

**Ohio Wesleyan University Libraries & Information Services, 1999-2008:
Developing Services for the Twenty-First Century**

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Introduction

The purpose of the Libraries and Information Services (LIS) organization is to harness the power of information and technology to provide excellent services for Ohio Wesleyan University (OWU) students, faculty, and staff. This report will document where we have traveled in the past decade and point to where we are headed. After briefly reviewing the 2003 strategic plan, the 2008 strategic plan will serve as a roadmap for LIS goals and objectives.

Strategic Planning

The OWU Libraries completed a five-year strategic plan in 2003. This task started by identifying core values at the 1999 staff retreat. At the October 2000 library staff meeting, the following mission statement was adopted:

“We, the staff of the Ohio Wesleyan University Libraries, support the teaching, study, research activities of the University. We enthusiastically serve the community of scholars by acquiring, organizing, and preserving information, and by teaching its ethical and effective use. We actively encourage the lifelong pursuit of knowledge.”

This mission statement was selected for inclusion in Linda K. Wallace’s *Libraries, Mission and Marketing: Writing Mission Statements That Work*, a collection of mission statements intended to serve as models for other libraries in crafting statements and using them as part of their marketing communication efforts.

Spring semester 2001, a vision statement joined the core values and mission statement in defining the role and direction of the OWU Libraries. In August 2001 several library staff members attended a strategic planning information session with Roger Verny, Deputy State Librarian for Planning, Evaluation and Research. A one-page color flyer was published in 2003 that included the OWU Libraries’ mission, vision, core values, trends impacting academic libraries, six goals, and top ten priorities.

When the OWU Libraries and Information Systems merged in May 2004 to become Libraries and Information Services (LIS), all of the elements of the OWU Libraries strategic plan needed to be revised. The LIS staff adopted a mission and vision statement at the June 2006 LIS staff meeting that complemented the revised LIS core values. In March 2008, a sixteen-page color brochure was published that summarizes the mission, vision, values, and the strategies and tactics LIS proposes to guide its direction in the coming years. These mission and vision statements will be used to document the development of our services during the past decade and outline our overall direction:

Our Mission: **LIS CONNECTS**

What we do:

- Link minds
- Identify answers
- Share solutions

How we do it:

- Collecting the best materials for our students, faculty and staff
- Organizing information for easy access
- Networking computers, buildings, people and the world
- Nurturing relationships of trust and respect
- Equipping the campus with technology
- Collaborating with our users and consortial partners
- Teaching the ethical and competent use of resources
- Serving with professionalism and care

Our Vision

Where we are headed:

Libraries and Information Services will harness the power of information and technology to provide excellent service for Ohio Wesleyan students, faculty and staff. We will match, if not exceed, the evolving expectations of all campus users by:

- Maintaining a reliable, robust and secure network infrastructure
- Supporting a diverse and highly-skilled user-centered staff
- Acquiring, digitizing, preserving and enhancing access to resources that support the curriculum
- Developing high-tech, high-touch, attractive and comfortable facilities
- Providing accurate and timely reference service as well as effective and engaging instruction

We will contribute to making Ohio Wesleyan one of the finest liberal arts colleges in the country.

Collecting the best materials for our students, faculty and staff

Ohio Wesleyan University has unusually rich library resources to support a liberal arts education. The collection of more than 498,885 books and documents (6/30/2008) is housed in four facilities. The Leon A. Beeghly Library houses the main collection of books and periodicals, the Archives of Ohio United Methodism, an Audio Visual Center, the Ohio Wesleyan Historical Collection, and Special Collections and Rare Books. There are two branch libraries: the Hobson Science Library is part of the Conrades-Wetherell Science Center and the Kinnison Music Library is located in Sanborn Hall. CONStor,

shared by the Five Colleges of Ohio, is a storage facility for little used items located in Newark, Ohio.

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 1920s; the Robert Jaccaud 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.

Purchases for the collection come from budgeted department allocations, the interest on endowed accounts, and gifts. Each academic department and program area is allocated funds for the purchase of books. In 2003, standing orders were removed from departmental book allocations and a distinct acquisitions category was established for standing orders such as monographs, serials, or series published on a continuous basis. Newly appointed tenure-track faculty members are allocated funds to purchase books in their areas of specialization. Although the amount spent on books remained fairly constant, inflation reduced the purchasing power. In 2007-08, LIS spent \$244,132.79 adding 4,015 new volumes.

In November 2001, the book ordering process started sending GOBI Select records to Yankee Book Peddler and using the Online Computer Library Center's (OCLC) PromptCat records. With this new service, the OWU Libraries received books completely processed within two weeks whereas previous procedures took six to eight weeks.

The OWU Libraries receive income annually from about 40 endowed accounts worth 2,571,668 (June 30, 2008) and several gift funds. These funds are a major source for the acquisition of library materials selected by librarians. Many of these accounts specify that books within a general subject area be purchased. In 2000, the OWU Libraries received a \$500,000 check from the Kittle family to establish the Sara Rose Kittle endowment.

In 2005, Dr. Jeffrey Nunemacher, professor of Mathematics and Computer Science, became the book editor of *The American Mathematical Monthly* and started providing LIS with math-related books that were not selected for reviews. We continue to benefit enormously from the monographs, anthologies, and reference books received from Professor of History Dr. Richard Spall's editorship of the book review section of *The Historian* which started in 1994.

In 2007, Dr. Karen Poremski, Assistant Professor of English, discovered that Oberlin College made their microfiche version of *Early American Imprints: 1639-1800*, the definitive source for researching every aspect of the seventeenth and eighteenth century, available to the highest bidder. She submitted the winning bid and we now have the advertisements, almanacs, bibles, broadsides, catalogs, charters and by-laws,

contracts, cookbooks, elegies, laws, maps, narratives, novels, operas, pamphlets, plays, poems, primers, sermons, songs, speeches, textbooks, and treaties published in America over a 160-year period.

As members of OhioLINK, the OWU Libraries started providing students and faculty with access to e-books in 1999. Initially, OhioLINK provided access to 971 electronic books (e-books) through netLibrary. OhioLINK, a leader in expanding information access through the emergence of e-books, now includes a diverse, multi-publisher (ABC-CLIO, Gale eBooks, American Council of Learned Society's Humanities E-Book collection, netLibrary, Oxford Digital Reference Shelf, Oxford Scholarship Online, Safari Tech Books Online, and Springer eBooks) collection of more than 35,961 e-books.

In 2007 LIS subscribed to Academic Complete, a collection of some 34,000 e-books from ebrary. More than 260 publishers are making their books full-text searchable using the ebrary platform. The collection includes science, technical and medical titles (33%); history and humanities (23%); social and behavioral sciences (20%); business, marketing, and economics (15%); education (5%); Reference and other titles (5%). Ebrary has sophisticated tools for conducting research such as an InfoTools menu that links selected words of interest to additional, relevant information from an online dictionary, an online encyclopedia, online map websites, online biographical information, searching in JSTOR, CONSORT, OhioLINK, and WorldCat. Students and faculty can select text with their mouse and copy and paste it into a Word document or e-mail message and ebrary will then format a bibliographic citation and provide a URL hyperlink back to the source. Moreover, readers can save highlighted text and their personal notes with a link to any given page.

The Andrew W. Mellon Foundation funded *Cooperative Collection Development to Enhance the Liberal Arts College Library*, a three year (2001-04) grant of \$325,000, for the CONSORT libraries to provide in-depth analysis of the existing collections of the four college libraries and to establish CONStor, a joint library storage facility. The four libraries developed a shared approval plan for Asian Studies, Islamic Studies, Exhibition Catalogs, and African materials. Until 2007, when this experiment ended, each college ordered materials in each of these areas using a common account so that each college could see what the others had ordered. In 2007, the CONSORT libraries initiated an approval plan in a single discipline. Each library budgeted \$4,000 a year to receive selected books through Yankee Book Peddler in Religion from specific publishers. The selected publishers rotate among the four colleges every six months.

The LIS collection of nineteenth through twenty-first century periodicals includes 880 active and 411 closed titles in print and microform. Back files of the *New York Times* and *Wall Street Journal* are maintained in microfilm. LIS has moved from subscribing to print periodicals to providing access to electronic journals.

In spring 2000, the OWU Libraries added its first JSTOR collection, an interdisciplinary archive of leading academic journals across the humanities, social

sciences, and sciences, as well as select monographs and other materials valuable for academic work. The entire corpus is full-text searchable, offers search term highlighting, includes high-quality images, and is interlinked by millions of citations and references. The following collections comprise the current subscriptions:

- **Arts & Sciences I** includes core journals in economics, history, political science, and sociology, as well as in other key fields in the humanities and social sciences. This collection also contains titles in ecology, mathematics, and statistics. Overall, there are 119 titles in fifteen disciplines.
- **Arts & Sciences II**, with 124 titles, adds depth to many disciplines introduced in Arts & Sciences I, such as economics, history, and Asian studies. It also offers core journals in several new disciplines, such as archaeology, classics, and African, Latin American, Middle Eastern, and Slavic studies.
- **Arts & Sciences III**, with 150 titles, includes journals in languages and literature, as well as essential titles in the fields of music, film studies, folklore, performing arts, religion, and the history and study of art and architecture.
- **Arts & Sciences IV**, with 112 titles, has a strong focus on the professions of business, education, and law, and also includes titles in psychology and public policy and administration. There are 112 titles in this collection.
- **Arts & Sciences Complement** seamlessly adds journals related to the core Arts & Sciences I, II, III, and IV Collections. This collection's aim is to introduce important titles not included in earlier collections and to capture journals that cross discipline boundaries. A minimum of 150 journals will be added over five years, concluding by the end of 2008.
- **Ecology & Botany**, founded with the assistance of the Ecological Society of America, this collection includes the Society's premier research journals along with titles broadly focused on ecosystems. Ecology topics range from biodiversity and climate change to conservation and experimental biology. The botany titles – including the oldest botanical journal in the Americas – encompass a range of topics such as plant biology, systematic botany, and taxonomy. There are 29 titles in this collection.
- **Health & General Sciences** features important historical scientific journals and top publications in the health sciences, offering published scientific research dating as far back as 1665. The collection includes publications of the Royal Society of London, which extend back to the seventeenth century, and Proceedings of the National Academy of Science, which dates from the early twentieth century.

Through OhioLINK's Electronic Journal Center, LIS has access to 7,361 titles and 9,393,516 articles from 108 publishers.

In 2003, the OWU Libraries joined the Scholarly Publishing and Academic Resources Coalition (SPARC). SPARC is an alliance of libraries and organizations working together to combat the exorbitant prices for journals. In 2006, Dr. Byrd, Professor of Zoology Dr. Edward "Jed" Burt, and Paul Burnam completed a proposal to attend the Association of Research Libraries and the Association of College and Research Libraries'

Institute of Scholarly Communication that was held at Duke University. The selection process for institutional teams was competitive with 39 institutions and 106 participants attending this event. The OWU team developed a plan for increasing the use of OhioLINK's institutional repository and for informing faculty about new scholarly communication models.

A prevalent myth today is that all information is available for free on the internet via Google and other search engines. The fact is that reliable, scholarly resources have never been free. Authoritative research resources, whether in print or electronic form, remain the core of academic scholarship and these resources can only be licensed from commercial publishers. Here are some of the databases that LIS subscribed to in the past decade:

- ***ARTstor***, a non-profit initiative founded by The Andrew W. Mellon Foundation, has 300,000 digital images that document artistic traditions across many time periods and cultures. This resource embraces architecture, painting, sculpture, photography, decorative arts, and design as well as many other forms of visual culture. It includes the tools to support a range of teaching needs such as searching and browsing for images; viewing images and related data; creating, saving, and sharing image groups for uses such as course reserves/image study or research; presenting lectures both online and offline; adding local images for presentations; and printing and downloading reference images for student presentations and papers (2004-);
- ***American Civil War: Letters and Diaries***, the writings of politicians, generals, slaves, landowners, farmers, seamen, wives, and even spies (2001-);
- ***Authors 4 Teens***, a web-based source for biographical information about young adult authors (2001-);
- ***EconLIT***, a comprehensive, indexed bibliography with selected abstracts of the world's economic literature, produced by the American Economic Association. It includes coverage of over 400 major journals as well as articles in collective volumes (essays, proceedings, etc.), books, book reviews, dissertations, and working papers (2002-);
- ***Grove Music Online***, published at the same time as the second edition of *The New Grove Dictionary of Music and Musicians*, incorporates revisions and new articles. It also includes *The New Grove Dictionary of Opera* and *The New Grove Dictionary of Jazz*. Through a partnership with Sibelius notation software, over 500 of Grove's musical examples are now available in sound as well as notated examples (2002-);
- ***Iter's Bibliography***, approximately 225,000 records from the complete runs of more than 300 scholarly journal titles pertaining to the Middle Ages and Renaissance, and Women Writers Online, a full-text database of pre-Victorian writing developed by the Brown University Women Writers Project (2000-);
- ***North American Women's Letters & Diaries, Colonial-1950***, a large collection of women's diaries and correspondence (2001-);
- ***Readers' Guide Retrospective***, a database containing comprehensive indexing of the most popular general-interest periodicals published in the United States and

- reflects the history of 20th century America. Current coverage for this database includes the years 1890 through 1982 (2002-); and
- ***SciFinder Scholar***, a web-based version of *Chemical Abstracts* with full-text content from 1907 to the present, licensed in collaboration with Lake Forest College and Oberlin College (2001-).

In addition to locally subscribed resources, OhioLINK currently provides us with access to 143 databases. In 2002, OhioLINK replaced *Periodical Abstracts* and *ABI/Inform Global* with *Academic Search Premier*. This EBSCO database indexed 4,300 periodicals, including 3,400 full-text scholarly publications from many disciplines. In 2006, as a result of OhioLINK's collaborative licensing efforts with the Ohio Public Library Information Network (OPLIN), the Information Network for Ohio Schools (INFOhio), and the State Library of Ohio, they canceled some database subscriptions and used those funds to add 21 new databases and to upgrade 8 databases, including *Academic Search Complete*. In addition to 5,300 full-text periodicals of which 4,400 are peer-reviewed, this heavily used database offers indexing and abstracts for more than 9,500 journals and a total of 10,900 publications. It has content going back as far as 1865 and provides searchable cited references for 1,000 journals.

Remote authentication to most databases became possible in late 2000. This allowed our users to access research databases off-campus. With this access and an increasing number of licensed databases available through the internet, our participation in online searching for course-related assignments through CLASSMATE ended a decade of service in 2001.

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 2,295 videotapes, 1,085 DVDs and 61 multimedia CD-ROMs (June 30, 2008) supplement and enhance classroom instruction.

OhioLINK's Digital Media Center (DMC) represents another important resource available to LIS. The DMC has statewide multimedia collections that support instruction and research with digital art and architectural images, educational videos, historic maps, archival materials, satellite images and more. The Digital Resource Commons, the next generation of the DMC, allows institutions to store, access and preserve educational, research, historic and creative materials. There is more about this effort where our digitization projects are discussed (p 48).

As the second oldest continuous participant in the U. S. Federal Library Program where the date of beginning is known (1845), LIS 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 26.66% (June 30, 2008) of everything the federal government publishes.

In 2006, we received a donation of the complete ERIC microfiche collection (1966-2003) from Dr. David Haury, professor of Mathematics, Science and Technology at The

Ohio State University College of Education's School of Teaching and Learning. ERIC, Education Resources Information Center, was created and funded by the Department of Education to provide access to education research and information on teaching practices. ERIC documents include research reports, conference proceedings, curriculum guides, and program descriptions. This collection stored in five cabinets, each with ten drawers, especially benefits students and faculty in the Education Department.

Organizing information for easy access

The home page has become absolutely essential in organizing information for easy access in the internet age. Revisions to the OWU Libraries and LIS home pages have been ongoing with major changes almost every summer. To ensure that the library's home page met the needs of its users, Dr. Paul Kostyu, Associate Professor of Journalism, moderated three focus groups (one of students, one of faculty, and one of administrators) during the 1999 spring semester. The following items were added: a form for the ASK-A-Librarian e-mail reference service, forms for interlibrary loan book and periodical requests, and a list of books added to the collection during the previous month. The revised home page was reorganized for faster navigating and featured a new color scheme and graphics. During fall 1999, the following items were added: online forms for book title requests and general suggestions about the library; OWU periodicals union list; pop-up menu with direct links to the most frequently used OhioLINK databases; a full-text resources page containing databases with full-text articles; citation examples; governmental information pages were revised to include direct links to databases available to depository libraries and the public for free; the Library Student Research Assistance Center was revised and renamed Subject Guides and Course Resources.

