I am pleased to share the 2007-2008 activities and accomplishments of the Raymond Walters College Library. Core to the Library’s mission is our collection of resources that contribute to learning, research and the scholarship of teaching. Library faculty drafted a collection development policy to clearly identify criteria in the selection of resources that support the College’s academic mission. The Library created a variety of new resources which include a Careers collection supporting students in their exploration of potential professions and Citation bookmark guides covering APA and MLA citation formats. UC Libraries, along with other OhioLINK libraries, joined the KnowItNow 24/7 online Chat Reference service and the web site underwent a major redesign to facilitate access to the myriad of electronic and print resources.

The Library aims to maintain a high level of service in keeping with the Library’s vision. Library staff continued to provide excellent service to the RWC community. During Spring Quarter, the Library distributed the LibQual+ survey to assess RWC faculty, staff and student perceptions of library service. Participants expressed above average satisfaction with the service they received from the RWC Library staff.

The Library Staff look forward to continuing to provide excellent services and resources to the RWC Community and to partner with faculty, staff and students in contributing to the academic goals and accomplishments of the University of Cincinnati.

RWC Library Vision Statement
Raymond Walters College Library will be an active partner in the Raymond Walters College and University of Cincinnati learning community and will be recognized as a model provider of quality services and collection access. The Library will be the scholarly information and research gateway of first choice for all members of the Raymond Walters College community. The faculty and staff of Raymond Walters College Library will hold themselves to high standards of expertise, collaboration, and efficiency in pursuit of the Library’s mission.

The RWC Library’s Mission and Vision statements are aligned with those of the University of Cincinnati Libraries, reflecting the shared goals and collaborative endeavors to provide excellent service and collections to the UC and RWC communities.
Our Past
RWC opened its' doors in November 1967. In the early 1970s, the library began offering associate degrees and professional certificates in Library Technology to current and prospective library support staff. It also provided continuing education opportunities for library staff members and librarians until 2006 when the program ended. In the mid-1980s, RWC joined UC Libraries as a founding member of the OhioLINK network. The system was expanded in 1994 to allow users to request and borrow materials from all participating OhioLINK members. In 2001, the library was remodeled into an inviting and student-friendly space.

Our Present
The Raymond Walters College Library offers a wide variety of learning materials and information services. The library’s collection includes books, periodicals, and media which may be borrowed, photocopied, or viewed. Through the library’s web site, users can access electronic resources and all University of Cincinnati Libraries’ collections via the online library catalog. The RWC Library is part of OhioLINK, the statewide network which provides access to the catalogs of other Ohio university libraries and research databases. Library Faculty provide library instruction, research assistance and engage in collection development activities to support the educational needs of the RWC Community.
New & Improved Library Services

KnowItNow Online Reference Service
KnowItNow is a 24/7 virtual reference service serving every resident in the state of Ohio. An Academic Queue was piloted in early 2008 and is now an ongoing service. KnowItNow Academic is staffed by RWC Librarians, collaborating with UC Libraries and librarians from other OhioLINK colleges and universities.

Web Site Redesign
The RWC Library web site received a make-over in January 2008. Modeled after the University of Cincinnati Libraries template, the new design allows for more continuity among all UC Libraries web pages, faster navigation, and direct access to commonly used resources.

Wireless Access
The RWC Library is a hotspot for wireless access. The wireless network provides access for wireless devices in specific areas on the RWC campus. Once connected to the wireless network users will be able to access the full range of Library resources.

Special Collections: Careers Collection
This collection of print and electronic resources supports students’ curiosity as they explore educational requirements, training and trends in various career fields.

APA and MLA Citation Bookmarks
The Library collaborated with the RWC Writing Lab to create citation bookmarks to assist students and faculty with their research needs. These are the newest installments of bookmarks created to highlight library resources and college services.
Collection Development Policy
The library faculty developed a Collection Development Policy which outlines the criteria for the selection and acquisition of materials, formats and types collected by the Library; deselection of materials; and gifts. This policy was endorsed by the RWC Curriculum Committee and communicated to all RWC faculty in Spring 2008.

Collection Clean-up
In order to ensure our collections support the curricular needs of RWC students, faculty, and staff, the Library began a Collection Clean-Up project. This project involves reviewing print materials based on the criteria set forth in the RWC Library Collection Development Policy.

Faculty Development Workshops
The Library, in conjunction with the RWC Faculty Development Committee and Teaching & Learning Center, offers a series of workshops each fall, winter and spring quarter. 2007-2008 Workshops included: Net Generation Research Tools, the tools students use; Advanced Internet Searching, power searching the web with advanced search strategies; and Selecting and Evaluating Web Resources, going beyond the evaluation checklist.

