the university in the final selection and contract negotiations for the purchase of a second-generation library automation system to replace LS/2000. A Request for Best and Final Offer was issued to selected vendors of automated library systems on December 17, 1993 with vendors to respond by January 25, 1994. RMG assisted in the evaluations of responses and contract negotiations.

In 1994-95, the libraries selected and installed the INNOPAC online system from Innovative Interfaces, Inc. (III) and nicknamed it LIBRA. A librarian researched system migration and library public services using a study leave during the summer of 1994. Staff received training from III staff in such things as online public access catalog (OPAC) searching, circulation profiling, circulation, materials booking, cataloging, system operation, acquisitions and serials training. The new system was available to students on the first day spring 1995 semester. The system was fast and versatile, with new features for searching and display, and it was accessible through the Internet. It required a great deal of work to migrate from one system to another. Circulation staff, for example, planned for physical changes at the Beeghly Circulation Desk, profiled and tested the Circulation subsystem, coordinated circulation procedures with the branches, supervised the electronic loading of the patron file, wrote new procedures, trained student assistants individually and in groups, and manually transferred current circulation data from LS/2000 to LIBRA. The migration changed the checkouts of periodicals and government documents from paper records to the online system. LS/2000 was officially shut down May 3, 1995, with a retirement party recognizing more than 10 years of service to Ohio Wesleyan. While the finishing touches were being put on LIBRA, even more ambitious undertakings were being planned.

From May 1994 to July 1995, through a \$25,000 study grant from the Andrew W. Mellon Foundation, five selective liberal arts colleges in Ohio (College of Wooster, Denison University, Kenyon College, Oberlin College, and Ohio Wesleyan University) considered the feasibility of various cooperative library ventures. Working together through frequent meetings and electronic communication, administrators at these five Ohio liberal arts colleges made recommendations for possible areas of program enhancement and cost containment. In fall 1995, the Mellon Foundation awarded the newly formed Five Colleges of Ohio a grant of \$840,000. The grant covered a two-year period, beginning with the 1995-96 academic year, to facilitate the merger of online systems, to promote the sharing of library resources, and to enhance services.

The transition to consortia activity was dramatic and successful. OWU, Denison, Kenyon, and Wooster completed the merger of library systems in 1996 in time for the opening of fall semester classes. The system software remained III, but the system nickname changed to CONSORT (<http://140.141.130.3>). Direct patron borrowing from the unified online database of 1.5 million items is an essential feature of this consortia relationship. Students, faculty, and staff can request a book from the other member libraries while viewing the item in the online catalog. It is no longer necessary to use traditional Interlibrary Loan for books available in one of the member institutions. The books are delivered by a statewide courier service (started in August 1994) within an average of 48 hours (excluding weekends). Also, library users can see what they have checked out and can renew their own materials. Users can also e-mail copies the results of their bibliographic searching. During fall 1997, a web version of CONSORT became available. During 1997-98, Ohio Wesleyan borrowed 6,263 items from other CONSORT libraries and loaned 6,148 items.

Another feature of the CONSORT online system is an *Index to Journal Articles* which searches a database comprised of the H. W. Wilson indexes in the Arts, Humanities, Sciences and Social Sciences as well as the Readers' Guide to Periodical Literature. These entries are linked to the serial holdings of the individual libraries so that a library user can tell immediately if that article is available on-site. The serial module of the online catalog shows the current status of current periodicals and the expected date of arrival of the next issue. The Interlibrary Loan departments also use the courier service that is used for books so photocopies of journal articles arrive faster than through the postal service. In January 1998, the CONSORT member libraries began experimenting with direct patron borrowing from the *Index to Journal Articles*.

In November 1996, the consortium became an active member of OhioLINK, the statewide computer network of academic libraries and electronic information resources that uses an Innovative Interfaces, Inc. shared system. The database consists of 6.4 million master records with holdings of more than 20 million items and is growing as more private colleges join the system. Basic membership is for the online catalog and sharing of print resources. Reference databases are available separately for private colleges often at the same group rates paid by the state. Tom Sanville, the Executive Director of OhioLINK, has worked with publishers and suppliers to find more competitive pricing opportunities. In 1997-98, Ohio Wesleyan borrowed 2,934 items from OhioLINK libraries, and loaned 3,043 items.

Another bonus of joining OhioLINK is the availability of the resources of the Center for Research Libraries. Examples of materials included in this collection are U.S. and foreign newspapers, foreign doctoral dissertations, and major microform sets. This collection is especially useful to our faculty who may borrow research materials for extended periods of time.

Growth of Electronic Services

One of the great challenges facing all libraries is keeping pace with technological advances. During the past decade the Ohio Wesleyan University Libraries have offered students, faculty and staff opportunities to access many electronic resources. As a member of OhioLINK, the libraries are well positioned, with adequate funding, to keep pace, as new electronic resources become available.

In 1989, librarians provided students and faculty with online searching using DIALOG, a commercial vendor of several hundred databases. Searches were conducted in the room located off the Beeghly mailroom that was equipped with a CompuAdd microcomputer, printer, color monitor, and DIALOGLINK software. The new University-wide phone system eliminated previous telecommunications problems.

In May 1990, *PsycLIT*, the CD-ROM version of *Psychological Abstracts*, was made available in the Beeghly Reference area. The Friends of the Libraries and the Senior Class Gifts of the Classes of 1981, 1982, and 1989 funded the workstation and first year subscription to *PsycLIT*. During the next academic year, we added Marcive's *GPO CAT-PAC*, an index of U. S. government publications from 1976 to the present. This index provided better access to government publications than the print index *Monthly Catalog*. We also signed a five-year license for the *Thesaurus Linguae Graecae*, all extant Greek texts and Packard Humanities Institute's Latin texts and Bible versions, available on CD-ROM. *County and City Databook* was the first of many CD-ROMs that we would receive from the Government Printing Office.

In 1991, CLASSMATE, online searching for course-related assignments at greatly reduced rates became available in Beeghly and (through the purchase of workstations from a Howard Hughes grant to the sciences) the Biology and Science branch libraries, and in the Psychology Department. This service initially gave us access to more than ninety DIALOG databases. Currently about 400 DIALOG databases are available. CLASSMATE greatly expanded access to online resources in a cost-effective manner. In 1991-92 CLASSMATE allowed us to do seven times more searches than the previous year for the same amount of money as was spent on DIALOG. Sociology, Chemistry, Botany-Microbiology and Zoology dropped print indexes as a result of their access to online searching. CLASSMATE searching, however, was labor intensive. The library taught courses and offered workshops so that interested users could make use of the system. Most users, however, needed coaching from a librarian. This situation changed with the addition of additional CD-ROM and web-based resources.

