

OHIO WESLEYAN UNIVERSITY LIBRARY SYSTEM
PUBLIC SERVICES
ANNUAL REPORT 2000-2001

This report summarizes accomplishments during the 2000-2001 academic year for the public services' departments within the Ohio Wesleyan University Library System. The intent is to document use statistics and highlight efforts to improve library services. For those interested in more detail, in-depth reports are available for each public services area.

There were some changes in personnel this year. Assistant Chief of Circulation Chris Yates resigned at the end of July. Orion Wilde was hired on a temporary basis to cover evening hours at the beginning of the academic year until the opening was filled. Shortly before Thanksgiving break, Monty Maceyko filled the Assistant Chief of Circulation position. Bernard Derr, Tom Green, Rosalind Scott, and Marsha Zavar served on this search committee.

In addition to their regular duties, Carol Holliger and Marsha Zavar each provided about six hours of Beeghly Reference Desk coverage during the Fall semester and nine hours during Spring semester. Their reference work provided release time for the librarians involved with information literacy. Their salaries were funded from the Andrew W. Mellon Foundation Five Colleges of Ohio grant to implement information literacy. Near the end of the Fall semester, a temporary reference librarian, Judy Thompson, was hired for eleven hours per week for the duration of Joy He's maternity leave.

At the end of the fiscal year, Carol Hallenbeck retired after seventeen years of service as the Music Branch Manager. Brian Arnold, Danielle Clarke, Tom Green, Tim Roden, and Rosalind Scott are serving on the search committee to fill this position.

The following staff members composed public services: Paul Burnam, Danielle Clarke, and Joy He, Public Services Librarians; Chuck Della Lana, Audio Visual Services Manager; Deborah Carter Peoples, Science Branch Manager, Carol Hallenbeck, Music Branch Manager, and Charlene Howison, Biology Branch Manager; Bernard Derr, Chief of Circulation, and Monty Maceyko, Assistant Chief of Circulation; Marsha Zavar, Interlibrary Loan Manager/Public Services Office Manager; Tom Green, Associate Director of Libraries and Head of Public Services; and more than sixty student assistants assigned to public services areas.

Audio Visual Center

Traffic in the Audio Visual (AV) Center decreased 14.8% this year (see Appendix A for use statistics). This continues the trend where AV services have shifted to provide more off-site campus support. Equipment checkouts decreased 25%, while software checkouts increased 7.4%. Decreases in classroom and Learning Lab use offset increased use of the study rooms. Total room usage decreased 8.6%. Harvey Freeman, Psychology, Dagmar Grothe and Cheryl McGinnis, Modern Foreign Languages, held regularly scheduled classes in the AV Center. The viewing rooms were used heavily for assignments in Physical Education, Psychology, and Spanish.

AV Center staff kept busy with increased campus demands outside the library and additional multimedia and video production needs. Production services increased 36.5%. This included more use of audio duplication, format transfer, recording, and editing. Other services (deliver/pickup, service, operation, purchase consultation, and repair assistance) increased 31.4%.

Nine student assistants helped AV Services Manager Chuck Della Lana staff the AV Center this

year. In addition to desk responsibilities, these students were assigned to such projects as updating the print AV Media Catalog, videotaping special events, and delivering equipment for the OWjL and Upward Bound programs.

Equipment purchases included a new satellite receiver, a digital video camera and editing workstation, camcorders, tripods, overhead projectors, an additional portable data projector, projection carts, portable screens, a USB interface CD-writer and a new digital still camera. Dimmable lighting fixtures were added to Room 27, allowing more flexibility to presenters. The viewing rooms were upgraded with DVD players and 19" monitors. Chuck Della Lana assisted B&G staff on the installation of six LCD projection systems in campus classrooms and offered training workshops to faculty members who wished to use the equipment. Working with Associate Dean of Academic Affairs Dick Fusch, Chuck helped secure bids for four more installations and six "smart carts" for classroom data projection in the coming year.

More than 200 media titles were purchased, processed, and added to the circulating collection. A 2000/2001 Media Software Catalog was produced and distributed to all campus academic departments. A fall and spring edition of the AV Center newsletter, *Screenings*, was produced for distribution to faculty. A monthly program guide for the OWU Movie Channel was published and distributed to students.

