Welcome to the start of an exciting year at Raymond Walters College. As we in the Library immerse ourselves in our 2010-2011 goals, I would like to take this time to reflect on the RWC Library’s accomplishments for 2009-2010. During this year, we focused heavily on internal projects in order to enhance and extend our quality services.

The Library continues to stay focused on our 2009-2012 Strategic Plan goals as we consistently strive to maintain a high level of service and partnerships with the RWC and UC communities. Part of our service commitment includes increasing assessment of our services and collections. In addition, our commitment to teaching is a leading priority. Our goal is to promote and enhance learning whether in a one-on-one interaction with a student or in the classroom. As a result, we are also utilizing technological tools such as Blackboard and tutorial creation software to enhance and supplement library instruction. You will find these highlights and more within the Progress Report section of this report.

In addition to implementing the Blackboard Librarian option to classroom instruction, we also launched a new online instruction request form. This form allows us to schedule and organize your instruction requests more efficiently to better accommodate an increasing number of library instruction requests (see statistics on pages 6-7). Ohio Board of Regents capital equipment funds enabled us to enhance our library space and upgrade a second group study room with multimedia capabilities. Our students truly benefit from having their own space to collaborate on projects in a technology-rich environment.

Last but certainly not least, we had several significant personnel changes in 2009-2010. Beginning on July 1, former RWC Library Director, Stephena Harmony, embarked on a new challenge as Collections Librarian. Stephena distinguished herself as Library Director with her venerable service and commitment to RWC and UC. In November 2009, long-time library staff member and Manager of Cataloging and Acquisitions, Margie Kroeger, retired. In March 2010, we welcomed Rachel Lewis as Manager of Technical Services. Although it has been an eventful year for library staffing, we find ourselves again in an energized team environment ready to move the RWC Library forward.

As we review our past accomplishments and look to the future, the RWC Library will continue to enhance our core services, and we will also continue to engage in partnerships and collaborations that enable us to implement new services. As a result of the Collegiate Restructuring Library Working Group recommendations we will also strengthen our collaborations with the Uptown Libraries to deliver the level of library support needed for current and future RWC programs. As our Library visitor counts, reference statistics and instruction statistics continue to climb, we are focused on meeting and exceeding the needs of the Raymond Walters College community now and in the future.
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.

2009-2012 Strategic Plan

Service & Collaboration: Streamline internal operations and collaborate with University of Cincinnati Libraries colleagues to enhance library services and space.

Staff Professional Development: Establish and support ongoing staff development to increase expertise and maintain consistently high quality service.

Enhance Teaching Skills: Identify and develop “best practices” to enhance the teaching effectiveness of the RWC Library faculty.

Assessment: Establish an assessment framework to continuously evaluate and improve library services, operations, and collections.

Library Instruction Program: Develop a library instruction program that will enable students to effectively access, evaluate and use information.
Progress Report
Activities and highlights of the 2009-2012 RWC Library Strategic Plan.

Service & Collaboration: Streamline internal operations and collaborate with University of Cincinnati Libraries colleagues to enhance library services and space.
- Improved library materials purchasing process to ensure prompt and accurate results
- Established a staff cross-training plan to ensure ongoing, uninterrupted quality service
- Conducted annual review of journals, magazines and newspapers in order to maintain a relevant and up-to-date collection
- Established an account to donate discarded library materials with Better World Books, an organization that sells used books to raise money for world-wide literacy initiatives

Staff Professional Development: Establish and support ongoing staff development to increase expertise and maintain consistently high quality service.
- Established core competencies for all staff in the areas of customer service, technology and UC/RWC culture

Enhance Teaching Skills: Identify and develop “best practices” to enhance the teaching effectiveness of the RWC Library faculty.
- Held quarterly library instruction retreats to develop teaching skills and share resources

Assessment: Establish an assessment framework to continuously evaluate and improve library services, operations, and collections.
- Reviewed the Allied Health Sciences, Biology, and Political Science collection areas for outstanding titles and purchased materials as needed
- Tracked and analyzed library user questions to identify peak periods and most common types of inquiries
- Tracked and analyzed types of library instruction and participant numbers to project future instruction trends

Library Instruction Program: Develop a library instruction program that will enable students to effectively access, evaluate and use information.
- Collaborated with UC Libraries colleagues on content and creation of online tutorials
- Identified and prioritized online tutorial needs for 2010-2011 academic year
Blackboard Librarian
This new instruction service, available to faculty who schedule in-class library instruction, offers direct access to a librarian and curricular support for students. RWC librarians create a Library Research area in a course that includes helpful research tips and links to course-specific resources and research guides.