In 1990-91, with the rapid introduction of so many new resources, an "Electronic

Information Access Policy" was written that outlined the guidelines for each online service.

In October 1991, the libraries subscribed to Knowledge Index. This service offered access to most of the CLASSMATE databases at reduced rates from the regular DIALOG charges without requiring that the search be course-related. The service was little used in part because it was available only after 6 p.m. weekdays. Because of low usage, it was dropped in 1998.

In 1991, the libraries introduced EPIC, subject searching of the OCLC online union catalog. At the time, the EPIC service was the only computerized access to OCLC. Previously OCLC was accessible only by author's name, title, and a few codes for publications such as ISBN numbers. With EPIC, it was possible to search by keyword, publication type, language, or year. In November 1991, FirstSearch, another OCLC service that allowed searching of the OCLC database and other databases, was introduced. Subsequently, EPIC was canceled because of the advantages of using FirstSearch.

In 1991-92, the libraries provided access to STN for chemistry research (more specialized than what was available on CLASSMATE). This service has also been little used over the past few years.

In 1992-93, the libraries provided access to the LEXIS-NEXIS online search service on a cost recovery basis for Journalism students. Due to its high cost, it was not offered the following year. Recently, this resource has become available through OhioLINK.

In January 1992, the libraries subscribed to the *Columbus News Index*. Later that year we canceled this subscription when the *Columbus Dispatch* became available on CLASSMATE and DIALOG.

Fall 1995, *Hannah Online*, an online service that tracks the activities of the Ohio legislature, state agencies, and state courts, was used. The search engine was less than adequate for our users and the subscription wasn't continued. Recently, the web version became available through OhioLINK.

In 1994-95, the library purchased three CD-ROMs: full-text of articles from three Civil War era newspapers; full text of the Nuremberg War Crimes Trials; and data from the WorldBank.

In 1995-96, UMI's General Periodicals on Disk Research II, more familiarly known as *ProQuest*, was added. This CD-ROM product indexes 1,600 general interest periodicals since 1986 and provides the full image of 400 periodicals since 1988. In April 1996, the *ProQuest* databases were successfully loaded on the campus Novell network. This made it possible for students to search the *ProQuest* CD-ROMs from any workstation connected to the network. In 1996-97, *ProQuest* became available on the web. The introduction of *ProQuest* and other web-based resources made it easier for students and faculty to access online databases and greatly

relieved the pressure on the CLASSMATE workstations.

Through a Five Colleges of Ohio negotiated subscription, *Britannica Online*, the electronic version of the *Encyclopaedia Britannica*, became available to the campus spring 1996. It provides electronic access through the World Wide Web to the text and illustrations of the Encyclopaedia Britannica's 44-million word database. *Britannica Online* also features direct hypertext links from online articles to sources of related information on the Internet.

In 1995-96, another Five Colleges of Ohio joint subscription was *Cambridge Scientific Abstracts*. Because there was no cost savings, it was determined that each Five Colleges library would individually subscribe to *Physical Science Letters*.

As a result of OhioLINK membership, many electronic resources became available. Some of the titles include:

- In 1996, the library made a flat fee purchase of unlimited access to *WorldCat*, the end user version of the OCLC database. The OCLC terminal, which was in the reference area for almost a decade, was replaced by OCLC's user-friendly online service *WorldCat*. OCLC (Online Computer Library Center) is the international database of bibliographic data that libraries use to catalog their materials and borrow books and periodical articles from each other. Ohio Wesleyan was a charter member of the forming group of OCLC twenty-five years ago when it was known as the Ohio College Library Center. Our scholars heavily use the OCLC database for their research. With the original terminal, students and faculty came to the library to use the single search station. *WorldCat* now provides OCLC information over the Internet, and for greater convenience, *WorldCat* also is accessible through the library's online system CONSORT.
- In December 1996, *RILM: Abstracts of Music Literature*, a music database, became available campus-wide. Through OhioLINK, unlimited access to this database cost fifteen cents per student annually. A print or CD-ROM subscription would have cost two to five times as much with more limited access.
- Spring 1997, *Congressional Compass*, a web-based system with a wide range of data about the U. S. Congress, became available at no cost through OhioLINK. In 1998, when private colleges were asked to subscribe based on student FTE, after consultation with appropriate faculty, we chose not to subscribe to this service.
- In 1998, through OhioLINK we added *Lexis-Nexis UNIVerse*, a web-based academic subscription to thousands of legal, news, and business information services. *Lexis-Nexis* claims 13,500 news and business sources, and 4,800 legal sources with more than 9.5 million documents added each week.
- In 1998, through a collective purchase by the OhioLINK private colleges, ten Chadwyck-Healey databases were added, including *African-American Poetry*,

the Annual Bibliography of English Language, the Bible in English, Edition and Adaptations of Shakespeare, Eighteenth Century Fiction, English Poetry, English Prose Drama, English Verse Drama, and Literature and the Bibliography of American Literature.

- In 1998, through OhioLINK we added campus-wide access to *STAT-USA*, a Department of Commerce Internet resource with 3,000 economic and trade-related files. It has current and historical economic and financial data, international market research, and trade analysis. As a federal depository library, we had access at only one workstation.

Another major initiative of OhioLINK has been to negotiate with publishers for access to electronic journals. In 1996-97, the full text of 175 journals published by Academic Press became available in electronic format on the World Wide Web to students and faculty at Ohio Wesleyan. Academic Press offers the electronic format of its journals through its International Digital Electronic Access Library (IDEAL). These journals cover accounting and management; biomedical and life sciences; chemistry, physics and physical sciences; computer science, mathematics and engineering; and social and behavioral sciences. Users can search and display articles at their own computers, using Adobe Acrobat Reader software. The computer display resembles the printed journal page, and copies of articles are available without charge on high-quality laser printers in the Science branch and Beeghly. In 1998, Elsevier Science added 1,100 electronic journals. Elsevier is a global scientific information provider with English-language journals containing core research literature in the physical, life and social sciences. In 1998, Project Muse added 40 electronic journals, primarily in the humanities and social sciences. Approximately 230 Springer-Verlag titles will be added in 1999.

Ohio Wesleyan benefits greatly from membership in OhioLINK and this consortium's ability to negotiate very favorable prices for reference databases and electronic journals.

Reference Services

In 1992-93, a "Reference Philosophy Statement" was approved. Reference is an essential part of access to information at Ohio Wesleyan University Libraries. Librarians and other library staff answer factual questions and assist students, faculty, staff, and community users in their research projects. Questions are addressed at the reference desk, the reference collection area, in branch libraries, by phone, letter or electronic mail. Because we try to teach library users to find information on their own, Reference Desk services and the instructional program are closely related. One-on-one consultation is a form of library instruction beyond the classroom setting.

