April 3: The Library User Experience: Getting to Know Our Patrons

Gaining insight into customer expectations and satisfaction through a variety of assessment measures.

On April 3, the Programming Committee is bringing Gretchen McNeely, a UX/Content Strategy consultant and writer to campus to provide a daylong program on the library user experience, or UX. UX research considers user behaviors, attitudes, and beliefs about utilizing library services and programs, regardless of whether the service or program is online or in-person. This means UX methods and tools may be applied to any area where the library interacts both directly and indirectly with users, including facilities, reference, programs, and collections. As user expectations constantly evolve, this program is intended to provide library faculty and staff tools and methods to better observe, analyze, and influence user behavior.

9–10 a.m. The Library User Experience: Getting To Know Your Patrons at The Ohio State University, Thompson 150 A&B
This presentation is open to all library faculty and staff and will cover broad concepts pertaining to UX in library environments.

10:15 a.m. – 12 p.m. Workshop
This workshop is intended library faculty and staff who engage with patrons on a daily basis and will cover ethnographic interview techniques and persona development.

1:15 – 2:15 p.m. Consultation – Recommendations and Vision on UX Issues
Gretchen will facilitate a discussion for select leaders from CTSSC and IT, as well as members of the Web Governance Committee and Discovery Systems Management Working Group. This conversation will focus on observed or perceived UX challenges in the immediate OSU library environment and desired changes for this environment. Please note, this program will be by invitation only.
2:30 – 3:30 p.m.  **Consultation – Identifying and Defining UX issues**

Gretchen will facilitate a discussion among select leaders from our user services areas. This conversation will also focus on observed or perceived UX challenges in the immediate OSU library environment and desired changes for this environment. Please note, this program will be by invitation only.

**Libraries’ General Meetings April 16 & 17**

The Libraries’ next General Meetings are Wednesday, April 16, 9-10:30 a.m. at the Thompson Library, Room 150, and Thursday, April 17, 1-2:30 p.m. at the Library Tech Center (LTC), Room 122. The agenda:

1. Spot Bonus/Kudos Recipients, SAC elections reminder
2. Training Committee upcoming events
3. Campus Campaign update
4. Director’s Report
5. IT Strategy Update
6. HR Updates

You are also invited to an informal “meet and greet” with new Associate Director of Research and Education Alison Armstrong, before the Thompson meeting (8:30-9 a.m.), or after the meeting at LTC (2:30-3 p.m.).

**New guest Wi-Fi network activated**

The OCIO has announced the official retirement of the “osuguest” and “attwifi” wireless networks. To read more about their replacement network “WiFi@OSU” please see https://ocio.osu.edu/blog/community/2014/03/14/launch-of-wifiosu-network/

What this means for you is that guests at OSU will now need to use the “WiFi@OSU” network for all their wireless needs. OSUGuest credentials created will no longer authenticate a user to a wireless network. Patrons/visitors who previously relied on “osuguest” or “attwifi” will now need to connect using “WiFi@OSU.” Patrons with questions or concerns should be directed to the OCIO service desk at 8-HELP.

Please note, this does not affect the creation of guest accounts for use on public workstations. For questions regarding public workstation guest access please contact Tony Maniaci. There should be no change for OSU faculty, staff and students – you should continue to use your name. # to connect via OSUWireless.

**Print servers being changed**

Over the next two weeks Library IT Infrastructure will be retiring two old print servers (lib-print-01 & lib-print-02). We will finalize our transition to “lib-printserver” which has been in testing for several months.

What this means for you is that any old printer objects will need to be deleted and replaced with objects that point to the new server. Illustrated instructions can be found on the Help Desk Wiki page at https://carmenwiki.osu.edu/display/libraries/How+to+add+a+Printer. The old servers will be retired on Friday, April 18.
If you experience any issues with the new print server (such as not being able to print from Sierra, not being able to add the printer, or an application not printing correctly) please submit an issue on HUB http://go.osu.edu/hub. If you have any circulation machines in your area that print to networked printers (not the receipt printer) please submit a ticket so that the Library IT Infrastructure team can get them switched in the next week.

Thank you!