Online Instruction Request Form
Faculty can conveniently submit their library instruction request online using the Instruction Request Form.

Non-University Group Tours
In February 2010, the Library Faculty created the Non-University Groups Tour Policy in order to accommodate library tours for groups that are not affiliated with the University of Cincinnati. Information on requesting a tour, scheduling, and general guidelines are outlined for the first time in the policy.

Double-Sided Printer
Partner(s): Network Resources Department
The Library requested and received a double-sided printer to improve printing service and increase efficiency in our computer lab.

Group Study Room E Upgrade
Partner(s): eMedia Communications Department
The Library received capital equipment funds from the Ohio Board of Regents to upgrade a second group study room with multimedia capabilities. In the summer of 2009, Group Study Room E was upgraded with a 52 inch flat screen, computer with a Sympodium interactive monitor, DVD/VCR player, and a wireless keyboard and mouse.

Faculty Development Workshops
Partner(s): RWC Faculty Development Committee, Learning & Teaching Center, eMedia Communications Department
The Library offers a series of workshops each fall, winter and spring quarter. 2009-2010 Workshops included: RefWorks, Finding Digital Media, and 25 Online Resources in 50 Minutes.
Statistics

2009-2010 Collections Expenditures
$ 52,545 for electronic subscriptions
$ 65,150 for books
$ 1,956 for media
$ 27,460 for serial subscriptions

Collections
36,465 print materials
107 current print serial subscriptions
197,835 electronic full text journals
999,181 electronic books
1,249 videos and DVDs
772 online databases

Website
130,100 RWC Library website hits

Services
152,482 visitors
14,218 items circulated
915 RWC items sent to other UC libraries
917 RWC items sent to OhioLINK libraries
1,439 items borrowed by RWC patrons from UC Libraries
1,776 items borrowed by RWC patrons from OhioLINK libraries
3,213 reference questions answered
155 library instruction classes attended by 2,636 students
3 faculty development workshops attended by 29 participants
61 orientation tours attended by 960 students*

*Summer 2009 data compiled by Enrollment Services
Library Faculty

Heather Maloney, Library Director
Liaison areas: Allied Health, Dental Hygiene, Nursing, Radiation Therapy

Stephena Harmony, Collections Librarian
Liaison areas: Art & Visual Communication, eMedia, History, Office of Information Technology

Michelle McKinney, Reference/Technology Librarian
Liaison areas: Behavioral Sciences, Biology, Chemistry, Math, Physics & Computer Science, Veterinary Technology

Lauren Wahman, Instruction Librarian
Liaison areas: Business & Economics, English & Communication, Foreign Language

Library Faculty are proud members of these organizations: American Library Association, Association of College & Research Libraries, Academic Library Association of Ohio, American Association of University Professors, Southwest Ohio and Neighboring Libraries.

Library Staff

Rachel Lewis, Technical Services Manager/Public Services Associate

Tammy Manger, Circulation Manager

Sherry Hornberger, Public Services/Technical Services Assistant

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

Collaborations & Partnerships

Partnership and collaboration are essential to the success of the Raymond Walters College Library. In addition to the ongoing and project-specific partnerships previously mentioned, the RWC Library collaborates with other groups at Raymond Walters College, UC and beyond to provide the best possible services and support to the Raymond Walters College community.

KnowItNow Online Reference Service. Partners: University of Cincinnati Libraries, OhioLINK

RWC Library Liaison Program. Partners: RWC Academic Departments

OhioLINK. Partners: University of Cincinnati Libraries, 16 public/research universities, 23 community/technical colleges, 49 private colleges and the State Library of Ohio