In 1991-92, Beeghly Reference Deck coverage increased with staffing during the noon hour Monday through Friday and an additional two Saturdays at the end of each semester. In 1992-93, as a result of the increased activity at the Beeghly Reference Desk, a reference student assistant program was started. A backup librarian was designated between 1:00-3:00 p.m. Monday-Thursday. In 1994-95, the student assistant program was discontinued due to a decline

in reference questions. In 1996-97, because of reduced staffing, Beeghly Reference Desk coverage was reduced to on call between 9:00-11:00 a.m. when many students are in class. A new sign was made to direct users to the Circulation Desk for referral to a librarian.

From Bibliographic Instruction to Information Literacy

In 1995, a "Philosophy of Bibliographic Instruction at the Ohio Wesleyan University Libraries" was approved. Traditionally, the Ohio Wesleyan University Libraries have prepared students with sessions of bibliographic instruction, which focus on finding and using library resources pertinent to a specific course. Each Freshman Writing Seminar section, for example, has a librarian liaison. The library staff teaches students in a variety of methods and settings to accommodate different learning styles. Students often encounter classroom bibliographic instruction sessions where students may observe online demonstrations and hear lectures about the fundamentals of research strategy. Sometimes written exercises reinforce the important point of the sessions. Whenever possible, one-on-one consultations between library staff and students are encouraged and available. Library staff also teach upper level bibliographic instruction sessions which focus on the materials and resources of specific disciplines.

The librarians have taken several steps to improve library instruction. In 1991-92, an informal system of peer coaching in which librarians observe and critique the classroom presentations of their colleagues was introduced. Preparation for this activity began with the librarians meeting with Jim Nelson, the oral communication consultant on campus. Also in 1991-92, Evan Farber, Director of Libraries at Earlham College, Richmond, Indiana, talked to the librarians, English 12 faculty, and Writing Center staff about Earlham's nationally-renowned bibliographic instruction program for freshmen. Dr. Mary Lacey, from the Earlham English department, offered a faculty member's view on this program that uses a workbook approach.

Another effort to improve the quality of the bibliographic instruction program was a focus group study of student and faculty perceptions of bibliographic instruction. With funding from the Academic Dean, a consultant from the State Library of Ohio moderated eight focus groups in 1993. The composition of the six student groups included freshman courses where library instruction was given, students who had attended library-sponsored training, and students who had not received any librarian-led instruction. One faculty group included those who used librarian-led instruction, another faculty group those who did not. The following goals were identified to improve the library instruction program:

1. Ensure that all students receive some form of librarian-led training about the library system's collections and services.
2. Promote library awareness with student and faculty groups.
3. Produce additional library finding aids.
4. Improve signage to assist library users.
5. Refine teaching techniques of librarians.
6. Offer training in electronic resources.
7. Train some library student assistants to be "student mentors."

Specific plans to carry out these goals were developed. Some suggestions from the focus groups concerned other library services. These suggestions received consideration, too. In 1993-94, orientation sessions for new students and their parents were initiated as well as guided tours of Beeghly for new students and faculty during the Tuesday lunch hour of the first month of the fall semester. Handouts of floor plans for Beeghly were made available. Summer 94, librarians received training from an Education Department faculty member on student learning styles.

The Service to Schools is primarily for advanced placement high school students from area high schools. Students receive guidance using Beeghly library resources pertinent to their research assignments. Big Walnut, Delaware Hayes, and Marysville High Schools are the main schools involved in this outreach program.

Not all ideas to improve services came to fruition. Attempts were made to find outside funding for a hypermedia-based computer system for bibliographic instruction. The Council on Library Resources rejected a proposal to fund consultant services for a computer-assisted instruction (CAI) in 1992-93.

Ohio Wesleyan University Libraries are committed to providing students with the skills to become knowledgeable information consumers. A "Commitment to Information Literacy" was drafted in 1998 and widely discussed within the libraries. The student who is information literate will:

1. Access information efficiently and effectively.
 - Recognize the need for information and realize that accurate and complete information forms the basis for intelligent decision-making.
 - Formulate questions based upon information needs and will be able to identify a variety of potential information sources.
 - Understand the differences among primary, secondary, tertiary literature as well as the contrast between popular and scholarly sources.
 - Know when and how to use resources such as catalogs, databases, indexes, and bibliographies.
 - Use the Internet (including the World Wide Web) effectively and efficiently.
 - Understand the various methods of storing information in print as well as multiple electronic formats.
 - Develop and use successful strategies for locating information.

2. Evaluate information critically and competently.
 - Become a discriminating information consumer.
 - Learn to ask probing questions about place, context and time in which the information was produced to determine appropriateness, bias, and reliability.

- Determine the comprehensiveness of information by distinguishing among facts, points of view and opinion as well as identifying misleading information.
 - Select information appropriate to the problem or question at hand.
3. Use information effectively and creatively.
- Organize information for practical application as well.
 - Apply critical thinking to evaluate information and use it in problem solving.
 - Use information effectively by considering issues of intellectual property and copyright as well as reconciling differences in information obtained from multiple sources.
 - Understand the proper methods for citing works.
 - Avoid plagiarism.

The Five Colleges of Ohio is currently developing a grant to support integrating information literacy skills across the liberal arts curriculum of each member college.

Circulation

The Beeghly Circulation staff is essential to keep the library open 104 hours per week. They provide many services including registering patrons; circulating the general book collection, periodicals, and materials on reserve; and stack maintenance. In 1997-98, a team from the English Report Writing course was used to explore the need for later hours in Beeghly. Although there is an interest from students for later hours, staffing issues must be resolved.

During 1989-90, the Circulation policy went through final revisions, was discussed at a Teaching and Learning Committee meeting, and distributed to all faculty members. The Circulation staff instituted fines and fees in July 1990. In 1992-93, a policy for use of the Libraries by independent scholars was written and added to the library's policy manual. Flyers are also written describing library policies for alumni and high school students.

Interlibrary Loan

Interlibrary Loan (ILL) provides valuable service to student and faculty scholars by procuring needed books and periodical articles not held by the Ohio Wesleyan University Libraries. In 1992-93, a policy limiting 30 ILL requests per patron was implemented. Additional ILL requests are reimbursed at \$5.00 each with the fee waived for honors and independent study courses. This policy change, in tandem with librarian review of student ILL requests, encouraged better use of our own resources and improved citation verification.

This department has been continually affected by technological change. In December 1992, the Ill department joined the rest of the library on the new OCLC Prism software. In July

1997, the ILL workstation was upgraded from the DOS-based OCLC PRISM and OCLC ILLME to PASSPORT for Windows and ILLME for Windows. Software upgrades of MicroEnhancer, which supports the batch update of items, and SaveIt, which furnishes useful statistics and reports, were regularly upgraded, too. During summer 1998, we added a new software package, Clio.

