

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: September 9, 2002

Re: **SUMMER 2002 PUBLIC SERVICES HIGHLIGHTS**

The library was one of 164 participating institutions nationwide in a web-based survey tool last spring. LibQUAL+ measured library users' perceptions of service quality and identified gaps between desired, perceived, and minimum expectations of service. Science Librarian Deb Carter Peoples coordinated this initiative on our campus. The survey was completed by a representative sample of students, faculty, and administrators. We plan to examine our results against the norms from the 78,000 respondents, especially comparing ourselves to similar colleges. We also intend to carefully review and act on the comments made by OWU participants. LibQUAL+ is a valuable quality assessment tool that will assist us in determining service areas that need improvement.

Throughout the summer, librarians collaborated with faculty to implement information literacy projects Fall semester. Each librarian – Paul Burnam, Deb Carter Peoples, Danielle Clarke, Tom Green, Joy He, Xudong Jin, and Margie Wiers – is working with one or more faculty members who were awarded Mellon Information Literacy Project grants. In order to provide Beeghly Reference Desk coverage, adjunct librarian Jeanette Jones will work 30 hours per week, Marsha Zavar 6 hours, and each Public Services librarian 3-4 hours.

OhioLINK started implementation of a statewide cooperative real-time online reference service. Paul Burnam received training with OhioLINK's online chat reference software and will provide two hours of coverage on an occasional basis.

Associate Director of Libraries and Head of Public Services Tom Green used his study leave to research wireless applications for the library. 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 are experimenting with a Cisco Access Point to determine how best to implement security on a wireless network with our hardware. When the security issues are resolved, Beeghly Library will be the site of a wireless pilot.

Joy He revised the library home page. The library intranet was also revised. OhioLINK replaced *Periodical Abstracts* and *ABI/Inform Global* with *Academic Search Premier*. This new Ebsco database indexes 4,300 periodicals, including 3,460 full text scholarly publications from many disciplines. Several subsets of these publications (such as *Business Source Premier*, *Psychology and Behavioral Science Collection*, *Religion and Philosophy Collection*, and *Sociological Collection*) can also be searched.

The Government Documents collection was shifted to incorporate the SuDocs letter Is that were shelved at one time near their Dewey counterparts. Some shelves were removed from the area and new posters decorate the area. Joy He weeded the Ts, NFs, LCs, TDs, and VAs and approximately 83 items dropped as part of the Annual Item Selection update cycle. As a selective depository collection, we currently receive 27.87% of government publications.

Danielle Clarke organized a library reception for new faculty. Several library staff members made presentations to introduce new faculty to library services. Also, Danielle Clarke coordinated a virtual tour of resources on the OWU Libraries' web site during New Student Orientation. Marsha Zavar assisted in the presentations for the more than two dozen students and their parents who participated.

Several equipment changes were initiated over the summer. New computers were ordered to update the Beeghly Online Public Access Computers (OPACs). This upgrade presents students with a Web version of the CONSORT catalog. An iMac added to the editing room of the AV Center improves our ability to help students and faculty with their video editing projects. A computer workstation was added to a microfilm reader/printer. Students can now scan a microfilm page and save it to disk. This feature should prove useful to our Interlibrary Loan staff as well. The library staff copier was upgraded and five library staff members will soon upgrade their computer workstations. A keyless lock system was installed in the Music branch over the summer. The new system allows individualized combinations as well as the ability to view entry times and codes used should a security problem develop.

After learning about a pipe burst in Bigelow-Rice, Chief of Circulation Bernard Derr took preventative action by placing plastic sheeting over some areas of books in the Biology branch library. Plans are underway to move the Biology collection to Beeghly Library during this year's semester break.

Library staff members participated in a retreat led by Marti Peden. She used 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 with us, too.

The following in-service training sessions were held:

- Patty Bisker, Computer Trainer, led a session on the basics of Windows XP.
- Paul Burnam presented features of our new Ebsco databases.
- Tom Green shared information from his study leave about wireless technology.
- Joy He shared techniques for the effective use of EconLit.

