Information Services
Top Five Issues facing the University, Libraries, Library Departments
09/30/99

University

1. a. Racial divide between students and administration
   b. Homogeneity of campus

2. • Centralized computing environment
   • Boundaries are blurring with MCIS

3. Intellectual climate
   • Students are not pushed
   • Academic program is not coherent - there is no clear direction
   • Information literacy (lack of) is a university problem

4. Sense of community
   • Parking problem and unannounced closing of parking lots
   • Unannounced (unplanned?) infrastructure changes
   • University is so concerned with keeping students, it is not concerned with enforcing policies

5. Services
   • Busses are not reliable; no bus stop near King; bus stops are in dark areas
   • Security: students do not want to work in the evenings because of unreliable bus service and bus stops in dark areas
   • Enforce no food and drink policy across the University - in classrooms etc. as well as in the Libraries

Libraries

1. Technology
   • Libraries heavily use and promote remote services. Users are confused about who is responsible for connectivity (the Libraries, OhioLINK, the University...) and expect the libraries to provide connectivity to its resources. Consequently, the Libraries need:
     • more bandwidth
     • an adequate, high baud rate modem pool
   • Need a five year plan for systems/Libraries (clear technology plan)
   • Systems Department available over the lunch hour
   • Streamline Systems problem reporting and follow-up (tracking system)
   • Need more Systems staff (Bonnie is overworked)
   • More IBM PC's (evaluate current client base)
   • More public computers strategically located
   • Blurring of boundaries within/ across the University and the relationship with MCIS

2. Management
   • No clear direction for the Libraries
   • Library communication: better way to share what's happening at the libraries
   • Integrate clusters into library management
   • Personnel (care and feeding of the staff)
   • Too many meetings
   • Be open and honest
   • Need to participate in decisions

3. Library Culture/Library as a Cultural Center
   • Put in a coffee house
   • Transform the Libraries into a cultural center for the university
   • Why not let users have food/drinks?

4. Services and Mission
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• Getting the word out: awareness of services and products to both faculty and students
• Students are not coming in
• Libraries are remote from users.
• Students come in and think they can do their searches without consulting anyone
• Set-up time to share what we're doing with others outside the library (e.g. write articles)
• Better and more formal relationship between departments and library credit classes. Classes may need prerequisites or conjunction between other classes and library classes or develop online instruction modules with heavy marketing.
• Library needs to teach under its own designation
• Competition from online bookstores, textbook stores, online libraries (on the web)
• Information Literacy
• Renovation of facilities: Music, Science, King
• Diversity of knowledge needed by librarians and staff has increased.

5. Personnel
• Time to reflect within work time
• Need human resources function/position
• Affirm that the core activities of the libraries are collection development, teaching and consultation.
• Diversity of knowledge needed by librarians and staff has increased.

Department

1. Staff
• Scattered staff that is isolated from each other
• Closer proximity would generate cross fertilization and increase the knowledge of everyone (learn from each other)
• Activities driven by projects. Daily activities shoved into the background; need better balance; both are important.

2. Collection Development and Consultation
• Librarians doing collection development with little contact with people doing research.
• Librarians cut off from people doing research. Some positions are excluded from consultation.
• Develop and maintain subject expertise.
• Need constant work on professional development.

3. Lack of communication about King renovation and input.

4. Integrate new department; no clear direction for the department.

5. Lack of discussion as a faculty: intellectually and about the directions of the Libraries (more happy hours, i.e., find ways for more interpersonal contact)