Joy He (Gao) was approved for a study leave during the summer of 2004 to learn about usability assessment of library web sites and to prepare for usability testing of the library (later LIS) web site. With the merger of the OWU Libraries and Information Systems, however, she also undertook the challenge of developing a new LIS web site. During the summer of 2005, the Web Usability Team developed a front-page prototype and sample exercises for a usability test. Part of their purpose was to test assumptions made about the organization of information (not the actual layout of the page). A list of tasks was defined that participants were asked to perform during the test. Faculty, staff and student assistants were used to conduct trial tests. After a year of usability tests, a new layout for the LIS home page was unveiled for AY 2006-07. Usability testing ensures that the LIS web site is easy to use, easy to learn, pleasant to look at, and has the functionality that students, faculty, and staff need. The 2008 revision streamlined the home page and made use of rotating images.

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 strive to keep both the online catalog and the collection complete and accurate. In order to stay current with the software to do their work, Technical Services staff switched cataloging software in 2004 from OCLC Passport for Windows, which was being discontinued, to OCLC Connexion

Client. The acquisitions and cataloging staff also migrated to Innovative's Millennium software in 2004.

As our journal list grew in size with the addition of electronic journals, maintaining the list manually became impractical. In 2004, the journal list was outsourced to Serials Solutions, a company founded by librarians that delivers seamless and integrated access to e-journals. Serials Solutions takes locally owned print journals and compiles them with online resources such as Academic Search Complete (9,500 titles), American Chemical Society, the OhioLINK Electronic Journals Center (7,000 titles), and JSTOR to create an easily searchable list of journals. The list provides information on the journal title, the dates that are available, and where they are located. Active web links are provided to take the user directly to the source. This list is updated every 24 hours and is available on the LIS home page.

Because of the MUB (Memorial Union Building) renovation, in early 1999 the OWU Libraries moved approximately 32,857 Dewey books to the Stone House. Later that year these books moved back into Beeghly. The reclassification of Dewey books started in July 2000 with faculty in Philosophy, Psychology, and Religion, the librarian liaison for these departments, and staff in Special Collections reviewed the titles in the 100 and 200s. Some titles were withdrawn; others were reclassified to the Library of Congress (LC) Classification scheme and added to the stacks, Special Collections, or sent to CONStor. History and Economics have been two other departments that have been heavily involved in this project. In addition to regular Technical Services staff, practicum students from the Kent State School of Libraries & Information Science program have gained experience by helping with this project. About 4,500 Dewey books remain to be reclassified.

In addition to the Dewey book reclassification project, retrospective conversion projects were undertaken for music instrumental scores, the Ohio United Methodist collection, and historical government documents using the services of OCLC TechPro. For AY2002-2003, 151 music instrumental scores were cataloged, 366 Methodist books (260 from East Ohio and 106 West Ohio), and 49 historical government titles. These projects have continued based on available funding. For example, in December 2007 OCLC TechPro completed original cataloging of 35 records from East Ohio and 68 records from West Ohio. In 2004, all 743 of the master's theses and departmental honors papers in the OWU Historical Collection dating back to 1892 were cataloged or reclassified in LC. Because these papers are now available on CONSORT by author, title, and department, they are now much more accessible. Technical Services completed reclassification of the Walt Whitman collection and other materials in Special Collections such as county history books. In 2007, they started another project, the reclassification of 3,525 Dewey books in Special Collections, which is likely to take three to four years to complete. By bringing these materials into the CONSORT catalog, searchers can more easily know the resources in our collection.

Asian Art in the Undergraduate Curriculum Grant, a \$370,000 grant from the Henry Luce Foundation to the ASIANetwork, will help institutions like Ohio Wesleyan

University identify and make instructional use of Asian art and visual culture. Hilda Wick inventoried artifacts from China, India, Japan, and Korea in Special Collections. Jennifer Friedman took digital pictures of these items. Xudong Jin researched the importance of selected Chinese artifacts and translated Chinese inscriptions. Dr. James Peoples, professor of Sociology/Anthropology and director of the East Asian Studies program, was the on-campus coordinator who organized a consultant's 2005 campus visit to view and evaluate our collection. A book and DVD will result from this grant.

MetaLib, a cutting edge technology, was added by the CONSORT Colleges in 2007. MetaLib provides a consolidated search environment for remote information resources, helping users find the information they need quickly and effectively. It streamlines the discovery process by presenting content from multiple information providers in one clear, familiar user interface. It eliminates the need to learn different search methods and interfaces, while searching multiple information resources such as catalogs, reference databases, citation databases, subject gateways, and e-journals. This technology, known as federated searching, retrieves results in a manageable, unified display.

As a result of our consortial relationships, it is very easy for our users to directly borrow materials from CONSORT and OhioLINK libraries. In AY 2007-08, Ohio Wesleyan loaned 6,416 items to other CONSORT colleges and borrowed 3,535 items. During the same time period, Ohio Wesleyan loaned 3,385 items to OhioLINK libraries while borrowing 3,474 items.

Traditional interlibrary loan (ILL) supplements the online borrowing possible through CONSORT and OhioLINK. In 2004, OCLC ILLiad Resource Sharing Management Software was adopted for our interlibrary loan work. ILLiad replaces traditional paper requests and notifications with e-mail. It provides a seamless, integrated interface to both WorldCat, the world's most comprehensive bibliographic database, and OCLC ILL. Odyssey, a sophisticated document delivery to the desktop, is a component of ILLiad that was also implemented. We contracted with Atlas Systems, an OCLC partner, to host our ILLiad server and to assist us with ILLiad software, maintenance, and training.

In 2005, ILL Manager Marsha Zavar had three OCLC staff members observe her resource sharing work flow in order to revise their protocols that interface circulation and interlibrary loan functions. Staff members from other colleges sometimes visit in order to learn more about our procedures. In 2007, for example, we hosted two Ohio Northern University staff members for a demonstration of ILLiad.

Networking computers, buildings, people and the world

The restructuring of Information Systems in May 2004 added Chief Information Officer (CIO) to Dr. Byrd's title as Director of Libraries and moved Jason LaMar from Director of Web Services to Interim Director of Information Services. Major changes immediately took place that improved OWU's networking infrastructure.

The OWU residential network, for example, was significantly upgraded from May through September 2004. A new 48-strand, single-mode fiber-optic trunk line was installed from the R. W. Corns Building to Smith Hall and from Smith Hall to Welch Hall, which increased backbone capacity of all residential buildings from a shared 100 Mbps connection to a switched 1,000 Mbps connection. New high-end routers were deployed in Corns, Smith, and Welch to accommodate the new data traffic threshold. Also, nearly 100 state-of-the-art switching devices replaced aging network hubs in all residence halls, fraternities, and small living units. This hardware swap increased the available bandwidth to an individual student computer from a shared 10 Mbps connection to a switched 100 Mbps connection. These upgrades greatly improved the residential network performance.

The 2004 fall freshman move-in went far more smoothly than the previous year as a result of a number of new initiatives. Students were made more aware of their own accountability with their personal computers, especially regarding operating system and anti-virus software updates. This collaborative effort between Information Services staff and Residential Life staff – particularly the Resident Assistants and Residential Life Coordinators – included e-mail notices sent in advance of campus move-in, signs in each residence hall room to remind students of their PC responsibilities, an OWU network “terms of use” agreement signed by students at residence hall check-in desks, and campus-wide distribution of CD-ROMs with critical Windows XP updates as well as the University’s free Command AntiVirus program. In 2005, Information Services worked extended evening and weekend hours to assist new and returning students in getting connected to the network.

During fall 2004, a new campus-wide networking initiative known as “supernetting” improved the management of OWU’s Internet Protocol (IP) addresses by making them location-independent. Thus, students could plug their computers into any internet connection in any campus residence and get network access; and faculty members could plug their computers into any academic building port and get network access. Over the 2005 summer break most faculty and staff users were moved from the Novell server to the Windows server.

A computer use policy was distributed over the 2005 summer via e-mail to all students. The policy stressed how important it is for all members of the OWU community to be responsible users of the network. It specifically emphasized that peer-to-peer file sharing (music, movies, and software as well as violations of copyright law) is prohibited. As part of the move-in process in the residence halls, students were required to read and sign the “OWU Student Computer Policy Terms of Use and Service Agreement.” This policy was presented to the faculty, and after further discussion and revisions, approved during AY 2005-06.

A new anti-virus/anti-spam firewall system for OWU’s e-mail service was deployed between June and September 2004. Two Barracuda Networks spam firewalls were placed in front of OWU’s e-mail server to intercept malicious incoming messages. By the end of September, more than 82,000 e-mail viruses and nearly 1.1 million spam

messages had been stopped before they entered the OWU network. In summer 2005, Sophos Anti-Virus software was purchased. The vendor provided our students with the software that could be set up to automatically update. The old anti-virus software, Command AntiVirus, had to be manually updated. In 2006, OWU started working with a company called Postini on a new e-mail filtering system for faculty, staff, and departmental accounts. The Postini system removes most of the junk e-mail coming into the OWU campus by analyzing all incoming campus e-mail connections and blocking spam, viruses, and criminal activities through filtering and multiple, redundant layers of threat protection.

Impulse Point Safe Connect, a security policy management system, was purchased in 2005. With this system, Information Services can more effectively identify, isolate, and manage problematic desktop and laptop systems in the OWU residential network, using a combination of centralized hardware and distributed software. It monitors bandwidth usage as well as checks for active anti-virus and anti-spyware software, Microsoft patches, illegal peer-to-peer file sharing activity. In an environment of hacking, spyware, and viruses, Impulse Point provides better overall network security, integrity, and stability. After testing, it was deployed in fall 2006.

A key project during the 2006 summer months was the integration of a Voice-over-IP (VoIP) platform in conjunction with the campus telephone system overhaul. This new IP telephony system was implemented in a joint effort with campus phone vendor NEC. This project had major implications for the underlying campus data network in the R. W. Corns Building and the Conrades-Wetherell Science Center.

In fall 2006, server hardware refinement and strategic software deployment resulted in an automated, Web-based system registration process for new residential student computers and an improved campus-wide mailing list system framework. In spring 2007, OWU moved toward a “one-box-per-service” model where each physical server (with a redundant, failover server that is “mirrored” to it) will only handle a specific function or closely related set of functions, rather than having a single server balance several significant and often unrelated functions. This new model is maximizing the reliability and availability of OWU’s core, mission-critical data services – including e-mail, web, and even basic internet access.

Blackboard (Bb), a course management system that assists faculty with building course web pages, was purchased during the summer of 2006 by joining the Ohio Learning Network and taking advantage of discount pricing offered state institutions. Providing an enhancement to institutional pedagogy and its delivery, Bb includes the following features: announcements, e-mail to the class, discussion boards, grade book, syllabus, and the exchanging of files between faculty and students. University of Cincinnati staff members trained 55 OWU faculty members in the first year. Twenty-two of these faculty members used Bb for 56 courses. Training sessions have continued to be held each semester. Students have expressed appreciation for having a modern, web-based “portal” to some of their courses.

The Communications Assistance for Law Enforcement Act (CALEA) went into effect May 2007. In order to qualify as a private network under CALEA, a login is now required for open access computers. OWU students, faculty, and staff can enter their e-mail username and password to use the public access computers. Individuals without an OWU e-mail account need to register with a reference librarian or adult Beeghly Circulation Desk staff member for internet access. Two computer workstations provide open access internet web sites for government documents (.gov) and another two to CONSORT, the online catalog.

After the 2007 tragedy at Virginia Tech, responding quickly during an emergency became a high priority for higher education institutions. The University joined the Five Colleges of Ohio and other Ohio independent colleges in purchasing Connect-ED, a fully hosted and Web-based emergency communication and community outreach notification tool. Connect-ED allows the University to reach all constituents quickly with urgent voice, e-mail, and text messages. This system has redundancies because of separate data centers, and it provides 24x7 support for guaranteed response time. A message can be recorded via a web interface or over phone, and the message is then delivered to cell phones, land lines (home, work, and dorm), PDAs, SMS text message, and/or email.

Nurturing relationships of trust and respect

LIS staff members have detailed work assignments, but often work together in teams to accomplish specific tasks. Through frequent meetings in work groups and as a staff, we come to know what others are doing and work to maintain good communication channels. The Director of Libraries/Chief Information Officer, the Associate Directors of Public Services and Technical Services, and the Director of Information Services meet regularly to coordinate LIS programs and activities.

An annual all-day staff retreat is an opportunity to get away from the normal daily routine and work with an outside facilitator. Find below a brief synopsis of recent staff retreats.

The topic of the 2000 staff retreat was “Emotional Intelligence at Work.” Marti Peden, the retreat facilitator and a human resources and development instructor specializing in management and employee training programs, focused on emotional intelligence and managing work relationships.

Maureen Sullivan, a noted library organizational development consultant, was the 2001 library staff retreat facilitator. “Working Together: Skills and Techniques” covered topics such as emotional intelligence in groups, improving the work of groups and teams, tools and techniques for collaboration, and consensus making.

Marti Peden returned to lead the 2002 staff retreat using the Myers-Briggs Temperament Inventory to address how different types might approach time management issues and stress reduction. Colleen Cook and Eric Johnson, from the OWU Counseling Services, shared some stress reduction techniques, too.

In 2003, Debra McBride of Gehlauf & Associates, Inc. used the theme, “Customer Service & Teamwork – Making a Difference.”

Pat Wagner, from Pattern Research in Denver, Colorado, was the 2004 facilitator. The theme was “Conflict Management for Consenting Adults.”

Kathryn J. Deiss, Director of Strategic Learning at the Metropolitan Library System in Chicago, addressed issues related to systems thinking and customer satisfaction at the 2005 staff retreat.

Anne Massaro, an organizational development consultant at The Ohio State University, facilitated the 2006 staff retreat on “Core Connections.” Presentations by various LIS staff members enhanced our foundation of knowledge and fostered collegiality and collaboration among area of LIS. In the afternoon small group discussion generated ideas to advance LIS toward its vision.

Gene Spencer, the former CIO at Bucknell, facilitated the 2007 LIS retreat. He elaborated on Bucknell’s experience with a merged organization and offered this advice toward an “appreciative inquiry”: “If we continue to search for problems, we will continue to find problems. If we look for what is best and learn from it, we will magnify and multiply our successes.” Chuck Della Lana, Jason LaMar, and Harold Wiebe shared information that increased our knowledge of the Audio Visual Center and computing resources and operations.

Diane Fisher and Carol Oswald, both licensed massage therapists, were the presenters at the 2008 staff retreat. The theme, “Workplace Wellness,” focused on ideas and practical suggestions for obtaining and maintaining a healthy workplace environment and attitude.

Equipping the campus with technology

Tom Green used his summer 2002 study leave to research wireless applications for the OWU Libraries. In addition to extensive reading, he attended two national conferences and made site visits to DePauw University, Indiana State University in Terre Haute, Oberlin College, and the University of Akron. Information Systems staff members experimented with a Cisco Access Point to determine how best to implement security on a wireless network with our hardware. An access point was placed in the library for testing near the end of the summer of 2003. During the summer of 2004, wireless access to the internet became available in both Beeghly Library and the Science Library using a Bluesocket device to ensure security for the network. Two strategically placed access points provided coverage throughout much of Beeghly including the Bashford Lounge, MicroLab, Reference area, lower level tables in the Periodicals area, second floor carrels and tables, and some areas of the third floor. Coverage extended in front of the library to the tables in the JayWalk. Two notebook computers were available for loan at the Beeghly Circulation Desk for students who wanted to try wireless. In fall 2004, a wireless access point was added to the Conrades-Wetherell Science Center and

during the summer of 2005 in the Slocum Hall Reading Room. In fall 2005, a third access point was added on the third floor of Beeghly to better serve wireless users. The Mathematics and Computer Science Department deployed wireless very early. Later the departments in Phillips Hall (Education, Journalism, Philosophy, Psychology, and Religion) jointly made their building wireless.

After the completion of a Request for Proposal process, OWU installed a campus-wide wireless network system in 2008 called BishopNet that deploys more than 450 access points throughout every campus facility. This campus-wide Wi-Fi project was a collaborative effort with Aruba Networks for the new equipment and NeTeam oversaw the installation. The 802.11n wireless solution incorporates technology that transfers data at speeds six times faster than previously possible. The A/B/G/N network is based on state-of-the-art technology and consists of redundant centralized MMC-6000 Multi-Service Mobility Controllers as well as more than 450 Aruba AP-124 and AP-125 access points. The AP-125 model will be used for indoor building coverage throughout campus, while the AP-124 will be used with external antennas to provide wireless coverage in select outdoor locations. OWU is among the first institutions in the country to install 802.11n.

