Information Literacy...
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all branch campus and off site locations. Many of the graduate programs off campus are offered using a cohort method and students taking classes together as a group. Librarians participate in orientation sessions to introduce students to the library resources and services. We also work with off campus students in person at open lab sessions held at least once per semester in each branch campus location. These are "drop-in" sessions where students can get help with specific research assignments, or get more general help with accessing resources, using the document delivery service, etc. Off campus services librarians served over 1,000 off campus students in the past academic year through a formal class or open lab session.

Off campus students also get reference help and answers to questions using library reference services over the phone and through e-mail. In depth research consultations also take place either in person or using e-mail, phone, or fax. Particularly at the doctoral level, off campus students often need more involved help in conducting a literature search, finding primary source materials, locating statistical data, etc. Sometimes these students come to Kalamazoo to meet with advisors or committee members and can spend time in the University Libraries as well. Faculty librarians also travel to branch campuses to meet students closer to where they live and work. More often, however, this kind of assistance is provided over the phone while librarian and student are in different locations, through e-mail exchanges, or a combination of these and other methods. In the past academic year over 80 off campus students were assisted by one of these in depth sessions.

Off campus librarians customize instruction to the greatest extent possible to serve the specific needs of the students with whom we are working. We consult with the instructor ahead of time to find out what the research assignment is and what kind of topics students will be researching. This allows us to select the databases and resources we will introduce in the session, and prepare some examples that will be most relevant to the class. Typically, off campus classes meet once a week for three hours and generally a library instruction session will be about 90 minutes. While none of the branch campuses has a "traditional" library, each does have at least one computer lab where the students can begin their individual searches with our assistance. We must also teach basics such as how to access the Libraries' resources remotely at www.wmich.edu/library/, how to sign up for an account and use the document delivery service, and how to get assistance after the class is over.

Information literacy onsite

Much of the off campus instruction interacts with the University Libraries located in Kalamazoo and uses the Libraries' Web site. But off campus information literacy must transfer to other libraries as well. An example of a customized information literacy initiative is in the Public Administration program that offers degrees at the master's and doctoral level. Dr. Peter Kobrak, Professor in the School of Public Affairs and Administration, has a history of taking his research-intensive classes in Lansing to the Library of Michigan for one six hour class session on a Saturday early in the semester. Students are given a "treasure hunt" assignment that requires them to locate various types of resources other than books and journal articles. The assignment includes sources such as polling data, budget information, and federal and state government information.

Two years ago, Peter Kobrak first invited me to come to the Saturday session to provide a basic library orientation, and to assist the students one on one throughout the day as they try to navigate in the library to find useful materials. The model developed that day is the model still used.

Before any searching begins, I provide a short instruction session for the class that outlines the nature of library research. I then spend the rest of the day working with students at the Library of Michigan as they use its Web site and catalog, the Internet access workstations, the print reference collections, and any other part of the Library where a student needs help. Students often begin the day unclear as to why they are meeting at the Library or are quickly intimidated by the assignment, but, at the end of the day, they leave with at least a few good sources for their project. They have taken the first step toward information literacy and have a sense of how to navigate a large research collection. They are not yet information literate, but we have taken one more step in our mission to provide instruction to students when and where they need it. More important, we have helped to establish a foundation for the future information literacy of these researcher students working in their world.

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Half Full?

By Joseph G. Reish, Dean, University Libraries

Is the glass half full or half empty? Someone with a positive attitude will see the glass as half full, while someone that has a negative nature will see it as half empty.
We are realists in the University Libraries. We acknowledge the limitations imposed by the present cutbacks, yet, as realists, we push forward with firm determination to build upon our assets and fashion a brighter future. Our glass, as many, is half empty and half full at the same time.

Half Empty and Holding: Each year, the Libraries must cope with at least a 12 to 14% increase in the cost of acquisitions: books, journals, media, and electronic resources. The impact of recent cuts to our budget will deepen, even without additional reductions, because prices rise and the dollar is weak abroad. At jeopardy is the University Libraries' ability to augment and support faculty research and teaching. We face the possibility of the cancellation of selected serials and a reduction in monographic and book acquisitions. Interlibrary loan, funded by acquisition monies, may have to curtail services and disadvantage faculty and graduate students. We will feel at least half empty even if one-time supplemental dollars emerge later this academic year to keep us somewhat close to our current level of collection development.

Staff positions that became vacant in the past two years have not yet been filled. A FTE loss in faculty, staff, and students has resulted in reduced hours of operation by 19% since Spring semester 2003. A student employee, for example, provides limited service in our extensive Maps Department where a full-time staff member worked until earlier this year. Students also fill in for a lost position in the mailroom. Fewer student employees, down by 20% from two years ago, have led to operational delays in the processing, checking in, and reshelving of library materials. Possibly most significant, public service desks have fewer faculty librarians on duty given recent retirements. But the glass is definitely half full with the recognition by the administration that all vacant positions are needed if we are to achieve our goals, and there are plans for new hires, reorganization, and a more efficient use of both staff and students in the months to come.

