

MAAG LIBRARY

ANNUAL REPORT 2009-2010



Cynthia E. Anderson
(2008 -)

University Presidents:



From the DIRECTOR



You will see that one of the accomplishments listed for Maag Library during the past year was the weeding of the journal collection. It seems a small and routine matter, but it points up the general transition that academic libraries face. Maag has traditionally subscribed to a relatively large number of scholarly journals in print format. We receive the new issues, place them on the Level 6 shelves and then, from time to time, gather them together into bunches that are bound into multiple or partial volumes. The bound volumes are then kept on the shelves for some number of decades, the actual length depending upon use. And therein lies the rub.

The journal stacks were once one of the busiest parts of Maag Library. As little as seven years ago, Maag had four full-time staff (not to mention student employees) working at the journal service desk. Now we have no staff, no service desk and no—or more accurately—very, very few, users. There is probably not a better example of the dramatic changes that are taking place in academic libraries than current scholarly journals.

Once, the current journal stacks were full of faculty and students waiting eagerly for the newest issues to arrive. Now, the contents of those issues are readily available online and often as an RSS feed. In the past, journals both bound and unbound were hauled off to photocopiers where copies were made by the hundreds daily. Copies are still made, but now it may take months to reach 100 copies. Users now assume that any scholarly article is available online, from anywhere, 24/7.

Ironically, the transformation from print to digital is not complete. Some titles do not offer a digital version for subscription. Some small professional-society titles only offer digital versions to their members (which may be affordable to faculty but often not students). Many titles are from small society publishers whose sale of the print version to libraries supports the society's bottom line. For whatever reason print remains the only purchase option, and, all in all, Maag library still spends over \$250,000 annually to purchase subscriptions to printed journals. We cannot stop subscribing, since it is the only way we can guarantee access. Yet use of these print collections is approaching zero. Decisions will have to be made.

Maag will adjust and find ways to more effectively provide access to these journals and, concurrently, spend that large sum of money, but the transition, as have been all of our recent transitions, will be difficult. This is just one example that might help you understand our world.

A handwritten signature in black ink that reads "Paul Kabalin". The signature is written in a cursive, flowing style.

W.F. Maag Library

Financial Contributions and Gifts of Materials

MONETARY DONATIONS

Ms. Ana M. Bobby
Mr. Nicholas H. Chengelis
Ms. Lorraine Childers
Dr. Thomas A. Copeland
Dr. David J. Dortin

Dr. and Mrs. John F. Grzebieniak
Ms. Carlotta Kane
Mr. Paul J. Kobulnicky
Dr. Mark Matavich
Mr. Richard G. Payne

Mr. and Mrs. Randal J. Rice
Society for Analytical Chemists of
Pittsburgh-SCAP
Ms. Charmaine N. Walker
Mr. and Mrs. Bill Zorn

MATERIALS DONATED TO THE COLLECTION

Number of items	Number of items	Number of items
Dr. Martin Abraham2	Margaret Ford 13	Dept. of Physics and
Anonymous Donor 31	Lauren Fabrizio2	Astronomy 69
Dr. Louise Aurilio 115	Dr. Philip Ginetti 288	John Popadak II4
Norma Baca 27	Kathleen L. Globeck7	Dr. Howard W. Pullman 37
Dr. Kevin Ball4	Prof. Randall Goldberg1	Dr. Frank Ragozzine 15
Brian K. Bair 13	Dr. Jay Gordon2	Dr. Regina Rees 1
Rob Bar5	Lynn Greene2	Julie Robinson 107
Dr. Patrick Bateman1	Christine Hardy8	Colleen Ruggeri 33
Mr. Jay Beare4	Mary Ann Hayden6	Darlene SanSone 1
Dr. Karen Becker 10	Stephen and Brigetta Hanzley1	Dr. Patricia Sarro 1
Ana Bobby 16	Jean Monnet Council1	Guy Shebat 1
Prof. Steven Brown1	Dr. Birsen Karpak3	Prof. David Simonelli 305
Elizabeth Buranich 67	Prof. James A. Kiriazis 13	Dr. Helen Sinnreich 1
Jeffrey Butts1	Edward Locke1	Chelsea Stafford 1
Dr. Lewis Caccia1	William Macomber2	Theofanis G. Stavrou 4
Center for Basque Studies3	Mahoning Valley Civil War	Christopher S. Swezey 34
Todd Cole1	Round Table 140	Dr. David C. Sweet 4
George Cortesi1	Mr. and Mrs. Tino Merlo 1	Somer Tahincioglu 10
Cosmic Perspective Foundation1	Dr. Joseph L. Mosca 118	Janice Vitullo 75
Dr. Michael Crist 67	Dr. Anne McMahan 40	Robert E. Wardle III 180
Attorney Dan Daniluk 186	Dr. Brendan Minogue 152	Dr. Joyce Willis-Feist 76
Gary Davenport 9	Angela Mudrak 1	Anonymous Donor 10
Dr. Adam C. Earnhardt 4	Martin D. Pallante, Ph.D. 1	
Ernest Federico 4	Dr. Pietro J. Pascale 1	