During the spring 2005 semester, User Support Services piloted a program called the Student Computer Checkup Service (SCCS) to provide a second level of support to OWU students. This program was provided by Information Services student workers to help students fix problems with viruses, spyware, and other malware as well as network connection issues. More than 80 personal computers were brought in for this service.

Later in 2005, Information Services selected IBM/Lenovo as its new vendor of choice for University purchases of desktop and laptop computers. IBM/Lenovo systems have value-added features embedded in them, such as system migration and recovery tools that aid the technicians in installing and maintaining these systems. IBM/Lenovo provides the same warranty service for the faculty, staff, and student personal computers if acquired through IBM/Lenovo's educational purchase program. This is important for students because Delaware no longer has a local computer repair business.

Jenzabar CX, OWU's core database system, serves as the underpinning for managing services such as accounting, development, financial aid, human resources, payroll, and student information. Administrative Computing is responsible for maintaining and enhancing this enterprise resource planning (ERP) system which integrates several data sources and processes of the University into a unified system. During fall 2004, after a new version of the Informix database software was installed, the following enhancements were made:

- Revision of the Jenzabar Web Academic Advising module, based on suggestions from Academic Advising and the Registrar;
- Expansion of the locally developed, web-based student time entry system;
- A comprehensive web-based Admission Application for International Students that the Admission and Financial Aid Office hopes will make the application process easier and less expensive for applicants living outside the U.S.

2005 projects included:

- Modified the student record programs to allow the Office of Academic Advising to maintain and track “on-leave advisors” so that when a faculty member is on leave, advisees can be updated to indicate the temporary on-campus advisor and the on-leave advisor. The names and e-mail addresses of both advisors appear on web class lists to help instructors and both advisors will be able to access their advisee’s records;
- Changes to support the writing scores now provided by SAT and ACT testing services;
- Developed a web program for the Residential Life Office to allow deposited applicants to submit personal facts to help the staff better match new roommates;
- Added point-and-click features to the Web Budget Review screens to assist departmental managers/chairpersons in easily expanding summary totals to see the detail transactions.

2006 projects included:

- Enhanced online access to Human Resources and Accounting features, including the recent implementation of a web-based Flexible Spending Account (FSA) application for all employees;
- Developed new web- and database-driven applications for the Student Life division – including Residential Life, Counseling Services, and Career Services – while also refining departmental bulk printing operations;
- Formulated data entry/manipulation techniques for University Relations – including Alumni Records, Alumni Relations, and Development – and the Pre-Medical/Pre-Dental academic evaluation program;
- Migrated the Jenzabar CX system to a new IBM-based software and hardware architecture server platform that will provide long-term performance and productivity gains.

In June 2007, Vice-President for University Relations Mark Shipp, Vice-President for Strategic Communications & Enrollment Margaret Drugovitch, and Dr. Byrd met to discuss whether or not the University should upgrade Jenzabar or purchase another enterprise wide system. They agreed to invite our Jenzabar customer service representative to campus to demonstrate certain products in order to determine if Jenzabar could meet our needs. On November 13th, campus Jenzabar power users attended an all-day presentation in which Jenzabar representatives showcased their company’s new web portal, JICS (Jenzabar Internet Campus Solution); Cognos, a data reporting tool; the Human Resources module; and other third party packages. Because of the positive response by OWU users and the deep discount on pricing with a cap on our software maintenance costs, the Executive Officers voted to upgrade our Jenzabar CX software.

During spring 2008, Administrative Systems staff started installing IBM’s Cognos 8 Business Intelligence platform in parallel to OWU’s Jenzabar administrative institutional database system. The Cognos integration promises to provide improved Jenzabar data

reporting and functionality to many departments around campus. Once Cognos is implemented, staff will begin installing JICS.

The Information Services Help Desk was restructured fall 2004 to better meet the needs of all OWU campus constituents. In this new scenario, there are two service points: one dedicated phone/e-mail/walk-in support line for students staffed exclusively by students, and one dedicated phone/e-mail/walk-in support line for employees staffed exclusively by professional staff. Thus more comprehensive and manageable technical support is tailored to the unique needs of both user groups. After going through training fall 2005, Judy Orahod and Martha Powers from the Libraries staff began working two hours a week at the Information Services Faculty/Staff Helpdesk. They joined the User Support staff of Information Services in providing this service. In fall 2005, the Student Computer Help Desk, staffed by students, moved from the basement of Corns to the Information Commons in Beeghly Library.

Over summer 2005, a new OWU campus-wide e-mail list system, Mailman was introduced. This new e-mail system allows employees to decide to receive University generated e-mail in either individual or digest mode.

Over summer 2005, e-Academy.com, a company licensed to distribute Microsoft software at a significant discount to colleges and universities, was made available for OWU faculty, staff and students.

CAMPUSCALL, a calling center automation system from RuffaloCODY, was successfully integrated in 2007 with the University's main Jenzabar CX database system. The CAMPUSCALL system is an integrated solution that allows robust, use-friendly, computer-based calling operations to be conducted by the Phonathon fundraising division in Development (in the Stewart Annex) and the Office of Admission and Financial Aid (in Slocum Hall). CAMPUSCALL is expected to provide OWU with many years of fundraising and recruitment calling productivity.

Collaborating with our users and consortial partners

University service takes many forms: from participation in University committees, either by election or appointment, to watching athletic events; from attending a program sponsored by individual departments or the National Colloquium to advising students or student organizations. It would be impossible to identify all of the specific instances of LIS staff member participation during the past decade, but here are some representative examples.

Librarians are often asked to serve on search committees outside of LIS. Librarians served on the following faculty searches: Chemistry (4 different searches), Fine Arts, History (2), Journalism (3), Modern Foreign Languages, Music (4), and Physical Education. Librarians served on the following administrative searches: Associate Dean for Institutional Research, Associate Dean of Admission/Director of International Recruitment, Development Research Associate (3), Director of Career

Services, Director of Human Resources, Director of Web Services, and Provost. A librarian served on the following clerical position search: Curriculum Resource Center Library Assistant (2).

Librarians were elected to serve on the following faculty committees: Committee on Admission and Financial Aid (Danielle Clarke), Executive Committee of the Faculty for two three year terms, including three years as chair (Tom Green), Committee on Honorary Degrees (Tom Green), and Teaching and Learning Committee (Paul Burnam). Dr. Byrd serves as an administrative representative to the Teaching, Learning, and Cross-Cultural Programming Committee.

Librarians have been appointed to the following: Affirmative Action Council (Xudong Jin), Affirmative Action Task Force chair (Dr. Byrd), President's Commission on Racial and Cultural Diversity (Joy Gao, Xudong Jin), Sexual Assault Hearing Panel (Danielle Clarke), University Appeals Board (Tom Green). LIS staff members have also served on the Reclassification Committee (Chuck Della Lana, Tom Green, and Bonnie Mahle) and the University Insurance Committee (Judy Orahood).

LIS staff have taught or co-taught courses such as Visual Anthropology most recently called Ethnographic & Documentary Film & Filmmaking (Chuck Della Lana), Chinese (Joy Gao), and Music Appreciation (Pete Szabo).

LIS staff members have also advised a variety of OWU student clubs: Anime Club (Jennifer Friedman), Bishops Chess Club (Tom Green), Chinese Cultural Club (Xudong Jin), and Pet Pals (Judy Orahood). Tom Green is a student advisor.

Other forms of University service include participation in the Student Advising, Registration and Testing program (StART OWU) which first took place during the summer of 2006. Information Services staff arranged for networked computers and a printer for the Registrar's staff to relocate in the Great Teachers Room on the third floor of Beeghly Library. The location changed to the Bayley Room on the second floor of Beeghly in subsequent years. For parents in each pre-registration group, LIS staff (the IS Trainer and a librarian) offered a program that explained what LIS can do to help their children's success in college.

Collaboration with our users takes many forms. During AY1998-99, the Academic Affairs Committee of the Wesleyan Council on Student Affairs (WCSA) conducted a student opinion poll on library hours and noise in the library. The following changes were made to lessen complaints about noise and to improve aesthetics: tables in the Beeghly Reference area were moved, the Beeghly Reference Desk's location was adjusted, consultation tables were better integrated within the Reference collection, carrels were added around the second floor balcony, new books and Historian books were moved to a more visible location near the online public access catalogs, the Teaching & Learning Collection was moved to a more visible location, and a message board was installed in the Beeghly entry way. After meetings with the WCSA student body president and senior class representative during fall 2002, we established the third floor

of Beeghly as a quiet floor. We posted a sign at the entrance to the library asking for cell phones to be turned off. A coffee machine was added on the lower level of Beeghly during the semester break. We strive to create an environment that is hospitable to both those who want others to accept noise in the library and those who just want a quiet place for their studying.

We also responded to the WCSA poll by making some small changes in keeping Beeghly open later the week before finals. With an increase in adult staff for fall 2004, we reallocated ten hours from Friday and Saturday evenings in order to keep Beeghly open until 2 a.m. Sunday through Thursday. The opening of the internet café provided students with a 24/7 study space in Beeghly.

A marketing team formed in 2003 developed a marketing plan for the library. Their work resulted in the Celebration of Scholarship, an ad for an issue of the *Ohio Wesleyan Magazine*, and the publication of *LIS Connections* (Fall 2004-), a newsletter to provide the OWU community with information about the resources, services, staff, and work of LIS.

LIS has many consortial relationships. The primary ones that will be reviewed here are the Five Colleges of Ohio, OhioLINK, OHIONET, the Great lakes College Association (GLCA), the Oberlin Group of Liberal Arts College Libraries, the Consortium of Liberal Arts Colleges (CLAC), GLITTER (**G**reat **L**akes **I**nformation **T**echnologi**T**s in **E**ducation and **R**esearch), CLIR (Council of Library and Information Resources), and NITLE (National Institute for Technology and Liberal Education).

The Five Colleges of Ohio was officially born June 30, 1995, when the presidents of The College of Wooster, Denison University, Kenyon College, Oberlin College, and Ohio Wesleyan University approved articles of incorporation. Dr. Byrd represents OWU on the Five Colleges of Ohio **Library Committee**. This committee consists of all five library directors, the CONSORT Systems Manager, and special consortial employees. The Executive Director of the Five Colleges also is invited to meetings. The following subcommittees are currently in place:

- **Access Services** has responsibility for recommending and implementing all access, circulation, and use policies within the consortium for all media (monographs, recorded media, etc.). The subcommittee also discusses issues relating to reserves and electronic reserves (ERes). Dr. Byrd is the Director Liaison; Marsha Zavar is the chair; Bernard Derr and Chuck Della Lana also represent OWU.
- **Collection Development and Management** has responsibility for recommending and implementing all collection development policies and procedures -- both for print and electronic resources relating to the consortium. It also handles collection management issues, particularly those related to CONStor, the shared storage facility. Xudong Jin and Tom Green, this subcommittee's secretary, represent OWU.
- **CONSORT Catalog** has responsibility for recommending and implementing issues regarding the CONSORT Online Catalog, including cataloging issues,

systems issues, and human interface design issues. Xudong Jin and Joy Gao represent OWU.

- **Government Documents** has responsibility for managing consortial efforts regarding government documents. Joy He(Gao) and Joyce Laurence represent OWU.
- **Reference and Instruction** has responsibility for chat reference and library instruction initiatives within the consortium. Paul Burnam represented OWU until his recent departure.

Information and Technology and **Networking and Telecommunications** are informal groups that meet and correspond as necessary. The consortium sometimes uses teams to implement specific projects such as the Disaster Planning Team (Carol Holliger, Bonnie Mahle), MetaLib (Tom Green), and WebPac Design (Tom Green). LIS librarians have been involved with consortial workshops. In fall 2002, Paul Burnam and Dr. Julian Arribas, Modern Foreign Languages, participated in a panel discussion on information literacy at Kenyon College. In summer 2004, Pete Szabo presented the “RILM database” at a Five Colleges Information Literacy workshop. In summer 2008, Paul Burnam helped organize a workshop on Scholarly Communication.

OhioLINK, Ohio Library and Information Network, is a consortium of Ohio’s college and university libraries and the State Library of Ohio. Dr. Byrd represents OWU at OhioLINK independent college meetings. In 2005, Dr. Byrd was elected to represent the independent colleges at OhioLINK Library Advisory Committee (LAC) meetings. Other LIS librarians and staff have been elected to represent the independent colleges for the following committees:

- Database Management and Standards Committee (Xudong Jin)
- Digital Resources Management Committee (Emily Haddaway)
- Inter-Campus Services Committee (Marsha Zavar)
- User Services Committee (Paul Burnam, Tom Green)

Paul Burnam represented OWU at OhioLINK Lead Implementors meetings. He served on the OhioLINK Digital Resource Center Steering Committee. For several years he provided chat reference services for approximately two hours a week. In 2001, Joy He (Gao) and Deb Carter Peoples were appointed to the OhioLINK User Services Web Subcommittee. In 2006, the following three LIS librarians served on OhioLINK task forces: OhioLINK’s Coordinated Book Buying Task Force (Tom Green), OhioLINK’s Open Access Strategy Task Force (Dr. Byrd), and OhioLINK’s Portable Devices Accessibility Task Force (Paul Burnam). In 2008, Tom Green served on OhioLINK’s Catalog Enrichment Task Force.

OHIONET, an Online Computer Library Center, Inc. (OCLC) affiliated U. S. Regional Network, is the leader in providing information, training and new technology implementation for libraries in Ohio, Michigan, Pennsylvania, and West Virginia. In 2000, Dr. Byrd was elected to serve a three-year term on the OHIONET Board and she later served as chair. In 2001, Paul Burnam was appointed to the OHIONET Reference and Resource Sharing Council.

The Great Lakes Colleges Association (GLCA) is a consortium of twelve liberal arts colleges located in Indiana, Michigan, and Ohio that was formed in 1961. From 1997-2002 Tom Green represented OWU at GLCA Technology Advisory Group meetings.

The Oberlin Group of Liberal Arts College Libraries is a consortium representing 80 libraries of selective liberal arts colleges whose directors meet annually. Dr. Byrd was instrumental in gaining Ohio Wesleyan University's membership in this consortium and she regularly attends its meetings.

The Consortium of Liberal Arts Colleges (CLAC) consists of 62 top liberal arts colleges in the United States who explore and promote the use of information technology. OWU regularly has at least one representative attending their annual conference.

GLITTER (**G**reat **L**akes **I**nformation **T**echnologi**T**s in **E**ducation and **R**esearch) is a regional form of CLAC that holds an annual conference that rotates between states (Indiana, Michigan, Ohio). OWU hosted the 2000 conference with the theme, "G2K: Gearing Up for the New Millennium."

CLIR (Council of Library and Information Resources) is an independent, nonprofit organization working through publications, projects, and programs to maintain and improve access to information for generations to come. Dr. Byrd attends this group's Chief Information Officers meetings. In spring 2005, Dr. Byrd, Patty Bisker, Joy Gao, Tom Green, Xudong Jin attended the Kenyon Conference of the CLIR CIO's Group Colleges.

NITLE (National Institute for Technology and Liberal Education) is a non-profit initiative dedicated to promoting liberal education. It provides opportunities for teachers in liberal arts contexts to create transformative learning experiences for and with their students by deploying emerging technologies in innovative, effective, and sustainable ways. Dr. Byrd is the campus NITLE liaison. In July 2008, Dr. Byrd, Tom Green, Emily Haddaway, and David Soliday participated in the "Cultivating Quality Collaboration" workshop at Lake Forest College.

Teaching the ethical and competent use of resources

Information literacy is a key element in LIS efforts to teach the ethical and competent use of resources. Workshops for students, faculty, and staff are regularly offered. New faculty receptions have proven to be successful. Copyright issues have involved LIS staff in teaching the ethical use of resources to campus constituencies.

A three-year (2000-03) Five Colleges of Ohio information literacy grant from The Andrew W. Mellon Foundation represents the backbone of LIS teaching efforts. Partnerships between librarians and faculty members to integrate information literacy into courses across the curriculum were built from consortial activities and local initiatives. Librarians received release time and faculty curriculum development stipends. As a

result, new cooperative relationships and teaching models among librarians and faculty developed. This \$475,000 grant strengthened the teaching of information literacy in the curriculum by increasing students' skills and capabilities in using library and information resources. The grant funded twenty-four OWU projects involving seven librarians, 36 faculty, 55 courses, and 15 disciplines. There were three comprehensive projects for the major course sequence (in Botany/Microbiology, Education, and Physical Education) and five projects that involved multiple courses.