Library IT Infrastructure Team

Congratulations—you’re getting a shirt!

All OSUL faculty, A&P and CCS staff will receive a t-shirt for staff appreciation this year. Please fill out this survey (https://www.surveymonkey.com/s/OSULSHIRT) by April 10 to select the shirt you want and confirm your size. If you need to see a sample shirt (for size purposes), please see Lauren in suite 305 Thompson Library. The shirts will be passed out at the staff appreciation luncheon on May 13.

WordPress sites being moved April 9

On Wednesday, April 9, from 5 pm to 7 pm, we will be moving our WordPress sites (library.osu.edu/blogs) from OCIO to the Libraries’ servers. During this time of transfer, you will not be able to edit your blogs/sites. Please contact go.osu.edu/hub if you have any concerns about the maintenance window.

Campus Campaign Weekly Winner

The weekly Campus Campaign drawing winner is Beth Brown. She won a gift card to Adriatico’s Pizza.
Executive Committee Meeting Notes,
March 13, 2014

Higher Learning Commission Quality Initiative
Alexis Collier joined the meeting to discuss a draft proposal from OSUL and the Office of Distance Education and eLearning that could be included in the University’s accreditation reaffirmation process. The project would leverage existing ODEE and Libraries strategic initiatives to advance student success by providing technology-enhanced learning spaces, services, and programs that foster development of advanced research skills and provide a platform for transforming faculty pedagogy. Once finalized, the proposal will be sent to Provost Steinmetz for consideration.

LMSI
Patton-Glinski shared details about the LMSI I course scheduled for May 2014. Communication about the course will go out to OSUL faculty, staff and other colleagues this week.

Onboarding for Alison Armstrong
O’Hanlon and Carter are working on an onboarding plan for Alison Armstrong. A decision was made to also host an informal meet and greet for Alison 30 minutes before or after the upcoming general meetings. Specifics will be communicated in NewsNotes.

OSUL Executive Committee Meeting Notes,
February 17, 2014

Strategic Digital Initiatives Working Group
Terry Reese shared a draft white paper on behalf of the SDIWG, “Implementation of a Modern Digital Library at The Ohio State University.” Exec provided feedback and the full report will be finalized and posted soon. In the coming weeks, Exec will work with SDIWG to determine next steps and identify responsible parties for each step.

Fees
This is the time of year when increases to fees that impact students must be submitted. Exec reviewed the fees for student services (fines, Ill, copy services, room rental fees, etc.). The decision was made not to propose any fee increases.

Position Discussion
Exec approved filling the HR Manager position. Exec also approved the invitation of the next diversity resident recruitment process. Carter will develop the position description.

Seeking Proposals for Digital Reformatting Projects
The Collections Reformatting Review Sub-Committee solicits proposals from OSU Libraries’ faculty and staff for digital reformatting projects that will result in the creation of unique digital objects that are permanently retained and are to be made accessible to the campus and wider venues.

Submissions are accepted on an ongoing basis. The Proposal for Digital Projects form is available on the Forms page through the staff intranet.
If you have any questions about the application form or the process, please feel free to contact members of the Collections Reformatting Review Sub-Committee: Nena Couch (chair), Wes Boomgaarden, David Lincove, Natalie Kupferberg, Wendy Pflug, Cate Putirskis, and Jeff Thomas.

**Learn more about the Business Services Department**
The Business Service Department under “About Us – Departments” on the library web page has a lot of information that you may find helpful regarding travel, cell phone allowances, purchasing, visitor parking permits, instructions on viewing endowment funds, service-center contacts, etc.

One thing specific to note is that under the travel section, http://library.osu.edu/about/departments/business-services/travel/ there is a Power Point presentation available that takes you through the steps / processes of travel which you may find helpful, especially if you are new to the university.

**2014 SAC Elections**
The Staff Advisory Council (SAC) is looking for ideas, energy and aspirations to help us in our mission of advocating for the OSU Libraries Staff. We sponsor the Libraries General Meetings, advise in programs like the New Employee Orientation and initiate projects to further Staff Development and Recognition.