AUDIOVISUAL MATERIALS

Anonymous Donor 67
Anonymous Donor6
Dr. Michael Crist 30
Dana School of Music 82
Gary Davenport 105

Dr. Brian DePoy1
Bryan Fricker 11
Michael Lisi7
James Gregory Moose, Jr. 47
Dr. Glenn Schaft 180

Tony Leonardi Double
Bass Assoc.3
Robert E. Wardle III3

Maag Library Accomplishments 2009-2010

Strategic Planning

The development of a new, three year strategic plan was the top priority for Maag Library in 2009-2010. Given the dramatic change and uncertain nature of libraries and the information environment, Maag uses a rather short three-year planning cycle. The Library's annual plans will follow, and be derived from the strategic plan in separate yearly documents. The strategic plan will focus on the impact of uncertain change in the next three years with goals and objectives that are proactive to provide the best possible service to the Youngstown State University community.

Users Surveyed

To better understand the role of the library with our student and faculty users, the Strategic Planning Committee created two separate surveys for each constituency. Questions were crafted to get the best "snapshot" of how the campus community assesses the library and its services along with ample opportunities for written comments. The survey was created using SurveyMonkey and posted on the library web site. Promotion of the survey for faculty was done primarily through the library liaison program and for students through Fall 2010 library registration, in instruction sessions, and through student organizations. The faculty survey had a 28% return rate while the student rate of return was 12%.

Faculty found the library satisfactory for their research needs with the highest rating for OhioLINK services. Students who indicated they used the library were satisfied with the library services but expressed concern about

slow wireless connections, lack of available electrical outlets, and the need for

more group-study space. The results indicated to the committee that OhioLINK is a vital component to the success of our faculty and students and that various aspects of our technical infrastructure and physical environment are not meeting users' needs.

The overall results of the survey will guide Maag's strategic planning as well as the library's annual plans.



New use for old vinyl discs

Electronic Textbook Center

A proposal was created for the development of a center for electronic textbook development that would align with and support two major state-wide initiatives: The OBR Textbook project and the OhioLINK Digital Bookshelf project. The Center will be known as etc@YSU. The proposal was approved by the provost and supported by the Deans' Council. A vacant library position was redefined as the director of The Electronic Textbook Center and, at the end of the academic year, a faculty-led search committee was actively screening candidates for the position.

Maag Circulation Policy Revised

The circulation policy for Maag items was revised so that there would be a single common due date for each semester at the close of the semester and, further, that there would be no overdue fines. Books that are overdue more than two weeks after the return date are billed to the patron. After a full term of implementation it is clear that the policy has improved timely returns, dramatically reduced fines to patrons and, equally dramatically, streamlined work involved in billing faculty, students and staff.

Electronic Course Reserves put into production

With the start of the Fall 2009-2010 term, all short-format course reserves (articles, chapters, sample exams and such, but not full books) were made available as PDF files so that students would have access to them at any place and time they had access to an Internet connection.

COLLECTIONS & SERVICES



Mike Lisi explains the new circulation policy

YSU Textbook collection updated

Maag Library maintains a reserve collection of some 150 of the most widely used campus textbooks. This collection is reviewed annually for necessary updates (usually newer editions) and based on student requests.

Disciplinary resource support updated

A comprehensive assessment of our electronic subject guides was implemented during the fall of 2009. Librarians were responsible for updating their assigned subject areas. The result was more accurate access to the most current and relevant digital information sources available to the YSU community, subject by subject.

Completed the Multimedia Center (MMC) faculty survey report

With support from a Kent State MLS graduate intern, the MMC undertook a survey of its faculty users in the fall of 2009. The survey was designed and completed from September to November of 2009 and distributed in paper format to all full-time and part-time YSU faculty. Questions ranged from assessing general awareness of the MMC to details about specific services. An 18% return rate was achieved. The survey pointed out an overall lack of awareness of services offered. As a result the MMC created a new mission statement and updated its web pages and blog posts. MMC service updates will be an ongoing feature of the Maag Newsletter coming out in August 2010.