Audiovisual media sharing within the CONSORT schools was extended to include students. With assistance from the AV Center, the Modern Foreign Language (MFL) department continued its Mellon-funded "Viewpoints" project. Chuck Della Lana co-facilitated three faculty Digital Video seminars with MFL technology specialist Susan Binkley. 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.

The AV Center supported individual faculty members and departments in a variety of ways. 400 licensed audio CDs were duplicated and made available to French language students. Several video clips were digitized for the Physical Education and Modern Foreign Language departments. Chuck Della Lana also continued to assist Margie Shade, Physical Education, with reformatting filmstrips to PowerPoint slides. He provided a rough edit for Politics and Government faculty member Joan McLean's documentary film on Millie Jeffrey and researched educational film distribution contacts for her. Chuck taught two scanning workshops for Education Department Mike Grote's senior students. He held nine scanning training sessions on Friday afternoons throughout Spring semester. He edited productions for the Office of Admission, Public Relations, and Special Gifts. He assisted students with video editing projects for OWU football and basketball highlight tapes.

The AV Center supported campus events and programming, too. The AV Center, for example, aired approximately 180 films over the campus cable system for the Residential Life Cinema Series. AV staff members videotaped and archived all of the NC-15 sessions. The dedications of the Corns Building and the fitness and health center in Stuyvesant Hall were videotaped. Chuck produced an "Overview Tape" for University President Tom Courtice to present to the United Methodist College Commission.

Other forms of campus support included providing audiovisual assistance to meetings and workshops scheduled in the Hamilton Williams campus Center, including the GLITTER 2000 Conference hosted by Information Systems and the OFEA Conference hosted by the Education Department. Several video teleconferences were downlinked and hosted at the library for MFL, Information Systems and Delaware area non-profit organizations. Chuck Della Lana also assisted with several projects for staff at The Methodist Theological School in Ohio. The AV Center assisted the Chaplain's office by videotaping

Baccalaureate and the 2001 Commencement. Tapes of these events were duplicated and made available to the OWU community. Also, CD's of the Senior Class Slide Show were duplicated for distribution by the Chaplain's office.

Circulation

The 2000-2001 turnstile count of 221,575 represents a 12.8 % decline in the number entering Beeghly Library (see Appendix A for use statistics). Most traditional usage figures were down as well. Overall book circulation totals decreased 21.1%. Periodicals borrowing decreased 25.4%. Off-campus borrowing and lending continued to be a significant component of Circulation work. Through CONSORT and OhioLINK, 7,943 items were borrowed and 7,969 loaned.

Assistant Chief of Circulation Chris Yates resigned at the end of July. Orion Wilde was hired on a temporary basis to cover evening hours at the beginning of the academic year until the opening was filled. Shortly before Thanksgiving break, Monty Maceyko filled the Assistant Chief of Circulation position. Bernard Derr, Chief of Circulation, devoted some time to the development of the Browsing Collection. He reviewed Circulation Desk procedures for public services staff members and conducted one-on-one training sessions.

29 student assistants, 6 less than the previous year, staffed the Beeghly Circulation desk. Due to a heavy graduation rate, two-thirds of the student assistants were new and received training Fall semester. Both Fall and Spring semesters a student in the Student Assistantship Program (StAP) aided with the processing of CONSORT and OhioLINK loans and the follow up of related problems. In another StAP position, a former Circulation student helped train new student recruits. Eight student assistants were nominated for the "Outstanding Student Assistant Award"; two, Harry Phillips and Rhian Thomas, received the award.

Circulation staff members maintained access services. The doors of Beeghly library stayed open 104 hours a week during the school year. Additional hours of service were offered during the week of final exams and the week prior to exams. Patrons were registered and the general book collection, periodicals and materials on reserve were circulated. Some 500 personal copies were cataloged for circulation through the Reserve Room. To keep materials available to borrowers, overdue notices were sent out, books recalled, and \$18,543 in fines collected for the repair and the replacement of books. 655 books reported missing were found.

The stacks were kept in good order with regular shelf reading during the school year and through a systematic shelf reading of the entire book and periodical collection during the summer. In the process, books identified as oversized were transferred to oversize shelves and books needing minor repair were mended. Several small shifts were accomplished during the year in overcrowded sections of the stacks.

