Welcome to the first issue of the new Thomas Library newsletter, Notes From Thomas Library. I encourage you to take the time to read it and learn about some of the new initiatives we are implementing in the Library. The newsletter is a valuable mechanism for sharing information with the campus community and keeping you apprised of what is happening here. Several members of the Library staff contributed articles to this issue and have been instrumental in bringing it to you.

Among other items in this first newsletter you will read about staff changes, new technology such as our new microfilm reader/printer that also can scan microfilm images, the reopening of the Oral Communication Center, information about the LibQUAL+ survey and a new library display of Springfield history.

I hope you find this an effective means of communicating with you and enjoy reading Notes From Thomas Library. If you have any questions about any of the articles in the newsletter please feel free to drop me a line at dlehman@wittenberg.edu or give me a call at 327-7016.

From the Library Director
Doug Lehman

Our Mission Statement
The mission of Thomas Library is to provide resources and services that meet the information needs of the Wittenberg University community. The Library will make available information resources that support and enhance academic inquiry at Wittenberg and will share these resources with the broader scholarly community as appropriate. The Library will help learners master the use of information resources in order to facilitate education at Wittenberg and to enable and encourage lifelong learning.

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Thomas Library is proud to unveil the first in a series of READ posters. The first two feature President Erickson and Dr. Horton Hobbs of the Biology Department. More posters are planned featuring students, faculty and staff. If you’d like to suggest someone to be featured in a READ poster, please send an e-mail to Alisa Mizikar at amizikar@wittenberg.edu.
With the start of the Fall Semester a new service is being offered in Thomas Library. The Solution Center Outpost opened for business as a joint effort between the Computing Center and Thomas Library.

Computing is providing trained student employees to work at the Solution Center Outpost and Thomas Library is providing the space for their new desk. The Outpost desk is located next to the reference desk near the Research Help Center (RHC).

The Outpost will be open hours when the Solution Center in Synod Hall is closed providing an opportunity for students, faculty and staff to get computing help in the evenings and on weekends. The hours are: Monday through Thursday, 6:00-10:00 p.m.; Friday, 6:00-9:00 p.m.; Saturday, 10:00 a.m.-4:00 p.m.; and, Sunday, 3:00-9:00 p.m.

The student employees at the Outpost will be able to assist with a variety of computer-related problems. Among them are: problems with your computer account; problems with using the University e-mail system; and, questions about connecting to Wittenberg’s computing network, especially the wireless network. (Thomas Library has a wireless network throughout the building.) For more information on this service, please contact the Solution Outpost at 937-525-3801.

### New Database Title

<table>
<thead>
<tr>
<th>Biography Reference Bank</th>
<th>Description</th>
<th>Replaces</th>
<th>Old Database Title</th>
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<tr>
<td></td>
<td>Covers more than 550,000 individuals from antiquity to today.</td>
<td></td>
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| Consumer Health Complete | “…designed for the everyday consumer of health care information. CHC provides convenient access to easily understandable health and medical information. Consumers can search and browse within medical encyclopedias, popular reference books, and magazine articles.” | Replaces | New |

| Science Online | “Reliable curriculum-oriented information written at a level appropriate for students and coupled with enhancements such as printable diagrams and animations make [this database] a worthwhile resource. It is highly recommended for school and public libraries, and for undergraduate colleges with introductory courses…” | Replaces | New |

| World Book Web (including World Book Dictionary, Atlas, Advanced, Kids and Encyclopedia Estudiantil Hallazgos) | “A suite of online research tools that delivers encyclopedia articles, primary source collections, educator tools, student activities, pictures, audio, and video, complemented by current periodicals and related Web sites. All the databases are editor-screened for authenticity and age-appropriate content.” | Replaces | Encyclopedia Britannica Online (including Encyclopedia Britannica School Edition, World Data Analyst, Enciclopedia Universal en Español, and Annals of American History) |

| No replacement | Subscription not renewed | | Avery Index to Architectural Periodicals |

| No replacement | Subscription not renewed | | Bibliography of the History of Art |

### Solution Center Outpost Now Open

The following database changes are the result of a decision by Libraries Connect Ohio (LCO), which is comprised of OhioLINK, Ohio Public Library Network (OPLIN), and Information Network for Ohio schools (INFOhio). The changes were made “to provide the strongest portfolio of research resources possible within budgetary limitations to serve the diverse lifelong learning needs of all Ohioans.” The chosen databases are funded in whole or in part through an Institute of Museum and Library Science (IMLS) Library Services and Technology Act (LSTA) grant awarded by the State Library of Ohio.

