
2000

Centennial Library 1999-2000 Annual Report

Cedarville College

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CENTENNIAL LIBRARY
Cedarville College
Annual Report 1999/2000

INTRODUCTION

Major Accomplishments, 1999/2000

1. *Continued transition to accessing OhioLINK provided electronic databases and significant expansion of resources available.* Reference databases, full-text databases, and full-text journal resources now number over 100! The Library now has access to over 100 electronic databases, most of which are either provided by OhioLINK as part of our OhioLINK membership pro-rated financial contributions or are purchased through OhioLINK at reduced rates because of state-wide contacts that have been negotiated by OhioLINK.

2. *Operationalization of the Instructional Technology Assistance Service - ITAS* is now equipped and staffed. In addition to regular services to faculty, staff held an Open house and offered a variety of hands-on software workshops for faculty.

3. *Implementation of new staff development initiatives.* With the provision and reallocation of some funding, opportunities were provided for almost all Library staff to receive additional training and development related specifically to job requirements. These included both skill development and software training. This is part of the Library service quality initiative.

4. *Involvement of staff in cataloging broadened* - As a result of the in-house development of paraprofessional cataloging training program and sending staff to library cataloging training workshops, Collection Services staff are now being integrated into the cataloging process in order to more quickly move materials out to our users. This program is another part of the Library service quality initiative.

5. *Completion of additional classroom technology upgrades.* Additional technology classrooms were added prior to the Fall of 1999 and during the academic year, several current technology classrooms received equipment upgrades to improve quality. Most of these improvements were completed by AV Services staff.

6. *Development of Service quality initiatives.* Building on discussions at the 1999 Fall Library Faculty Retreat, these initiatives included 1) expanded staff development, 2) cataloging services restructuring program, 3) implementation of a freshman user survey, 4) preparations for an expanded Library Student Assistant orientation program in the Fall of 2000, and 5) laying the groundwork for the preparation of Library department service quality plans in 2000/2001.

7. *Filling of open positions successfully:*

Assistant Director for Reader Services
Reference Librarian
AV Technician
AV Services Assistant
Collection Services Technical Assistant

8. Achievement of a high level of technology reliability. This was accomplished through significant replacement and upgrades of computer equipment, and continued intense efforts in partnership with Computer Services to increase reliability and reduce down time.

9. Achievement of a high level of user satisfaction. The annual **Senior Survey** continued to demonstrate a high level of satisfaction with Library services and resources. With over a 55% return rate from the Class of 2000, the average mean for the questions asked annually was 2.09 on a 5.0 scale (1 being Strongly Agree and 5 being Strongly Disagree). This continues to show satisfaction numbers in the low "2's", demonstrating steady improvement from averages ranging from 2.11 to 2.19 in the mid-1990's.

For 1999/2000, a new **Freshman Survey** was added with over 70% of the Freshman responding. In addition to specialized questions for freshmen, the same first 16 questions asked of seniors were also asked of freshman. The average mean for these questions was 1.95 on a 5.0 scale (1 being Strongly Agree and 5 being Strongly Disagree) evidencing a very high level of satisfaction with Library services and resources.

As well, the CCCU again polled students in its institutions with the **Noel Levitz Student Satisfaction Survey**. Two items pertaining to library services are part of that survey. For the item, "Library services and resources are adequate," the Centennial Library ranked number one in the CCCU. For the item, "Library staff are helpful and approachable," the Centennial Library ranked number 4 in the CCCU. With almost 100 institutions in the CCCU, these rankings speak to a very high level of user satisfaction with the library services at Cedarville College.

10. Granting of the first Centennial Library Scholarship Award in Library Science. One of the Centennial Library Student Library Assistants, **Sharon Wickholm**, received the first Centennial Library Scholarship Award in Library Science at the Honors Day program in May. Sharon will be pursuing a graduate degree in Library Science at the University of Kentucky in the Fall of 2000.

YEAR IN REVIEW - HIGHLIGHTS

Staffing

FACULTY/STAFF CHANGES

- Three employees were new to their positions:
Scott Deetz - AV Services Technician
Terry DeLong - AV Services Assistant

Susan Winn - Reference Librarian

- One Library faculty accepted a new position:

Tonya Fawcett - Assistant Library Director for Reader Services

- One Library faculty reaffirmed her resignation:

Judith Boddy, Assistant for Library Support Services, resigned effective at the end of the 1998/99 Academic year, but again, as in 1999/2000, has signed a contract for 2000/2001 with the understanding that she might not complete the academic year.

