

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 1, 2005

Re: **SUMMER 2005 PUBLIC SERVICES HIGHLIGHTS**

An "Information Commons" within Beeghly Library is available for new and returning students. The concept of the Information Commons integrates services for research, production and instruction. Stated another way, the Information Commons integrates traditional library and media services with a broad-scale computer lab. The Information Commons consists of 34 computers on Beeghly's main floor, 2 computers on the lower level, 2 computers on the second floor, and 4 computers on the third floor. These computers are scholar's workstations: students have access to the Internet, library resources, course-related software, word processing and other office productivity software. In addition to ten existing all-in-one computers, we added thirty-two new small form factor IBM/Lenovo computers with 17 inch flat screen monitors. These attractive computers create a high technology environment in a collaborative learning space.

For Fall semester, the Beeghly Microlab with its 21 computers and laser printer will continue to be in operation. During the semester break, work will begin in this space on a library Internet café. When this project is completed during Spring semester, 10 computer workstations will remain. Also, 20 wireless notebook computers will be available for checkout. 15 will be available from the Beeghly Circulation Desk with a four-hour checkout period for use anywhere within the library. Another 5 notebook computers will be available from the Audio Visual Center for 48 hour checkout.

Beeghly Library is open 104 hours per week, Sunday through Thursday until 2 a.m. With the upcoming changes to the microlab, we plan to make this a 24-hour study space. To provide a higher level of security for this room, swipe card access to the outside entrance and security cameras within the room are necessary. These changes will provide the quality of service expected by college students in the new century. We are fortunate to have a main library well designed for adapting to changing service and technological requirements.

In partnership with the Midwest Instructional Technology Center (MITC), we are participating in a pilot for a First Year Information Literacy in the Liberal Arts Assessment online survey. During the first two weeks of classes, incoming students will be asked to answer questions on a web-based instrument that will have five dimensions: (1) experience and engagement, (2) knowledge, (3) critical capacities, (4) attitudes and dispositions, and (5) epistemology. Other colleges that will administer the survey include Carleton College, St. Olaf College, Macalester College, Grinnell College, DePauw University, Hope College, Lake Forest College, and the College of the University of Chicago. The Frost Center for Social Science Research at Hope College will do the data analysis for the project, including preparing data for each individual

school and providing comparative norms. Danielle Clarke is the local project liaison and Kirk Turner-Rustin is the technical coordinator.

Public Services Librarian Joy Gao and the Web usability team developed a front page prototype and sample exercises for a usability test. Part of their purpose is to test assumptions made about the organization of information (not the actual layout of the page). A list of tasks has been defined that participants will be asked to perform during the test. Faculty, staff and student assistants were used to conduct trial tests.

The library departmental liaison and Patty Bisker, Trainer Help Desk Manager, introduced each of the four new faculty members to LIS services. During New Student Orientation, Public Services Librarians Danielle Clarke and Jennifer Friedman provided incoming students and their parents with a virtual tour of library resources and services.

LIS staff members participated in a retreat held at the Conference Center at North Pointe. Kathryn J. Deiss, Director of Strategic Learning for the Metropolitan Library System in Chicago, was this year's facilitator. She addressed issues related to systems thinking and customer satisfaction.

The following in-service training sessions were held:

- Deb Pindel, MOM (Modern Office Methods) service representative, demonstrated new features on the staff copier.
- Michael Upfold, Five Colleges of Ohio Systems Manager, introduced the new software release for ERes, our electronic reserve system.
- Manuel Rendon, MITC Technology Specialist, demonstrated Moodle, an open source course management system.
- Paul Burnam, Public Services Librarian, presented an OhioLINK update.
- Marsha Tilden, Director of the Wellness Center, provided six LIS staff members with Adult CPR/AED training.
- Tom Green, Associate Director & Head of Public Services, explained how to install the wireless encryption coding on student, faculty and staff notebook computers.
- Jennifer Friedman, Public Services Librarian, presented background information on "millennials" to help us better understand our incoming students.

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 librarian liaison to this year's National Colloquium. He also opened the Hobson Science Library Tuesday afternoons during summer school.
- Dr. Theresa Byrd, Tom Green, and Carol Holliger attended the semi-annual meeting of the Joint Archives of Ohio United Methodism.
- Danielle Clarke served on two peer sessions for an Office of Admission search.
- Chuck Della Lana provided audiovisual support for the OWjL and Upward Bound programs.