The number of libraries with whom we have reciprocal agreements has steadily increased. In 1995-96, for example, Ohio Wesleyan joined Libraries Very Interested in Sharing, LVIS, a group of more than 900 libraries through the United States (primarily in the Midwest) who do not charge for loaning monographs and periodical articles. During the past decade various document delivery systems were tried to see if we could improve turnaround time and/or cost savings. In May 1993, the library purchased Ariel software and ordered hardware in preparation for testing document delivery through the Internet. Ariel used a personal computer, laser printer and scanner to send and receive articles through the Internet to other institutions with the Ariel system. This service used the space of the former PageLab. Similar to a fax machine, Ariel allowed fast, economical (no phone charges) document delivery service. During spring 1994, 78 articles were received, often achieving a 24-hour turnaround time. This service, however, was discontinued in May 1995 because most of our suppliers do not use (or own) Ariel.

In 1995-96, to facilitate billing and paying invoices, the ILL office added a service provided by OCLC called Interlibrary Fee Management (IFM). Under this service, ILL charges are handled online via OCLC. A monthly bill of all charges is then sent to us from Ohionet, our regional OCLC network. This service reduces processing multiple invoices.

In 1995-96, to reduce the number of unfilled requests we receive from other institutions, we joined the Serials in Ohio Union List (SOUL), an OCLC online serials union list. The continuance of this project will require additional money and staff time in order to reduce the number of requests received for periodicals we don't own.

Audio Visual Center

The Audio Visual Center supports the teaching library philosophy by offering a specialized area for non-print resources and the opportunity to incorporate these resources in the curriculum. The Audio Visual Center was a separate entity within the library from 1984-1989. It then became part of Public Services. Staffing issues have been a concern over the past ten years. Since the University reorganization in 1996, the Center has been reduced to only one full-time staff member, an Audio Visual Services Manager.

A Media Software Catalog, with information on directors, producers, and the content of each program, has been regularly published. All material is cataloged and listed on CONSORT. In 1996-97, the Media Software Catalog became available on the World Wide Web.

In 1988, all production services were eliminated in order to focus resources in support of

the academic curriculum. In 1991-92, some services were restored such as deliveries, service calls, and audio and video taping. Also, area equipment repair vendors were surveyed to determine and compare hourly charges, bench fees, and scope of services. From this information, it was possible to assist academic departments with audiovisual equipment repair. Since January 1996, more services have been offered, especially in editing videotape presentations and developing multimedia web material.

Technical Services

Technical Services staff members provide quality support for library services by acquiring, processing, indexing, and shelving new books, serials, gifts, microforms, government publications, and electronic materials. They also repair, bind, or withdraw damaged, outdated, and missing materials. They strive to keep both the online catalog and the collection complete and accurate. They are valuable, behind the scenes, contributors to the teaching library philosophy.

Acquisitions

Beginning August 1, 1990, the Acquisitions Department converted to the Ameritech ACQ350 acquisitions system, a transfer that became necessary when OCLC ceased supporting its Acquisitions subsystem. Use of the new ACQ350 was complicated in November with the switch to PASSPORT software on OCLC. This change required a work-around involving additional steps and various work flow adaptations. ACQ350 was retired at the end of the 1994-95 fiscal year. The Innovative Interfaces Inc. acquisitions module was used the next year. Electronic ordering to major vendors such as Blackwell North America, Midwest Library Service, Emery-Pratt, and Ambassador Book Service were initiated.

In 1996-97, due to restructuring, the Acquisitions Manager's job responsibilities expanded to include the purchase of most audiovisual software for the Audio Visual Center. This required additional computer work and more time to manage payments (because many of these vendors require prepayment or the use of a VISA purchase).

Cataloging

In 1990-91, cataloging made the transition to OCLC's PRISM. This required more training time on the part of the Chief of Cataloging and all staff members participating in cataloging operations. In 1997, the two OCLC workstations were upgraded in order to handle an OCLC software upgrade.

Major gift collections, including the Leland Schubert collection and the Japan Foundation Gift, were cataloged in a timely manner. More money and staff time is required to complete Dewey reclassification.

In 1990-91, the public card catalogs were sorted, removing cards indexing on the online

system. The resulting card catalog now reflects the holdings in the Dewey Classification and a small number of other special collections that still must be added to the automated database. This catalog was moved to the second floor and the other catalog units eliminated.

Serials

In 1990-91, the SC350 Serials Management program was introduced. This program provided greater and more efficient capabilities for item check-in, for generating claims on items never received, and for monitoring expenditures. The cataloging of all current subscriptions allowed patrons using the on-line catalog to view holdings. During the migration to LIBRA, serials successfully made the transition. The migration to CONSORT, however, required intense work by many library staff members to make sure Ohio Wesleyan serial records had the correct LIB HAS information. Fall 1994, the vendor for purchasing most periodicals changed from Faxon to EBSCO. This was done primarily from concerns about the financial viability of Faxon.

Special Programs and Services

As a teaching library, the Ohio Wesleyan University Libraries provide distinctive programs and services to meet the intellectual and cultural needs of our students, faculty, staff, alumni and community. There have been many facets to our efforts to meet this goal.

Beeghly Library hosts many events. The library is a popular meeting place for curricular and co-curricular activities such as classes, workshops, lectures, guest speakers, and meetings. Non-Ohio Wesleyan University groups also occasionally use the facilities. In 1995-96, during the fall semester, 222 events were held in three conference rooms, the Bayley Room and the Bashford Lounge. During the spring and summer semesters, a total of 234 functions took place!

We are especially proud to host the Student Art Show. Beeghly Library has provided the venue for the show since 1991. The large space and central location in the library gives the exhibit campus-wide exposure. The quiet, contemplative atmosphere encourages a careful examination of the work by viewers. The Bashford Lounge provides an environment similar to a professional museum. In 1990-91, a new locked display case, a gift of the Friends of the Libraries located near the front entrance to Beeghly, provided the means to better exhibit material.

The libraries have been involved in sponsoring workshops and meetings. For example, in April 1989, the United Methodist Archives Curator designed and presented a workshop for church historians attending the 150th anniversary celebration of the United Methodist Historical Society of Ohio. About one hundred visitors participated in this event held in Delaware. May 16, 1990, Beeghly Library hosted the annual meeting of the Central Chapter of the Ohio Library Association with over 200 attending. In 1992, a depository collection open house for area librarians was held during the semester break. Area library staffs were invited to Beeghly to learn more about the resources available in the federal depository collection. December 10, 1995, the library worked with the chemistry department, public relations, purchasing, the campus

center to bring a live satellite broadcast of the Nobel Prize ceremony honoring alumnus F. Sherwood Rowland '48. September 23, 1997, during "National Banned Books Week," the library co-sponsored a "Read-In of Banned Works" by faculty, students and invited guests.