During the week before classes started in 2000, the OWU Libraries sponsored "Integrating Information Literacy into the Liberal Arts Curriculum" for all interested OWU faculty and consortial librarians. Hannelore Rader, University Librarian at the University of Louisville, was the keynote speaker with 33 faculty and 14 librarians in attendance.

The OWU campus-based Information Literacy Committee reviewed proposals submitted by OWU faculty members who applied for grant funds to assist in the development of either an entirely new course or the revision of an existing one. New or revised courses included multiple information literacy sessions, taught by a librarian. Instruction covered such topics as providing information about scholarly communication, the research process, evaluation of resources, ethics of research, presentation skills, and documentation styles.

The Information Literacy Committee selected the Education Department as the first recipient of a Mellon grant at OWU. Five members of the Education Department worked with Danielle Clarke in a sequential approach to information literacy during the 2000-01 AY. The classes included Dr. Gary DeCoker's "Role of the School" and "Social Studies Methods," Dr. Paula White's "Psychological Foundations of Education," Dr. Amy McClure's "Early Literacy," and Dr. Connie Zitlow's "Field Experience and the Secondary School Curriculum." Clarke accompanied Dr. Mike Grote's class "Math/Science Methods" to the Eisenhower National Clearinghouse in Columbus. She also met individually with 18 students in what was termed "personal research assistance."

In spring 2001, Danielle Clarke continued working with the Education Department and Joy He (Gao) provided library instruction for the Public Finance course taught by Dr. Robert Gitter.

Faculty-librarian collaborations for fall 2001 included Danielle Clarke's continued work with the Education Department; Paul Burnam worked with Dr. Jed Burtt, Zoology, in "Writing for the Sciences" and Dr. Julian Arribas, Modern Foreign Languages, with "Cervantes and the Quijote"; Tom Green with Dr. Emmanuel Twesigye's two sections of "Critical Issues in Religion and Ethics"; Joy He (Gao) with the Physical Education major; Deb Carter Peoples with Dr. John Krygier in "Introduction to Physical and Environmental Geography," "Power of Maps," and "Cartography and Visualization."

Spring 2002 collaborations included: “Economic Development” taught by Dr. Saif Rahman, Economics, and Joy He (Gao); “Problems in Human Prehistory” taught by Dr. Jim Peoples, Sociology/Anthropology and Tom Green; “Igneous and Metamorphic Petrology” taught by Dr. Bart Martin, Geology/Geography, and Deb Carter Peoples; and “The Power of Maps and GIS” taught by Dr. John Krygier, Geology/Geography, and Deb Carter Peoples.

Fall 2002 collaborations included: Paul Burnam with Dr. Laurie Anderson “Environmental Plant Biology,” with Dr. David Johnson “Practical Biology,” with Dr. Chris Wolverton “Environmental Plant Biology,” with Dr. Laura Tuhela-Reuing “Introduction to Microbiology” and “Electron Microscope,” with Nancy Murray “Ethnobotany,” with Dr. Michael Esler “Judicial Process and Policymaking;” Danielle Clarke with Dr. Trace Regan “Introduction to the Mass Media,” with Jim Underwood “Fundamentals of Journalism,” with Dr. Bo Rabby “Junior Seminar,” with Dr. Lynette Carpenter “The Gothic;” Tom Green with Dr. Jan Smith “Social Inequality;” Joy He (Gao) with Dr. Margaret Gehring “Social Issues in Sports,” with Dr. Nancy Knop “School and Community Health,” with Dr. Saif Rahman “Principles of Economics;” Xudong Jin with Dr. Xiaming Chen “Communist Revolution in Modern China;” Deb Carter Peoples with Dr. Heather Grunkemeyer “Instrumental Analysis;” Margie Wiers with Dr. Timothy Roden “Survey of Music Literature,” Music of the Middle Ages,” and “Music in the Twentieth Century.”

A final event of information exchange and camaraderie for the OWU librarians and seventeen faculty members who participated in The Andrew W. Mellon Foundation three-year grant, “Integrating Information Literacy into the Liberal Arts Curriculum,” took place after classes ended in spring 2003. Small group discussion took place by discipline and by “If I knew then...”

Although the Mellon grant ended, OWU librarians continued to explore with interested faculty how to best integrate information literacy into the OWU curriculum. Four grants, for example, were awarded to faculty members who had not previously received one for spring semester 2004. Dr. Tracy Cowden, Music, worked with Pete Szabo; Dr. Reyes Flores, Modern Foreign Languages, teamed with Joy He (Gao); Ms. Lisa Spradley, Education, taught with Danielle Clarke; and Dr. Barbara Terzian, History, collaborated with Paul Burnam.

Consortial activities provided an important backdrop for strengthening the skills of the librarians and offered important networking opportunities. On May 25-26, 2000, instruction librarians participated in a two-day symposium, “Integrating Information Literacy into the Liberal Arts Curriculum,” which was the kickoff event of the three-year Mellon Grant to the Five Colleges of Ohio. In January 2001, Deb Gilchrist, Pierce College, Tacoma, Washington, was the keynote speaker for a symposium on assessment. “Meet You at the Mellon Patch: A Conversation about Integrating Information Literacy into the Curriculum” was a seminar held on May 30, 2001. Spring 2002 OWU hosted an “Information Literacy Workshop for Scientists.” At this Five Colleges’ Andrew W. Mellon Foundation grant sponsored event, Deb Carter Peoples demonstrated SciFinder

Scholar and with Dr. John Krygier, Assistant Professor of Geography, presented their collaborative information literacy work.

Another grant, a \$50,000 AT&T Learning Network Teaching and Technology grant, awarded December 1998 to the Five Colleges of Ohio, developed a web-based tutorial to teach students information literacy skills. The online tutorial was designed to support the collaborative development of web-based, interactive modules to improve the information literacy of students at member institutions.

Workshops represent another form of teaching users about resources. For a couple of years the OWU Libraries offered a workshop prior to the March faculty meeting. In 1999, librarians demonstrated eight new Web-based databases. In 2000, netLibrary, OhioLINK's initial entry into e-books, was demonstrated. During summer of 1999 Information Systems held a Web Camp. In its second year, it had expanded from one day to five days of workshops, speakers, lunches and other special events including a field trip to see "Star Wars: Episode I." Tom Green moderated a brown bag session on "DISCUS and Using Online Forums." In fall 1999, librarian liaisons scheduled workshops for individual faculty and departments on JSTOR and netLibrary. The OWU Libraries started experimenting with noon workshops in spring 2001, when workshops on "Cybercheating" and "ERes" were offered. "ERes" was offered again fall 2003.

Starting in spring 2003, noon faculty workshops were regularly offered with box lunches. Topics that semester included "ERes Fundamentals" by Bernard Derr; "Social Science Safari" by Tom Green; "Cybercheating: What Is It? How to Detect It, How to Deal With It" by Paul Burnam; "Copyright Issues" by Marsha Zavar; "Hunting Through the Humanities" by Danielle Clarke; two sessions on "OhioLINK's Electronic Journal Center" by Paul Burnam; and "OWU's Union List of Serials and Accessing Full-Text Journals" by Joy He (Gao).

Fall 2004, Patty Bisker demonstrated "Accessing E-mail from Multiple Locations" and "Creating a Basic Web Site;" Bernard Derr provided "ERes Fundamentals;" Paul Burnam explored "Strategies for Exposing Plagiarists;" Chuck Della Lana gave a hands-on demonstration of "Videoconferencing;" and Tom Green instructed selected faculty how to use ARTstor.

Spring 2005, Ray English, Director of Libraries at Oberlin College and a member of the SPARC (Scholarly Publishing and Academic Resources Coalition) Steering Committee, addressed thirty-eight faculty members on the topic of "Scholarly Communication and Open Access." Other noon workshop leaders and topics: Marsha Zavar introduced "ILLiad, Improving Interlibrary Loan;" Jennifer Friedman illuminated "ARTstor: Your Visual Companion;" Patty Bisker taught "Using Listservs," "PowerPoint Animation," and "Working With Image Files;" Danielle Clarke and Joy Gao led a discussion "Prevent Plagiarism: Design Effective Library Research Assignments." We also hosted a MITC (Midwest Instructional Technology Center) workshop to go, "From Idea to Completion: Planning an Instructional Technology Project." Dr. Alex Wirth-Cauchon, MITC's associate director, led this all-day workshop to help the novice to

intermediate technology users develop and implement their teaching plans using technology. Eight OWU faculty members and one Antioch faculty member participated.

Fall 2005, seven faculty workshops (84 participants) were offered: Bernard Derr introduced “The New ERes;” Barry Bandstra, Hope College, demonstrated “Moodle: What It is and How Can It Help Me?” Alex Wirth-Cauchon, MITC’s Associate Director, provided two half-day workshops on “Extending Classroom Discussion with Electronic Tools;” Chuck Della Lana gave a hands-on demonstration of “Scanning Basics;” Paul Burnam and Danielle Clarke led a discussion on “The Specter of Plagiarism: Exorcising Ghost Writers;” Marsha Zavar and Chuck Della Lana provided an update on “Copyright Issues;” Patty Bisker showed “Cool Tools” in a presentation on blogs, wikis, surveys and more.

Spring 2006, ten faculty workshops (98 participants) were offered: Cable Green, Director of Technology at the Ohio Learning Network, reviewed the “State of Collaboration and Learning Environments in Ohio;” Patty Bisker demonstrated ways to customize Windows XP and the Microsoft Office suite in “I Did It My Way;” she shared insights gained from VNU Learning’s certification program in “A Fresh Look at PowerPoint;” Peter Murray, OhioLINK’s Assistant Director for Multimedia Systems and project manager for the Digital Resource Commons discussed “Ohio’s Digital Resource Commons: New Options for Publishing and Discovery;” and Chuck Della Lana provided hand-on demonstrations of “Digital Video Camera Basics” and “Filmmaking Technique.” In May, Gina Dabrowski, NITLE: National Institute for Technology & Liberal Education Instructional Technologist, presented a day-and-a-half workshop on “Videography” and a half-day workshop on “Image Editing.”

Fall 2006, Five faculty workshops (57 participants) were offered: Patty Bisker and Jason LaMar presented “E-mail Demystified;” staff from the University of Cincinnati offered training sessions on Blackboard; Chuck Della Lana gave a hands-on demonstration of “Scanning Basics;” Patty Bisker shared “Preventive & Proactive Computer Maintenance;” and Deb Carter Peoples demonstrated “ISI Web of Knowledge.”

Spring 2007, eight faculty workshops (44 participants, not including Bb training) were offered: Dr. Tim Rhodus, The Ohio State University professor of Horticulture and Crop Science, discussed “Podcasting? What’s the Buzz?” Chuck Della Lana demonstrated “Digitizing Audio: Getting Started;” Dr. H. Lewis Ulman presented “Scholarly Communication: New Developments;” Patty Bisker shared how to “Smooth Technology ‘Bumps’ By Backing Up!” Staff from the University of Cincinnati provided training on Blackboard with three sessions: “An Overview of Blackboard,” “Creating Assessments,” and “Creating Assignments and Using the Gradebook.”

Fall 2007, Four faculty workshops (30 participants) were offered: Marsha Zavar and Chuck Della Lana discussed “Copyright Issues;” Tom Green presented a new collection of electronic books with “eLibrary: eBooks evolved;” Kristine Kinzer and Pete

Szabo demonstrated “LexisNexis: A New Look for an Old Resource;” and Chuck Della Lana gave a hands-on demonstration of “Video Basics.”

Spring 2008, four faculty workshops (24 participants) were offered: Doug Thompson, Manager of Web and Electronic Communications, presented “OmniUpdate and the OWU Web Sites;” Public Services Librarians Paul Burnam and Joy Gao shared “LexisNexis: Business and Legal Information;” Staff from the University of Cincinnati instructed new users on how to use Blackboard and were available to answer technical questions about this course management system in an afternoon session; Tom Green spoke on “Federated Searching: What It Is and Why Should I Care?”

Fall 2008, six faculty workshops (55 participants) were offered: Chuck Della Lana demonstrated “Multipoint Interactive Video.” Emily Haddaway shared her work on “Digitization Projects.” David Soliday presented “Computer Training When & Where You Need It,” “Why Wiki, And How!,” and “Introduction to Office 2007.” Staff from the University of Cincinnati trained new users on “Blackboard” and provided “Advanced Blackboard Training.”

From 1999 through 2004, a new faculty reception informed incoming faculty members about OWU Libraries, and later LIS, services. The best time to offer this event was found to be the week prior to classes. The program was an effective way to highlight LIS services to a large number of new faculty members (15 in 1999, 10 in 2000). As the number of new faculty members diminished, we experimented with one-on-one sessions with library departmental liaisons and with the Information Services Trainer/Help Desk Manager. In 2005, four new faculty members received this type of introduction to LIS services.

Although it wasn’t funded, LIS applied for Technology in Education Program for Faculty funding from the Ohio Foundation of Independent Colleges (OFIC) in 2006. The objectives of the proposed information technology literacy program were to:

- Aid faculty in using technology to transform teaching;
- Design a series of information technology workshops for faculty;
- Foster collaboration between LIS staff and faculty;
- Assist faculty with creating and disseminating digital information; and
- Inform faculty about the pedagogical and technical aspects of technology.

This program would have featured a Technology Showcase to introduce faculty to a wide variety of technologies and a week of half-day Technology Workshops to help faculty integrate technology into the liberal arts curriculum and the classroom.

Clerical and administrative staff members have not been neglected. In fall 2000, OWU staff members were offered “Power Searching on the Web.” In spring 2002, Marsha Zavar presented a “Copyright Workshop” for eight academic secretaries. For several years now, the Office of Admission has regularly scheduled new staff members for library orientation sessions.

It is much more difficult to provide workshops or other training events outside the classroom for students. During the fall 1999 semester librarians offered the following workshops to assist both the novice and advanced student searcher in developing effective research strategies for print and web resources: "Introduction to Research in the OWU Libraries," "Advanced Research Techniques," "Power Searching on the Web," "Getting the Most From Full-Text Databases," and "How to Cite Electronic Sources Correctly." Some 92 students participated, but many of these were required for a few courses. During this semester, a librarian also offered a workshop in the Hayes Hall microlab.

During fall 2000 "How to Cite Electronic Sources Correctly" had some takers, but no one attended "Advanced Search Techniques" or "Getting the Most from Full-Text Databases." During spring 2001, no one attended the student citation workshops that were offered.

LIS hosted a library reception prior to the 2001 Convocation during New Student Orientation. This reception was not well attended as it was in competition with two other receptions being held at the same time. Also that year we tried providing six library orientation sessions at various times during the first week of classes. Another attempt at outreach to first-year students concerned English 105 exempts. The 130 exempts were divided among five librarians who then contacted each student offering personalized help in making the most of library resources. Neither of these initiatives warranted continuation.

Fall 2004 LIS offered the following student workshops: Tom Green and Jason LaMar held three noon sessions where students could register notebook computers for wireless access; Paul Burnam conducted a workshop on "Elections 2004: How to Be a Participant;" and Ülle Lewis, Director of the Writing Resource Center, and Danielle Clarke taught "Power-Searching, Citations, and Avoiding Plagiarism."

During the 2005 spring semester, the following student workshops were offered: Jason LaMar and Tom Green registered students returning to campus with wireless computers (also faculty) after an access point was added to the Science Center atrium; Jennifer Friedman taught students how to take advantage of "ARTstor: Art on Your Desktop;" Danielle Clarke discussed "Research Paper Fundamentals;" and Patty Bisker and Chuck Della Lana provided techniques for "Large Format Printing." Additional workshops were offered this semester and other semesters by the Computer Applications Trainer for students and other OWU staff. Likewise, Deb Carter Peoples held a summer 2005 workshop (as well as earlier and later years) for the Summer Science Research students and their faculty mentors.

Fall 2005, the following four student workshops (23 participants) were offered: Tom Green and Jason LaMar registered notebook computers for wireless access; Patty Bisker offered an "Introduction to Excel" in two sessions and taught another session of "Large Format Printing;" and Paul Burnam and Danielle Clarke led a workshop on "Databases Demystified."

