

**Ninety-eighth Annual Report of  
Eastern Illinois University Library Services**

**July 1, 1997 - June 30, 1998**

Booth Library  
Eastern Illinois University  
Charleston, Illinois 61920

Editors:  
Marlene Slough  
Kathleen Ferguson

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## From the Dean...

The past year has brought many challenges and opportunities to Library Services. It has been an exciting time of growth for us while also being a crucial period for planning. This annual report will partially describe the complexity of what our library has accomplished in FY98 and will provide data with which to make comparisons with past years.

As most of you know, Booth Library is scheduled for renovation and expansion during the 1999-2001 academic years. Because of the complexities of that project, we will vacate the building and move collections and service points to other areas on and off campus for the duration of the renovation. Major moves such as this one requires detailed planning and endless discussion by many parties. These endeavors are underway and will continue to take shape during the fall of 1998. Holabird & Root, an 82-person architectural/engineering/interiors/planning firm based in Chicago, has been selected to lead our project. They will work with KJWW Engineering Consultants of Rock Island and others to design the best library facility possible with the \$16.8 million available for the construction. An additional allocation of over \$3.5 million is expected from Springfield for equipment and furnishings.

In addition to holding open meetings for faculty, staff, and students to discuss the library renovation with us and our architects, I and several of the library faculty and staff have made multiple trips during the year to visit new or newly remodeled libraries across the country. We are taking this challenge seriously.

Although renovation is just around the corner, the library continues to adapt our current facility to enhance services. Last fall we inaugurated our new Technology Training Facility, a 22-station computer installation located just off the Reference Room. Besides being a wonderful staff development room for all library departments, it is used primarily by three units. Media Services teaches faculty from across campus how to integrate technology into their classroom and teaching activities; Library Technology Services offers the campus community an array of mini-courses on word processing, spreadsheets, and file management; and Reference Services uses the lab for their library instruction program for students and faculty. This facility boosted the number of computers in use in Booth Library to 215.

As part of our strategic planning process this year, data was collected from 19 institutions across the country which had been identified as peers of Eastern Illinois University. We compared Booth Library to the libraries of 17 other universities using 57 data points as benchmarks. Booth ranked especially high in resource sharing categories, ranking first of 17 in total loans to other libraries and second of 17 in total loans received from other libraries. We were seventh of 18 libraries in both total budget and total FTE staff, eighth of 17 in typical week gate count, fifth of 18 in circulation of materials, and fourth of 17 in number of reference transactions in a typical week. We will continue to monitor these benchmarks as we strive to develop the best library possible for Eastern.

I hope you find this report useful. Let me know if there is additional information that would be beneficial for us to include in future editions; send me a message at [CFAKL@eiu.edu](mailto:CFAKL@eiu.edu), call 217-581-6061, or fax 217-581-7534. For current information on our services, check our web site at [www.eiu.edu/booth~](http://www.eiu.edu/booth~).

Best wishes,

**Allen Lanham, Dean of Library Services**

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## **Our Organization**

## ADMINISTRATION

Allen Lanham, *Dean of Library Services, Professor*  
Kathleen Ferguson, *Administrative Aide*  
Patty Butler, *Account Technician III*  
Mary Grivetti, *Office Systems Specialist I*  
J. Alan Speer, *Office Systems Assistant II*

## ACQUISITION SERVICES

Pamela Waldrep, *Head, Instructor*  
Nancy Jones, *Library Technical Assistant III*  
Anne Sparks, *Library Technical Assistant III*  
Ramona Wise, *Library Technical Assistant III*  
Myrna Thomason, *Library Technical Assistant II*  
Marilyn Klingenberg, *Library Clerk III*

## CATALOGING SERVICES

John Whisler, *Head, Professor*  
Carrie Chen, *Professor*  
Richard Seitz, *Assistant Professor*  
Carol Livingston, *Library Technical Assistant III*  
Anita Thomas, *Library Technical Assistant III*  
Juanita Waggoner, *Library Technical Assistant III*  
Joann Daugherty, *Library Technical Assistant II*  
Patty Shonk, *Library Technical Assistant II*  
Karen Sollers, *Library Clerk III*

## CIRCULATION SERVICES

Marlene Slough, *Head, Assistant Professor*  
Barbara Cressman, *Assistant Professor*  
Marge Checkley, *Library Operations Assistant*  
Lucia Webb, *Library Technical Assistant III*  
Randy Woods, *Library Technical Assistant III*  
Sue Ebel, *Library Technical Assistant II*  
Suellen Eggers, *Library Technical Assistant II*  
Leeila Ennis, *Library Technical Assistant II*  
Jeanne Goble, *Library Technical Assistant II*  
Jennisen Lucas, *Library Technical Assistant II*  
Scott Minor, *Library Technical Assistant II*  
Paula Reveal, *Library Technical Assistant II*  
Philip Blair, *Library Technical Assistant I*  
Christopher Cougill, *Library Technical Assistant I*  
Lawrence Auchstetter, *Library Clerk III*  
Kathleen Kuhlig-Carter, *Library Clerk III*