**Tell me more...**
The SAC is an elected body of seven CCS or A&P staff members that serve as Advocates to identify and share staff concerns with libraries administration and consult with staff on matters of policy and planning. We meet monthly to discuss concerns, progress on our projects, and occasionally give feedback on upcoming programs. We are a project-based committee, so there will be some work outside of the meetings, so please keep this in mind when discussing the time commitment with your supervisor.

**Details?**
This year, there are four Advocate positions on SAC to be filled. The two year term for each would begin July 2014 and conclude June 2016. Candidates must be a CSS or A&P staff member of University Libraries that has passed his or her initial employment probationary period.

**I'm In!**
If you would like to be a candidate for Staff Advisory Council, please send an email to Kelly Rose in the Libraries Human Resources office at rose.900@osu.edu by Friday, May 2. Be sure to include the following information: Name, Title, Years Employed and optionally answer: "Is there anything you would like others to know about you?"

**Voting**
An email announcement with details and a link to the ballot will go out on Monday, May 5. All University Libraries CCS and A&P staff will be eligible to access the online ballot of candidates and issues and cast their vote in the two week period between Monday, May 5, and Friday, May 16, 2014.

Please consider joining SAC yourself or encourage a staff colleague to join!
Cake Auction Sets Record
The OSUL Campus Campaign Cake Auction raised $423 this year (up from $418 last year)!!! THANKS TO ALL WHO BAKED, BROUGHT AND BOUGHT!

Once again this year we had no “Oops!!” cakes! -- something to consider aiming for next year. Winners were awarded gift cards to Costco, Kroger, Graeter’s and Giant Eagle. All bakers received coupons to McDonald’s. Thanks to all who baked or brought an entry:

- Andersen, Lila
- Bevier, Megan
- Black, Beth
- Clipner, Autumn
- Falls, Sarah
- Lewis, Brent & Alyssa
- Mandernach, Meris
- Mattson, Ingrid
- Jackson, Gay
- Johnson, Tonya
- McClung, Pam
- Ness, Robyn
- Noonan, Dan
- Noonan, Cordelia
- Paulauskas, Lauren
- Pickenpaugh, Amy
- Webb, Kathy
- Young, Bill
- Ziegler, Stephanie
Campus Campaign 2014
OSU Libraries Teams

Last year's Libraries Participation 60%
Libraries GOAL for 2014 63%

Percent of Participation

Overall Libraries participation so far: 50%

- Orton Hall: 50%
- Mirror Lake: 47%
- Polar Rock Repository: 50%
- The Oval: 50%
- Statue of Hope: 41%
- Buckeye Grove: 67%
- Thompson Statue: 63%
- Fawcett Center: 53%
- Parker Food Science Bld.: 61%
- Bloch Cancer Survivor Plaza: 39%
- Ohio Stadium: 56%
- Garden of Constants: 44%
- Sphinx Plaza: 39%
The 2015-2016 Fulbright U.S. Scholar Program

Core Competition now open

The Fulbright Scholar Program offers teaching, research or combination teaching/research awards in over 125 countries for the 2015-2016 academic year. Opportunities are available for college and university faculty and administrators as well as for professionals, artists, journalists, scientists, lawyers, independent scholars and many others. Interested faculty and professionals are encouraged to learn more about these opportunities, and hundreds of others, by visiting the Catalog of Awards.

The application deadline for most awards is August 1, 2014. U.S. citizenship is required.

Grant Duration:
Grant lengths vary in duration; applicants can propose projects for a period of two to 12 months, as specified in the award description. In addition, flexible options may be available.

The link below shows just some of the opportunities that are available in the upcoming competition in the field of Film Studies:

http://catalog.cies.org/searchResults.aspx?wa=&dc=&di=Library+Science

In addition, please note that during the week of April 7 - 11, 2014, Ohio State will be holding the 5th Annual Fulbright Week, an initiative co-organized by the Graduate School, the Undergraduate Fellowship Office, and the Office of International Affairs.