Spring 2006, the following student workshops (29 participants) were offered: Carol Holliger, Kay Schlichting, and Hilda Wick showed “What’s ‘Special’ in Special Collections” in three one-hour tours on two separate days; Patty Bisker provided a beginner’s introduction to web page design and publishing with “Look Me Up On the Web;” and with Chuck Della Lana, she taught a session on “Large Format Printing.”

Spring 2008, Carol Holliger and Hilda Wick opened the doors of Special Collections for three one hour sessions on two days to share “What’s Special in Special Collections” (20 students) and Chuck Della Lana offered a large format printing workshop with one no show.

Copyright is a special case involving the ethical use of resources. In 2001, Dr. Byrd became the campus copyright agent. The Provost and Director of Libraries sent a joint memorandum on copyright to all teaching faculty that covered such issues as reserves, Web pages, audiovisual materials, coursepacks, and software. Marsha Zavar’s job title changed to include securing copyright permissions for reserve materials. A special event took place in 2001 when Kenneth Crews, Professor in the Indiana University School of Law and in the School of Library and Information Science and a nationally recognized authority on copyright law and the needs of higher education, addressed an audience of OWU faculty and staff and librarians from the Five Colleges of Ohio Consortium on “Copyright and Intellectual Property.”

Beginning spring semester 2004, faculty members were required to password electronic reserves. Earlier that AY a faculty member was contacted about a publication posted on an open ERes account. Because LIS had been seeking copyright permission for this book chapter, it was resolved without legal action. Requiring passwords allows OWU to better meet the provision of fair use in the copyright law that limits access to students enrolled in the course. In another copyright related issue and because of recent incidents at other colleges, we notified faculty members that films shown outside the classroom require public performance rights.

Starting in 2004, Dr. Byrd and the Dean of Students sent a letter to the incoming students about copyright infringement lawsuits filed against individuals who downloaded unauthorized media files. To assist OWU students in avoiding being identified by the Recording Industry Association of America (RIAA) or others [such as the Motion Picture Association of America (MPAA), National Broadcasting Company (NBC) and Home Box Office (HBO)] for illegal downloading, LIS launched an education program in 2007 that included providing all students with a letter and e-mail message about this issue, having students sign a computer use policy statement, offering a workshop, and Dr. Byrd talking with the WCSA president and vice-president.

Serving with professionalism and care

Assessment is a key component in evaluating whether we are meeting the needs of our users. The Celebration of Scholarship has evolved into our signature event. We also provide a variety of outreach programs.

In 2002, the OWU Libraries participated in the LibQUAL+ Assessment sponsored by OhioLINK. LibQUAL+ is a research and development project that aims to define and measure library service quality across various academic libraries and to create useful quality-assessment tools for local planning. We were one of 164 participating institutions nationwide using this web-based survey tool to measure library users' perceptions of service quality and to identify gaps between desired, perceived, and minimum expectations of service.

LibQUAL+ assisted us in determining service areas that need improvement. Circulation staff members worked intensely with their assigned student assistants to improve customer service at the Beeghly Circulation Desk. After meetings with the WCSA student body president and senior class representative, we established the third floor of Beeghly as a quiet floor. We posted a sign at the entrance to the library asking for cell phones to be turned off.

In 2007, LIS administered the Bryn Mawr Survey of Merged Information Services Organizations (MISO), a web-based quantitative customer survey that explored how students, faculty, and staff use and evaluate the services of our merged library and computing units. The survey focused on use of services and resources with particular emphasis on classroom technology and administrative support.

The following research questions were asked:

- What kinds of information technologies are students, faculty, and staff using and with what levels of skill?
- How do students, faculty, and staff perceive the value of offered services, communication, and support?
- What is the preference of faculty, staff, and students for learning about information technology?
- How do faculty, staff, and student prefer to solve problems related to information technology?
- What obstacles do individuals face in their use of technology?
- What benchmarks for excellent information technology delivery can be established for merged library and computing organizations?

The survey closed with responses from 44% of the faculty, 34% of staff, and 21% of the student sample (700 students).

In 2004, LIS initiated what has become known as the Celebration of Scholarship. There are two key components: the LIS Research Paper Award and recognizing faculty scholarship. A ten-member committee composed of faculty and librarians representing all disciplines, a Writing Resource Center representative, and a member of the Friends of the Libraries judged the research papers of fifteen graduating seniors. Emily Snider received the \$500 award for her paper, "Fighting the Silence: Symphony Orchestras

Struggle to Find Their Forte Amidst Poor Financial Performance” which explored the current economic problems facing community symphony orchestras in Ohio and across the country. Faculty scholarship was recognized with a display of books, scholarly articles and significant achievement in the arts, published or produced within the last year.

In 2005, Amy Collins bested twelve other graduating seniors to receive \$500 for her paper, “Bricks and Bombs as Arbitrators: The Electric Auto-Lite Strike of 1934.” She shed light on the historic conflict between workers and union organizers at a large auto parts manufacturing plant in Toledo, Ohio. She performed a thorough analysis using a wide range of historical research techniques including the extensive use of archival information, oral history, and interview as well as outstanding use of primary and secondary sources. The second annual Celebration of Scholarship also recognized the work of thirty-nine OWU faculty and staff members.

In 2006, Melissa Yinger received the LIS Research Paper Award for “The Sidney Family Sonnet Sequences, From Humanism to Cultural Reflection and Revision.” The judges selected her paper from a pool of 9 papers. The award includes a \$500 check, addition of the paper in the OWU archives with access via the online catalog, as well as a listing in prize/award category on the commencement brochure. This year 37 faculty and staff members submitted books, articles, chapters, performances, and exhibitions for inclusion in the bibliography and exhibit.

In 2007, Jillian Snyder received the LIS Research Award and a check for \$500. Her paper, “Dictatorship, Disappearance & Democracy: The Role of the Malvinas War as Catalyst for the Human Rights Movement and Reemergence of Democracy in Argentina,” was one of eight original works of scholarship submitted by graduating seniors. The award recognizes a paper that demonstrates full and complete use of a critical research process that includes a well-developed search strategy and appropriate database selection as well as use of diverse library resources in multiple formats. More than two dozen OWU faculty and staff were recognized at the fourth annual Celebration of Scholarship. This annual event, held during National Library Week, featured books, articles, chapters, performances, exhibitions, and invited commentaries published during 2006-07.

In 2008, Amanda Masters received the \$500 Library Research Paper Award for her paper “Pollinator Decline, Colony Collapse Disorder among *Apis mellifera* and Implications for American Agriculture.” Sixteen papers were considered for the award. Also, 40 faculty and staff authors were recognized at the event for their scholarly work.

To date, the Celebration of Scholarship has taken place during National Library Week. Another promotion during that week is to hang poster-sized portraits of OWU faculty members with a book of their own selection. This tradition started in 2003 with nine posters. Since then we have displayed three to five new posters above the Beeghly Circulation Desk. These READ posters are a visible source of inspiration about the integral place of books in the lives of OWU faculty. In 2003, the week before National

Library Week, a full page ad promoting the library and librarians was placed in *The Transcript*, the student newspaper.

At the 1999 Baccalaureate Ceremony, Tom Green received the Robert and Bette Meyer Award for outstanding university service. This is considered the OWU employee of the year award.

In response to the war in Iraq (Spring 2003), a TV tuned in to CNN was placed in the lounge area on the lower level of Beeghly. Maps of Iraq from *National Geographic* and the Government Publications collection were posted nearby. A link to related internet resources from the Librarians' Index to the Internet was added to the library home page.

International students are well represented at OWU and heavy users of the library. We see the need, however, to introduce new international students to library services early in their academic careers and to better inform them of the full range of library services available. We invited international students to a reception in the middle of the fall 2003 semester. The event was lightly attended so we continue to look for ways to engage these students.

On the first day of classes 2005, two librarians greeted students outside the front doors of Beeghly Library. They handed out campus maps and answered questions about the locations of campus buildings. They also distributed yellow high lighters imprinted with "OWU Libraries & Information Services" to both new and returning students. Later that semester a librarian presented "To Google or Not to Google: That's the Question" for a Greek Week event.

LIS regularly supports a variety of programs for those not directly associated with OWU. For example, OWjL, three one week sessions each summer for gifted middle school students, and Upward Bound, a six week summer program where minority high school students take college prep. Area high schools (Big Walnut High School, Delaware Hayes, Fairbanks, and Marysville) often bring Advanced Placement students for an orientation to a college library and an opportunity to use our resources. We provided library sessions for high school students and teachers during Latin Day. We also have provided tours for Olentangy middle school students and even Delaware cub scouts.

Some other types of support include a visit by sixteen employees from DEMCO and Gaylord, two major library product vendors, who spent an afternoon (2007) touring Beeghly and the Science Library. LIS staff members answered questions about library services and the future of libraries. In 2004, the OWU Libraries co-sponsored the Delaware visit of Ann Hagedorn who presented "Beyond the River: The Underground Railroad in Music and Words" at the Asbury United Methodist Church. In 2006, we hosted Dr. Mike Prasse, Director of the OCLC Usability Lab, who observed student volunteers demonstrate and discuss how they use computers to do research for a paper or project. Dr. Prasse provided us with an executive summary of his findings.

Maintaining a reliable, robust and secure network infrastructure

Cisco Adaptive Security Appliances (ASAs) were implemented in 2005 to enhance network security. The Cisco ASAs are specialized, dedicated computers that constantly analyze campus data traffic coming from or going to the internet. This ongoing, in-depth analysis allows the Cisco ASAs to identify malicious internet activity – such as viruses, worms, and spyware – quickly and accurately. The ASAs then proactively block or cripple malicious activity before it becomes disruptive to student, faculty, and staff computer users.

A new centralized data backup solution was implemented in March 2006. Previously, mission-critical University data had been backed up on several decentralized, outdated systems across multiple servers. The new backup solution transformed OWU's data archiving process into a single, streamlined, staged backup system with massive Network Attached Storage (NAS) from Apple's Xserve RAID, which provides 6,000 GB of storage capacity on fast-access hard drives, and a scalable robot-controlled tape library from StorageTek, which sports 30 internal tape slots each capable of holding at least 400 GB. NAS is far more robust, scalable, and redundant than the previous process. And for an additional safety net, OWU contracts with Iron Mountain to provide off-site transportation and storage of tapes at a secure vault in Columbus.

The Campus Data Infrastructure Upgrade Project (CDIUP), funded in parallel with the campus-wide phone system upgrade, provides a world-class, state-of-the-art technology framework for OWU's data services. CDIUP addressed legacy problems with intra-facility physical cabling and network closets while simultaneously enhancing inter-facility connectivity.

The first phase of CDIUP, which began in the summer of 2005, involved significant investment in basic data routing hardware. These devices, which provide the essential building blocks for the OWU network, take care of actually moving data between computers and computer servers on campus as well as between on-campus computers and off-campus locations. LIS has standardized on Cisco systems for its core data routing components, providing the OWU campus with a state-of-the-art framework to handle computer traffic.

The second CDIUP phase, which began in January 2006, addresses the challenges of aging and inefficient data cabling within many OWU buildings. If the routing devices are the network building blocks, then cabling is the tapestry that binds all the blocks together. Inadequate cabling can weaken or even break the network. In February 2006, University Hall's cabling system was completely overhauled to accommodate new wiring as well as new data closet locations. In March 2006, Slocum Hall became the second beneficiary with new wiring and a new data closet location. Beeghly Library, Sturges Hall, Phillips Hall, Elliott Hall, Sanborn Hall, and all residence halls were also rewired during this stage.

During summer 2007, phase three of the CDIUP, focused on internal building copper data cabling and some data center environmental issues, resulted in significant deliverables including:

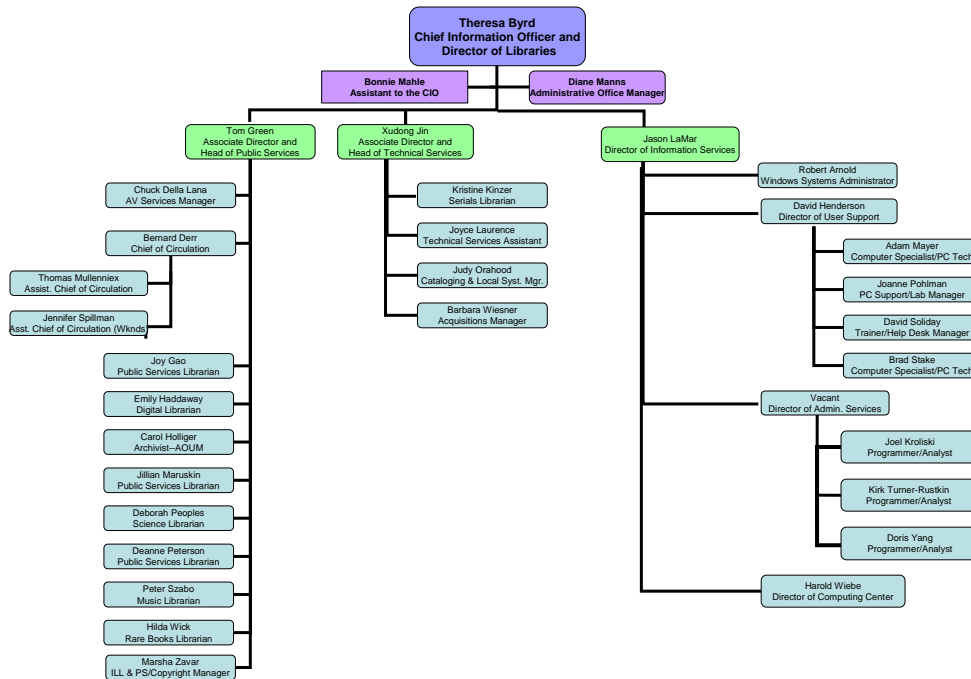
- Reconfiguration and consolidation of the internal data calling systems in campus residence halls (Bashford, Hayes, Smith, Stuyvesant, Thomson, and Welch) which represents long-term stability and maintenance improvements for more than 1,700 student data ports;
- Reworking the internal data cabling systems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

Elert & Associates, the consulting firm that worked with OWU on the 2006 campus phone system upgrade, collaborated on this phase of CDIUP. The outside contractors engaged in this phase included Network9, Gudenkauf, SIMCO Electric, and Sphere Business Solutions.

Phase four concentrated on external building (backbone) fiber-optic cabling as well as more data center environmental and power issues. Now all campus buildings have the high-speed, high-capacity benefits of fiber-optic cabling. In June 2008, an emergency diesel power generator was installed in the Corns Building data center to facilitate IT business continuity in the event of an electrical service outage. This is a significant achievement for OWU computing operations as the generator will ensure that the campus’ primary networking and server resources will remain online even during a major, prolonged campus power event. Combined with the construction of a secondary (backup/failover) data center in the Conrades-Wetherell Science Center, OWU Information Services is developing a robust disaster recovery IT infrastructure that should mitigate all but the most catastrophic data scenarios. With the completion of CDIUP, OWU will possess a state-of-the-art, consolidated, and tightly controlled network

infrastructure that should be able to handle all the institution's data needs for at least a decade.

LIS ORGANIZATION CHART



Supporting a diverse and highly-skilled user-centered staff

During the past decade, the staffing of public services has been relatively stable with changes occurring in just a few positions.

At the end of the 2000-01 AY, Carol Hallenbeck retired after many years of service as Music Branch Manager. In fall 2001, Margie Wiers was hired as a half-time professional Music Librarian. In fall 2003, Pete Szabo was hired to fill the Music Librarian position. In 2006 this position became full-time by combining the part-time Music Librarian position with a part-time Public Services Librarian position.

The Assistant Chief of Circulation position has seen some turnover. Chris Yates resigned in July 2000. Orion Wilde worked in a temporary capacity until Monty Maceyko was hired in fall 2000. Jessica Depp filled this position from 2004-06. A new position, Assistant Chief of Circulation Weekend Supervisor, was created for AY 2004-05. Jennifer Spillman was hired for this position which works from 9 a.m. until 5 p.m. Saturdays, 11 a.m. until 5 p.m. on Sundays, and 5 p.m. until 2 a.m. on Monday evenings. With this hire the hours for the Assistant Chief of Circulation were also modified to Sunday, Tuesday, Wednesday, and Thursday evenings from 5 p.m. until 2 a.m. and about five hours during the day on Mondays. In 2006, Mary Lynn Banish was hired to fill the Assistant Chief of Circulation position, but found that she needed to resign after only two months of service. Our weekend supervisor, Jennifer Spillman, and a 2004 OWU graduate, Amanda Henning, covered the 5 pm to 2 am hours while this search was reopened. Thomas K. Mullenniex started his position as Assistant Chief of Circulation in January, 2007.