LibQual+ Assessment of Library Services & Resources
The RWC Library staff chose LibQUAL+, the survey used by thousands of libraries in the United States and Canada, to assess student, staff and faculty perceptions of library service. The online survey was distributed to all members of the RWC community in Spring 2007. There were 103 respondents including: 59 students, 32 faculty, and 12 staff. The survey responses confirmed that users are highly satisfied with the service provided by librarians and staff members. Other strengths include the availability of electronic resources and easy access from off-campus. The survey identified two major areas of concern: the ability to navigate the library web site and the desire for quiet areas within the library.
Statistics

2007-2008 Expenditures
- $56,978 for electronic subscriptions
- $35,403 for books
- $31,807 for serial subscriptions
- $6,559 for microfilm

Collections
- 40,711 print materials
- 9,905 microfilm items
- 255 current print serial subscriptions
- 58,220 electronic full text journals
- 401,619 electronic books
- 1,272 videos and DVDs
- 744 online databases

Electronic Access
- 119,765 RWC home page hits

Services
- 240,308 visitors
- 112 instruction sessions attended by 2,016 participants
- 2,066 reference inquiries answered
- 10,228 items circulated
- 5,867 reserve item check-outs
- 667 RWC items sent to other UC libraries
- 636 RWC items sent to OhioLINK libraries
- 1,156 items borrowed by RWC patrons from UC Libraries
Partnership and collaboration are essential to the success of the Raymond Walters College Library. The RWC Library actively collaborates with groups at RWC, UC and beyond. Our colleagues and the clients we serve are always central in defining the needs for services and products.

**KnowItNow Online Reference Service**
- **Partners:** University of Cincinnati Libraries, OhioLINK.
- **Purpose:** Provide real-time, interactive online chat service.

**RWC Pedagogy Workshops**
- **Partners:** RWC Faculty Development Committee, RWC Learning & Teaching Center.
- **Purpose:** Offer workshops for faculty on library resources and related topics.

**RWC Library Liaison Program**
- **Partners:** RWC Faculty.
- **Purpose:** Provide regular communication between the Library and RWC Faculty concerning services and collections. RWC librarians work with faculty to assistance with book requests, instruction, library tours, or research assistance.

**OhioLINK**
- **Partners:** University of Cincinnati Libraries, participating Ohio colleges and universities (16 public/research universities, 23 community/technical colleges, 47 private colleges and the State Library of Ohio).
- **Purpose:** Provide electronic resources, books, and other library materials to all university and college students, faculty and staff in Ohio.

**University of Cincinnati Libraries**
- **Partners:** All University of Cincinnati Libraries.
- **Purpose:** Represent RWC Library and RWC community; participate in the development of common policies; joint purchasing; development of new services; and participate in library governance.

**University of Cincinnati/Raymond Walters College**
- **Partners:** UC/RWC faculty, staff and students.
- **Purpose:** Represent RWC Library on various UC/RWC committees and participate in college/university governance.
Library Faculty

**Stephena Harmony**, Library Director
Liaison areas: Art & Visual Communication, eMedia, Office Information Technology

**Heather Maloney**, Assistant Library Director and Head of Public Services
Liaison areas: Allied Health, Dental Hygiene, Nursing, Radiation Therapy, Veterinary Technology

**Michelle McKinney**, Reference/Instruction Services
Liaison areas: Behavioral Sciences, Biology, Chemistry, Math, Physics and Computer Science

**Lauren Wahman**, Reference/Collection Development
Liaison areas: Business & Economics, English, Foreign Languages, History

Library Faculty are proud members of these organizations:
- American Library Association
- Association of College & Research Libraries
- Academic Library Association of Ohio
- Southwest and Neighboring Libraries Regional Library Network
- Special Libraries Association
- American Association of University Professors

Library Staff

**Margie Kroeger**, Acquisitions & Cataloging Manager

**Tamra Manger**, Circulation/Reserves Coordinator

**Victor Norflee**, Technical Services/Circulation Assistant

**Student Assistants**: The Library employs 6-8 student assistants each year.

Library Staff are proud members of Service Employees International Union

Raymond Walters College Library
115 Muntz
9555 Plainfield Road
Cincinnati, OH 45236
513-745-5710
rwclibrary@ucrwcu.rwc.uc.edu

[link](www.libraries.uc.edu/libraries/rwc/)

Contact: Michelle McKinney, michelle.mckinney@uc.edu, 513-936-1546