Reference and Instruction

The reference desk provides one-on-one contact at the point of information need, and classroom instruction provides integrated, subject-specific instruction on the use of discipline-specific information. Maag librarians delivered

299 classes, on par with last year, and answered 12,736 reference questions via in-person, chat, e-mail, or telephone, a number slightly larger than last year. A major challenge for Maag librarians is to maintain reference services over the increasing number and type of channels of communication that students—and increasingly faculty—choose to use. As a response, beginning in July of 2010, Information Services will provide reference services via text-messaging.

There's More to JSTOR

JSTOR is the international project that digitizes the most commonly held academic magazines and scholarly journals from volume 1, no. 1 to the present and provides 24/7 Internet access to those titles. During the 2009-2010 academic year, YSU added the new Arts and Sciences VIII collection to our subscription. YSU faculty, staff, and students currently have access to 12 JSTOR collections that comprise over 1,700 journal titles. This year JSTOR also announced the "Current Scholarship Program," which allows users access to the most current issues from 19 publishers and 175 titles where those titles were previously embargoed for the three most-current years.

Common/
expensive YSU
textbooks available



Expanded music CD storage; Maag's Multimedia Center



Maag Library Accomplishments 2009-2010

Completed annual accreditations for Education (NCATE) and Health Sciences' Dental Hygiene Program

Information Services works with respective departments and programs on their accreditation review. We provide up-to-date information on library usage of databases and other services along with service information relevant to the department or program. Besides providing useful accreditation information, the process strengthens ties and provides new avenues of service between the library and the respective department. Both education and dental hygiene were successful in being re-accredited, and the library portion of those accreditation visits was positive.

Collection weeding and de-selecting

Information Services and Collections Services undertook an aggressive weeding project in all subject areas including government documents and the reference collection. Our shelving space was almost at capacity, and we needed to recapture 15% of total linear footage for future growth. Multiple copies of works were deselected and various titles withdrawn based on a number of criteria, from availability in OhioLINK and the physical condition of the items to circulation and browsing histories of the works.

Audience-response system use improved

Rebecca Roberts, Maag coordinator of information literacy and assessment, received a mini-grant from the Office of Assessment to attend the Turning Technologies' user conference in Las Vegas, NV. Rebecca has become one of YSU's most experienced users of audience-response technologies. Audience-response is being built into most Maag Library instructional programs.

Information literacy classrooms expanded

To meet increasing demand and to respond to faculty requests for information-literacy instruction offered by library staff, Maag initiated two additional classroom projects, both on the lower level of the library. A new "hands-on" classroom was developed that accommodates 20 workstations. A second classroom was developed that accommodates 35 students in a lecture/projection environment. The second classroom has flexible seating arrangements and thus can also serve as a meeting and lecture space.

Maag journal shelves weeded



Northeastern Ohio Cooperative Regional Library Depository advances

Work proceeds to extend the useful lifetime of the Northeastern Ohio Cooperative Regional Library Depository. Serial collections from the five participating institutions (UA, KSU, CSU, NEOUCOM and YSU) are reviewed and only a single copy of a given title and volume is retained. Much work is undertaken at YSU and other participating institutions to check for duplication before volumes are sent to the depository.

Similar work has been undertaken to eliminate duplication of monographic titles at the depository. As a first step, YSU generated lists from its computer system of YSU-owned works that were in duplication at the depository. These materials, all owned by YSU, were sorted into lists by storage location at the depository so that student employees at the depository could efficiently pull them for withdrawal. Once pulled, local records of their existence were removed by computer action and the volumes were discarded. YSU staff led the way in developing such efficient withdrawal procedures.

Print serials reorganized and weeded

In order to make the print journals and other serial subscriptions that Maag purchases as easy to use as possible and in order to continue to live within the space constraints of Maag Library, Maag serials collections were reorganized (shifted) and weeded. In 2009–2010 the entire Level Six serials collection was shifted and thousands of volumes were sent to the NE Ohio Regional Depository. Hard to reach, top-most shelves were emptied and removed for better patron access and safety. The result has been a greatly increased

reliance on online resources (JSTOR and EJC) and OhioLINK interlibrary loan for back issues of serials. We will continue to gather usage statistics to better inform ourselves on how that part of the collection is being used.