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

- Paul Burnam served as the Affirmative Action representative for the Associate Dean of Admission/Director of International Recruitment.
- Paul Burnam was asked to research plagiarism detection software for Associate Dean

- of Academic Affairs Louise Musser.
- Danielle Clarke was called upon to meet as a member of the Sexual Assault Hearing Panel.
 - Danielle Clarke conducted a book discussion on the importance of women in *To Kill a Mockingbird* as part of the programming for DelawaREADS. She also served on the DelawaREADS Steering Committee.
 - Chuck Della Lana made a presentation on AvantGo for the PDA Users Group.
 - Tom Green and Bonnie Mahle continued their service on the Reclassification Committee.
 - Tom Green and Marsha Zavar served on the Acceptable Computer Use Committee.
 - Tom Green led a session on PsycINFO for summer research students working with Psychology Department faculty.
 - Joy He served in peer sessions for a candidate for Assistant Director of Admission and a candidate for Coordinator of Visits for the Office of Admission.
 - Deb Carter Peoples held a workshop for the Summer Science Research students and their faculty mentors, enhancing literature searching skills using SciFinder Scholar and Biological Abstracts.

Consortia activities included:

- Paul Burnam attended OhioLINK Lead Implementors meetings and the OhioLINK User Services Committee.
- Paul Burnam, Deb Carter Peoples, and Tom Green participated in a meeting of CONSORT science librarians held at the College of Wooster.
- Paul Burnam, Danielle Clarke, Tom Green, and Xudong Jin attended an OH5 Information Literacy workshop near Oberlin.
- Theresa Byrd and Bernard Derr attended an OH5 Circulation/ILL Committee meeting.
- Theresa Byrd, Tom Green, and Deb Carter Peoples attended an OhioLINK-sponsored meeting to learn more about the LibQUAL+ Spring 2002 survey results.
- Chuck Della Lana was appointed to the OH5 Digital Assets Management Interest Group and attended an introductory meeting.
- Tom Green attended a meeting of the CONSORT Webpac Committee.
- Marsha Zavar hosted Denison ILL staff members who wanted to learn more about our ILL operation.

Professional activities, meetings and workshops included:

- Paul Burnam received OhioLINK chat reference training.
- Paul Burnam, Danielle Clarke, and Marsha Zavar attended an OhioLINK Olinks training workshop.
- Paul Burnam and Marsha Zavar received training in using Ebsco databases.
- Danielle Clarke and Susan Scott, Denison, led a session on “Active Learning” and Deborah Carter Peoples with Judy Perella, Ashland University, led a session on “Faculty Development” as part of the ALAO Instruction Interest Group’s workshop, “Tending the Toolbox: Teaching Tactics and Tips.” Joy He and Margie Wiers

- attended this workshop held at Ohio Wesleyan University.
- Deborah Carter Peoples was elected Vice-President, President Elect of the Ohio chapter of Beta Phi Mu, the national honorary society for Library and Information Sciences.
 - Deborah Carter Peoples attended the annual board retreat for the Academic Library Association of Ohio where she serves as an elected board member.
 - Deborah Carter Peoples and faculty colleague Dr. John Krygier co-authored a book chapter, “Geographic Information Literacy,” for a forthcoming edited volume. Ms Peoples had her sixth book review published in the summer issue of *RUSA – Reference and User Services Quarterly*.
 - Tom Green represented Ohio Wesleyan at the Consortium of Liberal Arts Colleges (CLAC) annual conference at Hope College.
 - Deb Carter Peoples attended an OhioLINK Academic Search Premier training session.
 - Monty Maceyko and Marsha Zavar attended the OhioLINK P-Circ conference.
 - Margie Wiers is writing abstracts from the *Proceedings of the Royal Medical Association London, 1890-1899* for RILM (Répertoire International de Littérature Musicale) Abstracts of Music Littérature.
 - Margie Wiers attended the International Association of Music Librarians meeting in Berkeley, CA.
 - Marsha Zavar was a panel member on “Copyright: What’s New and How Do I Deal With It” sponsored by OHIONET. Paul Burnam was instrumental in organizing this workshop. Danielle Clarke and Monty Maceyko attended.
 - Marsha Zavar visited The Ohio State University ILL operation for a demonstration of their Prospero software.