The libraries have taken initiatives to assist the University and Delaware community in becoming better informed and staying abreast of current events. During the Persian Gulf War in January 1991, for example, the libraries provided two television monitors for CNN coverage, one located in the Memorial Union Building and another placed on the lower level of Beeghly. Library staff members clipped articles from a non-library subscription to the New York Times and posted them on bulletin boards. Maps of the Gulf area from the government depository collection were displayed with other depository items.

One of the most interesting and valuable of the libraries archival holdings is the William D. Bayley collection of works by and materials related to the great American poet Walt Whitman. The collection includes books, manuscripts, photographs, and miscellaneous memorabilia, including news clippings and musical scores. In October 1992, the library conducted a series of programs under the title "Walt Whitman: A Reexamination of the Man and His Writings on the Centennial of His Death." Funded by a grant from the Ohio Humanities Council, the Katherine Kearney Carpenter Lecture Fund, the Ohio Wesleyan University Libraries and the Friends of the Library, the library sponsored a lecture on Whitman, a display of materials from the Collection, and compiled a printed guide to the Collection. This project brought together Whitman scholars and enthusiasts from all segments of the community.

Beginning in the summer of 1989, the Ohio Wesleyan University Historical Collection in Beeghly Library received increased use of the materials and the facilities by nine writers creating two books for the celebration of the Ohio Wesleyan Sesquicentennial in 1992. A display at the time of the Sesquicentennial Celebration of a book published for each of the last 150 years, revealed the ongoing history of academic instruction and university reading tastes housed in the open stacks of Beeghly Library.

Another service the library implemented to meet the research needs of students was a monthly van service to The Ohio State University's Main Library. This service, which began during 1993-94, was phased out at the end of fall 1996 as OhioLINK books became available online.

In 1993-94, librarians introduced Internet Brown Bag Seminars for interested faculty. Attendance averaged 10-15. Topics included: Internet-using faculty sharing their experiences; a history of the Internet; how to use File Transfer Protocol (ftp); discussion of gophers; Internet applications on Innovative Interfaces Inc., the proposed new online system; and accessing Usenet News. In 1994-95, programs covered gophers, the World Wide Web, and e-mail. In 1995-96, program topics included Eudora e-mail software, Netscape browser, *Britannica Online*, Columbus Freenet, and a discussion of classroom Internet applications.

In 1995-96, the libraries distributed a flyer to departmental secretaries advertising LIBRA

training, but none responded. The libraries also circulated a flyer to faculty promoting one-on-one training for various informational technology applications. Six sessions were conducted as a result of this initiative.

In 1995, two dozen faculty participated in the February Faculty Development Seminar. With the theme "Library Information Technology," librarians demonstrated four online systems: CARL-UNCOVER, CLASSMATE, FirstSearch, and LIBRA in concurrent sessions.

A Book Discussion Group, organized by a Public Services Librarian, open to all members of the Ohio Wesleyan University community, was formed fall 1996 to discuss thought-provoking books in a friendly, informal atmosphere.

On April 16th, 1996, during National Library Week, the libraries publicized "Log on @ Beeghly." The day featured demonstrations of *Britannica Online* and *ProQuest*.

In spring 1997, three library staff members conducted workshops sponsored by the Teaching and Learning Committee for faculty and staff on Internet-related topics such as using e-mail, using Netscape, and constructing a home page. In 1998, two library staff members led workshops sponsored by the Teaching and Learning Committee.

Prior to the February 1998 faculty meeting, five library staff members provided demonstrations of the following web-based resources: Lexis-Nexis UNIVerse, Elsevier Science journals, Chadwyck-Healey databases, Stat-USA, and CONSORT.

Does the library make a difference in student's lives? Indeed it does! We receive feedback in many ways, mostly informal. A very special surprise awaited library staff April 3, 1997. On that day anonymous library fans decorated the Beeghly Circulation Desk and Reference Desk for what they termed, "Beeghly Appreciation Day." Here are samples of the comments:

"We love our library!"

"Leon Beeghly is SMILING because of you!"

"Librarians are a student's best friend!"

The libraries have taken several steps to publicize library services. In 1990-91, a telephone number with a recording of library hours was introduced. In 1996-97, a StAP student worked within the Audio Visual Center to produce a ten-minute video introduction to library services. The final project, "OWU Libraries: Bringing the World To Campus," was presented to the Academic Affairs Committee of the Ohio Wesleyan University Trustees and continues to be used for new student orientation and new library assistant training.

Ten years ago the library was devoid of flyers or brochures describing library services; there was only one flyer describing the government publications collection. Since then, librarians have developed a variety of informational flyers describing general library resources

and more specific pathfinders. Here are some representative examples of these guides:

- In 1990-91, library staff published and widely distributed two brochures with information about library system services. Also, brochures describing the Audio Visual Center and periodical indexes were prepared.
- In 1991-92, librarians updated the general brochure on government documents, developed a more in-depth GPO resource guide and another on America 2000.
- In 1992-93, librarians prepared the "Job Seekers and Relocation Guide," "Native Americans," "Gay and Lesbian Resources" and "A User's Guide for Alumni."
- In 1993-94, aids such as "A Basic Research Guide for the Ohio Wesleyan University Libraries" and "Using the LS/2000 Online Catalog to Locate Books" were readied. Other titles included "African Americans: A Guide to Finding Information," "Biological Sciences: A Guide to Resources," "Children's Literature," "Federal Income Tax Sources," "Finding the Census at Ohio Wesleyan University," "Sociology & Anthropology : A Guide to Finding Information," "Space and Astronomy for Teachers," and "Waging War, Waging Peace: A Guide to Finding Information."
- In 1994-95, guides included "Our Bodies, Our Selves: Perspectives on Health and Illness," and "Tracing National Health Care Legislation," "Cosmology," "Protecting Our Environment," "The Civil War: A Newspaper Perspective," and "CARL UNCOVER"
- In 1995-96, these guides were prepared: "Information Sources for Physics and Astronomy," "Religion: A Guide to Finding Information," and "How to Develop a Web Site at Ohio Wesleyan University."
- In 1997-98, the following guides were prepared: "Searching ProQuest Direct," "WorldCat Instructions," "How to Distinguish between Popular and Scholarly Journals," "Downloading Netscape Navigator."
- In 1998-99, the following guides have been prepared: "RILM Database Instruction" and "Identifying Primary Sources in the Ohio Wesleyan University Libraries."