Electronic Theses and Dissertations (ETD) advance

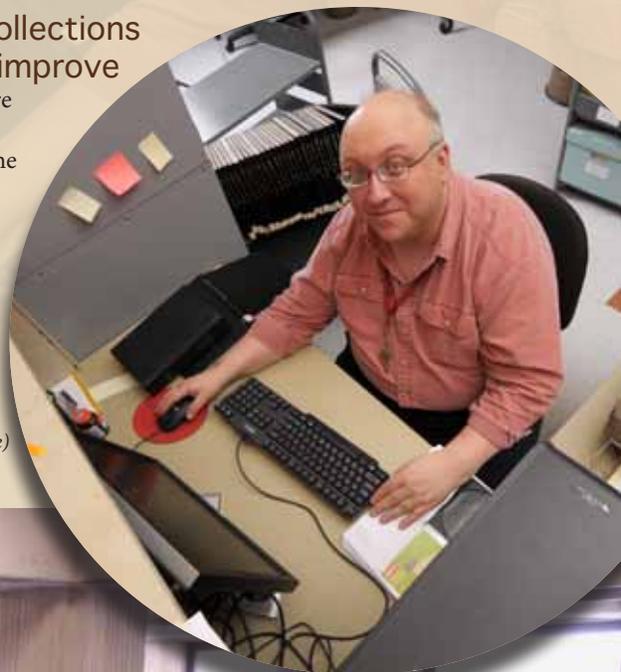
As a result of collaborative work between the School of Graduate Studies and Research and Maag Library, current YSU holdings in the OhioLINK ETD Center are now up to 255, and submission of theses in digital format is now both policy and a regular practice. Use of YSU ETDs has been on the rise, with 4,764 downloads of YSU ETDs as of March 2010. While about 10% of these downloads are automated requests from web browsers, the remainder are individual patron requests for the full PDF file. Clearly, the availability of YSU theses and dissertations has increased the visibility of YSU student scholarship.

Archival collections grow and improve

Collections were obtained documenting the history of the YSU Grants Office, The Office of the Dean of Health & Human Services,

(Continued on next page)

Brian Brennan scans archival materials



Maag Library Accomplishments 2009-2010

(Continued from previous page)

and the tenure of President David C. Sweet. *Jambar* editions from 2008 and 2009 will be sent out for scanning while the staff continues to perform content analyses of historical back issues to improve retrieval. Board of Trustees minutes have been scanned and are ready to be loaded into DSpace. All of the University Senate minutes were carefully examined for personal data (SSN's and personal addresses) that must be, and in several cases were, redacted. The Kenneth C. Lloyd papers were scanned. Lloyd was the head of the Industrial Commission of Youngstown and a planner of the Lake to River Waterway, all of which relates to the Michael J. Kirwan papers, which YSU also holds. Finally, scanning commenced on the University's collection of approximately 1000 undergraduate theses.

Melnick books cataloged

The Rose Melnick Medical Museum has completed the cataloging of its medical history library. Catalog records for all books and journals in the museum are now available through MaagNet.

Multimedia storage expanded

With the increase in the amount of multi-media information acquired and stored in compact disk format, storage was added for those disks. The attractive units selected have glass doors for easy browsing, and the wood finish adds to the warm look and feel of the Multimedia Center.

OPERATIONS

Library seating upgrades

After several years of trying to set aside funding, Maag Library was finally able to complete the restoration of its library sofa seating. Twenty-five aging sofas, albeit with very solid wooden frames, were refinished and reupholstered. With increased use by students for studying, Maag seating is now at a high standard of quality.

Sustainability

Maag library staff have begun a project known as "Waste Free Maag" designed to work toward increased recycling of waste materials to push our waste stream as close to zero as possible. A staff committee leads the project and is supported by the YSU Recycling coordinator, Dan Kuzma. As a library, paper is our most common waste issue and is our biggest contribution to recycling. The committee is working to constantly refine our recycling effort and to reduce waste-generating purchases and wrappings.

Library seating upgraded; expert scanning training

Staff utilization

Maag Interlibrary loan and OhioLINK interlibrary circulation operations were relocated from the lower level to the Access Services staff area. This relocation allows for more efficient use of both classified and student employees, and for better workflow.

TECHNOLOGY

DSpace 1.6

DSpace version 1.6 was placed into production at YSU. DSpace runs both "Digital dot Maag," YSU's digital archive, and also RSpace, Maag's electronic course reserve system.

New "e-Reader" technologies

Maag Library purchased several new iPad and Kindle devices both to experiment with potential uses and to circulate to interested faculty and students for their experimentation.

Content management

Maag plans to migrate its web presence to a content management system in the coming year. Library webmaster Xiaoli Zhu brought up a test version of Drupal, the open source content management system, and then worked with University webmasters to compare Drupal with the current University offering of ContentM.

Networked printing

Work was begun to replace all individual staff and public service printers with larger, more cost-effective networked printers. This effort will use, when possible, the new ComDoc networked copiers. ComDoc copiers are installed and being networked; new, networked departmental printers have been purchased.