- Gained approval to hire a full-time 9-month **Reference Librarian** for the 2000/2001 academic year, and offered a contract to **Susan Winn**.

FACULTY/STAFF ACCOMPLISHMENTS

- Six Library faculty and staff received a College service award:

Michal Bader, Serials Technical Assistant - 5 years

Dara Fraley, ITAS Production Specialist - 5 years

Lynne Funtik, Senior Reference Librarian - 5 years

Melinda Howard, Interlibrary Services Coordinator - 10 years

Fran Andrews, Library Office Manager - 15 years

Lynn Brock, Director of Library Services - 30 years

- Awarded three *Certificates of Recognition for Distinctive Service*. The first went to **Judy Boddy, Assistant for Library Support Services** for outstanding systems work and the exceptional and unique effort in developing and implementing a Cataloging Training Program for Collection Services staff. The second went to **Julie Deardorff, Assistant Library Director for Collection Services**, for exceptional efforts in collection evaluation and advancement, in broadening the involvement of College faculty in Library development, and in the intense collection support process required by the expanding College academic program. The third went to **Dr. Duane Wood, Academic Vice President**, for exceptional commitment to, the enthusiastic support of, the consistent administrative advocacy for quality services, resource, and staff at the Centennial Library.

- **Scott Deetz, AV Services Technician**, completed a certification program through the International Communications Industries Association, and became a *Certified Technology Specialist*.

- Had two Library staff accepted for graduate work, and one due to complete her graduate degree during the Summer of 2000:

Shannah Campbell, Collection Services Technical Assistant - Ohio State University Graduate Theater Program

Dara Fraley, ITAS Production Specialist - Regent University Masters Program in Script and Screen writing.

Susan Winn, Adjunct Reference Librarian - Kent State University Graduate Library School, Summer 2000

- With a renewed emphasis on **Library staff development**, over 30 workshops, focusing on software training, skills enhancement, and cataloging skills, were attended by Library staff members.

- One of the Student Library Assistants, **Sharon Wickholm**, received the first *Centennial Library Scholarship Award in Library Science*. Sharon will be pursuing a graduate

degree in Library Science at the University of Kentucky in the Fall of 2000.
- Graduated 15 Library **senior student staff members**.

FACULTY/STAFF TEAM

- Provided service during the 1999/2000 academic year with the following faculty and staff:

Library Faculty:

Lynn A. Brock, M.L.S., Director of Library Services, 1969-
Jan M. Bosma, M.L.S., Associate Director of Library Services, 1982-
Tonya Fawcett, M.L.S., Assistant Director for Reader Services, 1993-
Carl D. Brandon, M.A., Assistant Director for Media Services, 1992-
Julie Deardorff, M.L.I.S., Assistant Director for Collection Services, 1996-
Judith M. Boddy, M.A, Assistant for Library Support Services, 1996-
Lynne M. Funtik, M.L.I.S., Reference Librarian, 1994-
Joyce Riggs, M.S., Curriculum Materials Center Librarian, 1989-
Susan Winn, B.A., Reference Librarian (Part-time)

Full-time staff:

Fran Andrews, Library Secretary/Office Manager, 1981-
Michal Bader, B.R.E., Library Technical Assistant, 1994-
Shannah Campbell, B.A., Collection Services Technical Assistant, 1999-
Scott Deetz, B.A., AV Services Technician, 1999-
Terry DeLong, AV Services Assistant, 1999-
Linda Divan, B.A., Collection Services Manager, 1977-
Dara Fraley, B.S., ITAS Production Specialist, 1996-
Dianne Gottwals, B.A., MRC Graphics Technical Assistant, 1993-
Melinda Howard, B.A., Assistant Circulation Services Manager, 1989-
Luann Nicholas, B.A., Circulation Services Manager, 1986-
Jonathan Shrubsole, B.A., AV Services Manager, 1998-
Patty Stutes, Media Resource Center Manager, 1988-
Tricia Walker, B.A., Reader Services Technical Coordinator, 1997-

Part-Time Staff

Mary Schultz, B.S., Circulation Services Assistant, 1997-

Students Library Assistants:

42 Students

Services

Completed our fourth full year with the **OhioLINK PCirc direct borrowing**

system with almost 11,500 PCirc transactions during the academic year.

