

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 8, 2007

Re: **FALL 2006 PUBLIC SERVICES HIGHLIGHTS**

Two librarians, Kay Schlichting, Curator of the Ohio Wesleyan University Historical Collection, and Danielle Clarke, Public Services Librarian, retired at the end of Fall semester. Kristine Kinzer, a librarian with a variety of useful experiences including a practicum at The Ohio State University Rare Books and Manuscripts Library, has been hired on a temporary basis. She will start in January and work in both public services and special collections about 33 hours per week through the fiscal year. We will conduct a national search to fill the public services librarian position and decide during the next few months how to fill the Special Collections position.

The person we hired to fill our Assistant Chief of Circulation position, Mary Lynn Banish, found that she needed to resign after only two months of service. Our weekend supervisor, Jennifer Spillman, and a 2004 graduate of Ohio Wesleyan, Amanda Henning, have been helping to cover the 5 pm to 2 am hours while this search was reopened. Thomas K. Mullenix, who has been working in circulation at the Columbus State Community College Library as well as being a student assistant throughout high school and college, started in January.

Susan Perry, Interim President of the Council of Library and Information Resources, and Karin Wittenburg, University Librarian at the University of Virginia, visited Ohio Wesleyan as consultants for the Five Colleges of Ohio on library space and storage. Their recommendations, to do away with CONSTor, the off-site storage facility, through rigorous weeding, will be thoroughly reviewed during the coming months.

The computer workstations in both the Information Commons and the Internet café continue to receive heavy use. A laser printer and four print only workstations were added to the Beeghly Library foyer in order to help students who need quick access to a printer.

During the Spring semester we plan to administer a web-based quantitative customer survey that will explore how students, faculty, and staff use and evaluate the services of our merged library and computing units. The survey, known as the Bryn Mawr Survey of Merged Information Services Organizations (MISO), will focus on use of services and resources with particular emphasis on classroom technology and administrative support.

The following research questions will be 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 results of the study will be presented in a report prepared by the study investigators for the institutions that are members of CLIR (Council on Library and Information Resources <http://www.clir.org/>) with merged Library/IT organizations and possibly to other educational consortia such as EDUCAUSE (<http://www.educause.edu/>).

Five faculty workshops (57 participants) were offered this semester. 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.” Deb Carter Peoples demonstrated “ISI Web of Knowledge.”

A library staff member provided tours for area schools. Danielle Clarke provided an orientation session for AP students from Big Walnut High School. She also led a tour for students from Olentangy’s Shanahan Middle School.

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

- Carol Holliger and Tom Green attended the semi-annual meeting of the Joint Archives of Ohio United Methodism.
- Paul Burnam is serving as the affirmative action representative on Physical Education Department search committee.
- Chuck Della Lana co-taught the Visual Anthropology course.
- Tom Green served on the Executive Committee of the Faculty, served as the administrative representative to the University Appeals Board, and continued as co-advisor of the Bishops Chess Club.

Consortia activities included:

- Paul Burnam attended Academic Library Association of Ohio (ALAO) board meetings as the representative of the Government Relations Team and OhioLINK Lead Implementors.
- Tom Green and Xudong Jin attended Five Colleges of Ohio Collection Development & Management Subcommittee meetings. Green was elected for a three year term to represent the independent colleges on OhioLINK's User Services Committee.
- Joy Gao attended Five Colleges of Ohio CONSORT Cataloging Subcommittee meetings and became the chair of Government Documents Subcommittee.
- Deb Peoples attended the annual meeting of the OhioLINK Chemistry Collection Managers.

Professional meetings and workshops included:

- Paul Burnam attended Chris Rasbridge's OCLC presentation "To-morrow, and to-morrow, and to-morrow': the players on the curation stage."
- Dr. Theresa Byrd, Paul Burnam, and Jed Burttt attended the Institute for Scholarly Communication in Durham, North Carolina.
- Dr. Theresa Byrd, Tom Green, and Jason LaMar attended the EDUCAUSE Annual Conference "Spurring Innovation & Marshalling Resources" in Dallas, Texas.
- Joy Gao, treasurer, attended an Ohio GODORT meeting.
- Carol Holliger hosted the East Ohio Archives and History Committee and the West Ohio Archives and History Committee meetings. She presented programs on "Using Resources at the Archives of Ohio United Methodism To Do Genealogical Research" for both the Crawford County and Morrow County Genealogical Societies.
- Deb Peoples serves on the Chemical Abstract Services Academic Advisory Committee and the Central Ohio Special Libraries Association Board.
- Marsha Zavar attended the OHIONET workshop "Integrating Odyssey With WorldCat."