Scanning experts

Given the large amount of scanning that is done by the Maag Archives unit and even the large amount of scanning that Maag's Archives unit contracts to outside firms, it is not surprising that many units on campus now turn to the Archives unit and staff for training, advice and service on scanning issues and projects. Maag Archives has served the President's Office, the Dana School of Music and the Board of Trustees during the past year with new or complex scanning projects.



EZproxy server and application upgraded

EZproxy allows YSU faculty, students and staff to connect to digital resources over the Internet from home when those services are normally restricted to campus access (e.g., access from “ysu.edu” network points). Upgrading the service and server has improved system reliability.

Wordpress upgraded

The library’s Wordpress weblog application was upgraded to version 2.7. This upgrade improves functionality and keeps YSU close to the version used by the commercial version of Wordpress. Wordpress is the application behind “MaagBlog” which provides weblog services to the YSU campus. One hundred fifty blogs have been created by 41 blog owners including library staff and YSU faculty.

COMMUNITY ENGAGEMENT

YSU presidents on exhibit

The YSU Archives put up its second major exhibit focusing on the history of the presidents of YSU. The exhibit details YSU’s major advances under the leadership of each of the presidents and shows a little of each of their personal and professional lives. Included in the exhibit are audio and video presentations by the presidents themselves extracted from tape, radio and television archives. The sound exhibits are displayed using new sound isolation technologies that keep sounds located to a small cone-shaped “shadow” under each bell-shaped speaker.

Sweet Gallery dedicated

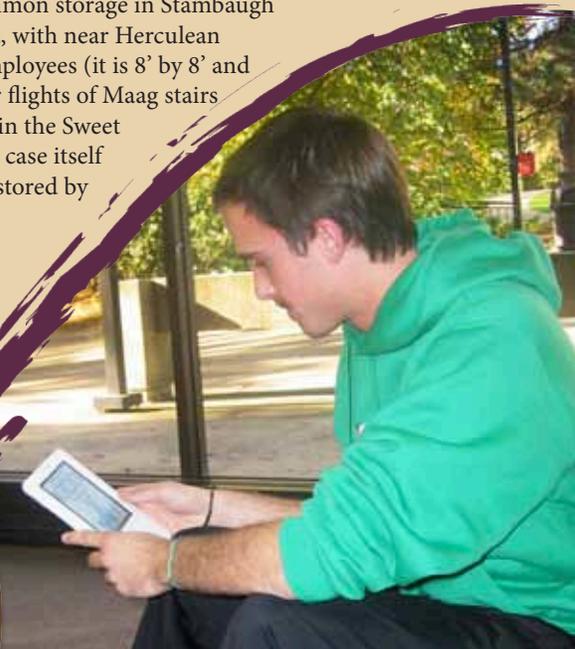
The exhibits gallery in the YSU Archives was formally dedicated as the David C. Sweet Gallery in recognition of Sweet’s 10 years of service as the 6th President of Youngstown State University and his vital role in founding the University Archives for the advancement of the University and the community.