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<td>Encyclopedia Britannica Online (including Encyclopedia Britannica School Edition, World Data Analyst, Enciclopedia Universal en Español, and Annals of American History)</td>
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### Thomas Library’s Hours of Operation

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New Staff Join the Library

Kirsten Gibson joined the staff of Thomas Library in August 2007 as a visiting librarian. In May 2008, we were very happy to offer her the position on a permanent basis. We were even happier when she accepted the tenure track offer. Kristen hails from Mansfield, Ohio, and spent her undergraduate years at John Carroll University where she studied Business Information Systems. She obtained her Master's degree in Library and Information Science from Kent State in 2006. Kristen will be heading up our Information Literacy Program. She will be the Library's liaison to the Departments of Economics, Foreign Languages, Management, Political Science, Sociology, as well as to the Honors and Russian and Central Eurasian Studies Programs. In her spare time Kristen enjoys swimming, bicycling, and crocheting. Please join us in welcoming Kristen to Wittenberg.

Linn Bobo joined the staff of the Circulation Department in September of 2007. Her position consists of coordinating, processing, and filling interlibrary loan and OhioLINK requests. Linn comes to Thomas Library with a background in graphic design and will be helping out with Library promotional materials. She spent four years as a circulation clerk at the Yellow Springs Public Library and now substitutes there as a reference associate. In her spare time, Linn helps out at the Yellow Springs News. During the spring 2008 quarter she taught two digital typography classes at Clark State Community College. Linn especially enjoys her two grandsons, Tyler, age 13 months, and Micah, 7 months. Other interests include, drawing, writing and music— currently, she is learning to play the mandolin.

Library Staff attend the 7th Annual OLSSI

On July 27–29, 2008, Karen Balliet and Linn Bobo from Thomas Library’s Circulation Department joined other library support staff from across Ohio for the 7th Annual Ohio Library Support Staff Institute (OLSSI), held at the University of Toledo’s expansive main campus. With the pirate theme, “The Hidden Treasure of Libraries—Support Staff, a total of 74 “cast and crew” participated in the three day conference. Dr. Linda S. Dobb, Executive Vice President and Secretary to the Board of Trustees at Bowling Green State University, provided an inspiring opening address at the “meet and greet” on Sunday evening.

As their web site states: “OLSSI believes that library support staffs are the backbone of our libraries. As such, they deserve the opportunity to learn new skills, hone long-standing ones, and to communicate, meet, and network with colleagues. We believe a short retreat, away from the workplace, is the perfect way to encourage and revitalize their enthusiasm for library work.”

Linn and Karen attended several classes, such as: “Discovering the Treasures of Different Generations,” “Transforming Gems into Treasures: Hiring and Supervising Student Employees,” “Team Work: How to Work with Other Swabbies and Still Maintain an Even Keel,” and “Sail Ho! WorldCat Local and Resource Discover.” Their new found knowledge will prove useful in their interactions with students, faculty, staff, and community patrons, as well as when ordering Interlibrary loan articles.

Wittenberg makes a good investment in its staff by providing continuing education opportunities such as seminars and conferences. We would encourage others to utilize these occasions to rejuvenate ourselves, to network, and to learn new skills that will help us improve ourselves and our workplaces.

Next year’s OLSSI conference will be held at Denison University in Granville, OH. For more details on this great opportunity, visit OLSSI’s web site at http://www.olssi.org.
Thomas Library lost a dear friend when Sandy Grube passed away on May 13, 2008. Sandy was the Head of the Circulation Department from 1995 until her retirement in 2005. She is fondly remembered for her love of reading, generous spirit, and robust laugh. Sandy enjoyed working with our students and cared deeply for them. Prior to coming to Wittenberg, she worked more than 20 years at Southern State Community College Library. A book fund has been established in Sandy’s memory.