Library photocopiers (three copiers and one microfilm reader/printer in Beeghly, two copiers in branches and the Beeghly staff copier) made 265,076 copies, 6.7% less than the previous year. With the help of Sue Cooperider from Purchasing, some of the library copiers and copy card readers were upgraded. The change to a different card and card reader supplier resolved the compatibility problems that had existed for several years.

Electronic reserves, using ERes software, was tested Fall semester. A dozen faculty members representing a variety of disciplines were identified and trained Fall semester. At the beginning of Spring semester Bernard Derr introduced ERes to 15 faculty participants at a workshop co-sponsored with the

Teaching, Learning, and Cross-Cultural Programming Committee. By year's end 36 faculty members and 51 Spring semester classes were registered users. Two consequences of electronic reserves were considerably lower revenues from overdue fines and increased use of the laser printer. The ERes work team expanded its focus to explore copyright related issues. New policies are expected to be in place in the coming year.

Some other changes in circulation matters merit mention. Signs, bookmarks and stickers indicating that Reserve items are to be returned where checked out were used at Beeghly and each of the branches. Starting Spring semester, circulation passwords are to be changed each semester.

Branches & Departmental Library

In the branches, **Biology** experienced a 17.7% increase in traffic from a year ago (see Appendix A for use statistics). Total book circulation more than doubled. All categories experienced increases, especially student checkouts and reserves. The increased reserve checkouts can be attributed to folders containing the class lecture transparencies of one professor. Periodical circulation also doubled. A larger number of senior biological science majors contributed to this year's increased book and periodical checkouts.

Three student assistants were hired at the beginning of the academic year. One of those students had prior experience in the branch, but two were new and required training. One replacement was hired and trained spring semester.

From the beginning of the spring semester until March 7 (due to the maternity leave of a staff member of the Botany/Microbiology Department), Biology Branch Manager Charlene Howison assumed responsibilities that required her absence from the library (during part of the day, Monday through Thursday). The academic department hired a part-time office staff person who helped provide continuity of services.

As a result of unauthorized use of branch manager Charlene Howison's computer workstation, the lock on the library door was changed. Public Safety is now responsible for opening the branch.

At the beginning of the academic year, the branch manager conferred with faculty members in Bigelow-Rice to find a way in which to increase shelf space in the stacks. It was decided to move the pre-1995 volumes of several serials to Beeghly Library. The volumes were moved in small groups throughout the year, resulting in a substantial amount of shelf space being released. After consultation with Serials Manager Carol Holliger, it was decided to house only two years of bound journals in the Biology Branch in the coming academic year. Because many serial titles have increased in size, the shelves designated for three years of bound journals were insufficient.

Traffic in the **Music** Branch decreased 13.2% (see Appendix A for use statistics). Total book circulation decreased 30.6%. Periodical circulation also decreased. In the listening room, overall use decreased 5.8%.

During Fall semester, eleven student assistants staffed the desk. Because a few of these workers were student teaching Spring semester, three new student assistants were hired and trained. Carol Hallenbeck announced her retirement after seventeen years of service as the Music Branch Manager. A search committee (Tom Green, Danielle Clarke, Tim Roden, Brian Arnold, and Rosalind Scott) was formed to fill this position.

Two computers, one replacing the existing OPAC, were added to the Music branch. The branch now has access to Internet resources. Two important new editions of encyclopedia sets were received: *Baker's Biographical Dictionary of Musicians* (Centennial ed., 6 vols.) and *the New Grove Encyclopedia of Music and Musicians* (2nd ed., 29 vols), the benchmark reference tool for music library research.

Carol Hallenbeck assisted the Music Department's self-study for the National Association of Schools of Music accreditation team. It had been ten years since the last visit.

Traffic in the **Science** Branch decreased 20.6% for the year (see Appendix A for use statistics). Total book circulation dropped 17.1%.. Periodical circulation decreased 75.9%.

Seven student assistants, five of whom were new, were hired for the academic year. By the end of Fall semester, three students had resigned. Two new students were hired and trained for Spring semester.

In addition to the 850 hours allocated during the academic year for Science Branch Manager Deb Carter Peoples, an additional fifteen hours were funded for meetings during the summer. She also received support from the Mellon Grant for her collaboration on information literacy with Dr. John Krygier, Geology/Geography. In the coming year, the Science Branch Manager position will become an administrative position with the title Science Librarian/Science Library Manager.