Tools of the trade

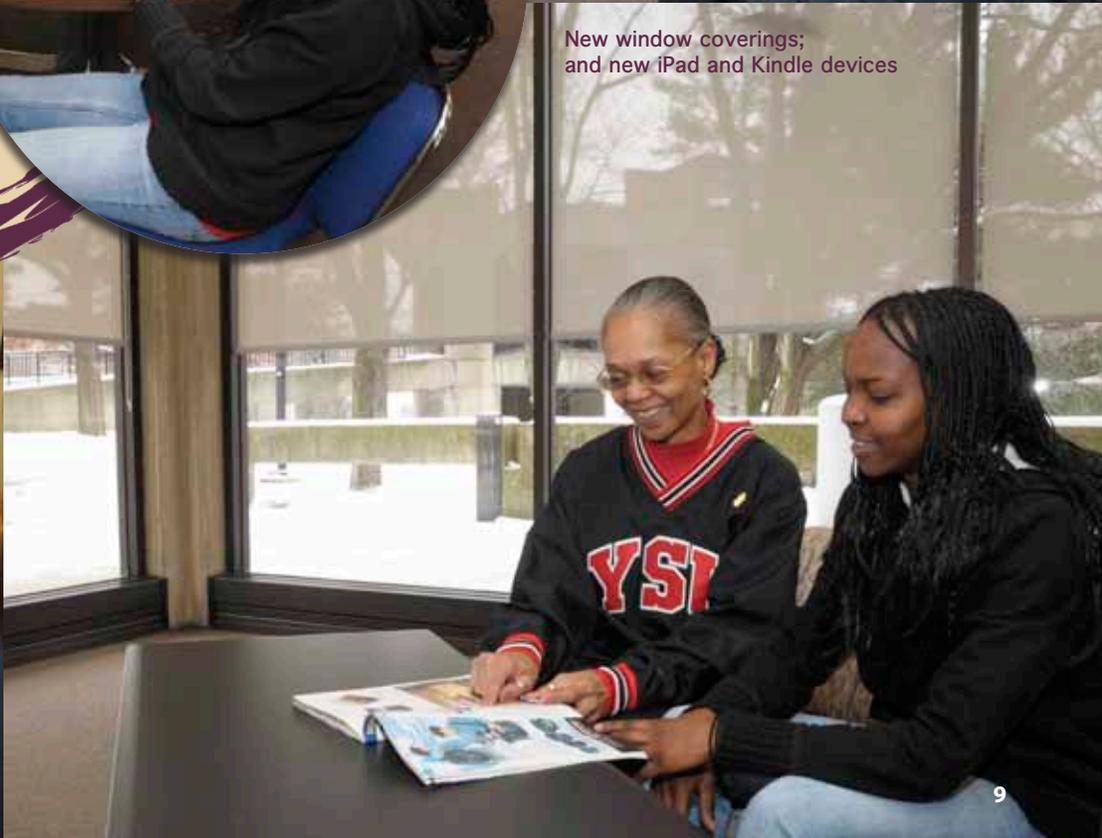
A new exhibit in the Rose Melnick Medical Museum focuses on the museum’s collection of antique medical instruments in the fields of dentistry, pharmacy, ophthalmology and surgery. While the collection has been built from donations over the last decade, this is the first chance that museum staff have had to organize them into an exhibit and to show the evolution of medical instruments over the course of the last century.

Campus 2000 saved and restored

Campus 2000 is an architectural rendition of a future YSU, campus completed in 1993, that depicts the campus in 2000. The display was originally done by Youngstown architect Ronald Cornell Faniro, and his firm worked on replacing some damaged building models. The display was recovered from common storage in Stambaugh Stadium and moved, with near Herculean effort by campus employees (it is 8’ by 8’ and very heavy), up four flights of Maag stairs to its current home in the Sweet Exhibit Gallery. The case itself was repaired and restored by campus carpenters.



New window coverings;
and new iPad and Kindle devices



Maag Library Accomplishments 2009-2010

HUMAN RESOURCES DEVELOPMENT

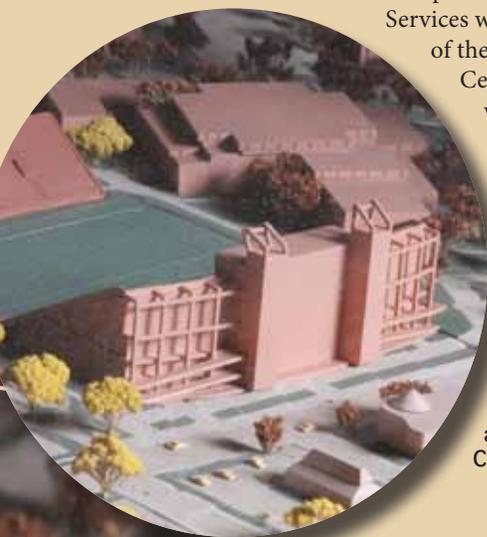
Staff development

Maag staff have devised and implemented a self-run, bi-monthly technology training program.

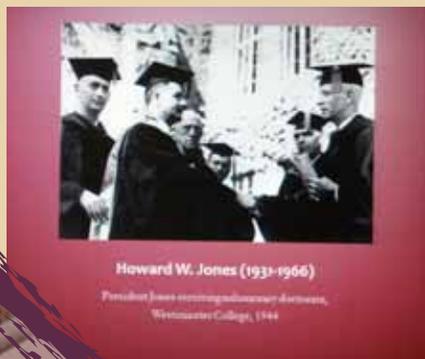
Redeployment of staff

The position of head of the Multimedia Center was filled by Alyssa Jordan using an internal search. Ms. Jordan's former position as assistant reference librarian will be held vacant.

The vacant position of head of Collections Services was redefined into the director of the Electronic Textbook Center. Collections Services will continue to be managed by Kevin Whitfield on an interim basis, pending further analysis of trends in cataloging and acquisitions.