## COLLECTION MANAGEMENT SERVICES

Karen Whisler, *Head, Assistant Professor*  
Lois Dickenson, *Library Operations Assistant*  
Carol Winkleblack, *Library Technical Assistant II*

## LIBRARY TECHNOLOGY SERVICES

Nackil Sung, *Head, Assistant Professor*  
Linda Spangler, *Library Operations Assistant*  
Jeri Matteson-Hughes, *Microcomputer Support Specialist I*  
Sandra Nees, *Microcomputer Support Specialist I*  
Lisa Childress, *Library Technical Assistant II*  
Susan Eisenhour, *Library Technical Assistant II*

## MEDIA SERVICES

William Gibbs, *Head, Associate Professor*  
Michael Chen, *Assistant Professor*  
Robert Wiseman, *Professor*  
John Looby, *Chief Instructional Media Systems Engineer*  
Ira Yarbrough, *Graphic Designer II*  
Beverly Cruse, *Photographer II*  
Joseph DeCaro, *Instructional Communications Technical Operator II*  
Henry Brown, *Electronics Technician*  
Suzann Bennett, *Office Systems Assistant III*

## REFERENCE SERVICES

Carl Lorber, *Head, Associate Professor*  
Virginia Baldwin, *Associate Professor*  
Karl Bridges, *Associate Professor*  
Ann Brownson, *Assistant Professor*  
Johnson Kuma, *Assistant Professor*  
Pamela Ortega, *Assistant Professor*  
Cheri Vitez, *Assistant Professor*  
Scott Minor, *Library Technical Assistant II*  
Jacqueline Worden, *Library Technical Assistant II*

## UNIVERSITY ARCHIVES & SPECIAL COLLECTIONS

Robert Hillman, *Head, Associate Professor*  
Carol Winkleblack, *Library Technical Assistant II*  
Neil Dahlstrom, *IRAD Intern*  
Torri Suedmayer, *IRAD Intern*

## LIBRARY ADVISORY BOARD

The Library Advisory Board makes recommendations to the Dean of Library Services regarding policies governing the development of the collection, policies for apportioning the materials budget, and other policies relevant to library services.

The Board makes recommendations regarding the services and facilities in the library, problems and ideas from their faculty and student constituencies, and the implementation of a viable positive library program for the university and community. The Board also provides, as requested, representatives from its membership for various internal Library Services committees and task forces.

The Library Advisory Board consists of two voting faculty members from each academic college, appointed by the Faculty Senate; two voting student representatives appointed by the Student Senate; and ex-officio representatives from Business Affairs, Student Affairs, and the Graduate School.

During the past year the board discussed various library issues, including electronic journal use, plans for Booth's renovation and temporary relocation, and library services during the interim. The Collection Development Policy, the Media Equipment Repair Policy and the User Code of Conduct were reviewed. The need for more computers was also addressed as the implementation of DRA neared and access to electronic journals increased.

Members: Randall Beebe, Vice Chair, (English), Rosemary Buck (English), *College of Arts and Humanities*; Lankford Walker, Chair (Acct/Finance), Karen Ketler (Computer Operations Management), *Lumpkin College of Business and Applied Sciences*; John Weber (Leisure Studies) and Scott Crawford (Physical Education), *College of Education and Professional Studies*; Joyce Higgins (Chemistry), Leo Comerford (Mathematics), *College of Sciences*; Ryan Hilligoss and Elizabeth Weller, student representatives; Ted Weidner, *Business Affairs*; Steve Davis, *Student Affairs*; and Reed Benedict, *Graduate School*.

## BOOTH LIBRARY STANDING COMMITTEES

### Americans with Disabilities Act Committee

This committee is charged with monitoring current regulations and interpretations of the Americans with Disabilities Act and making recommendations to the Dean of Library Services concerning related issues.

During the past year the committee continued to provide library services to individuals with disabilities. Approximately 43 hours were spent with students in preparations or in providing one-to-one assistance. Although labor-intensive, the students appeared to be comfortable with this approach. During the year, the procedure for entering the service areas of the library changed. Individuals with mobility disabilities continued to enter the library via the west doors. Once in the building they used the campus telephone near the lounge area to call Circulation Services. Someone from the Circulation desk met the patron and escorted them through the locked fire door into stacks level one. The patron had the option of staying on that level, or proceeding up to the main level or onto the upper level (Periodicals). To

exit the building, they returned to Circulation Services to be escorted down to the west entrance area. The interaction with Circulation Services was necessary in order to unlock the fire door in the west entrance area. The upcoming renovation of the library will address such accessibility issues.