Part-time reference librarians have been employed for various reasons. In 2000-01, Judy Thompson worked about eleven hours per week for 11 weeks during Joy He's (Gao's) maternity leave. Carol Holliger and Marsha Zavar each worked at the Beeghly Reference Desk @six hours per week fall 2000 & nine hours spring 2001. In fall 2001, Jeanette Jones was hired for part-time Beeghly Reference coverage as release time for librarians involved with information literacy initiatives. In fall 2004, Jennifer Friedman was hired to fill a new part-time public services librarian position. In spring 2006 Martha Powers, Technical Services and Government Documents Assistant, worked on the Beeghly Reference Desk two hours per week. This gave her reference desk experience to supplement her master's degree course work in library science. At the end of the fall 2006 semester, Danielle Clarke, Public Services Librarian, retired. Kristine Kinzer was hired on a temporary basis to work in both public services and special collections about 33 hours per week through the fiscal year. After Kristine Kinzer was hired to fill the Serials Librarian position, we hired Julie Albert as a temporary, part-time reference librarian. She worked until spring break 2008. In July 2008, Jillian Maruskin (Brandt) filled the Public Services Librarian position vacated by Danielle Clarke. Paul Burnam resigned as Public Services Librarian at the end of AY 2007-08 to become the library director of the John W. Dickhaut Library at the Methodist Theological Seminary in Ohio. Dee Peterson was hired to fill his position.

After serving as Acting Curator for a year, Carol Holliger was hired as Archivist of the United Methodist Collection (later Archives of Ohio United Methodism) in July 2003. She replaced Susan Cohen who had gone on medical disability. At the end of the fall 2006 semester, Kay Schlichting, Curator of the Ohio Wesleyan University Historical Collection, retired. Kristine Kinzer worked one day a week in the Ohio Wesleyan Historical Collection during 2007. Carol Holliger agreed to support the work of the Ohio Wesleyan Historical Collection within Special Collections during the spring 2008 semester. We have also benefited from two volunteers in the Ohio Wesleyan Historical Collection: Anne Fry, professor emerita of Zoology, and Laura Bump, a 1958 graduate and coach from 1978-2004.

Emily Haddaway was hired as a temporary Digital Librarian in spring 2008. At the beginning of the 2008-09 AY, she assumed responsibility for the Ohio Wesleyan Historical Collection.

In the fall of 2001, Deb Carter Peoples was promoted from a classified position as Science Branch Manager to a half-time professional position as a Science Librarian. In 2007, the hours for this position increased to allow for coverage of the Science Library during the summer session.

In 2001, Marsha Zavar added Copyright Manager to her duties as Public Services Office Manager and Interlibrary Loan Manager.

There have been very few staffing changes in Technical Services. In March of 2000, Xudong Jin was hired as Associate Director and Head of Technical Services.

When Kim Strain moved to the Curriculum Resource Center in 2000, Joyce Laurence was hired as Technical Services Assistant.

In the fall of 2001, Martha Powers, a work study student for four years, was hired as Technical Services & Government Documents Assistant. During her time with us she completed a master's degree in library science at Kent State and moved on to a professional position. In December 2006, Clinton Baugess accepted the position of Technical Services and Government Documents Assistant. In August 2008, he left to attend the library science program at Indiana. Joyce Laurence assumed his government document duties.

In 2003, the serials position was upgraded from a support position (held by Carol Holliger before she accepted a position in Special Collections) to professional librarian position. Vickie Melicher was hired for this new position. She left the position to be a full-time mother and Lisa Hoops was hired in April 2005. After marrying, she relocated and in May, 2007 Kristine Kinzer was hired as Serials Librarian.

Technical Services has made use of practicum students from Kent State University's Library School to help with the Dewey reclassification project. Fall 2008, Sara Kennedy, a Kent State School of Library & Information Science student and 2003 OWU alumna, gained experience working as an academic reference librarian. By shadowing librarians, she learned about the organization and service goals of our library. She also researched and wrote a paper considering the merger of the reference and computer help desks.

LIS employs around 100 students each semester. Overall, student assistants are dependable, hard working young people. Within the Libraries, student assistants represent about 10 FTE or one-third of our staffing. The Outstanding Student Assistant Award, which started in 1995 by the Friends of the Libraries, seeks to acknowledge and reward those student employees who have made an outstanding contribution to the operation of the Libraries. Usually five students are recognized with a check for \$50 and their name added to a plaque.

Since Information Services became part of LIS in 2004, staffing has been fairly stable. Adam Mahle and Todd McGuire were hired in 2004 as Computer Specialist/PC Technicians. Brad Stake replaced Adam Mahle in the summer of 2005. After Todd McGuire left Maurice Menefee filled the position from April 2006 until the summer of 2008, when Adam Mayer was hired.

Joel Kroliski joined the Administrative Computing staff in late October 2007 as a Programmer/Analyst. He filled the position of Dan Cring who died unexpectedly on August 15, 2006. An outside programming consultant was used during part of the transition period.

In July 2007, Rob Arnold was hired as a new Windows Systems Administrator.

David Soliday hired in January, 2008 as Help Desk Manager and Technology Trainer. He filled the position left open by Patty Bisker who had accepted another position.

LIS staff members are involved in cross-training activities to enable staffing diversification and to guarantee excellent service to students and faculty at all times. In-service training events are typically scheduled before the beginning of an AY and during the semester break. An intranet was established in 1999 as a means to improve communication and collaboration and to increase productivity. Such items are posted as a calendar of meetings, the Beeghly Reference Desk schedule, committee minutes, reports, policies, and procedures, and consortia committee assignments.

Staff members regularly attend professional conferences such as the ACRL, ALAO, ALA, CLAC, EDUCAUSE, GLITTER, and Jenzabar annual conferences. Staff members update skills and stay current by attending workshops sponsored by ALAO interest groups and OHIONET. The following examples reveal the wide range of professional involvement of LIS staff.

Clinton Baugess published “Silent Spring and Environmental History” in *Docs Prescriptions* (Spring 2008).

Paul Burnam was a co-presenter of “Camp as a Catalyst for Change” at the 2001 Academic Library Association of Ohio Annual Conference, a presenter at a 2003 OhioLINK Regional Briefing, a presenter of “Whither Print Reference” at the 2005 ALAO Collection Management Interest Group workshop “Rethinking Collections Policy in an Electronic Age,” He coordinated arrangements for the joint 2005 ALAO/OhioLINK State House Connect Day and represented ALAO for ALA’s 2005 National Library Legislative Day in Washington, D. C.

Dr. Byrd has been active for many years in the local Martin Luther King Program Committee. She has represented OWU on the United Way of Delaware County Board. She made a presentation (2000) to the local Kiwanis Club on “Libraries and Technology.” She has participated in Columbus Area Library and Information Council (CALICO) meetings. CALICO is an association of libraries and information agencies that share knowledge, experience, and ideas for the continued development and improvement of services to the diverse clientele of the Central Ohio area. She served on the OHIONET Board and in 2003 was elected chair. OHIONET, an Online Computer Library Center, Inc. (OCLC) affiliated U. S. Regional Network, is the leader in providing information, training and new technology implementation for libraries in Ohio, Michigan, Pennsylvania, and West Virginia. Dr. Byrd served on a Review Team to evaluate the DePauw University Library System. She attended The Andrew W. Mellon Foundation sponsored National Institute for Technology and Liberal Education (NITLE) Inaugural Conference in Atlanta, GA (2002). She attends Coalition for Networked Information meetings. In 2004, Dr. Byrd served as one of six mentors for Library Leadership of Ohio, which is Ohio’s premier leadership training institute for librarians.

Dr. Byrd was elected to a four-year term as a director-at-large on the Association of College and Research Libraries (ACRL) Board (2001). In 2002, she was appointed by ACRL President Helen H. Spalding to chair the ACRL Spectrum Scholar Mentor Task Force, which seeks to assist ALA with the recruitment of diverse people to librarianship. In 2002, she was one of 35 librarians selected nationally to attend the ACRL@YourLibrary Task Force Retreat at 3M. The Task Force's job reviewed a manual designed to assist academic and research librarians with marketing academic libraries. The ACRL marketing effort is part of the American Libraries Association's Campaign for America's Libraries initiative. She was appointed to serve on the 2004 ACRL President's Program Planning Committee. She was asked to participate in the ACRL College Libraries Section's College Library Directors Mentor Program where she served as a mentor to a new library director in an academic library in Columbus. She served on the 2004 ACRL College Libraries Section's Nomination Committee. She was a member of the Executive Committee for the 12th National ACRL Conference (2005), "Current and Convergence: Navigating the Rivers of Change" in Minneapolis, MN, and she chaired the conference's Workshop Committee. She was a member of the Executive Committee planning for the 13th National ACRL Conference (2007) "Sailing into the Future – Charting our Destiny!" in Baltimore. She is the current chair of ACRL's Budget & Finance Committee (2007-).

Dr. Byrd attended the Association of College and Research Libraries Harvard Leadership Institute for Academic Librarians held August 4-9, 2003. This weeklong institute, which focused on management issues in academic libraries and higher education, involved 95 participants from the United States and Canada. Dr. Byrd and Dr. Hardesty, the college librarian at Austin College, published an article about ACRL advertisements in *The Chronicle of Higher Education*. The article, "Exciting Things Happen@Your Library," appeared in the September 2002 issue of *College and Research Library News*.

Dr. Byrd was a reactor to Gail McMillan's, director of the Scholarly Communication Project at Virginia Polytechnic Institute and State University Libraries, (Digital) Libraries Support (Distributed) Education paper at the ACRL's 9th National Conference in Detroit, Michigan. Dr. Byrd was a panelist on the 2002 Association of College and Research Libraries President's Program, "Transformational Learning Communities: Claiming Our Future." Dr. Byrd was a presenter for the program, "Beating the Bushes: Recruiting a New Generation of Academic Librarians" at the 2004 American Library Association's Annual Conference in Orlando, FL. Dr. Byrd was one of three panelists who talked about marketing and consortia in small liberal arts college libraries at the 2004 Ohio Private Academic Libraries Annual Conference held at Muskingum College. Dr. Byrd made a presentation entitled "The Aging IT Workforce: Mentoring New IT Leaders" at the 2007 Association for Computing Machinery's Special Interest Group on University and College Computing Services, Computer Management Symposium. At the 2007 ALA Annual Conference, Dr. Byrd was a panelist on the program, "Librarians of the 21st Century: Developing Solutions to New Challenges at the Global, National, and Local Levels." She also served as moderator for the session, "The ACRL Spectrum Scholar Mentor Program: The Experiences of Mentors and Mentees."

Dr. Byrd presented “The Merged Organization: Is It Nimble and Strategic?” at the 2008 Association for Computing Machinery Special Interest Group on University and College Computing Services Management Symposium in Tucson, AZ.

Danielle Clarke attended “Ohio Immersion: Institute for Information Literacy.” She wrote two book reviews as an ALA book club representative for *Women’s Day* (2003). She was the local project coordinator of a Midwest Instructional Technology Center (MITC) “Collaborative Web-based Assessment of First Year Students” grant. OWU participated in a 2005 pilot for a First Year Information Literacy in the Liberal Arts Assessment online survey. Unfortunately, our response rate did not produce usable results.

At the 2000 ALAO Annual Conference, Danielle Clarke presented “Dynamic Duo: A Faculty Librarian Team Teaching Success Story.” At the 2002 Instruction Interest Group of ALAO meeting at OWU Danielle Clarke and Susan Scott, Denison, led a session on “Active Learning.” Danielle Clarke presented “Effective ERes: Teaching Writing Online” at the 2004 Ohio Commons for Digital Education Conference, “The Convergence of Libraries, Learning, and Technology.” Danielle Clarke and Jim Underwood, adjunct professor of journalism, presented “Journalism and Information Literacy: A Winning Combination” at the 2005 LOEX (Library Orientation Exchange) annual conference in Louisville, Kentucky “Discover, Connect, Engage: Creative Integration of Information Literacy.”

In 2005, Jennifer Friedman was the membership chair of the ALA’s New Members Roundtable.

Joy He (Gao) attended the 1999 Depository Library Council and Federal Depository Conference in Washington, D.C. She served from 2006-08 as secretary/treasurer for Ohio GODORT (Government Documents Round Table). She co-authored with Mary Prophet, Denison, and Megan Fitch, Kenyon, “Ohio5 Government Documents for the June 2004 issue of *Against the Grain*. This article describes cooperative collection management of U. S. government depository publications among the libraries of the Five Colleges of Ohio.

Joy He (Gao) was a co-presenter of “Camp as a Catalyst for Change” at the 2001 Academic Library Association of Ohio Annual Conference. She and Dr. Nancy Knop, Assistant Professor of Physical Education, presented “Enhancing the Human Touch in a Digital Age by Embedding Information Literacy” at the 2002 ALAO Annual Conference. They were part of a panel at the ACRL 11th National Conference in Charlotte, North Carolina, presenting “Ideas, Incentives, & Interaction: Integrating Information Literacy into the Curriculum through Faculty-Librarian Collaboration.”

Tom Green attended the 1999 “Symposium on Teaching with Technology” sponsored by The Andrew W. Mellon and The Charles E. Culpeper Foundations at Reed College. He attended the 2002 “No Strings Attached” National and Virtual Conference

on the Application of Wireless Technology and Personal Digital Assistants in Higher Education held at Case Western Reserve.

Tom Green was a co-presenter for the program “Camp as a Catalyst for Change” at the 2001 Academic Library Association of Ohio Annual Conference. He and Dr. Jan Smith, Sociology/Anthropology, attended “Information Literacy/Fluency Instructional Technology: An Evaluation Workshop” in Chicago funded by the Andrew W. Mellon Foundation where he prepared a display poster for their collaborative teaching. He also presented a poster session on “Checking Out Wireless Laptops in the Library” at the 2005 MITC symposium on “Instructional Technologists at Liberal Arts Colleges: Facilitating Innovation.”

Carol Holliger attended the United Methodist Church Fifth Historical Convocation at Drew University, Madison, NJ from August 14-17, 2003. The theme was “John Wesley: His Life and Legacy: Celebrating the 300th Anniversary of His Birth.” She was on the planning team for the 2006 North Central Jurisdictional Archives & History Convocation which was held in Dayton. She served as editor for the *Historian's Newsletter* (2004-) for the United Methodist Historical Society of Ohio.

In 2005, Carol Holliger presented a program on “Using the Archives of Ohio United Methodism” for both a joint meeting of the Delaware County Genealogical Society and the Delaware County Historical Society and the Marion County Genealogical and Historical Societies. She prepared a display on the Wyandot Indian Mission for the 2005 annual meeting of the United Methodist Historical Society of Ohio and led a workshop on “Treasures at the Archives of Ohio United Methodism.” In 2006, she presented programs on “Using Resources at the Archives of Ohio United Methodism To Do Genealogical Research” for both the Crawford and Morrow County Genealogical Societies. She created a Charles Wesley display and bibliography and presented to workshops at the 2007 United Methodist Historical Society annual meeting.

Xudong Jin served as Vice-President and Chair of the Program Committee for the Chinese American Librarians Association Midwest (CALAMW) Chapter's 2004 Annual Conference at the University of Illinois at Urbana-Champaign. He chaired the CALAMW 2005 annual program. Xudong Jin and a librarian from The Ohio State University received the 2007 CALA (Chinese American Librarians Association) President's Recognition Award. Xudong Jin served as the Chief Editor for the book *Academic Libraries in the United States for the 21st Century*.

Xudong Jin made a presentation on CORC, the OCLC Cooperative Online Resources Catalog, at the 2002 annual meeting of the Chinese American Librarian Association (Midwest) in Chicago. He presented at the PromptCat Users Group meeting at the ALA meeting in Atlanta. With representatives from OCLC and YBP, he and Joyce Laurence presented “CONSORT and the OCLC PromptCat Service: Focus on OWU's Experience” at the 2003 ALAO annual meeting. He was a co-presenter with Haipeng Li, Oberlin College, at the 2004 ALAO Annual Conference. He presented “Promoting Global Librarianship: CALAMW – China Collaboration” at the 2006 Chinese American

Librarians Association Midwest Chapter in Cleveland. At the 2008 American Library Association Annual Conference, Xudong Jin presented “International Outreach and Leadership: How CALA’s Diversity Initiative Has Impacted the Chinese Librarians” as part of the Diversity and Outreach Fair.