Increased to 111 the “collection” of **electronic databases** available to our faculty and students, over 100 of which are provided under the auspices of OhioLINK at no cost or at a reduced cost to the Centennial Library.

Scheduled and taught **57 user education sessions**, servicing 26 faculty members in 10 different departments. Had contact in these sessions with total of 1,422 students either in person or on-line. An additional 28 sessions involved using the Library’s WebCLIP on-line user education modules.

Revised the user education on-line modules, **WebCLIP**, with the addition of “buttons” for the instructors, evaluations, and worksheets. As well, the Library catalog module was revised from the text version to the web-based version of the on-line catalog.

Answered a total of 5,703 **reference questions**.

In addition to OhioLINK, handled a total of 2,976 **lending and borrowing transactions in Interlibrary Services**.

Of the 163 teaching faculty, 110 participated in the selection of materials for the Library collection during the academic year. The number of **faculty participating in materials selection** has risen more than 20% in the last four years.

In order to improve the speed with which materials move through processing, a **Cataloging Training Program** was implemented to involve additional Library staff as para-professionals in the cataloging process. The program has been successful in improving cataloging efficiencies, and the participation of staff and additional training will continue into the 2000/2001 academic year.

The first full year of the **Instructional Technology Assistant Service** was completed with success. 41 faculty were served during the year, 9 major projects were produced, 12 workshop sessions on a variety of computer software were presented, and over 700 video duplications were completed.

Media Resource Center equipment upgrades were completed to better serve student needs. Graphics and video technology were improved with the addition of the Casablanca video editing stations, of VCR’s and CD players for digitizing video and audio, CD burners for improved data storage capabilities, mini-CD authoring, and another laptop computer and data protector for faculty use.

A **Xerox color coin-op copier** for public use was added to the inventory of Library copying equipment

Produced and marketed 3 **videotape programs**--Senior Program, Nursing Convocation, and Graduation--with over 300 copies sold.

User education personnel presented two **seminars for College staff** on Library and Internet electronic resources.

Through AV Services, completed a total of over 1,350 **classroom technology set-ups/preps** during the academic year.

Experienced increased use of the video conferencing capability on campus, again the **remote video course**, General Geology, was taught by John Whitmore from his doctoral study location in California. The Education department used the equipment when 5 education students taught classes at Troy Christian High School while on the College campus. Also 4 classes were taught by Nursing faculty to students in Aberdeen, Scotland.

Classroom technology upgrades continued. During the summer of 1999, three additional classrooms had permanent technology carts installed. During Christmas break, 5 classrooms received new data projectors.

The first *Centennial Library Scholarship Award in Library Science* to be awarded was presented to Sharon Wickholm at the Spring Honor's Day program. Sharon, who has also worked as a Student Library Assistant at the Centennial Library, will be attending the graduate library school at the University of Kentucky in the Fall. The scholarship award totaled \$500.

With additions to the Innovative Interfaces Library System software, **e-mail pick-up messages** are now generated for those users borrowing materials on the OhioLINK PCirc system

Operations

Continued patron feedback **assessment**, including user education sessions evaluation, and the annual Graduating Senior Library Survey. Experienced a 55% response rate with the Senior Survey. Added a Freshman Library Survey for the first time and achieved a 70% response rate. Between these two surveys, 744 students (about 27% of the student body) evaluated Centennial Library services and offered comments.

Added 5,158 volumes to the print **collection** and 203 items to the media collection. A total of 2,986 volumes were withdrawn from the collection. (*See Tables 2 & 3*)

During the fiscal year, 4,619 books and 226 media items were **purchased for the collection**. The average cost for a book rose to \$37.92.

New **print periodical subscriptions** for the academic year totaled 44; 25 titles ceased or were discontinued, bringing the number of print subscriptions to 961.

With participation in the OhioLINK Electronic Journal Center and other electronic full-text databases provided through OhioLINK, the number of **electronic full-text periodical titles** available to our faculty and students increased to 3,100.

Planned, installed, and implemented Phase 3 of the classroom technology upgrade with the addition of 5 more **technology classrooms**. -- AV Services provided support and oversight; Computer Services provided user training.

Continued the upgrading of Library computer equipment with the purchase and installation of 20 **new office computers and public workstations** followed by several relocations of the replaced computer systems in other places in the Library. Also, a variety of upgrades of network computers was completed in the Media Resource Center and the CMC.