- Tom Green served on the search committee to hire a Computer Specialist/PC Technician.
- Carol Holliger hosted a visit from the Ravenna United Methodist Church. She also provided a tour for visitors from Kwassui University in Nagasaki, Japan. The adopted Japanese daughter of Elizabeth Russell, a Methodist Episcopal missionary from Ohio who started Kwassui University, graduated from Ohio Wesleyan in 1910.
- Carol Holliger, Kay Schlichting, and Hilda Wick were involved in various Alumni Weekend activities. Kay Schlichting received an honorary alumna award.
- Deb Carter Peoples held a workshop for the Summer Science Research students and their faculty mentors.

Consortia activities included:

- Paul Burnam attended OhioLINK User Services Committee meetings and served on the OhioLINK Digital Resources Commons Steering Committee.
- Dr. Theresa Byrd, Xudong Jin, and Marsha Zavar attended the OHIONET annual meeting.
- Dr. Theresa Byrd, Chuck Della Lana, Bernard Derr, and Marsha Zavar hosted a Five Colleges of Ohio Access Services Subcommittee meeting.
- Chuck Della Lana coordinated evaluation activities for the MITC Francophone Project.
- Tom Green attended an Five Colleges of Ohio Collection Development and Management Subcommittee and drafted a section on government publications for a shared collection development and resource plan on Environmental Studies.

Professional activities, meetings and workshops included:

- Paul Burnam attended the jointly sponsored NOLA (Northeast Ohio Library Association) and CAMLS (Cleveland Area Metropolitan Library System) workshop “Lead From Any Position.” He was selected to represent ALAO (Academic Library Association of Ohio) for ALA’s (American Library Association) National Library Legislative Day in Washington, D.C. He joined the ALAO Governmental Relations Team and attended the ALAO Leadership Retreat. At the ALAO Collection Management Interest Group workshop “Rethinking Collections Policy in an Electronic Age,” he presented “Whither Print Reference.” He attended the OhioLINK Chat Site Coordinator’s workshop.
- Paul Burnam and Danielle Clarke attended an ISI Web of Knowledge training session.
- Paul Burnam and Jennifer Friedman attended the OCLC Distinguished Seminar “Listening to What We’re Seeing” presented by Diana G. Oblinger, Vice President of EDUCAUSE.
- Dr. Theresa Byrd and Joy Gao attended the Tech Connections 6 Conference, the Ohio regional library systems’ library technology conference.
- Danielle Clarke and Deb Carter Peoples attended the LOEX (Library Orientation Exchange) annual conference “Discover, Connect, Engage: Creative Integration of Information Literacy” In Louisville, Kentucky. With adjunct professor of journalism

Jim Underwood, Danielle Clarke presented “Journalism and Information Literacy: A Winning Combination.”

- Jessica Depp made a site visit to Kenyon College to see their print reserves management system.
- Joy Gao and Martha Powers attended the Ohio GODORT spring meeting.
- Tom Green, Patty Bisker, and associate professor of physical education Dr. Nancy Knop attended the MITC symposium on “Instructional Technologists at Liberal Arts Colleges: Facilitating Innovation.” Tom Green presented a poster session on “Checking Out Wireless Laptops in the Library.”
- Tom Green and Jason LaMar attended “Scanning Your Library’s Landscapes” as part of the *One Book, Five Landscapes, Six Partners, Endless Possibilities* statewide reading program jointly sponsored by KSU-SLIS, OLC, OPLIN, OHIONET, OCLC, and SLO.
- Carol Holliger prepared a display on the Wyandot Indian Mission for the annual meeting of the United Methodist Historical Society of Ohio and led a workshop on “Treasures at the Archives of Ohio United Methodism.” She made site visits to Kenyon College and the University of Dayton to learn more about their operations.
- At this year’s LOEX annual conference, Deb Carter Peoples teamed with Mary Lou Baker, Wright State, and Alison Ricker, Oberlin, to present “Librarian-Faculty Team Teaching: Three Approaches for Subject-Specific Information Literacy Instruction.”