Half Full and Rising: Every library begins with and builds on its collections that, in an academic setting, provide essential support for the institution's academic programs. Western Michigan University's current Carnegie classifications is that of a doctoral extensive research university. Disparity exists, however, between the University Libraries' holdings and those of its peers. Continued on page 3
of the members of the prestigious Association of Research Libraries. We are not members of this organization although the majority of research universities do belong. We must plan for extensive collection development if we are to become a member.

We do have a commendable, strong, and, in some disciplines, an excellent undergraduate collection. In addition, for the majority of our master's programs, our collections more than meet the student and faculty demands. On the other hand, the University Libraries does not have sufficient onsite or online collections for the wide range of doctoral programs offered by WMU. Fortunately, a key service department, Resource Sharing (more commonly known as Interlibrary Loan), borrows thousands of monographs and journal articles that facilitate faculty research and the needs of the students enrolled in doctoral programs. Unfortunately, this type of "collection building" is not a lasting solution to providing the doctoral level support so essential to the reputation of an institution.

Our faculty librarians continue to work closely with department faculty to select resources for purchase, to find the best of the electronic databases, and to use extensive special collections, such as Center for Research Libraries, located in Chicago, from which we can obtain unique research materials. We benefit from active membership in the Michigan Library Consortium, buy materials at group rates, and welcome the support of the Library of Michigan, in Lansing, that supplies databases from State tax dollars.

In every library's mission statement, there is an emphasis on service and, in the academic library, that emphasis takes a different slant: we believe we are first and foremost "a teaching library." Our teachers-librarians are a best-kept secret that will, we trust, be uncovered as the University professional no longer remains tied to a desk location. Our patrons, in any of our Libraries, may suddenly hear, "Are you finding what you need?" Right there, at a time of need, we offer suggestions to the student who is often in the wrong electronic location for his or her particular need—or cannot interpret what is displayed on a screen. We also offer reference service by phone or email, and are experimenting with real-time interactions between the librarian and patron via the Internet.

We now have space on the second-floor bridge between Waldo Library and the Computer Center to develop a Library Information Commons. This information area, jointly staffed by the Libraries and the OIT will be a "common" location to complete several tasks: to research our collections, prepare multi-media presentations, and word-process a written project using a variety of visual, aural, and electronic media. Instructional personnel will be available to support and teach students through the process. The Offices of Academic Affairs and the President have authorized a new faculty position to staff and train students for the Libraries' investment in the Commons. This new faculty member will also be involved with the First-Year Experience program, and to assure that the University Libraries plays an essential role in the academic and intellectual development of freshmen.

A third aspect of the University Libraries' mission relates to its initiatives in evaluating the degree to which its collections and service meet user needs and expectations. In the spring of 2004, the University Libraries participated in the LibQual+™ survey developed by the Association of Research Libraries. At issue were considerations of the Library as Place (qualities of our physical space), the Affect of Service (our ability to meet needs and expectations of patrons), and Information Control (the functionality of our virtual presence, i.e., our Libraries' Web site and ease of use of e-resources). We have received initial feedback from students and faculty about their perceptions of the library and its resources, real and virtual. Preliminary conclusions indicate that graduate students and faculty are pleased with and make use of our Web presence and Internet access. Their perception is that our immediate physical resources are limited. Generally satisfied with the virtual presence of University Libraries on the Internet, undergraduates rate highly our physical premises for they are more likely than faculty and graduate students to seek out quiet areas, group-study rooms, or a space to study and socialize.

Libraries have, for the past century, faced a growing space crisis in their efforts to safeguard their valuable collections. Because of the constant expansion of what we know and "publish," all academic libraries prepare for a growth in shelving space to accommodate print materials twenty years beyond the completion of any construction. Moreover, library operations must insure that the environmental conditions of humidity, heat, and light remain within consistent norms. Some materials, however, can't be physically preserved and we have adopted the latest technology, digitization, to our needs. Many unique items in our own collection will be digitized, but even with this technological advance we must deal with space issues. Digitized materials necessitate secure storage and adaptable technology that will provide accessibility and be kept in both the near and distant future.

And so, the conundrum of the half empty or half full glass remains. Overall, the bottom of the glass is definitely not to be seen; rather, the glass is at least half full and ready for more. While the University Libraries knows well the negative and positive sides of its financial/materials and personnel/operations ledger, it is an organic organization that remains undaunted by the myriad challenges. Dedicated personnel not only work in the world of now, but also simultaneously envision the world of tomorrow. Keeping the glass half full might even be seen as the right goal of the University Libraries as we contemplate our future. After all, the University community has an unquenchable thirst for knowledge that should always be available and never untapped in our University Libraries.

Joseph G. Relish, Dean of Libraries