As in the past, these three units have combined their efforts to provide a full week of events acknowledging past Fulbright and Fulbright-Hays recipients and hosting workshops, information sessions and open houses designed to inform potential Ohio State faculty, undergraduate and graduate student applicants about the opportunities available through the Fulbright and Fulbright-Hays programs. All faculty, professionals and students are welcome to participate in a myriad of activities that will be scheduled during the week of April 7 – 11, 2014. View a complete schedule of activities here.

Bloomberg BNA Training April 9

The Moritz Law Library has invited John Baldwin of Bloomberg BNA to conduct a training session of the database. This one hour session will occur on April 9 at 10am in Room 252 at the Moritz College of Law. Bloomberg BNA describes itself as “a leading source of legal, tax, regulatory, and business information for professionals.” The database includes many interdisciplinary centers, addressing topics such as health care and the environment. Coffee and light snacks will be provided. We would also be happy to arrange tours of the law library before or after the event. If you have questions about this event, please contact Susan Azyndar (azyndar.1@osu.edu).
FMLA Centralization: Helping you care for yourself and your family

When life circumstances make it difficult to meet your work responsibilities, you may find yourself taking Family and Medical Leave (FML). The Family and Medical Leave Act (FMLA) provides paid or unpaid job-protected leave for qualified medical and family reasons, including:

- Serious personal health condition
- Birth of a child
- Placement with the employee of a child for adoption or foster care
- Care for a child during the first year following birth, adoption or foster care placement
- Care for an immediate family member who has a serious health condition
- Care for a service member with a serious injury or illness

For eligibility details, qualified events, and additional information, refer to the Family and Medical Leave Policy 6.05 [http://hr.osu.edu/public/documents/policy/policy605.pdf](http://hr.osu.edu/public/documents/policy/policy605.pdf)

Ohio State is removing some of the pressure of that difficult time by centralizing the management of all FML events within the Office of Human Resources-Integrated Disability. Beginning June 2, 2014, University Libraries will have a leave administrator who will work with you through the entire process, from reviewing and approving your request, obtaining necessary documentation and tracking your FML balances. Your leave administrator will remain in contact with you, your supervisor and your department HR professional throughout the duration of your leave.

Watch for more information about this new centralized process, and the contact information for your leave administrator in the coming months. In the meantime, please continue to work with Kelly Rose at rose.900@osu.edu, Greg Newman at newman.25@osu.edu or your supervisor for assistance.

Sign up for “Managerial Writing for Results”

Following our first successful in-house MAPS training course in February, we are pleased to announce we will be hosting a second MAPS training course on Thursday, May 1, from 8:30 a.m. to 4 p.m. in Thompson Library.

Bonnie Fink will present “Managerial Writing for Results.” Description from the MAPS course catalog explains that this seminar will provide you with techniques to sharpen your writing skills. Topics include the writing process, strategies for revising and editing, and the relationship between writing and effective leadership.

Please sign up by emailing, Lauren Paulauskas (paulauskas.2), by Monday, April 7. Space is limited to 40 people. Sign up today!
**Supervisor Workshop Series Scheduled**

OSUL HR will be facilitating a series of workshops intended to assist new and newer supervisors in transitioning to OSU. Experienced supervisors are also encouraged to attend to share their knowledge and learn about good supervisory techniques. The Wednesday, April 23, 8 – 9:45 a.m., 150 THO, workshop will include:

*Introductions to OSU Classifications, Key HR Policies, Engaging Direct Reports*

- Introductions
- Goals of Ongoing Cohort of New, Newer and Interested Supervisors
- Supervisor and Direct Report Exercise
- OSU Employee Classifications Explanations
- Engaging Your Direct Reports Discussion
- Key OSU Policies and Procedures Supervisors Should Know
- Supervisor Resources
- Ideas for Future Meetings

Our plan is to hold a meeting or have a reading or case study each month:

- April, this New Supervisors Meeting as above
- May, Step 4 Performance Management Process Workshop, including good supervisor techniques
- June, Sexual Harassment Prevention Workshop
- July, a supervisory article or case study via email
- August, Managing Students Workshop
- September, a supervisory article or case study via email
- Beyond this as determined by the outcome of the first meeting

Please RSVP to Lauren Paulauskas, paulauskas.2@osu.edu, if you plan on attending the April 23 workshop.