Deb Carter Peoples and Dr. Theresa Byrd met almost monthly with the Science Initiative architects concerning plans for the new science library. They successfully negotiated additional "storage" space for the new library. Deb Carter Peoples surveyed all *U. S. News & World Report* Tier I, II, III national liberal arts schools for the existence of a Science Library and/or a Science Librarian.

The web services computer was upgraded to a Pentium III 700 MHz and the circulation terminal upgraded to a Pentium II 166 MHz. The circulation terminal bar code reader was replaced and a bar code reader was added to the desktop terminal.

Deb Carter Peoples began a comprehensive weeding project for the Science Library and started to transfer books from the Science Library. She organized and conducted a 30 day trial for SciFinder Scholar. She then participated in negotiations with Chemical Abstracts that resulted in Ohio Wesleyan partnering with Oberlin and Lake Forest College to serve as a test case for reduced cost access to SciFinder Scholar.

In for the **Curriculum Resource Center (CRC), Education Department Departmental Library**, Kim Strain filled the Library Assistant position at the end of last spring's semester. She works afternoons during the academic year. She shelf-shifted and decorated the room that houses the Education Department's library. Judy Orahod, Cataloging Manager, finished cataloging the collection. Barbara Wiesner, Acquisitions Manager, administered book orders for the CRC; as these books arrive, they are processed and sent over to the CRC, shelf-ready. Chuck Della Lana evaluated the CRC audiovisual equipment inventory and made some minor repairs. He advised which items to discard and recommended equipment for purchase.

Government Documents

The Government Documents collection has 157,691 items. As a selective depository library, we

receive 26.52% of everything the federal government publishes. The total number of government documents (paper, microfiche, CD-ROM) used in-house or checked out decreased 22.4% from the previous year. As governmental information becomes more available on the Web, circulation statistics decrease.

Public Services Librarian Joy He continued to coordinate Government Documents. She was heavily involved with the Original and Historical Cataloging Project and worked with technical services staff to set up a new TechPro contract for OWU. Also, she spent time investigating the Marcive cataloging service for the Five Colleges of Ohio Government Documents Subcommittee. Four student assistants were responsible for the initial check-in of documents, OCLC updating, placing labels and plastic covers on documents, shelving, and superceding. They also helped technical services staff with copy cataloging. Joyce Laurence took on additional responsibilities within government documents during Joy's maternity leave.

Efforts to streamline the processing of government documents continued this year. The printing and placing of OCLC labels on government publications, with the exception of hardbound covers, was stopped. At the end of Spring semester technical services staff took over OCLC updating and any other cataloging-related responsibilities. Government documents student assistants will only be responsible for processing and shelving documents.

An agreement for selective housing of U. S. depository documents between Ohio Wesleyan University Libraries and the Geology/Geography Department map collection was signed by Dr. Theresa Byrd, Director of Libraries, and Dr. Karen Fryer, Geology/Geography Department Chair.

Interlibrary Loan

The total number of filled traditional Interlibrary Loan (ILL) book and periodical requests was nearly identical to the previous year, decreasing 0.4% (see Appendix A for use statistics). We borrowed 202 monographs and 804 periodical articles. Additionally, 77 requests went unfilled.

Other libraries requested 2,551 items through traditional ILL, 7.9% less than a year ago. The ILL Department filled 1,437 of those requests, 11.7% less than the previous year. There were 846 filled book requests and 591 filled periodical requests. The increasing availability of full-text journal articles may account for the reduced demand for periodical photocopies. Missing books, checked out books, and unowned books accounted for most of the unfilled book requests.

ILL Manager Marsha Zavar hired and trained two student assistants. Student assistants sorted and checked-in most of the in-coming CONSORT and OhioLINK items and both prepared and packaged most of the out-going items on a daily basis. Ohio Wesleyan's lending to OhioLINK libraries decreased, in part, because OhioLINK identified the CONSORT libraries as net lenders from the previous year's statistics. A photocopier was added in the ILL office.

Library Instruction

This year a total of 2,169 students (1,596 last year) in 119 sessions (111 last year) received library instruction. English 105 accounted for 57 of these sessions (55 last year) and reached 954 students; 62 sessions (56 last year) were course-related and reached 1,215 students.