The Ohio Wesleyan University Libraries have made especially good use of the World Wide Web. A librarian used a study leave to learn HTML code, design and write the library home page. This site includes "A Virtual Library Tour" that makes use of both audio and graphic files. There is detailed information about Special Collection, the Audio Visual Center, and the Friends of the Libraries. The Scholarly Resources on the Internet menu choice includes links to subscription-based reference and electronic journal resources, and extensive web-resources by academic discipline. In 1996-97, a team of three students in the English Report Writing Class evaluated the library home page. The students made a number of helpful suggestions. They also took steps to publicize the library home page to other students. Almost daily we receive e-mail from alums, librarians, and information seekers from around the world

who are making use of the site. The "How to Develop a Web Site at Ohio Wesleyan University" help sheet was used by students and staff on campus. Until Information Systems hired a trainer (1998), a librarian received referrals from Information Systems for all students, faculty, and administrators interested in developing web pages.

Friends of the Libraries

The Friends of the Ohio Wesleyan Libraries recently celebrated its tenth birthday. Funds from this group have allowed the libraries to address needs outside the instructional program. *At the Library*, a newsletter of the Friends of the Libraries, is published twice a year and available on the library home page. It features articles penned by students, faculty, and staff from all areas of the university. It has been an excellent means of publicizing library services. Currently there are 400 members of the Friends, representing thirty-four states and six countries.

Staffing

During the last ten years, the turnover among library staff has been high. There have been three library directors. The current director of libraries started in July 1998. There have been three heads of technical services, and this position is presently open. There have been two heads of public services. There are three public services librarian positions. Five librarians have filled one of these three positions and six librarians have provided coverage on a temporary basis ranging from six months to six years. There have been four audio visual services managers, four serials managers, four government documents managers, three interlibrary loan managers, two administrative office managers (plus several temporaries over a three year period), and two acquisitions managers. The staff in special collections and the branches has remained stable. The science branch has had two managers, but the current manager has been in place since 1990. In 1998-99, the library staff is 17.15 FTE.

Audio Visual Center staffing has undergone several changes. In 1989, the Audio Visual Center became part of public services rather than a separate department within the library. In June 1990, an audio visual services assistant manager, a newly designed academic year only position, was hired. During the restructuring of 1996, this position was eliminated along with a half-time office manager.

Plans are underway to provide for systematic cross training of library employees. This process will begin with those who work at the Beeghly Reference Desk so they will be better equipped to provide library services in other areas of the library such as the Beeghly Circulation Desk and the Audio Visual Center Desk. Each employee is also being asked to work on procedure manuals so that her/his work is better documented.

Student staff

The library system, the largest employer on campus, depends heavily on student assistants to perform necessary functions and provide valuable services. At the beginning of the

academic year, new students attend an evening orientation program to become familiar with general policies, procedures, and work expectations. Students receive specialized training sessions conducted by staff in the departments to which they are assigned.

Well-trained, conscientious students play a large part in the successful operation of the library. Their contribution is most efficient when adequate staff members are available to plan, guide, and supervise to assure consistency and continuity in student efforts. The library's emphasis on student assistant training and responsible job behavior benefits the library system by ensuring that staff can depend on students to perform required tasks; but more importantly, it benefits the student by preparing them for the expectations of future employers. This is an important embodiment of the teaching library philosophy.

Student supervisors meet regularly. They conduct annual performance appraisal interviews. At the end of each semester, student supervisors organize and distribute exam-time "goodie bags." In May, gifts are given to graduating student workers. All graduating seniors who have ever worked for the library system are recognized in some way, usually with a card.

Student assistants are regularly asked to serve on library search committees. The library benefits by having student input, especially about whether a candidate can relate to students. Students benefit by reading cover letters and resumes, learning first-hand about the interview process and participating in the discussion that determines who is offered a position.

Beginning in 1995-96, the Friends sponsored an Outstanding Student Assistant Award to recognize and reward library student assistants based on leadership, service, dependability, and responsibility. Up to five awards are given each academic year. Students' names are added to a permanent plaque in the library and each receives \$50.00.

Safety issues

During 1992-93, a complete fire safety review resulted in precautionary signage and structural repairs. Standard "no smoking" signs, emergency exit arrows, and exit floor plans were posted. Missing ceiling tiles and power box covers were replaced, holes in the walls patched, and emergency exit alarms put in working order. Fire extinguisher type, placement, and labeling were also evaluated. During fall 1993, all fire extinguisher cabinets were painted red for quick identification in an emergency. New ABC-combination fire extinguishers replaced the older single-type, and flashlights were purchased and placed in all cabinets next to the extinguishers.

In 1993-94, following a year of increased interest and awareness of safety issues at the library, a set of guidelines on how to deal with emergencies was rewritten for use by the Circulation staff. Emergency procedures were discussed at a student supervisors' meeting. Supplies such as plastic sheets, air horns (Music declined), and band aids were added at Beeghly and the branches. Fall 1997, twelve library staff members received Cardio-Pulmonary Resuscitation (CPR) training certified by the American Red Cross.

Building: Physical Plant, Equipment & Furnishings

During the past decade, Beeghly Library's central location on campus was enhanced as a result of changes outside the building. In 1991, the Hamilton-Williams Campus Center (HWCC) dramatically changed the landscape. The JAYwalk, the James A. Young Memorial Walkway, connected the east and west campuses and facilitated a natural blending of student life activities between the HWCC and the Library. Construction of the JAYwalk, completed during the summer of 1994, improved the aesthetics of the entrance to Beeghly.

Beeghly Library, not merely a repository of books, is a beautiful, inviting, and highly adaptable learning environment. The Browsing Collection, the fulfillment of a vision of a recreational reading area supported by the class gift of the Class of 1989, became a reality late in April 1991. Nine students from the Report Writing Class spent a semester doing research on the concept of a recreational reading room. One group studied floor plan, design, and reading materials. The other group surveyed many students and some faculty to determine what reading materials should be included. With gifts for the Class of 1989, the Friends of the Libraries, and several other donors, a small collection of books, some display shelves, comfortable chairs, reading lamps and two area rugs were located in the Bashford Lounge. We have continued to improve this area. In 1995, carpeting was replaced in the Bashford Reading Room and the Microlab on the main floor of Beeghly. In 1997, the Friends of the libraries bought attractive Amish-made tables for the library's Bashford Reading Room. Occasional tables were purchased and delivered in time for Alumni Weekend. The eight end tables and three coffee tables are made of solid oak in a Mission style and were specially crafted for the library by Amish Country Furnishings of Dublin, Ohio. In April 1997, the library contracted with Cua's of Columbus, an interior landscaping firm, to provide service. A few new plants were added and existing plants repotted.