**HathiTrust Digital Library Blog**

Sierra updated to Release 1.2 on Monday, April 7
http://library.osu.edu/blogs/it/sierra-updated-release-1-2-monday-april-7/

Discover Ohio State University materials in the HathiTrust Digital Library

**What Are You Reading?**

Find out what some campus icons are reading in the latest post for the Libraries’ What Are You Reading? blog. Cheryl Lowry (.92) would like to know what you’re reading, too.

**Open Discussion on the Draft Framework for Information Literacy for Higher Education**

*Tuesday, April 8 from 3-4 p.m. in Thompson Library, Room 150A*

If you have not yet seen it, please take a look at the announcement from ACRL seeking feedback on the Draft Framework for IL for Higher Education Document found at:
http://www.acrl.ala.org/acrlinsider/archives/8329
The ACRL Information Literacy Competency Standards for Higher Education Task Force is seeking feedback and is encouraging libraries to gather to discuss this and consider providing that feedback. Craig Gibson, co-chair of the Task Force, and Karen Diaz, Head of Teaching and Learning, invite you to join an OSUL open discussion on this framework. What are the implications of Framework in advancing the IL standards of 2000? What might this mean to your own teaching practice? What suggestions do you have for the committee?

Please consider reading the report and joining us on Tuesday, April 8 from 3-4 p.m. in 150A Thompson Library to explore these ideas together. This will allow Craig to take feedback back to the task force, and will allow us to explore the local implications of this document.

Campus Campaign Event: Walking Tacos!

Please visit www.campuscampaign.osu.edu
It's easy to make your donation online & also search available funds that you believe in. Gifts to Pelotonia between July 1, 2013 and now also count toward Campus Campaign participation.

Please be sure to mark your calendars for our next CC event; money raised will go to the 18th Avenue Library:
• April 21: Walking Tacos

Any questions? Contact Kathryn Beach or Pam McClung.

Provost's Discovery Themes Lecturer Program

Ohio State’s inaugural Provost's Discovery Themes Lecturer will be Jeffrey Sachs, director of The Earth Institute, Quetelet Professor of Sustainable Development, professor of health policy and management at Columbia University, and author of The Price of Civilization.

Professor Sachs’s lecture, “The Age of Sustainable Development,” which will also be the Keynote Address of the spring COMPAS conference, is set for Friday, April 4 at 3:00 pm in the Mershon Auditorium, 1871 N. High St.

Facilitating Learning through the Research Process

UCAT is hosting “Facilitating Learning through the Research Process” on Wednesday (4/9) from 1-2:30 p.m. in 300 Younkin Success Center. Representatives from Writing Across the Curriculum and the University Libraries will talk about how to help students focus on the learning that can come from the research process as well as the product(s), exploring various models and resources for supporting students throughout their projects.

-- > Register: ucat.osu.edu/participate/events
Important PHA Deadlines
Your Plan 4 Health (YP4H) would like to remind recent hires and new hires about the importance of taking the Personal Health & Well-Being Assessment (PHA) and the many benefits that come along with PHA completion. To learn more and to complete your PHA please visit [http://yp4h.osu.edu/welcome](http://yp4h.osu.edu/welcome), deadlines are below:

**Recent Hires – anyone hired between October 1 – February 2**
- Deadline to complete PHA\(^1\): **April 3** (60 days post portal launch)

**New Hires – anyone hired after February 3**
- Deadline to complete PHA\(^1\): **60 days post eligibility date**

\(^1\)Please remember if the PHA is not completed by deadline, medical plan choice defaults to Basic PPO Plan and PHA premium credit is forfeited. For questions please contact Kelly Rose at rose.900@osu.edu or Greg Newman at newman.25@osu.edu

2014 Staff Career and Staff Manager Development Grants: Applications April 1-30
OHR and USAC invite staff to apply for Staff Career Development Grants, awarded to offset costs associated with professional development activities. Applications are available at [http://hr.osu.edu/special/specgrants.aspx](http://hr.osu.edu/special/specgrants.aspx). The newly created Staff Manager Development Grant allows managers and supervisors to attend classes, seminars, and workshops offered by Ohio State providers. Applications are available at [http://hr.osu.edu/special/managergrants.aspx](http://hr.osu.edu/special/managergrants.aspx). Eligibility, application timeline and funding period information can be found online. The grants are funded by proceeds from the lease of parking operations and contributions to Campus Campaign.