During the summer of 2005, Xudong Jin visited libraries in Yunnan, China. He taught six seminars to Chinese librarians. Among them, one seminar attracted more than 20 directors and associate directors from college and university libraries in Yunnan Province. After a seminar at Yunnan Provincial Library, the library appointed him as their long-term adviser. He also presented at the Library Society of China 2005 Annual Conference in Gilan, China. His paper, “Consortia, What Have I Learned? Advantages, Challenges, and the Future of Library Consortia,” was selected as one of the best papers by the Conference and published in conference proceedings. During the summer of 2006, Xudong Jin led a group of Chinese librarians (Chinese American Librarians Association Midwest Chapter) that conducted a workshop in China entitled “CALA Twenty-first Century Librarian Workshop Series” that was co-sponsored with the Yunnan Provincial Commission on Academic Libraries and Yunnan University. He presented a paper entitled “Human Touch of Library Management in the United States: Personal Experiences of Creating and Developing a Harmonious Environment” at the Library Society of China 2006 Conference in Kuming, China that was selected for the Second Award for the LSC Best Papers Contest and published in *Chinese Librarianship: an International Electronic Journal*. He also taught a seminar, “Practices of Technical Services, Resource Sharing, and Acquisitions in Academic Libraries in the U.S.,” at the Shanghai Commission of Academic Libraries.

Kristine Kinzer was a member of the local arrangements committee for the 2007 Midwest Archives Conference.

Jason LaMar regularly attends the Ohio Academic Resources Network (OARNET) meetings. He presented “Chasing 24/7 ... on a Budget” at the 2006 GLITTER conference. He presented a session on “Developing a Live Web Streaming Program” at the 2007 Ohio Higher Education Computing Council conference.

Joyce Laurence received the 2004 Outstanding Ohio Library Support Staff Award at ALAO’s Annual Conference. She was part of a four-person panel discussion at the ALAO SSIG Spring Workshop held at OWU on May 9, 2003. With representatives from OCLC and YBP, she and Xudong Jin co-presented “CONSORT and the OCLC PromptCat Service: Focus on OWU’s Experience” at the 2003 ALAO annual meeting.

Judy Orahod published an article about the 2003 OLSSI (Ohio Library Support Staff Institute) in *Library Mosaics*. She served as chair of the ALAO Support Staff Interest Group.

Deb Carter Peoples was elected to a two-year term (2001-03) as an at-large member of the ALAO executive board. She served on the 2004 ALAO Annual Conference Planning Board. She attended “Ohio Immersion: Institute for Information

Literacy” and the 2002 LOEX Annual Conference on “Integrating Information Literacy into the College Experience.” She is a member of the board for the Central Ohio Chapter of the SLA and serves on the Chemical Abstract Service’s Academic Advisory Committee. In 2002, she was elected Vice-President, President Elect of the Ohio chapter of Beta Phi Mu, the national honorary society for Library and Information Sciences.

Deb Carter Peoples a reviewer for *Reference Books Bulletin*. She reviewed *Encyclopedia of Genetics* for *Reference & User Services Quarterly* (2001). With Dr. John Krygier, she co-authored a book chapter, “Geographic Information Literacy,” for an edited volume. In 2002, she was recognized for “Citing Maps,” an online guide to citing maps in print and electronic formats through a link at the Western Association of Map Libraries’ Map Librarian’s Toolbox.

Deb Carter Peoples participated in the panel “Ohio Immersion: A Reflection” at the 2000 ALAO Annual Conference. She was a co-presenter of the program “Camp as a Catalyst for Change” at the 2001 Academic Library Association of Ohio Annual Conference. With Judy Perella, Ashland University, she led a session on “Faculty Development” at the 2002 the Instruction Interest Group of ALAO spring workshop. She presented “Geographic Information Literacy” at the 2002 North American Cartographic Information Society Conference. With Mary Lou Baker, Wright State, and Alison Ricker, Oberlin, she co-presented “Librarian-Faculty Team Teaching: Three Approaches for Subject Specific Information Literacy Instruction” at the 2005 LOEX annual conference.

Pete Szabo presented the “RILM database” at a 2004 Five Colleges Information Literacy workshop. He contributes reviews to Baker & Taylor’s CD Hotlist.

Margie Wiers attended the 2002 Music Library Association Annual Conference in Las Vegas and the 2002 International Association of Music Librarians meeting in Berkeley, CA. She wrote abstracts from the *Proceedings of the Royal Medical Association London, 1890-1899* for *RILM (Répertoire International de Littérature Musicale) Abstracts of Music Literature*.

Marsha Zavar was on a panel discussing “Copyright: What’s New and How Do I Deal With It?” at the 2002 OHIONET Reference and Resource Sharing Council workshop “Copyright in Libraries: What Do I Need to Know?” held at OWU. In 2005, Marsha Zavar presented “Copyright Basics for Genealogists” to a joint meeting of the Delaware County Genealogical Society and the Delaware County Historical Society.

LIS hosts many distinguished guests. Here is a sampling:

- Yong Yang, Shansi Visiting Scholar and Deputy Director at Yunnan University, who was participating in a 2004 exchange program sponsored by the Oberlin College Libraries, spent a week with us. Xudong Jin hosted Ms. Yang in his home and interpreted for her visits with librarians and staff at OWU. She also

visited OCLC and The Ohio State University. Joy He (Gao) accompanied and interpreted for her visits to Otterbein College and the OhioLINK office

- Fan Gao, associate director South West Jiatong University Library and a Ph.D. candidate, toured the library in 2005. Tom Green answered her questions with the assistance of Jane Wu, Otterbein, serving as an interpreter.
- Two librarians from Shanghai Library in China who were visiting The Ohio State University Libraries in 2005 met with Dr. Byrd, Xudong Jin, and other librarians.
- Visitors from Kwassui University in Nagasaki, Japan toured Special Collections in 2005.

Acquiring, digitizing, preserving and enhancing access to resources that support the curriculum

In June 1999, library staff members received training from David Swords, Yankee Book Peddler (YBP), on how to access GOBI (Global Online Bibliographic Information). This online database of almost two million titles is a sophisticated acquisitions and collection management support system. We drafted a profile to implement a YBP slip approval plan, a way to purchase books faster. OWU Libraries joined the other Five Colleges' libraries and OhioLINK using YBP's approval plan and GOBI database.

In August 1999, OWU Libraries purchased a subscription to ChoiceReviews.online, an electronic database of reviews from *Choice Magazine*. Each year *Choice* publishes more than 6,500 reviews by subject experts of significant current books and electronic resources of interest to those in higher education. Library departmental liaisons use this resource to evaluate potential purchases. In addition to the library staff, eleven faculty members were given passwords to access this database. Recently LIS subscribed to a site license for this service.

Archives of Ohio United Methodism

During 1999, meetings with the East and West Ohio Conferences of United Methodism were held to discuss the possibility of relocating the East Ohio Conference materials housed at the Methodist Theological School in Ohio (Methesco) to Ohio Wesleyan. OWU has served as the home of the West Ohio Conferences' archives since 1859. In 2001, the East Ohio United Methodist Trustees voted to move the organization's collection to OWU. This meant that the East and West Ohio Methodist materials would be merged into a single collection. Carol Holliger, acting archivist of the Archives, completed moving the East Ohio Methodist collection from Methesco to OWU in June, 2002. The Archives of Ohio United Methodism (AOUM) is the new name of the joint archives. On November 5, 2001, Dr. Byrd, Director of Libraries, and Susan Cohen, Archivist of the AOUM, along with members of both the East and West Conferences, approved "The Statement on the Archives of Ohio United Methodism," which serves as the memorandum of agreement among the three parties (OWU, East Ohio Methodist, and West Ohio Methodist) for managing the collection. The memorandum was then presented to the Provost and President for final approval. The Archives of Ohio United Methodism was dedicated on July 7, 2003 at the North Central Jurisdiction Archives &

History Conference. With the merger, Special Collections is open from 9 a.m. to 5 p.m. five days a week.

After the merger of the East Ohio and West Ohio Methodist Collection (Spring 2003), Dr. Kenneth Rowe, Professor of Church History and retired librarian of the United Methodist Archive Center at the Drew University Library, reviewed OWU's Methodist Collection. He ranked OWU's Archives of Ohio United Methodism among the top ten Methodist research collections in the United States.

Bishop John Hopkins, East Ohio, and Gary George, his administrative assistant, visited the AOUM at Ohio Wesleyan University on Wednesday, August 29, 2007. Several individuals associated with the East Ohio Commission on Archives & History, the OWU Chaplain's Office, and Beeghly Library greeted the Bishop.

Audio Visual Center

The Audio Visual (AV) Center continually struggles to stay current with changing software and equipment requirements. In 1999, the AV Center started purchasing DVD format software titles for the circulating collection. In 2002, the AV Center purchased its first digital camera. Circulating equipment currently includes: data projectors, audio cassette players, camcorders, digital cameras, overhead projectors, 16mm film projectors, 35mm slide projectors, VHS players, DVD players and laptop computers.

AV Center staff regularly videotape and archive important National Colloquium sessions. AV Center staff videotape and distribute copies of the Baccalaureate Ceremony and Commencement exercises. Teleconferences are downlinked and hosted at the library for academic departments and Delaware area non-profit organizations. The AV Center provides audiovisual support to numerous meetings and workshops held on campus.

For several years a "Media Software Guide" was distributed to all departmental secretaries and made available for browsing at the AV Center Services Desk. An online version was uploaded during the 1999-2000 winter break and made available from the homepage. Now CONSORT is the source for holdings. From AY1998-99 through spring 2001, a newsletter, "Screenings," advertised new services, equipment purchases, and procedures for ordering equipment was distributed to faculty. During AY1999-00, the AV Center aired more than 200 films over the campus cable system for the Residential Life Cinema Series and published monthly the "OWU Movie Channel Guide" which was distributed campus-wide.

The AV Center supports individual faculty and departments in a variety of ways. For example, in AY1999-00, AV Services Manager Chuck Della Lana produced eleven video interviews of "native speakers" for an MFL multimedia project. In 2001, the Modern Foreign Language Department continued its Mellon-funded "Viewpoints" project with assistance from the AV Center. Chuck Della Lana co-facilitated three faculty Digital Video seminars with MFL technology specialist Susan Brinkley. Chuck, Susan, and several other technologists prepared for these workshops by attending an

intensive training seminar at the Center for Educational Technology in Middlebury, Vermont. In 2003, Chuck Della Lana collaborated with Margaret Fete, MFL, and faculty at Earlham College, Lawrence University, and The College of Wooster to develop DVD materials for teaching French language and culture. This was the Francophone project funded by a Midwest Instructional Technology Center (MITC) grant.

The AV Services Manager assists students with many projects, too. Examples include video editing projects for psychology experiments, Theatre/Dance projects, OWU football and basketball highlights or helping a student produce a short film as an independent study project.

Circulation

In 2000, ERes, an electronic reserves software package that provides management of electronic documents and Web-based delivery of academic information, was purchased by the CONSORT Colleges. This was a useful means for faculty to provide students with course related readings.

In 2004, LIS, rather than the Provost's Office, became responsible for collecting faculty course syllabi. Once collected and bound, they help alumni in graduate school receive credit for work already completed. Recent syllabi are located in the Reserve Room. Eventually they become part of the OWU Historical Collection which has syllabi dating back to 1984.

In a joint meeting of the Five Colleges' Circulation/ILL and AV Media Services committees, it was decided in spring 2000 to experiment with the circulation of media to CONSORT faculty members. Over the years the policies have continued to evolve until there is now circulation of media to CONSORT and OhioLINK participants. In 2003, OhioLINK implemented "Pickup Anywhere." This new service allows students and faculty associated with OhioLINK members to pick up OhioLINK requested materials at another OhioLINK location of their choosing.

CONStor

In 2000, the CONSORT Schools (Denison, Kenyon, Wooster, and OWU) established a 5-year lease on a shared storage facility in Newark. The facility, called CONStor, allows the institutions to identify little-used items to send to storage while at the same time increasing the life span of the existing library buildings. It was estimated that each of the libraries would be able to house about 85,000 volumes. Later, Oberlin College joined CONStor.

The Chief Academic Officers of the Five Colleges of Ohio asked two consultants, Karin Wittenborg, University Librarian at the University of Virginia, and Susan Perry, Interim President of the Council on Library and Information Resources and former CIO/Librarian at Mount Holyoke College, to assist the consortium in a study of the management of lesser-used library materials and to develop a plan that would consider

options for dealing with these materials. The consultants visited OWU on the afternoon of September 20, 2006. They recommended doing away with CONStor through rigorous weeding. The lease is expected to be renewed for another five years through 2015 while the consultant's recommendations are considered.

Curriculum Resource Center

After discussion with the chair of the Education Department during spring semester 1999, it was agreed to include the Curriculum Resource Center (CRC) books in the CONSORT catalog with borrowing privileges restricted to OWU students. The Education Department's CRC book purchases were integrated into Beeghly acquisitions. The cataloging of the 3,000 plus book collection was completed fall 2000.

Digitization

A Branch Rickey digitization project was undertaken in 2008. A temporary Digital Librarian was hired to mount a Branch Rickey web site. The initial focus is on Rickey's connection with Ohio Wesleyan University (OWU) from 1904 when he graduated with a Bachelor of Literature degree, his return two years later to earn his Bachelor of Arts degree and his position as athletic director until 1909. Rickey, well known for signing Jackie Robinson to a contract with the Brooklyn Dodgers in 1947, remained active in the OWU community throughout his life. He returned frequently for speaking engagements and served as a trustee, president of the Annual Fund, and national chairperson of a university capital campaign.

Additionally, "Our Shared History: Delaware, Methodism and OWU" was funded through a Library Services and Technology Act (LSTA) Innovative Technology grant. With the Delaware County Historical Society, we will create an online digital collection that documents and celebrates the close historical relationship between the early City of Delaware, the Methodists, and the formation of Ohio Wesleyan University. The \$47,137.50 grant supported the addition of a high level scanner (INDUS 5002 Color Book Scanner) and additional staffing. We expect to digitize and share through OhioLINK's Digital Resource Commons 1,200 manuscripts, maps, monographs, pamphlets, and photos that are sources for the history of Delaware, Methodism in Ohio, and Ohio Wesleyan.

Government Documents

The government documents collection consists of a rich array of 19th and 20th century historical items. Beeghly Library receives publications from all three branches of the federal government, with concentration in documents from the Census Bureau, the Bureau of Labor Statistics, Congress, Education Department, Internal Revenue Service, Judiciary, and the U.S. Geological Survey. This reflects the University's strengths in economics, history, politics and government, education, and geology. The collection provides access to demographic, statistical, and federal legislative and regulatory

materials, including *The Statistical Abstract of the United States, Census of Population, United States Code*, and *Code of Federal Regulations*.

Through a grant provided by The Andrew W. Mellon Foundation, the Five Colleges' government documents personnel catalogued original and historical government publications. For this pioneering work in retrospective cataloging of early collections of government publications, the Government Documents Roundtable of the American Library Association awarded the 2000 Bernadine Abbott Hoduski Founders Award to the Five Colleges of Ohio. This award recognizes librarians who work with government documents and have made significant contributions to the field of international, federal, state or local documents. The Award announcement concludes with the following:

The Five Colleges of Ohio have harnessed the individual strengths of their member collections, the experience and expertise of their librarians, and have boldly stepped forward, with careful consideration and significant commitment, to successfully implement a project that is creating a critical mass of high quality bibliographic data.

An agreement for selective housing of U.S. depository documents between Ohio Wesleyan University Libraries and the Lewis Westgate Geology Collection was signed in 2000. This formalized the long standing practice of locating maps in proximity to the Geography/Geology Department. During the summer of 2002, the government documents collection in Beeghly Library was shifted to incorporate the SuDoc's letter "I's" that were previously shelved near their Dewey counterparts.

At the fall 2005 Ohio GODORT (Government Documents Round Table) meeting, OWU's Beeghly Library celebrated 160 years as a Federal Depository Library. We were designated a selective depository for the U.S. Government documents in 1845 and continue as one of the longest running continuous members of the Federal Depository Library system. We currently receive 26.66 percent (June 1, 2008) of everything the federal government publishes. At the anniversary celebration, Dr. Byrd welcomed guests. Jon M. Peterson, Ohio Representative from the Second District, offered brief remarks. John Spencer Walters, the Regional Depository Librarian at Utah State University, was the keynote speaker. In addition to serving the curricular and research needs of the University, we are dedicated to providing free and unrestricted access to government information for Delaware County citizens.

