

MEMORANDUM

To: Dr. Theresa Byrd, Director of Libraries
cc: Public Services Staff

From: Tom Green, Associate Director of Libraries and Head of Public Services

Date: January 6, 2003

Re: **FALL 2002 PUBLIC SERVICES HIGHLIGHTS**

The Ohio Wesleyan University Libraries' mission statement was selected for inclusion in *Libraries, Mission and Marketing*, tentatively scheduled for publication during the summer of 2003. Our statement will be included as part of 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. Throughout the fall semester we continued work on a five year strategic plan. We expect to finalize this plan by the end of January.

Faculty-librarian collaborative initiatives peaked in this the final year of the Five Colleges of Ohio Mellon Foundation Information Literacy project grants. The following fall semester courses included information literacy components funded by the grant:

- Paul Burnam with Dr. Laurie Anderson "Environmental Plant Biology"
- Paul Burnam with Dr. David Johnson "Practical Botany"
- Paul Burnam with Dr. Chris Wolverton "Environmental Plant Biology"
- Paul Burnam with Dr. Laura Tuhela-Reuning "Introduction to Microbiology" and "Electron Microscope"
- Paul Burnam with Nancy Murray "Ethnobotany"
- Paul Burnam with Dr. Michael Esler "Judicial Process and Policemaking"
- Danielle Clarke with Dr. Trace Regan "Introduction to the Mass Media"
- Danielle Clarke with Mr. Jim Underwood "Fundamentals of Journalism"
- Danielle Clarke with Dr. Bo Rabby "Junior Seminar"
- Danielle Clarke with Dr. Lynette Carpenter "The Gothic"
- Tom Green with Dr. Jan Smith "Social Inequality"
- Joy He with Ms. Margaret Gehring "Social Issues in Sports"
- Joy He with Dr. Nancy Knop "School and Community Health"
- Joy He with Dr. Saif Rahman "Principles of Economics"
- Xudong Jin with Dr. Xiaming Chen "Communist Revolution in Modern China"
- Deb 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"

Last spring we participated in LibQUAL+, a research and development project sponsored by OhioLINK. After reviewing the content of the qualitative data, we addressed some of the concerns. Circulation staff members worked intensely with their assigned student assistants to improve customer service at the Beeghly Circulation Desk. Director of Libraries Dr. Theresa

Byrd and Associate Director and Head of Public Services Tom Green met with WCSA student body president Chuck Brown and senior class representative Alleyn Harned about several library-related matters. As a result we established the third floor of Beeghly Library as a quiet floor. We posted a sign at the entrance to the library asking for cell phones to be turned off in the library. A coffee machine will be added to the library during the semester break.

The original ten Beeghly CONSORT OPACs (486 processors) were replaced with Gateway Profile 4 workstations. Eight of these workstations are fully configured with office productivity software. These Scholar's Workstations give us sixteen similarly configured workstations in the Beeghly Reference area. Two of the new workstations are dedicated to Web access to CONSORT. Four printers now service these eighteen workstations. We also upgraded five staff computers.

Public services library staff members are involved in many professional activities outside the library. Some activities within the University community included:

- Paul Burnam offered a workshop on "Overcoming Insecurity and Anxiety: Research Tips for National Colloquium Related Assignments.
- Danielle Clarke continued work with the Sexual Assault Hearing Panel.
- Chuck Della Lana agreed to be the TV Club advisor.
- Tom Green began a three year term on the Executive Committee of the Faculty and continued as co-advisor of the Bishops Chess Club.
- Tom Green and Bonnie Mahle continued service on the Reclassification Committee.
- Margie Wiers agreed to be the advisor to the Kappa Kappa Gamma sorority.

Consortia activities included:

- Paul Burnam attended OhioLINK Lead Implementors meetings. He also chairs the Web Enhancement Subcommittee of the OhioLINK Users Services Committee and continued service as a member of the Ohionet Reference and Resource Sharing Council
- Paul Burnam with Dr. Julian Arribas, Modern Foreign Languages, participated in a panel discussion on information literacy at Kenyon College.
- Theresa Byrd and Bernard Derr attended an Ohio5 Circulation/ILL Subcommittee meeting.
- Danielle Clarke attended Ohio5 Information Literacy Planning Subcommittee meetings.
- Chuck Della Lana, chair of the Ohio5 AV/Media Subcommittee, attended a meeting.
- Bernard Derr attended an Ohio5 CONStor Subcommittee meeting.
- Bernard Derr, Carol Holliger, Joyce Lawrence, and Bonnie Mahle were appointed to form a Disaster Planning Team for the Ohio5.
- Joy He and Martha Powers attended Ohio5 Government Documents Subcommittee meetings.
- Deb Peoples attended the Oberlin Science Center dedication and a meeting of the OhioLINK Chemistry Librarians Group.

Professional meetings and workshops included:

- Chuck Della Lana, Carol Holliger, and Xudong Jin received CONTENT dm software training.
- Paul Burnam and Deb Peoples attended OhioLINK's "Reference Rendezvous!"
- Theresa Byrd, Tom Green, Deb Peoples, Marsha Zavar attended the OhioLINK Futures Symposium. Dr. Byrd and Paul Burnam attended the dinner preceding the Symposium.
- Joy He and Dr. Nancy Knop, Physical Education, presented "Enhancing the human touch in a digital age by embedding information literacy..." at the Academic Library Association of Ohio Annual Conference. Danielle Clarke, Tom Green, Joy He, Xudong Jin, Joyce Laurence, Judy Orahood, Deb Peoples, Marsha Zavar, and OWU senior and library student assistant Stacey Chaney attended the conference.
- Deb Peoples presented "Geographic Information Literacy" at the North American Cartographic Information Society Conference. She received a two year appointment to the Chemical Abstract Service's Academic Advisory Committee. She attended the OHIONET "Census 2000 and Related Statistics" workshop.
- Margie Wiers attended the OCLC Distinguished Seminar with William Y. Arnos, Cornell, speaking on "National Science Digital Library as an Example of Current Research in Information Sciences."