Several major projects were completed during the past decade to maintain Beeghly, which opened in 1966. In 1991, the roof over the Special Collection area was completely replaced. In October 1994, the Simero Corporation of Ashley, Ohio replaced the roof over Beeghly's third floor and the second floor over government publications. No new leaks on the third floor appeared during construction and existing ones were relatively well contained. Ceiling tiles were replaced and wastebaskets, strategically placed to catch water, returned to their original purpose. In summer 1995, Buildings and Grounds staff members repaired and modified duct work in Beeghly for improved heating and air conditioning.

Spring 1995, crews from Edison Lighting Systems of Corapolis, Pennsylvania, and Tamarack Corporation worked for several months to complete the retrofit of lighting in Beeghly Library. Fifteen hundred light fixtures of all sizes and types were refitted with new energy-efficient ballasts and bulbs or replaced altogether. Not only does the library look as though it has had a facelift, but we now have emergency back-up lighting for the first time. We have more light throughout the building, a dramatically improved appearance, and an annual savings in electricity and cooling costs that will result in a project pay-back within four years.

During the summer of 1991, the technical services department reorganized its workspace. The interlibrary loan/public services office moved from space in the technical services area to an office adjacent to the reference area, encouraging more direct interaction with users. To effect this move, a first floor conference room was converted to an office for a public services librarian.

Several major changes to the Beeghly collections were made to improve services. During summer 1991, the reference collection was shifted. The teaching and research functions of this area were enhanced with a reordering of the reference collection, improved placement of periodical indexes and computer workstations, and posted signs. A new reference desk gave librarians a central, visible service point.

During summer 1992, the periodical area was completely reorganized. The "cage" and other barriers were removed, providing more light and a sense of openness. The current periodical area was rearranged in a more logical pattern to promote easy location. One stack unit was moved to provide access to a fire exit; other stack units were rotated to improve access and oversight of the collection. A new reading area for newspaper readers and browsers was located in a quieter portion of the collection. Microfilm storage cabinets were placed conveniently close to microform reader-printers.

During summer 1993, the space resulting from the removal of the Dewey collection into temporary storage allowed for a major shifting and reorganization of the circulating stacks. The shift improved access and reduced the problems caused by shelf crowding in the more heavily used sections of the Beeghly book collection. Overcrowded shelves frustrate library users and shelving crews alike and contribute to the physical deterioration of valuable library material. This shift resulted in a more logical arrangement of the stacks, LC classes A through M on the second floor and classes N through Z on the third.

During fall 1997, several new shelving units were added in Beeghly. New shelving was added on the lower level walls of Beeghly. All periodicals were shifted. Older periodicals, moved from the Science branch during the summer, were integrated into the Beeghly collection. The Beeghly Reference collection added two shelving units in order to ease overcrowding. The United Methodist Archives added one new shelving unit. The Ohio Wesleyan Historical Collection exchanged four shelving units for units with wider shelves. The exchanged units were moved to the third floor. Another shelving unit for the third floor was received and plans are underway to add it during the 1998-99 semester break.

The Microlab in Beeghly opened in September 1988. A library staff member worked with the Director of Academic Computing to develop a program of user instruction and overseeing the day-to-day functioning of the lab. Beeghly Circulation Desk personnel were heavily involved in the organization and operation of a software circulation system run through Beeghly's Reserve Room. Spring 1990, computers with hard drives were introduced in the Microlab that eliminated the need to check out software. After the initial start-up year of the

Microlab, Information Systems has been responsible for student computer lab assistants. The computers and printers have been regularly updated. In 1996-97, a team of students in the English Report Writing Class examined library services. The need for later hours in the Microlab emerged. As a result of their research, physical changes to the Microlab doors and security were made in 1997 so that it could remain open when Beeghly Library was closed. It now remains open until 2:00 a.m. on selected weeks near the end of both semesters.

From 1989-93, Beeghly Library was also the site for a PageLab. Dennis Prindle, English, and Tom Dillman, Physics, combined separate Thomas E. Wenzlau (TEW) grants for faculty development to fund this project designed to support student and faculty projects in advanced writing courses and quantum physics. Two AT class IBM compatible computers and a HP Laser Jet II printer were placed in the renovated former time clock room in Beeghly.

In 1995-96, the TV Studio moved from Merrick Hall to Beeghly Library. Space in the AV Center previously used for graphics production and a workroom was modified for the TV Studio and a control room.

Spring 1993, the conference tables in the Green, Red, and Purple meeting rooms were refurbished with new beige Formica surfaces and the pedestals repainted. Twelve arm chairs were later reupholstered for the Green Room and cushions for chairs in the Red and Purple Rooms replaced. These rooms are heavily used.

The Bayley Room is one of the most popular venues for meetings and lectures. Some of the improvements include:

- The large, worn oriental carpet (that had been a safety concern) was replaced.
- Spring 1993, ultraviolet fluorescent filters for the lights in the Bayley Room and its display cases were purchased. Over a period of time, ultraviolet light causes paper and fabric fiber to deteriorate. Covering electric light sources in this area is a first step in providing environmental protection to the valuable collections held and displayed in Beeghly.
- Spring 1993, the library purchased a lectern with a special gift from Robert C. Hull '53.
- Spring 1993, Mr. and Mrs. Paul Schimmel donated a conference table for the Bayley Room. Dr. Paul and Judith "Cleo" Ritz Schimmel, '62, presented a ten-foot walnut conference table for Beeghly Library in honor of Dr. Ruth Davies, '27.

The demise of the Sentronic security system in 1991-92, in place since the library opened, raised the question of proper book targets for whatever system would be used in the future. It required several minutes to install a Sentronic target because it involved much gluing and careful placement of the page used to cover the target. It was decided to change to a different system using a nearly invisible target that is easily and quickly installed. In 1992, the new "Knogo" security system was installed. Retargeting of the collection with new detection

tapes, however, was a huge project that was largely completed within two years. Summer 1993, a new alarm system was installed in Special Collections to protect the unique and irreplaceable materials housed there. In October 1996, a sophisticated security system was installed in Beeghly Library. To date, most of the features of this system have not been activated.

As a federal depository library, the libraries have continually upgraded the equipment related to this collection. Fall 1991, a user-friendly, high quality microfiche reader-printer was added near the microfiche cabinets in government publications. Use of this collection increased as a result. In 1991-92, storage cabinets were purchased to house the increasing number of compact disks received as part of the depository collection. In spring 1993, Dr. and Mrs. Kanji Haitani donated a new map case for government publications. The GPO workstation was upgraded from a 386 to a 486 in 1993-94, to a Pentium in 1996-97, and was upgraded again in preparation for the 1998-99 academic year. The current computer is a Pentium II 300 MHz processor with 128 Megabytes of SDRAM, and a 5.1-gigabyte hard drive.