Stambaugh Stadium as an Architectural Model in Campus 2000 (YSU Archives)



The Digital History of YSU's Presidents

Transitions



Salvador Barragan, University Archivist

After several years of moving the university forward in records management and in advancing digital archival practice at YSU, Salvador left YSU in December, 2009 to accept a position leading a records management effort in the corporate sector.



James Kapoun

James Kapoun, Maag's new associate director; came to YSU from his position as director of the Luise V. Hanson Library, Waldorf College in Forest City, Iowa. Jim has additional experience at Mankato State University and Southwest State University, both in Minnesota; St. Mary's College in Maryland; and Penn State Behrend (Erie, Pa).

Jim took up his role at Maag Library in July of 2009.

Staff Accomplishments 2009-2010

Christine Adams

Special Libraries Association 2010 Conference, Business & Finance Division, poster: Off to a Good Start! Librarian and Faculty Collaboration on Financial Literacy. Member, OhioLINK User Services Committee. OhioLINK Business Librarians Group Member, annual meeting at OhioNet, Columbus. Attended the Ohio Government Documents Round Table Membership meetings, the Fall 2009 meeting at Case Western Reserve and the Spring 2010 meeting at the State Library, Columbus. Member of the Electronic Textbook Center search committee. Member of Waste-Free Maag Committee & Sustainability Advocates. Attended Smart Money Choices conference presented by Kevin L. Boyce, Ohio Treasurer of State, at YSU.

Robert Ault

Member of the Maag Welcome Week Committee.

Maria Barefoot

Off-campus Library Education Conference in Cleveland, OH, presentation: "Online Liaison: Creating a Comprehensive Web Presence for the Health Sciences." Chaired the Maag Library Welcome Week program in both 2009 and 2010.

Ana Bobby

Member, administration negotiating team for APAS negotiations; member, Maag Welcome Week Planning Committee; co-chair, Hispanic Heritage Celebration Planning Committee; member, YSU *Diversity Matters* newsletter; member, Diversity Leadership Awards Planning Committee; president-elect, YSU Women's Club; board of trustees member, International Institute Foundation of Youngstown; member, L.U.N.A. (Latinas United Networking Association); treasurer, Poland Seminary High School Choir Boosters. Attended OhioLINK P-Circ Conference 2010 in Columbus; attended off-campus Library Services Conference in Cleveland, OH; attended Northeast Regional Depository Meetings in Rootstown, OH.

Brian Brennan

President, YSU Association of Classified Employees (ACE). Participated in Archives field trip to The Ohio State University Archives and Library, Columbus, Ohio, September 11, 2009. Presented a talk on records management to the Yo-Mah-O Chapter of the International Association of Administrative Professionals, Canfield, Ohio, February 16, 2010. Represented YSU-ACE at announcement for the manufacturing of the Chevrolet Cruze automobile at the GM Lordstown Assembly Plant, Lordstown, Ohio, February 23, 2010. Member, Society of American Archivists; member, Academy of Certified Archivists; member, Maag

Library Strategic Planning Committee; member and recording secretary, YSU Labor/Management Council; member, YSU's steering committee for the United Waycampaign.

Cynthia Harrison

Member of *Maag* newsletter committee; member of STEM Library Committee, January 2010 to present; member of Waste-Free Maag Committee. Presented Waste-Free Maag efforts to University Sustainability Advocates, March 19, 2010. Member, University Sustainability Advocates; member, Omicron Delta Kappa Leadership Society, YSU Circle, faculty secretary, January 2010. Attended annual OhioLink Chemistry Librarians' meeting, November 4, 2009. Served as Lake-to-River Regional Science Fair judge - March 27, 2010. Attended ALAO/NOTSL-TEDSIG RDA, presentation and Meeting, May 14, 2010.

George Heller

APAS Distinguished Service Award Committee; APAS ELSB Committee; member, APAS contract negotiations team; Maag Welcome Week Committee; Maag representative to YSU SOAR. Served at YSU Resource Fair; attended online seminar, "Working on a team" at NEOLA; participated in Lexis-Nexis webinar training.

Carol Hovanes

Member of the Flight Mentor Program, 2010.

Alyssa Jordan

Served on YSU's Council of Teaching and Learning Committee and Professional Development Subcommittee; served on Maag's Strategic Planning Committee; served on Maag Archivist search committee; supervised practicum student from Kent State University; served as acting MMC Librarian.

James Kapoun

January 14-19, attended ALA (American Library Association) mid-winter meeting in Boston, MA. Published, "Library Instruction, Intervention, and Immersion: A 5-year Study of Religion and the Arts," in *Journal of Religious and Theological Information* Volume 8, Number 3-4, 2009. Chair of the Maag Library Strategic Planning Committee. Ohio Link Committee—CIRM (Cooperative Information Resources Management Committee).