Completed Release 2000 **software upgrade to the Innovative Interfaces Library system** in December and Release 2000 A & B in April.

YEAR IN REVIEW - LIBRARY FACULTY

LYNN A. BROCK. *Director of Library Services*

Professional Activities:

College: College Archivist

Other: Chair: Executive Committee. Library Directors Group.
Council for Christian

Colleges and Universities.

Conference Committee. CCCU Library Directors Group Fourth
National Conference in cooperation with the CCCU
Technology Council, Cedarville, Ohio, April 26-28, 2001.

Indexer: CHRISTIAN PERIODICAL INDEX (4 titles).
Association of Christian Librarians.

Strategic Planning Consultant: *Ohio College Association*, March
- May, 2000

Committees:

College: Deans Council

Chair. Celebrate 2000 Task Team

Convener. Instructional Technology Advisory Group

Academic Management Council

Middle Management Conference

Technology Planning Committee

Other: Library Council. *Southwestern Ohio Council For Higher
Education.*

Executive Committee. Library Directors Group. *Council for
Christian Colleges and Universities.*

Independent College Directors Group. *OhioLINK.*

Memberships:

Academic Library Association of Ohio

American Library Association

Association of College and Research Libraries

Association of Christian Librarians

Society of American Archivists

Reports/Publications:

“Strategic Plan.” OHIO COLLEGE ASSOCIATION. June, 2000.

Conferences:

“The Harmony of Teaching and Technology: Creating a Digital Learning Symphony.” CCCU Annual Technology Conference. Azusa, California. June 20-24, 2000.

JAN BOSMA. *Associate Director of Library Services*

Professional Activities:

Director of Operations: Association of Christian Librarians, 1996-
Membership Liaison: Academic Library Association of Ohio, 1997-
Indexer: CHRISTIAN PERIODICAL INDEX, 1997-
President: Ohio Valley Group of Technical Services Librarians

Committees:

College: Academic Management Council, 1998-
Department Chair Committee. 1998-
Graduate Program Committee. 1996-
Celebrate 2000 Task Team. 1997-2000
Other: Association of Christian Librarians
Strategic Planning Committee, 1999-

Memberships:

Academic Library Association of Ohio
American Library Association
Association of Christian Librarians
Ohio Library Technical Services Librarians Group

Conferences:

Ohio Valley Group of Technical Services Librarians Annual Conference, May 3-5, 2000. Indianapolis, Indiana.
OhioLINK PCirc Annual Conference. June 22, 2000. Columbus, Ohio.

CARL BRANDON. *Assistant Library Director for Media Services*

Professional Activities:

College: Workshop presenter: ITAS faculty
workshops on PowerPoint,
PageMaker and Photoshop
Other: **Co-Chair:** Emerging Technologies Group.
Consortium of College
and University Media Centers.

Committees:

College: Classroom Advisory Committee
SOCHE Media Directors Interest Group
Other: Parent Involvement Committee. Greene County Family and
Children First Council
End Users Committee. International Communications Industries
Association.

Memberships:

Association for Applied Interactive Multimedia
Consortium of College and University Media Centers
International Communications Industries Association
Ohio Educational/Library Media Association
Society for Applied Learning Technology

Workshops:

Taz Tally Photoshop Seminar, Cincinnati, Ohio. May, 2000

Conferences:

Consortium of College and University Media Centers Conference. Burlington,
Vermont, October, 1999.
INFOCOMM. International Audio Visual Exhibition. Anaheim, California.
June, 2000.

JULIE DEARDORFF. Assistant Library Director for Collection Services

Professional Activities:

College: Faculty Representative. Cedarville College Teacher Education
Committee
Mentor: Fit-To-Be Tied Program

Other: **Chair:** Academic Library Association of Ohio Collection
Management Interest Group, June, 2000-

Vice Chair: Academic Library Association of Ohio Collection Management Interest Group, 1999-2000

Friends of the Library Group. Dayton & Montgomery County Public Library

Committees:

College: Teacher Education Committee

Memberships:

Academic Library Association of Ohio
American Library Association
Association of Christian Librarians

Conferences:

ALAO Annual Conference, November 1999, Columbus, Ohio
ALAO Collection Management Interest Group Annual Conference, May 2000, Springfield, Ohio

Workshops:

Advanced Copy Cataloging Workshop. December 1999, Columbus, Ohio
OhioLINK Database Workshop, December 1999, Westerville, Ohio
Books in Print Workshop, January 2000, Columbus, Ohio
Introduction to Copy Cataloging Workshop, February 2000, Columbus, Ohio
Picture Book Read-In, February 2000, Beavercreek, Ohio
Title Source II Workshop, March 2000, Columbus, Ohio

TONYA FAWCETT. *Assistant Library Director for Reader Services*

Professional Activities:

Workshop presenter. “Beyond Scuttlebutt: How to Steer a True Course Using Student Input.” Association of Christian Librarians Annual Conference. Point Loma Nazarene University, San Diego, CA. June 12-15, 2000.

Memberships:

Academic Library Association of Ohio
Association of Christian Librarians

Conferences:

Academic Library Association of Ohio, Ohio State University, Columbus, OH,

November 12, 1999.

Association of Christian Librarians Annual Conference. Point Loma Nazarene University, San Diego, CA. June 12-15, 2000.

Workshops:

“How can I Teach Thee?” ALAO Bibliographic Instruction Interest Group, Ohio State University, Marion Campus, March 21, 2000

“Reference Database Orientation for OhioLINK Independent Colleges,” Otterbein College, Westerville, OH, December 7, 1999.

JUDITH M. BODDY. *Assistant for Library Support Services*

Professional activities:

Other: **Indexer:** CHRISTIAN PERIODICAL INDEX (2 titles)

Committees:

Other: OCLC Users Council

Memberships:

Academic Library Association of Ohio
Association of Christian Librarians
American Theological Library Association
Ohio Valley Technical Services Librarians Group
Online Audiovisual Catalogers

Conferences:

Innovative Interfaces 8th Annual Users Group Conference. April 29-May 2, 2000. Philadelphia, Pennsylvania.

Ohio Valley Group of Technical Services Librarians Annual Conference, May 3-5, 2000. Indianapolis, Indiana.

Workshops:

Advanced Copy Cataloging. OHIONET. December 15, 1999. Columbus, Ohio.
OCLC Copy Cataloging. OHIONET. February 16, 2000. Columbus, Ohio.

LYNNE M. FUNTIK. *Senior Reference Librarian*

Professional Activities:

Workshop presenter. “Training the Deck Hands,” Association of Christian Librarians Annual Conference. Point Loma Nazarene University, San Diego, CA. June 12-15, 2000.

Chair. Annual Conference Program Committee. Association of Christian Librarians Annual Conference, 2000-2001.

Committees:

Other: Annual Conference Program Committee. Association of Christian Librarians Annual Conference, 2000-2001.

Memberships:

Academic Library Association of Ohio
Association of Christian Librarians

Conferences:

Academic Library Association of Ohio, Ohio State University, Columbus, OH, November 12, 1999.

Association of Christian Librarians Annual Conference. Point Loma Nazarene University, San Diego, CA. June 12-15, 2000.

Workshops:

“Biological Abstracts/BIOSIS Training.” OhioLINK. Denison University. Granville, OH. October 19, 1999

“Reference Database Orientation for OhioLINK Independent Colleges.” OhioLINK. Otterbein College, Westerville, OH, December 7, 1999.

“How can I Teach Thee?” ALAO Bibliographic Instruction Interest Group. Ohio State University, Marion Campus, March 21, 2000

JOYCE RIGGS. *Curriculum Materials Center Librarian*

Professional Activities:

College: **Chair:** Curriculum Materials Center Advisory Committee
Faculty Representative: Cedarville College Teacher Education Committee

Memberships:

Academic Library Association of Ohio
Association of Christian Librarians

Committees:

College: Teacher Education committee
Curriculum Materials Center Advisory Committee

Conferences:

Children's Literature Conference. February, 2000. Columbus, Ohio.

Workshops:

Picture Book Read-In, February, 2000. Beavercreek, Ohio

SUSAN WINN. *Reference Librarian* (Part-time)

Memberships:

Association of Christian Librarians

Conferences:

Academic Library Association of Ohio, Ohio State University, Columbus, OH,
November 12, 1999.

Workshops:

"Biological Abstracts/BIOSIS Training." OhioLINK. Denison University.
Granville, OH. October 19, 1999

"Reference Database Orientation for OhioLINK Independent Colleges."
OhioLINK. Otterbein College, Westerville, OH, December 7, 1999.

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