People

Jobs

Digital Humanities Librarian
The Digital Humanities Librarian will establish and grow a dynamic, multifaceted program that addresses the growing demand for digital arts and humanities support on campus. Working with arts and humanities scholars, faculty and students, the Digital Humanities Librarian will foster successful adoption and application of digital arts and humanities approaches to research, teaching, and learning. The librarian will engage deeply with the Digital Arts and Humanities Working Group, the Digital Media Collective, ACCAD (Advanced Computer Center for the Arts and Design), and other campus entities to identify innovative and evolving digital tools and resources that advance scholarly investigation, while building upon the traditional cornerstones of research methodologies in the arts and humanities disciplines. The librarian will be the liaison to the University’s Humanities Institute and will collaborate with faculty participating in
Institute projects and initiatives funded by the College of Arts and Sciences, and will collaborate with the Head of Digital Initiatives in the Libraries on projects originating in the Institute. The Digital Humanities Librarian will be a change agent, partner, and resource person for subject librarians and special collections curators involved in facilitating faculty and student digital projects and will be expected to conduct regular environmental scans of the campus environment to identify emerging areas of interest.

For a full description, please visit http://library.osu.edu/about/jobs/faculty. Applications will be accepted until the positions are filled. Preference will be given to applications received by April 12, 2014. Please send cover letter, CV, references and salary history and requirements via email using the subject line to identify the position title to Greg Newman at newman.25@osu.edu.

To build a diverse workforce Ohio State encourages applications from individuals with disabilities, minorities, veterans and women.
EEO/AA employer

Exhibits

Theatre Magic: Technology, Innovation, and Effect
Through May 11, 2014
Thompson Library Gallery, 1858 Neil Avenue, Columbus, OH 43210

This exhibition explores the unsung heroes of theatre—the innovators, designers, and technicians—whose “magic” has wowed audiences since the beginnings of show business. Visitors will uncover the secrets behind special effects, explore the workings of a toy theatre and a 17th-century theatre through virtual reality, experience what a magic lantern “pose show” might have looked like, and try their hand at theatrical lighting design. The exhibition will feature manuscripts, photographs, original designs, set models, props, and costumes from the special collections of the Lawrence and Lee Theatre Research Institute.
Exploring Calvin and Hobbes
March 22-August 3
Robinson Gallery
Billy Ireland Cartoon Library & Museum, Sullivant Hall, 1813 N. High St.
Hours: Tuesday-Sunday, 1-5 p.m.

Exploring Calvin and Hobbes revisits the beloved comic strip created by Bill Watterson from 1985-1995. The exhibition will feature original Calvin and Hobbes dailies and Sundays as well as specialty pieces by Watterson from his collection of more than 3,000 originals housed at the BICLM. This is only the second exhibition devoted to Calvin and Hobbes, which appeared in 2,400 newspapers worldwide at the height of its popularity. Watterson won the National Cartoonists Society’s prestigious Reuben Award for “Outstanding Cartoonist of the Year” in both 1986 and 1988.

The Irresistible Force meets the Immovable Object: A Richard Thompson Retrospective
March 22-August 3
Friends of the Libraries Gallery
Billy Ireland Cartoon Library & Museum, Sullivant Hall, 1813 N. High St.
Hours: Tuesday-Sunday, 1-5 p.m.

Richard Thompson, the 2011 winner of the Reuben Award for “Outstanding Cartoonist of the Year,” is featured in the exhibition, The Irresistible Force Meets the Immovable Object: A Richard Thompson Retrospective. This exhibit includes gorgeously hand-watercolored Sunday originals and black-and-white dailies from Thompson’s popular comic strip Cul de Sac, but will celebrate his lesser-known abilities as a master of caricature, gags, and editorial cartoons—both as cartoonist and painter.