Paul Kobulnicky

Chair of the OhioLINK Library Advisory Committee; chair of the YSU Alternative Transportation Advisory Committee; member, Community Advisory board, Ohio State Librarian search process. Member, YSU HR executive director search committee. Chair, WYSU associate engineer search committee.

Cassandra Nespor

Interviewed for two published articles about the Rose Melnick Medical Museum, one for YSU's "Light the Wick" on November 13, 2009, and the other in the *Vindicator* on May 23, 2010. With Maria Barefoot, planned the 2nd YSU Nursing Symposium on "Evidence-Based Medicine in Nursing Practice," which took place at the Melnick Museum on April 2, 2010.

John Popadak

Member, Waste-Free Maag Committee; member, STEM Library Allocation Committee, member Maag Strategic Planning Committee.

Rebecca Roberts

Member, OhioLINK User Services Committee. Attended Turning Technologies' user conference in Las Vegas, Oct. 12-14, 2009. Presented "Redefining the Resource Page" at the Academic Library Association of Ohio conference in Wilmington, October 30, 2009. Presented "One-Shot Wonder: Using Web 2.0 and TurningPoint to Engage Students in One-Shot Library Sessions" at Turning Technologies' user conference at Northwestern University, March 25-26, 2010. Member, Maag Library strategic planning committee.

Jeffrey Trimble

Member of OhioLINK LEAD and DMSC committees; member of the NEO Depository new system implementation task force; participated in world-wide DSpace development as a member of the committee group; edited DSpace 1.6 documentation; cataloged on behalf of all state libraries over 8,000 e-books from Springer Publishing.

Kevin Whitfield

Annual Ohio Electronic Theses and Dissertation Association (OETDA), Columbus, OH; semiannual OETDA meeting, presentation of YSU Workflow. Member, Maag Welcome Week Committee. Attended NEO Depository Briefings; attended NOTSL/ALAO-TEDSIG Joint Spring 2010 meeting; Maag Library inservice presentation on Trends in Collections Services.

Xiaoli Zhu

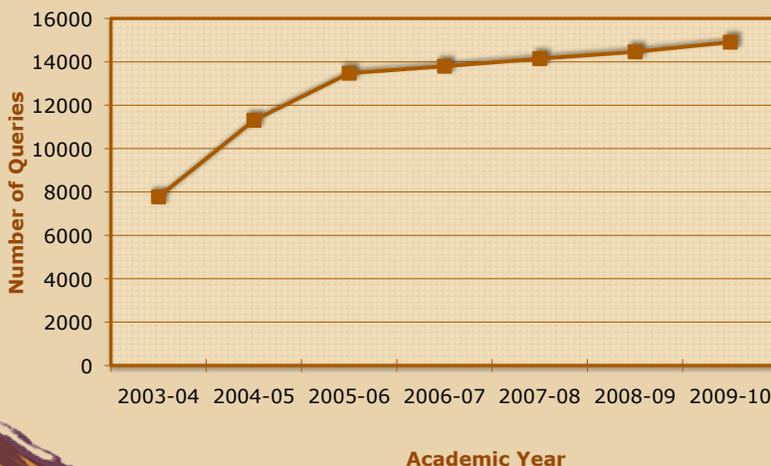
Oct. 2009, ALAO annual conference, presentation, "Redefining the Resource Page: Replacing Static Subject Guides with Dynamic Blogs." March 2010, Library Technology conference, presentation, "Is Content Management System right for you?" Member of ALA, and LITA. Developed and hosted the Maag Library in-house technology training program.

What Counts GETS COUNTED

Selected Statistics

In today's age of dis-intermediation—people doing things for themselves without the aid of an intermediary, like booking your own airline flights—it is interesting to note that the mediation side of libraries, i.e. the work of reference librarians, is getting busier. The data for the past seven years shows a steady increase where one would expect a decrease. In addition, the use of our reference via e-mail service “Ask a Librarian” has grown significantly. In the coming year, Maag will introduce reference by “text message” in response to changing modes of communication. Additionally Maag hopes to build a searchable “frequently asked questions” site so that common questions can be looked up by patrons themselves (but we’ll count those, too).

REFERENCE QUERIES BY YEAR



REFERENCE STATISTICS
 2003-04 to 2009-10

Year	Reference	Ask A Librarian	Total
2003-04	7773	0	7773
2004-05	11302	0	11302
2005-06	13388	86	13474
2006-07	13707	89	13796
2008-09	14180	280	14460
2009-2010	14577	328	14905

STATISTICS