Several library-sponsored workshops were offered throughout the year. Again this year, Danielle Clarke and Marsha Zavar conducted tours of Beeghly Library for new students and their parents during New Student Orientation. Three OWU staff members attended "Power Searching on the Web" team-taught by Paul Burnam and Joy He. Nine students attended two Fall semester sessions of "How to Cite Electronic Sources Correctly" team-taught by Danielle Clarke and Marsha Zavar, but there were no takers for the two Spring semester workshops. No one attended the Fall workshops on "Advanced Search Techniques" or "Getting the Most from Full-text Databases." Paul Burnam conducted a Cybercheating Workshop for faculty that 24 faculty members attended.

Teaching experiences with non-OWU students included such groups as Big Walnut High School (Sunbury, OH) Advanced Placement English and Spanish classes, Hayes High School (Delaware) AP English and Humanities classes Marysville High School Advanced Placement English and Humanities classes, Olentangy Middle School students, and a group of Delaware senior citizens.

During the week before classes started, the library sponsored "Integrating Information Literacy Into the Liberal Arts Curriculum" for all interested Ohio Wesleyan faculty. Hannelore Rader, University Librarian at the University of Louisville, was the keynote speaker. More than thirty faculty members were introduced to the concept of information literacy. A month after classes started, three new faculty members and two new administrators attended the second annual "New Faculty Reception". Public services librarians explained services and demonstrated a variety of research databases and ERes. For the coming academic year, we plan to host this event before classes begin.

The Five Colleges of Ohio Information Literacy Committee prepared the AT&T tutorial for student evaluation. Danielle Clarke was responsible for the citation module. She also coordinated the participation of 41 OWU students who completed the 3-step process for evaluating the tutorial and earned \$35 each.

The OWU Education Department received the first on campus Mellon Information Literacy grant. Danielle Clarke worked closely with members of the department to integrate information literacy in courses throughout the program. Fall semester she taught information literacy sessions for two of Dr. Gary DeCoker's classes, "Role of the School," and "Social Studies Methods"; Dr. Paula White's "Educational Psychology" classes; and Dr. Amy McClure's "Early Literacy" class. Spring semester Ms. Clarke taught for 15 hours in four different Education classes.

The Mellon Information Literacy Project expanded to another department Spring semester. Joy He provided library instruction for the Public Finance course taught by Dr. Robert Gitter. Several information literacy proposals were approved for the coming year: Deb Carter Peoples will be working with John Krygier and Bart Martin, Paul Burnam with Julian Arribas and Jed Burt, Tom Green with Emmanuel Twesigye and Jim Peoples, and Joy He with Saif Rahman and the Physical Education Department.

Teaching librarians attended two Mellon sponsored symposia. In January, Deb Gilchrist, from Pierce College, Tacoma, Washington, was the keynote speaker at a workshop in Wooster addressing assessment. In May, the librarians traveled to Gambier for "Meet You at the Mellon Patch: A Conversation about Integrating Information Literacy into the Curriculum." The Mellon grant includes the creation of a web site that will inform others about the efforts on the Five Colleges of Ohio campuses to integrate information literacy into the curriculum.

The librarians do not have a hands-on computer lab available for teaching. This severely

handicaps learning exercises involving the students. While librarians arranged to use labs in other buildings, especially the labs in the new Corns Building, space was not always available. We need at least one fully equipped digital classroom in Beeghly Library as soon as possible.

Online Services

During the past year, Ohio Wesleyan users continued to search most heavily the following OhioLINK databases: *Periodical Abstracts*, 10,302, *Academic Universe*, 4,000 (total searches through mid May, 2001), *ABI/Inform Global*, 3,631, *PsycINFO*, 3,565, *WorldCat*, 3,199, and *Biological Abstracts*, 3,081. In the Electronic Journal Center, Ohio Wesleyan users made 4,470 pdf downloads. JSTOR was accessed for 5,643 searches in its first complete year. FirstSearch, especially EconLit (299) was used for 308 searches.