Summer 1994, Information Systems staff installed fiber optic cable and associated hardware to connect Beeghly and the branch libraries to the campus network and new online system. Staff computers were upgraded to 486s for use on the new online system, LIBRA. The Beeghly Circulation Desk and the Audio Visual Services Desk were remodeled to make them more pleasing in appearance as well as more functional. An online public access catalog (OPAC) workstation specifically designed to house ten OPAC's on the main floor of Beeghly was built. Tables for the OPACs on the three other floors of Beeghly were refinished

Summer 1994, a new configuration of copier services was brought into Beeghly. There are now three regular copiers (two on the first floor and one on the lower level) and three microform reader-printers (one is digital and equipped with a laser printer). A copier was added to Special Collections. Double-sided and generally better quality copying is available. The staff copier was also upgraded with various labor saving features. Previously, the library had been responsible for the purchase of copiers. Purchasing negotiated the new leasing contract on behalf of three of the Five Colleges of Ohio. Payment on the new photocopiers was made compatible with the new University OneCard system. The library was relatively slow in adding a fax machine. During 1993-94, a fax machine was added to facilitate faster turnaround time for some Interlibrary Loan items.

The libraries have regularly purchased equipment to improve services. In 1995-96, a base unit of a wireless paging system was placed behind the Beeghly Circulation Desk. Three pagers were added, one for the student assistant assigned to shelve books, another for the Chief or Assistant Chief of Circulation, and one for the Reference librarian on duty. The system transmits a numeric coded message to a staff member located in another part of the building. A pocket magnifier was made available for checkout at the Beeghly Circulation Desk, another was kept at the Beeghly Reference Desk for use in reference. A new type of booktruck was purchased for Interlibrary Loan and found so useful a second was added to Circulation.

The branch libraries have seen improvements as well. In 1993-94, a microfilm reader

was added to the microfiche reader in the Science branch to accommodate journals received in that format. In 1996-97, new "rocking" chairs were selected and ordered for the study tables and carrels in the Science Library. Four slat board end panel display units were added to the Science Library. These are used to highlight new or noteworthy books and information leaflets and brochures. The CLASSMATE workstation in Science was upgraded with a Pentium and laser printer for Web Services before the public access computer in Beeghly.

In 1995, library staff participated in discussion about science library facilities with the Science Initiative Planning Committee. After that meeting, the shelf space by call number groupings and shelves devoted to periodicals were inventoried in the Biology and Science branches, Beeghly stacks, reference and periodicals. In 1998, this information was updated, thereby documenting collection growth, and shared with Payette Associates, the architect planners for this project.

During 1991-92, a photocopier was added to the Music branch library. Summer 1992, air conditioning was installed. Also, an electronic alarm system was installed in Sanborn Hall. In 1997-98, a dehumidifier was added.

The Audio Visual (AV) Center has seen many improvements over the past decade. In 1988-89, a Language Lab located in AV27 was deemed inoperable. Its collapse resulted in the weekly recording by AV staff of new language lessons onto audiocassettes owned by students. Because this was too labor intensive, entire sets of language lesson tapes were produced and circulated. Spring 1989 3,000 language tapes were produced off-campus and purchased by AV. In January 1991, a Sony LCC-9000 laboratory system was installed in a renovated room in the Audio Visual Center. Twenty-four student stations and an instructor's console provided a variety of teaching possibilities for classes and individual sessions. The lab's audio and video technology offered increased opportunities for students and faculty to pursue self-study for purposes of self-enrichment, proficiency, and preparation for research, residence, and study abroad. It continued Ohio Wesleyan's tradition of excellence in teaching and the desire to support the foreign languages program with the best technology available. Although a computer lab for Modern Foreign Languages was installed in University Hall for fall 1997, some modern foreign language faculty members continue to make good use of the Learning Lab in the Audio Visual Center. This space would make an excellent computer lab for library teaching.

In 1990-91, the removal of outdated equipment stored in AV35 resulted in making a fourth classroom available in the Audio Visual Center. Also, two small rooms used for storage were cleared and made into individual study rooms.

In 1994-95, a new receiver for the satellite system made it easier to program, operate, and align transmissions. Satellite reception via cable can be transmitted to most buildings on campus by a modular switch in AV or by cable to any AV Center classroom.

In 1994-95, a new editing workstation improved the Center's video dubbing and editing capabilities. An editing mixer, titler, edit control system, CD player, editing VCR, and monitors

enable the production of titles and captions, screen changes, special effects, and the addition of music.

In 1995-96, a Phillips LC-2100 video projector that provides a better image than previous equipment, that can be used with closed caption programs and that has a tuner for a direct cable connection was purchased. Adding this projector extended the programming possibilities in the Benes Room, Gray Chapel, and Phillips Auditorium.

In 1995-96, a CD-ROM drive, sound card, and speakers were added to a computer and attached to a video projection system. Thus was born an interactive multimedia lab for student and faculty use. Two dozen circulating multimedia CD-ROMs were added covering subjects ranging from "The Dead Sea Scrolls Revealed" to "American Sign Language Dictionary" to Stephen Hawking's "A Brief History of Time."

Some recent equipment purchases include:

- In 1995-96, added a digital camera to create pictures for newsletters, to prepare images for World Wide Web presentations, and to show multimedia instructional sessions.
- In 1997-98, equipment installed for the campus-wide cable broadcast of sixteen hours of daily programming; a high-resolution data projector along with presentation software to assist with instructional sessions was purchased; and Web page production equipment and software added, including four digital cameras, a flatbed scanner, and a video capture card.
- In 1998-99, a multimedia lab has two flatbed scanners, CD-ROM recorder, color printing, and video recording-editing capabilities. Digital cameras for Web, multimedia, and desktop publishing are available for checkout. A browsing collection of videocassettes and multimedia CD-ROMs continues to expand with about 100 new titles yearly.

Future

As the Ohio Wesleyan University Libraries enter the twenty-first century, we must insure sustained excellence in the liberal arts by providing the resources – books, periodicals, and electronic services – to support the curriculum. Traditional print resources require continued support. Access to electronic resources will require more funding. Dewey reclassification must be completed. The Audio Visual Center needs more resources for software and equipment. Rare and unique government publications need better safeguarding. The consolidation of the science branches may require inconveniences as existing space is remodeled, but offers another opportunity for improved support of the academic curriculum.

The libraries should continue to enhance the quality of life through programs that integrate the academic program and strengthen the co-curriculum. We must continue to seek to support opportunities for education beyond the classroom.

The libraries can play a key role in integrating technology into the academic program.

Along with technology, the libraries, in the future, will be working on enhancing cross-training, staff development, information literacy, and exploring new collection development models.

The libraries will continue to participate with consortial activities through the Five Colleges of Ohio and OhioLINK and stay abreast of national trends.