New Display

As Wittenberg showcases civic and urban engagement, the library is highlighting Springfield’s manufacturing and industrial history. We have a new display in the cases on the third floor highlighting Springfield manufacturing and industry from around 1915 to around 1940. The previous display of materials from Wittenberg’s dos Passos Lepidoptera collection has been returned to the rare books room. The new display contains objects on loan from and images courtesy of the Clark County Historical Society (all rights reserved). The library would like to thank Virginia Weygandt, Director of Collections, and Kasey Eichensehr, Curator, of the Clark County Historical Society, for their assistance in creating this display.

RefWorks

Thomas Library has renewed its subscription to RefWorks, a web-based citation management application. With the click of your mouse you can import data from library catalogs, databases and web sites directly into RefWorks. Once you have imported records into your RefWorks account, you can access it anywhere you can access the internet. RefWorks also facilitates creation of a Works Cited list and allows you to change the format from APA to APSA in seconds. Visit www.refworks.com to view a tutorial or sign up for a free webinar. Contact your liaison librarian for more information.
This past spring we administered the LibQUAL+® survey to the Wittenberg campus community. This is a nationally recognized survey measuring user satisfaction with library services across a broad spectrum. The results of the survey will help us make decisions for improved services in the library. Overall we did well, but there are some areas for improvement. Some of you will recall that we administered this survey in 2002. Because many of the questions are the same or similar we can make some comparisons with the results from 2002. The following scores reflect the general satisfaction of our patrons. The scale is from 1-9 with 1 being “strongly disagree” and 9 representing “strongly agree.”

<table>
<thead>
<tr>
<th>Satisfaction Questions</th>
<th>2002 (mean)</th>
<th>2008 (mean)</th>
</tr>
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<tbody>
<tr>
<td>Satisfaction with treatment</td>
<td>6.86</td>
<td>7.35</td>
</tr>
<tr>
<td>Satisfaction with support</td>
<td>6.55</td>
<td>6.93</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>6.74</td>
<td>7.09</td>
</tr>
</tbody>
</table>

We are pleased to see respondents in 2008 were more satisfied with Library services than they were in 2002 and we hope we can continue to provide enhanced services to the Wittenberg community.

Some areas where the library scored well were:

- **Customer service**
  - Employees who are consistently courteous
  - Readiness to respond to users’ questions
  - Willingness to help users

- **Library resources**
  - Making electronic resources accessible from my home or office
  - A library Web site enabling me to locate information on my own
  - The electronic information resources I need
  - Making information easily accessible for independent use

- **Library as place**
  - A library environment that is hospitable and conducive to finding and using information

We have identified the following as areas on which to focus our energy as we continue to improve:

- **Customer service**
  - Employees who instill confidence in users
  - Giving users individual attention

- **Library resources**
  - Modern equipment that lets me easily access needed information

- **Library as place**
  - Library space that inspires study and learning
  - A comfortable and inviting location
  - A getaway for study, learning or research

We also learned that while 12% of the respondents indicated they use resources in the library on a daily basis and 13% use library resources via the library Web site daily, over 70% use Yahoo™, Google™ or other non-library gateways for information on a daily basis.

We are still working on analyzing the data, with the intention of holding focus groups during the spring semester and sharing information as appropriate.

### Research Practices Survey

The Research Practices Survey was developed by a group of liberal arts colleges to assess the level of information literacy proficiency among incoming students. First year students participated in the fall administration from September 1-22. Both first and third year students will be invited to participate during the second administration in the spring (March 30-April 20). Participants are eligible to win gifts cards to area businesses. The survey will help identify in which areas of information literacy our students excel and in which areas our students need more guidance.
Thomas Library was awarded a highly competitive grant from Nextbook and the American Library Association to host Modern Marvels, a series of book talks based on five graphic novels with Jewish themes. Ken Irwin spearheaded the grant writing effort. Matt Smith lead the talks which were held in Hollenbeck Hall. The series was cosponsored by the Clark County Public Library, the Green County Public Library, Temple Shalom, and the Yellow Springs Havurah. For more information about the series, please go to the web site at: http://www6.wittenberg.edu/lib/booktalks/.

Nextbook & ALS Host Modern Marvels

Hours during the academic year

Monday – Thursday:  8 a.m.–Midnight
Friday:  8 a.m.–9 p.m.
Saturday:  10 a.m.–9 p.m.
Sunday:  Noon–Midnight

Contact us at 937-327-7511
refdesk@wittenberg.edu
www.wittenberg.edu/lib