In response to recommendations originating during Reference Camp (see Reference), the Web Services workstations were repositioned closer to the Beeghly Reference Desk. The workstations became "scholar's workstations" with the addition of word processing, spreadsheet and PowerPoint software. Two new workstations and a laser printer with duplexer were purchased. After replacing one workstation with hard disk problems, six Web workstations were networked to a laser printer. Spring semester a duplexer was added to a new laser printer in the Beeghly Reference area. Midway through the semester the library director asked that it be turned off because of student requests. Carol Holliger worked with Tom Green to write troubleshooting tips for this shared laser printer. This printer received significant use. It made 187,663 copies this year (69,028 last year).

There were several changes in Web-based resources throughout the year. Through OhioLINK, we added AccessScience, an online encyclopedia of science and technology. The National Library of Medicine eliminated the AIDSline, Cancerlit, and HealthSTAR databases, but included the information in Medline. The loan period for netLibrary's electronic books was expanded from one day to one week. Another source of electronic books, ITKnowledge, went out of business. The LandSat satellite images became available through OhioLINK's Digital Media Center (DMC). A new release of the art and architecture database included searching enhancements and the 2001 version of the AMICO data, which includes about 60,000 images. OhioLINK, extended remote authentication to all non-Dataware databases. This means students and faculty can use OhioLINK resources from home or off-campus.

Ohio Wesleyan added access to JSTOR's "Ecology and Botany" journals. This added 29 titles and approximately one million pages of journal literature in the biological sciences. At the request of the Education Department, we added Authors 4 Teens, a web-based source for biographical information about young adult authors. To support the Physical Education Department, we added SPORTDiscus, an authoritative bibliographic database of sport and fitness information. We received special pricing for SciFinder Scholar, the web-based version of Chemical Abstracts, by collaborating with Oberlin College and Lake Forest College. After several years of participation in CLASSMATE, this service came to an end.

In February, Information Systems changed the Internet Protocol addresses in Stewart Hall. This created connectivity problems for all licensed databases and electronic journals. Information Systems was asked to keep the library informed about such developments.

During summer of 2000 Public Services Librarian Joy He revised the library home page. She used Adobe Acrobat software to publish the winter 2001 issue of *At the Library* in pdf format. Using the revised templates from the library home page, Tom Green updated the library intranet. He also started

publishing library meeting minutes in pdf format.

Public Services

Public Services Office Manager Marsha Zavar reserved the rooms in Beeghly Library. The Bayley Room was used for many Admission Office and National Colloquium events, departmental lectures and programs, student club meetings, and Board of Trustee meetings. The seminar rooms were used by a few faculty members for classes, and others for various meetings, tutoring and study sessions.

Several improvements were made to the physical plant. The original carpet in the Reference area was replaced. Circulation received new chairs. The two photocopiers on the main floor of Beeghly were replaced and a photocopier was added in the ILL office. A self-service office supplies table was added between the photocopiers on the main floor of Beeghly. This table's paper cutter, hole punch, automatic stapler, heavy-duty stapler, and electric pencil sharpener were heavily used. The Beeghly Reference Desk was repositioned and the Web Services computers moved closer to the OPACs.

The key to the AV Center was moved from behind the Circulation Desk to a locked box in the ILL/Public Services Office. Bayley Room key procedures were reinforced. Access to Special Collections is now limited to Special Collections staff members. The first aid kit was moved to a location behind the Beeghly Circulation Desk. First aid books were placed in mounted holders in Special Collections, the AV Center, Technical Services, behind the Beeghly Circulation Desk, and in the Music Branch.

Deb Carter Peoples and Danielle Clarke worked on developing a mission statement over the summer. In September, Tom Green, Carol Hallenbeck, and Judy Orahood were appointed to join the Mission Statement team. The entire library staff was given the opportunity to contribute thoughts, suggestions, and revisions. The following Mission Statement was adopted at the October library staff meeting:

"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."

Paul Burnam, Deb Carter Peoples, Susan Cohen, Chuck Della Lana, Tom Green, and Carol Holliger, in consultation with Theresa Byrd, drafted a vision statement. In April, the entire staff of the Ohio Wesleyan University Libraries approved this statement (Appendix B). This document joined the core values and mission statement in defining the role and direction of the Libraries.

Bernard Derr and Tom Green prepared a display of books that supported this year's National Colloquium, "A Wired World: The Internet and Beyond." Near the end of Fall semester a flyer outlining our 24/7 services was mailed to all students and posted around campus. Deb Carter Peoples designed colored flyers for National Library Week.

