

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 14, 2006

Re: **SUMMER 2006 PUBLIC SERVICES HIGHLIGHTS**

Team members Carol Holliger (chair), Patty Bisker, Joy Gao, Tom Green, and Kirk Turner-Rustin presented a mission and vision statement at the June staff meeting of Libraries and Information Services (LIS). We adopted the following mission and vision statements:

Our Mission : LIS CONNECTS

What we do:

- L**ink minds
- I**dentify answers
- S**hare solutions

How we do it:

- C**ollecting the best materials for our students, faculty and staff
- O**rganizing information for easy access
- N**etworking computers, buildings, people and the world
- N**urturing relationships of trust and respect
- E**quipping the campus with technology
- C**ollaborating with our users and consortial partners
- T**eaching the ethical and competent use of resources
- S**erving with professionalism and care

Our Vision

Where we are headed:

Libraries and Information Services will harness the power of information and technology to provide excellent service for Ohio Wesleyan students, faculty and staff. We will match, if not exceed, the evolving expectations of all campus users by:

- ◆ maintaining a reliable, robust and secure network infrastructure
- ◆ supporting a diverse and highly-skilled user-centered staff
- ◆ acquiring, digitizing, preserving and enhancing access to resources that support the curriculum
- ◆ developing high-tech, high-touch, attractive and comfortable facilities
- ◆ providing accurate and timely reference service as well as effective and engaging instruction

We will contribute to making Ohio Wesleyan University one of the finest liberal arts colleges in the country.

StART OWU, the new **S**tudent **A**dvising, **R**egistration and **T**esting program, heavily involved LIS. New students met with faculty registration guides in the Great Teachers Room on the third floor of Beeghly. For the week of June 19th, the Registrar's staff relocated to the third floor of Beeghly thereby making the pre-registration process as efficient as possible. In one of the programs offered to parents, "Making the Connection," Patty Bisker, Computer Trainer/Help Desk Manager, and Danielle Clarke, Public Services Librarian, provided information to each of the three pre-registration groups about LIS and what it can do to help their children's success in college. Also, Danielle Clarke and Jessica Depp, Assistant Chief of Circulation, designed a self-guided tour. Students visited each of Beeghly's four floors with 10 stops geared to learning different aspects of a college library.

At the beginning of the new fiscal year (July 1), OhioLINK implemented some major changes in the research resources provided to member libraries. By canceling some database subscriptions and using those funds to upgrade current subscriptions and subscribe to new databases, OhioLINK is now providing Ohio Wesleyan with more full-text resources across a broader array of disciplines. The following new databases are now available: AGRICOLA, Bibliography of Native North Americans, Computers & Applied Sciences Complete, Economia y Negocios, Education Research Complete, Environment Complete, Evidence-Based Complementary Medicine, Film & Television Literature Index, Fuente Academica, Garden, Landscape & Horticulture Index, Gender Studies Database, GLBT Life with Full Text, Gongwer News Service, Insurance Periodicals Index, International Political Science Abstracts, Legal Collection, Literary Reference Center, MedicLatina, SPORTDiscus with Full Text, Vente et Gestion and Women's Studies International. The following databases were upgraded: Academic Search Complete (coming in 2007), Business Source Complete, CINAHL Plus with Full Text, Humanities International Complete, International Bibliography of Theater and Dance with Full Text, Library, Information Science & Technology Abstracts with Full Text, MEDLINE with Full Text and SocINDEX with Full Text.

After a year of usability tests, a new layout for the LIS home page was unveiled for the new academic year. Last summer Public Services Librarian Joy Gao used her study leave to learn about usability testing. She then formed a team that developed a sample layout page and usability testing exercises for students and faculty to complete. The first round was a trial run. In the second round of usability tests, 10 students and 5 faculty were involved. In the third round of testing, 4 faculty, 10 students, and 6 staff members participated. Most of the faculty members

who reviewed the prototype provided unanimous support. They felt it demonstrated more visual appeal with less congestion than the original page.