*Committee members:* Carl Lorber, chair; Karl Bridges, Suellen Eggers, Johnson Kuma, and Cheri Vitez.

### Booth Library Renovation Committee

The committee began the year with what it considered to be a final program statement. Based on the program, qualifications were solicited from architectural and engineering firms, and in the fall of 1997 six firms were chosen for interviews by campus officials. Selected individuals from the Renovation committee participated in the interview process, which led to the awarding of a contract to the firm of Holabird and Root of Chicago. Work in the spring semester focused on the involvement of the various service heads in bringing our program into alignment with the budget for the

project and in determining problems and promises inherent in a multitude of potential floor plans.

*Committee members:* John Whisler, chair; Barbara Funk, Allen Lanham, John Looby, Carl Lorber, Steve Shrake (Facilities Planning & Management), Marlene Slough, Nackil Sung, and Ted Weidner (Facilities Planning & Management).

### **Circulation Policy Committee**

This committee monitors existing circulation policies and procedures and recommends new initiatives to the Dean of Library Services.

The primary activity of the Circulation Policy Committee during FY98 was completion of the profiling document for the DRA Circulation policy file. Within this 55-page document, the committee established the system variables and parameters necessary to implement our existing library policies. The committee also continued to review departmental policies and procedures, and recommended a number of procedural changes in the processing of resident patron cards.

*Committee members:* Marlene Slough, chair; Robert Chen, Barbara Cressman, Linda Spangler, Lucia Webb, and Randy Woods.

### **Collection Development Committee**

The Collection Development Committee serves as a discussion forum for collection development concerns and procedures. The committee merged with the Electronic Resources Committee in March. The committee has met frequently since April to discuss electronic resources issues and collection management procedures.

Pamela Waldrep, Head of Acquisitions Services, prepared and distributed a manual of acquisitions procedures to help subject bibliographers prepare orders and manage their accounts. Reference Services enlisted the aid of subject bibliographers to prepare pathfinders to help students use library services. The Collection Development Policy underwent a scheduled review and was adopted during the spring semester with minor revisions.

*Committee members:* Karl Grisso, chair; Virginia Baldwin, Karl Bridges, Robert Chen, Barbara Cressman, Johnson Kuma, Carl Lorber, Richard Seitz, Marlene Slough, Cheri Vitez, Pamela Waldrep, and Karen Whisler.

### **Departmental Personnel Committee**

The Departmental Personnel Committee is charged with making recommendations to the Dean of Library Services concerning retention, promotion, and tenure for a library faculty. This past year, the library faculty used a new peer evaluation form for the annual review process. No action was taken regarding the DPC bylaws.

*Committee members:* Carl Lorber, chair; Marlene Slough, secretary; Pamela Waldrep, member-at-large; John Whisler, first alternate, and Rick Seitz, second alternate.

### **Electronic Resources Committee**

The Electronic Resources Committee serves as a discussion group for topics related to electronic resources at Booth Library. All committee meetings are open to all interested parties.

This year the committee considered a variety of Cooperative Collection Management proposals. In March, the Electronic Resources Committee merged with the Collection Management Committee to facilitate discussions of collection management no matter what the format of the materials.

*Committee members:* Karen Whisler, chair; Virginia Baldwin, Karl Bridges, Lois Dickenson, William Gibbs, Karl Grisso, Carl Lorber, Linda Spangler, Nackil Sung, and a representative from Information Technology Services.

### **Emergency Procedures Committee**

The committee revised the *Emergency Procedures Manual*, updating information and clarifying procedures. In addition, the committee conducted a fire drill in July and two fire drills in September. After each drill they met with Campus Safety Officer Gary Hanebrink to evaluate the drill and discuss ways to improve our performance. In October the committee again met with Mr. Hanebrink to view and discuss a video about what happens during a fire. All Booth Library faculty and staff members were invited to view and discuss the video.

*Committee members:* Pamela Waldrep, chair; Patty Butler, Marge Checkley, Carrie Chen, Lois Dickenson, Suellen Eggers, William Gibbs, Robert Hillman, Johnson Kuma, Linda Spangler, and Randy Woods.

### **Library Building and Directional Aids Committee**

This committee is charged with making recommendations to the Dean of Library Services regarding the physical space in Booth Library in relationship to a constantly changing program, and with monitoring the use of directional aids in the building.