Tom Green and Danielle Clarke worked with a four-student team from Dr. Dennis Prindle's "Writing For the Workplace" course. These students conducted a survey on Information Literacy of twenty-five students from each class. They found strong student support for .25 credit lab supporting English 105; upper level students thought it should be mandatory, lower level students optional.

Thom Pugh, a junior, drafted a script for a new library orientation video. Chuck Della Lana, Tom Green, and Bonnie Mahle continue to work on this project.

The following in-service training sessions were held:

- Bernard Derr reviewed circulation procedures.
- Chuck Della Lana updated Audio Visual Center procedures.
- Marsha Tilden, Student Health Service Director, provided CPR training.
- Capt. Lee Vander Bush, Delaware Fire Department, covered fire safety training.
- Bernard Derr introduced ERes.
- Also, staff members toured OCLC headquarters in Dublin.

This year's staff retreat, led by Marti Peden, focused on "Emotional Intelligence at Work." Several helpful exercises and activities were introduced. The staff met a couple of times following the daylong workshop to finish the last group exercise. Based on an inventory we had taken, Library Director Theresa challenged us to commit to improve in one area (competing, collaborating, compromising, avoiding, and accommodating) during the ensuing year.

Reference

Reference and directional questions asked at the Beeghly Reference Desk increased 6.6% from the previous year (see Appendix A for use statistics). Of that total, 191 questions were received through the ASK-A-LIBRARIAN e-mail service, a 42.5% decrease from previous year.

In addition to their regular duties, Carol Holliger and Marsha Zavar each provided about six hours of Beeghly Reference Desk coverage during the Fall semester and nine hours during Spring semester. Their reference work, funded from the Five Colleges of Ohio Mellon Foundation grant, provided release time for the librarians teaching information literacy courses. Near the end of Fall semester, a temporary reference librarian, Judy Thompson, was hired for eleven hours per week for the duration of Joy He's maternity leave.

A total of 419 reference titles were added to the collection during the period August 1999 through May 2000. These consisted of standing orders, gifts, and new acquisitions.

For three days during the summer of 2000, library staff members involved with reference participated in Reference Camp. Staff members shared information with colleagues on the following topics:

- Changing reference paradigms (Theresa Byrd)
- Reference workshops (Paul Burnam)
- E-mail reference (Marsha Zavar)
- Reference work/office hours in academic departments (Joy He)
- Ready reference (Danielle Clarke)
- Web resources and reference (Xudong Jin)
- Guidelines for behavioral performance of reference (Tom Green)
- Roving reference (Carol Holliger)
- Marketing reference (Deb Carter Peoples.)

Through intense discussion, we developed a mission statement and working model for reference services at Ohio Wesleyan. Several changes in reference service were implemented.

Within Beeghly, the reference desk and Web Services workstations were repositioned in an effort to improve the accessibility of the reference librarian. The workstations became "scholar's workstations" with the addition of word processing, spreadsheet and PowerPoint software. Xudong Jin was responsible for purchasing a cordless telephone that was added to the Beeghly Reference Desk. This makes it possible for the reference librarian on duty to answer calls while away from the desk or attending a meeting.

In October, librarians started offering reference assistance in the Hamilton/Williams atrium. This service was provided during Tuesday and Wednesday noon hours. Although fewer than 20 students took advantage of this opportunity Fall semester, we continued experimenting with this outreach from February to May. Near the end of Spring semester those providing this service each wore a white polo shirt embroidered with "OWU Reference Librarian." At the end of the academic year, we decided to discontinue this outreach effort.

In another experimental effort, Joy He spent time each week during Fall semester in three different departments. During Spring semester she continued this service in the Economics Department during the final weeks of the semester. Danielle Clarke and Deb Carter Peoples scheduled "personal reference sessions" with faculty and students. Near the end of each semester a focus on "roving reference" showed a marked increase in the number of questions fielded compared to the same periods in the prior year.

Tom Green compiled this report with contributions from Paul Burnam, Deb Carter Peoples, Danielle Clarke, Chuck Della Lana, Bernard Derr, Carol Hallenbeck, Charlene Howison, Joy He, and Marsha Zavar.