Peter Szabo, who has worked as a part-time Music Librarian for the past three years, accepted the full-time position of Music Librarian. This position was created by combining the part-time Music Librarian position with a part-time Public Services Librarian position. While the position has the title of Music Librarian, Peter Szabo will also be the librarian liaison to the Fine Arts Department, Ancient, Medieval, and Renaissance Studies, and Black World Studies. He will provide 6-8 hours of Beeghly Reference Desk coverage each week and assume other duties as assigned.

Assistant Chief of Circulation Jessica Depp, who had been with us for two years, resigned effective the end of the summer. Mary Lynn Banish was hired to fill this position. She has twelve years of library experience. She worked as a desk assistant as an undergraduate at Ohio Dominican and in various capacities for Ross Products Division, including circulation technician (1993-94), library services specialist (1994-99), and information specialist (1999-2005). She has been active in the Central Ohio Special Libraries Association.

This year's LIS staff retreat was held at the Quest Business Center near Polaris. Anne Massaro, an organizational development consultant at The Ohio State University, facilitated this year's retreat on "Core Connections." Presentations by various LIS staff members enhanced our foundation of knowledge and fostered collegiality and collaboration between areas of LIS. In the afternoon we used small group discussion to generate ideas to advance LIS toward its vision.

The following in-service training sessions were held:

- Mike Tuckerman, Thomson University Account Manager, demonstrated the ISI Web of Science which is composed of Science Citation Index, Social Science Citation Index, and Arts & Humanities Citation Index.
- Jason LaMar, Director of Information Services, explained "Impulse Point," a new appliance that will help ensure that student computers accessing the network maintain anti-virus, anti-spyware, and Microsoft security patches.
- Marsha Tilden, Director of the Wellness Center, provided CPR training.
- Darrell Albon, Director of International Student Services, updated information about International Student Services.
- Patty Bisker, Computer Trainer/Help Desk Manager, showed us Blackboard, the newly available course management system that allows faculty to post course content, communicate with students, set up quizzes or surveys, and manage grades online.

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

- Paul Burnam served on the search for a Development Research Associate and was the affirmative action representative for the Associate Dean for Institutional Research search committee.
- Danielle Clarke served on the search for an interim Journalism faculty member. She also served on several peer sessions for candidate searches.
- Chuck Della Lana served on the Reclassification Committee and provided

audiovisual support for OWjL and Upward Bound. He was also involved in the OWU Documentary Film Festival.

- Tom Green served as the affirmative action representative on the Director of Human Resources search committee.
- Carol Holliger hosted a visit by Wes Wilson, the DePauw University archivist.
- Marsha Zavar was a juror for the OWjL Mock Trial class.

Consortia activities included:

- Paul Burnam serves on the OhioLINK Digital Resource Center Steering Committee and represents OWU at OhioLINK Lead Implementors meetings.
- Dr. Theresa Byrd, Chuck Della Lana, and Marsha Zavar attended a Five Colleges of Ohio Access Services Subcommittee meeting.
- Tom Green and Xudong Jin attended a Five Colleges of Ohio Collection Development & Management Subcommittee meeting. Tom Green also attended meetings of the Religion selectors.
- Joy Gao attended Five Colleges of Ohio Government Documents Subcommittee meeting.

Professional meetings and workshops included:

- Paul Burnam participates in the Academic Library Association of Ohio (ALAO) board meetings as the representative of the Government Relations Team and coordinated arrangements for this year's joint ALAO/OhioLINK State House Connect Day. He attended an OhioLINK regional briefing session and received Gongwer News Service training.
- Joy Gao was elected secretary/treasurer for Ohio GODORT.
- Carol Holliger was on the planning team for the North Central Jurisdictional Archives & History Convocation and attended the meeting in Dayton.
- Marsha Zavar attended the ALAO Support Staff Interest Group's "Bloom Where You're Planted: Thriving in the Garden of Your Library" spring workshop. She also attended the Ohio Library Support Staff Institute held at Wilmington College.