In 2007, the CONSORT Colleges undertook a government documents collection consolidation project. The purpose is to combine our government documents collections into one single collection, with each library being the Library of Record (LoR) for a particular portion of the collection. Beginning with the Congressional hearings, each library will be designated the LoR for a particular committee; other libraries will transfer their documents to the LoR to fill in missing gaps or replace damaged copies, and will withdraw the duplicates. Withdrawn documents are offered to other Federal depository libraries through the State Library of Ohio Needs and Offers Lists. OWU Libraries are

responsible for the following LoRs: Aeronautics/Space Exploration, Deficit Reduction, Equal Education, Ethics, and Assorted Committees.

Music Library

The library's collection is comprised of approximately 15,000 items, including music books, music journals and recordings (CDs, LPs, DVDs, cassettes, and video tapes). The collection focuses mainly on Western art music ("classical" music), but also includes materials about jazz, popular music, and world music. In addition to the collection, the library also has study areas, computer terminals, and a separate listening room.

Because the dehumidifier was not regularly drained over the summer of 2003 in the Music Library, mold had the opportunity to grow on many of the books. We delayed opening this branch located in the basement of Sanborn Hall in order to thoroughly clean the books and all surfaces in this branch. Fortunately, the mold was found to be non-toxic. With help from Buildings and Grounds staff, the books, shelves, carpet and chair fabric were cleaned. The temperature and humidity of this library need to be monitored, especially during the summer when the library is closed. The library added a hygrometer to measure temperature and humidity and dehumidifiers that operate continuously during the summer months. Buildings and Grounds staff provided automatic drainage for the dehumidifiers.

Special Collections

Since the official opening of the Archives of Ohio United Methodism, some 2,300 East Ohio books have been catalogued using OCLC's Retrocon service. Likewise, hundreds of books in the West Ohio collection have been reclassified from Dewey to Library of Congress cataloging. Closed church records of both conferences have been interfiled by county. Also, local church history files have been reorganized by county. The periodicals and manuscript collections of East and West Ohio have been merged and interfiled, too. Many new books have been purchased for the collection and three new periodical subscriptions (*United Methodist Newscope*, *United Methodist Reporter*, and *Circuit Rider*) have been added.

At the 2007 Celebration of Scholarship, Dr. Anne Fry, professor emerita of zoology, was recognized for completing a book and CD of the *Ohio Wesleyan Magazine Subject & Author Index August 1958-May 1983*. The University's Public Relations and Development each have a copy of the book and CD for their offices. In 2008, she completed the *Ohio Wesleyan Magazine Subject & Author Index June 1983-2007*. Communications and Development each received a copy of the book.

In 2007, Rare Books Librarian Hilda Wick identified 3,525 books that need to be reclassified so that scholars will better know some of the unique resources available at Ohio Wesleyan. Xudong Jin developed a plan for his staff to work on this project. We will also contract with OCLC's TechPro staff to perform some of the original cataloging.

Developing high-tech, high-touch, attractive and comfortable facilities

We have begun redesigning Beeghly Library to meet the needs of Millennials (or “Digital Natives,” the current generation of tech savvy, multi-tasking students who expect 24/7 service, enjoy teamwork, and desire convenience) with the implementation of the Information Commons, the library café, and the 24/7 study room. The following represent some of the changes that have been made along with recommended additions to improve services.

Art Exhibition Space

After discussion with the Fine Arts faculty, an art exhibition space in Beeghly Library provided another opportunity to inform and enrich the lives of library visitors. Over the summer of 1999 two art gallery walls with track lighting were installed. The walls are twenty-eight feet long and located between the Beeghly Circulation Desk and Bashford Lounge. The space allows the library to professionally house exhibitions of student artwork, selections from OWU’s permanent art collection, as well as other University curated shows. The space is not only an exhibition venue, but also a learning lab in which students gain experience hanging and organizing shows.

Audio Visual Center

The Audio Visual (AV) Center has been identified in the LIS strategic plan for many upgrades. The lobby needs to be refurbished to create a welcoming and attractive service area. The classrooms need reconfiguration, renovation, and refurbishment. In 2000, dimmable lighting fixtures allowing more flexibility for presenters were added in AV 27 which is heavily used for library instruction. There is a need for a multi-media production room.

A room in the AV Center was remodeled with new carpeting, furniture, and equipped with video conferencing equipment. This remote collaboration classroom allowed us to offer Arabic during the AY2004-05. This room has also been used for teleconferences.

The AV Center continually purchases equipment to meet faculty requests. LCD projectors, for example, were very popular until more smart classrooms were installed on campus. Other equipment purchases include a slide/film negative scanner, DVD players, 35mm slide projectors, VHS player/recorders, a digital camcorder and editing system, a CD-duplicator, and iMacs.

The AV Center assisted B & G on the installation of video/data projection systems on campus and helped the Academic Dean implement procedures for the timely repair of burned out bulbs. Using a roll of paper 44 inches wide, an Epson Pro 9600 wide format printer capable of making large format prints suitable for display presentations was added. The library’s big satellite dish, which is used for downlinking

teleconferences, was replaced in 2003. A smaller satellite dish, which is used by the Journalism Department to access CBS Newspath, was added at that time.

Bashford Lounge

The Bashford Lounge area on the first floor of Beeghly Library was remodeled to extend the 24/7 student space in the library cafe. A wall was constructed between the Bashford Lounge and the art exhibition space with doors that can be locked when Beeghly closes. Carpeting was replaced on the main floor of Beeghly and wood flooring was added in the art exhibition space around the Beeghly Circulation Desk. The Bashford Lounge still needs a change of furniture, including the addition of a flat-screen TV for current news and special programming.

Bayley Room

The Bayley Room continues to receive heavy use from National Colloquium programs, Trustee meetings, Admission Office events, and departmental lectures and programs. The Student Advising, Registration and Testing program (StART OWU) began using this room during the summer of 2007. Information Services staff arranged for networked computers and a printer for the Registrar's staff.

General Concerns & Improvements

A fire alarm system was installed in Beeghly Library in 2000. Staff members have been trained in how to interpret the control modules and what steps to take to evacuate the building.

Ceiling leaks on the third floor of Beeghly have been an on-going concern.

A self-service supplies table was placed between the photocopiers on the main floor of Beeghly in 2000. This popular table has a paper cutter, hole punch, automatic stapler, heavy duty stapler, and electric pencil sharpener.

In 2002, a computer workstation was added to a microfilm reader/printer. This allows users to scan a microfilm page and save it to disk.

In 2004, in an effort to discourage waste, we implemented Pcounter software that tracks the use of printing. Students are allotted 400 print credits per semester. This significantly reduced printing.

In 2008, 46 lockers were installed on the lower level of Beeghly to provide students with a convenient place for dropping off a coat and storing books. Circulation staff members assign interested students a three-foot locker for the semester on a first come- first served basis.

Information Commons

An Information Commons within Beeghly Library became available AY 2005-06 for new and returning students. The Information Commons integrates traditional library and media services with a broad-scale computer lab for research, production and instruction. The Information Commons consists of 62 high-end computers dispersed throughout the library. There are 40 computers on Beeghly's main floor, 10 in the internet café, 2 computers on the lower level, 2 computers on the second floor, and 4 computers on the third floor. These computers are scholar's workstations: students have access to the internet, library resources, course-related software, word processing and other office productivity software. All of these computers are new small form factor IBM/Lenovo computers with 17 inch monitors. There are 6 laser printers to support the computers in the Information Commons. In fall 2005, the Student Computer Help Desk moved from the basement of Corns to the Information Commons. A laser printer and four print only workstations were added in 2006 to the Beeghly Library foyer in order to help students who need quick access to a printer. These attractive computers create a high technology environment in a collaborative learning space.

Along with the 62 computers, there are 20 laptops that circulate. Of the 20 laptops, 5 laptops are available to students for a 48-hour check-out period via the AV Center and 15 laptops are available for a 4-hour check-out period via the Circulation Desk. With Beeghly's wireless network, students are able to check-out a laptop and work wherever they desire in the library.

During the fall 2005 semester, the Beeghly Microcomputer Lab with its 21 computers and laser printer continued to be in operation. During the semester break, work began in this space on an internet café which was established to:

- Offer students a place to take a break from studying;
- Provide a place for students to talk with professors;
- Increase students' comfort in the library and on campus;
- Integrate technology via the use of wireless and laptop computers;
- Serve as a popular meeting place for students;
- Promote collaborative work;
- Provide a place for study groups to meet; and
- Promote the exchange of ideas in and out of the classroom.

After spring break 2006, the library café opened for business. It quickly developed a devoted clientele. Students were very positive in their comments about this new service and the attractive makeover of the space made possible by funding from the Class of 2004 and the University. The café is operated by Chartwells, the campus foodservice provider, and furnished with bistro tables and stools and soft seating. In addition to wireless internet access, a laser printer and ten computer workstations are located in the library café.

The library café is used by prospective students and their parents during the Slice of College Life program. It is used as the fifty year class headquarters during Alumni Weekend. It is also open during StART OWU. When Beeghly Library is closed during

the academic year, this study space with computers and printer is available to students who can enter through a separate entrance. To provide a higher level of security for this room, swipe card access to the outside entrance and security cameras within the room is necessary. We are fortunate to have a main library well designed for adapting to changing service and technological requirements.

Others have been curious about our Information Commons. Visits just for this purpose include three representatives from the College of Wooster who were making sites visits in the summer of 2007 to see examples of Information Commons. In fall 2007, Dr. Byrd hosted the Library Director from Wittenberg University to see the information Commons and library Café.

The Information Commons has made good use of existing furniture but needs to be upgraded with user-friendly furnishings and redesigned help desks.

Music Library

In 2002, a keyless lock system was installed in the Music Library. As a result of the mold problems in the Music Library over the summer of 2003, the library added a hygrometer to measure temperature and humidity and dehumidifiers that operate continuously during the summer months. Buildings and Grounds staff provided automatic drainage for the dehumidifiers.

The Music Library needs an enhanced listening room, perhaps in a different space, and compact shelving to accommodate this crowded collection.

Science Library

In 2001, the Science Branch Library moved from its Stewart Hall location to its temporary location on the third floor of Beeghly Library. To accommodate the move, we acquired some used shelving from The College of Wooster and moved the Stewart shelving. The Biology collection, including shelving, was moved from Bigelow-Rice to Beeghly Library over the summer of 2003. Librarians with the help of selected faculty members reviewed books in the Beeghly stacks for integration in the Science collection. The entire science collection was reviewed, prepared and merged. Some reviewed items were selected for storage in CONStor, some were weeded, and many valuable items were identified for transfer to Special Collections. The collection was targeted and Beeghly books to be moved were relabeled.

Planning for the new Science Library started in AY 1998-99 by researching and compiling materials concerning library space planning and science libraries at comparable colleges. From the beginning there were concerns about the implications of an undersized science library facility. In 2002, Payette Interior Designers began working with library staff to plan the interior design and selecting furniture, lighting and carpeting as well as examining issues around a security system and compact shelving.

In 2004, the Science Library opened in its beautifully remodeled space on the main floor of the former Bigelow-Rice now Conrades-Wetherell Science Center. The collection integrates the former Science and Biology collections. Additionally, Mathematical Sciences and certain other subjects that were located in Beeghly are now part of the branch collection. The new library uses moveable, compact shelving to maximize shelving space. It opened with a 31,000 book collection and 285 print periodical subscriptions.

Special Collections

Two shelving units used in Beeghly for the temporary science collection were moved to Special Collections during summer 2004 for the Ohio Wesleyan University Historical Collection.

Fund raising is currently underway for an Archives of Ohio United Methodism Reading Room. Such a room will also be serving users of the OWU Historical Collection and Rare Books.

Study Rooms

Two seminar rooms are used for tutoring and study sessions. There is a need for additional spaces for student group work on the lower level and the third floor. These spaces need to be furnished to make the best use of technology and must have electrical outlets for laptop computers.

Providing accurate and timely reference service as well as effective and engaging instruction

In order to deal with the changing reference paradigm and to develop a new model of reference service at OWU, we have undertaken several initiatives. For example, "ASK-A-LIBRARIAN", an e-mail reference service introduced in February 1999, made the Beeghly reference librarians available 24/7 to students in dormitories and to faculty and staff in their offices. It was publicized on the University's front page, over the campus TV network, and in a featured article in *The Transcript*. It was well received as the following comment from a satisfied user testifies:

I am a student at OWU, and would not survive any of my writing courses without this service! Please continue it – and send a big thank-you to all those wonderful librarians who answer all my questions – you are lifesavers!

During the 1999 spring semester we provided Beeghly Reference Desk service from 5-7 p.m. Monday through Thursday. It was good to have an adult presence in Beeghly Library during this time slot, but this time slot did not generate a lot of questions. We later adjusted our hours to have an Assistant Chief of Circulation on duty during these hours.

During summer 2000 the reference librarians participated in a three-day reference camp. One outcome was for a librarian, wearing a white polo shirt embroidered with "OWU Reference Librarian," to provide reference service in the Hamilton-Williams Campus Center on Tuesday and Wednesdays from 11:30-1:00 p.m. Unfortunately, this service was poorly used and discontinued at the end of the academic year. Joy He (Gao) spent time each week in three different departments. This developed strong liaison relations with these departments.

We made changes in the Beeghly Reference area such as reviewing print indexes and their location and moving the Reference Desk and Web Services workstations. We added a cordless telephone which made it possible for the reference librarian on duty to answer calls away from the desk or while attending a meeting.

In 2002, OhioLINK implemented a statewide cooperative real-time online reference service. Paul Burnam received training with OhioLINK's online chat reference software and provided two hours of coverage per week for many years. In fall 2007, Ohio Wesleyan was one of nine libraries participating in a pilot of the KnowItNow (KIN) service. KIN is primarily being used by public libraries, but the pilot will set up an academic queue for all OhioLINK member libraries. Paul Burnam received training on the KIN software and interface. He provided this chat reference service about two hours per week. In spring 2007, KnowItNow Academic moved from a pilot project to a permanent service because of a commitment by librarians from 12 OhioLINK libraries, including OWU, to staff the service and KnowItNow's willingness to continue the collaboration. The service hours are from 11 a.m. to 9 p.m. Monday through Thursday, and Fridays until 5 p.m. Outside of these hours those using the service are directed to the regular KnowItNow queues and public librarians and After-Dark librarians (independent librarians coordinated by the Northeast Ohio Regional Library System) answer the calls. KnowItNow, funded through a federal Institute of Museum and Library Services grant awarded by the State Library of Ohio, is a service of the State Library of Ohio and local public libraries.

Since January 2007, the Beeghly Reference Desk has been equipped to receive and respond to students' questions by means of instant messaging (IM) using Meebo.com, an Ajax-based in-browser instant messaging program which supports multiple IM services. We are also using RSS (Really Simple Syndication) feeds to keep abreast of new information from favorite web-sites.

At the NITLE sponsored workshop, "Cultivating Quality Collaboration," held at Lake Forest College in July 2008, the OWU representatives formed a team to combine the Faculty/Staff Help Desk with the Reference Desk to create a single information service point in Beeghly Library for the 2009 fall semester.

Librarians are attempting to provide effective and engaging instruction as evidenced by our on-going commitment to information literacy. A first-year FAQ (frequently asked questions) brochure was created in 2005 that continues to be updated and distributed to students in the libraries and in English 105 classes. In 2007 Carolin

Sterling, reference librarian at Central State University, Wilberforce, visited Ohio Wesleyan to learn more about our information literacy program.

Conclusion

Libraries and Information Services is committed to developing transformational services for Ohio Wesleyan University. During this past decade, LIS has maintained high quality services while experimenting with new ways to reach students. We must continuously update equipment and servers to ensure a network infrastructure that is robust and secure. Funding must be available to maintain and enhance software licensing for basic computer applications and curriculum software. In the twenty-first century, the library plays an important role in building community on campus. Incorporating technology and giving the library a face lift will require that we renovate and refurbish Beeghly Library with comfortable, inviting space. To acquire, digitize, preserve, and provide access to resources that support the curriculum will require new and continued funding. A diverse and highly skilled, user-centered staff is required to meet campus technology needs and to provide accurate and timely reference service as well as effective and engaging instruction. By striving to meet the highest standards regarding personnel, facilities and services, LIS will contribute to making Ohio Wesleyan University one of the finest liberal arts colleges in the country.

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