

MEMORANDUM

To: Dr. Theresa Byrd, Chief Information Officer & Director of Libraries
cc: Public Services Staff

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

Date: September 17, 2004

Re: **SUMMER 2004 PUBLIC SERVICES HIGHLIGHTS**

The Science Library occupies beautifully remodeled space on the main floor of Bigelow-Rice. 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 shelving to maximize shelving space. Science Librarian Deb Carter Peoples organized the materials to be moved and attended to the many details involved in making this new branch functional.

Two shelving units used in Beeghly for the temporary science collection were moved to Special Collections for the Ohio Wesleyan University Historical Collection. Another two shelving units were moved to the second floor for the Dewey Reclassification project. Some of the remaining shelving units were outfitted on the third floor of Beeghly for the storage of periodicals. Chief of Circulation Bernard Derr oversaw these shelving changes.

Wireless access to the Internet is now available in Beeghly Library and the Science Library. A Bluesocket device ensures security for the network. Two strategically placed access points provide 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 on the third floor. Coverage extends in front of the library to the tables in the JayWalk. For students who would like to try wireless, two notebook computers are available for loan at the Beeghly Circulation Desk. Tom Green's recommendations on wireless from his summer 2002 study leave were implemented.

A room in the Audio Visual Center was remodeled and equipped to provide video conferencing. This OH5 remote collaboration initiative allows us to offer Arabic during the 2004-05 academic year. A science lecture series is exploring the possibility of transmitting some lectures to the other Five Colleges using this equipment. Audio Visual Services Manager Chuck Della Lana was responsible for putting the video conference room into service.

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 services, is a component of ILLiad that we plan to implement by spring semester. We have contracted with Atlas Systems, an OCLC partner, to host our ILLiad server and to assist us with ILLiad software, maintenance, and training. Interlibrary Loan Manager Marsha Zavar is responsible for

implementing ILLiad.

Public Services Librarian Joy He used her two month study leave to research Web usability testing. She read several books on usability testing, studied usability tests done by other libraries, and visited the OCLC Usability Lab. Additionally, she developed new web pages for a combined Libraries and Information Services (LIS) web site. Her final report can serve as a blueprint for conducting usability testing of the OWU LIS Web site.

Jennifer Spillman was hired as an Assistant Chief of Circulation Weekend Supervisor. An adult staff member is now scheduled whenever Beeghly Library is open, 104 hours per week. We reallocated Friday and Saturday evening hours to stay open until 2 a.m., Sunday through Thursday.

Danielle Clarke organized a library reception for new faculty. Library and Information Services (LIS) staff members made presentations to introduce nine of the ten new faculty members to our 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 students and their parents.

LIS staff members participated in a retreat held at the Conference Center at North Pointe. Pat Wagner, from Pattern Research in Denver, Colorado, was this year's facilitator. The theme was "Conflict Management for Consenting Adults."

The following in-service training sessions were held:

- Marsha Tilden, Student Health Services Director, provided staff members with CPR training.
- Alane Wilson, OCLC, presented OCLC's "Environmental Scan Pattern Recognition."

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

- Danielle Clarke served as the librarian liaison to this year's National Colloquium.
- Chuck Della Lana provided audiovisual support for the OWjL and Upward Bound programs.
- Tom Green participated in a focus group on the recruitment and selection process session led by the Director of Human Resources.
- Tom Green chaired and Bernard Derr and Marsha Zavar served on the Assistant Chief of Circulation – Weekend Supervisor search committee.
- Tom Green chaired and Paul Burnam and Vickie Melicher served on the part-time Public Services Librarian search committee.
- Deb Carter Peoples held a workshop for the Summer Science Research students and their faculty mentors.
- Kay Schlichting coordinated the Libraries' Alumni Weekend activities and prepared a display of OWU presidents for the Friends' display case.

Consortia activities included:

- Paul Burnam attended an OH5 Reference and Instruction Subcommittee. He attended OhioLINK User Services Committee meetings and was selected to represent the Committee on the Digital Resources Commons Steering Committee.
- Tom Green attended an OH5 Collection Development and Management Subcommittee.
- Carol Holliger met with the Ohio Preservation Council at the Cleveland Public Library as part of the OH5 Emergency Preparedness Task Force. She also met at the Intermuseum Conservation Association in Cleveland.
- Marsha Zavar attended an OH5 Access Subcommittee and a meeting devoted to ILL issues.

Professional activities, meetings and workshops included:

- Paul Burnam attended most of OhioLINK's sponsored workshops on "Technology for the Rest of Us: What Every Librarian Should Understand about the Technologies that Affect Us." He also attended an EBSCO workshop on "Serials – The Complete Picture."
- Tom Green and Vickie Melicher attended an OhioLINK workshop "Marketing @ Your Library: A How-To Workshop for OhioLINK Academic Libraries."
- Joy He attended the OHIONET workshop "Designing Web Standards" and "The Invisible Web: Finding Resources That Search Tools Can't Find." She participated in the Ohio GODORT spring meeting and attended Tech Connections 5: "Meeting Patron Expectations With Next Generation Web Sites." She wrote a joint article with Mary Prohpet, Denison, and Megan Fitch, Kenyon, on "Ohio5 Government Documents" for the June 2004 issue of *Against the Grain*.
- Carol Holliger led United Methodist Women tours of the Archives of Ohio United Methodism. She also wrote and published the *Historian's Newsletter* for the United Methodist Historical Society of Ohio.
- Deb Carter Peoples attended an OCLC Distinguished Seminar "Scholars and Scripts, Eyeballs and Epistemes: What It Means to Publish" by Blaise Cronin. She was an active participant in the MITC workshop "Mapping Campus Community Collaborations: GIS as a Tool for Active Learning and Civic Problem Solving." Also, she attended the Special Library Association (SLA) Annual Conference "Putting Knowledge to Work" in Nashville, Tennessee. She is a member of the board for the Central Ohio Chapter of the SLA and serves on the Information Literacy Task Force of the Chemistry Division of SLA. She also serves on the ALAO Annual Conference Planning Board.
- Peter Szabo presented the RILM database at an OH5 Information Literacy workshop. Paul Burnam and Danielle Clarke were participants.
- Marsha Zavar attended an OHIONET workshop "OCLC ILL Update for OHIONET Libraries" and "ILL Advanced – Using the Web Interface." She attended OhioLINK's Day workshop "ILL and Resource Sharing" and made a site visit to Ohio Dominican to observe how they have implemented ILLiad. Marsha and Danielle Clarke received training on ILLiad from an ATLAS representative, the company hosting our ILLiad server.