Much of the committee activity centered around replacing directional aids and guides that were lost through theft or vandalism. However, the committee is much aware of the enormous amount of work to be done when Booth relocates next year during the renovation. Several meetings are planned to discuss what directional aids would be needed for the new facilities. Committee efforts will intensify as soon as the selected sites get final approval.

*Committee members:* Johnson Kuma, chair; Robert Chen, Carl Lorber, and Juanita Waggoner.

### **Library Services Council**

The Library Services Council serves in an advisory capacity to the Dean of Library Services especially addressing the issues and policies that affect more than one department of the organization. The council is comprised of library department heads representing the eight units within Library Services.

*Committee members:* Allen Lanham, chair; William Gibbs, Karl Grisso, Robert Hillman, Carl Lorber, Marlene Slough, Nackil Sung, Pamela Waldrep, and John Whisler.

### **National Library Week/Book Sale Committee**

This committee is charged with seeking innovative ways in which to celebrate National Library Week during April of each year, and, with the Dean of Library Services, identifying individuals who can best carry out the selected activities.

The major activity of the committee was the annual book sale held on Wednesday, April 15th, during National Library Week. The sale included donated hardback books, paperbacks, magazines, records, audio and video cassettes. More than \$800 was raised, with proceeds going into the Booth Library Memorial Gift fund.

*Committee members:* Karl Bridges, chair; Patty Butler, Marge Checkley, Carrie Chen, Lois Dickenson, Nancy Jones, Jennisen Lucas, Paula Reveal, and Pamela Waldrep.

### **Public Services Committee**

This committee considers issues related to public service activities in Booth Library and makes recommendations of policy to the Dean of Library Services.

This year the committee continued discussion on ways to enhance library public services. The committee drafted a User Code of Conduct which was adopted in April of 1998.

*Committee members:* William Gibbs, chair; Carl Lorber, Marlene Slough, and Nackil Sung.

### **Social Committee**

Charged with organizing appropriate activities honoring individuals, observing holidays, and celebrating important events in the history of Booth Library, the Social Committee had a very active year during FY98. A highlight of the year was the annual Holiday Party, held on December 19th in the East Reading Room. The party consisted of a catered dinner focused around a "Frosty-the-Snowman" theme, with entertainment provided by various faculty and staff members. In addition to this major event, the committee planned parties and related activities honoring those who retired during the year, including Margaret Speer, Karl Grisso, and Barbara Funk. As in previous years, the committee also maintained a special fund, out of which flowers were purchased on several occasions.

*Committee members:* Robert Hillman, chair; Virginia Baldwin, Suzann Bennett, Marge Checkley, Carrie Chen, Barbara Cressman, Barbara Funk, Linda Spangler, and Myrna Thomason.

### **Staff Development Committee**

This committee is charged with identifying areas of need and interest among Booth Library personnel and with developing and producing a continuing series of activities designed to enhance the skills and abilities of the staff.

During the FY98 fiscal year, the Staff Development Committee offered workshops in the new Technology Training Facility. Early workshops were given which explained how to use the facility for teaching "hands-on." Various committee members took responsibility for individual workshops from time to time. Workshop schedules continued to be posted on the Booth Library list serv for use by committee members in scheduling workshops and also to serve as a reminder to personnel of upcoming Staff Development activities. In November of 1997 and



June of 1998, the committee gave a reception for newly-hired library personnel.

In January, Virginia Baldwin made a presentation to the Unit Heads regarding a one-day "Customer Satisfaction Workshop" which has been chosen as the LAMA Institute for 1998. After the presentation, a discussion began regarding Staff Development Committee activities. This discussion was continued at the Staff Development meeting and at other meetings. It was decided to leave the committee charge as it is, but to coordinate activities more closely with unit heads.

The following workshops were conducted by Staff Development: (July) Beginning Microsoft Access, Beginning Microsoft Excel, Intermediate Microsoft Word 7.0, Win '95 Customizing Your Desktop, Downloading Files, (August) Intermediate Microsoft Word 7.0, Beginning Microsoft Access, Intermediate Microsoft Word, OVID Training, Technology Training Facility Use, (September) Training on the New Telephone System, (January) Uploading and Downloading Files, Sending Interlibrary Loan Requests Electronically and Netscape Communicator Calendar, E-mail with Netscape Communicator, Managing the Problem Patron (video), and (May) Netscape Calendar.

*Committee members:* Virginia Baldwin, chair; William Gibbs, Johnson Kuma, Richard Seitz, Linda Spangler, Alan Speer, Nackil Sung, Anita Thomas, Cheri Vitez, and Lucy Webb.

### Statistics Committee

This committee is charged with developing and monitoring efficient procedures for reporting the annual productivity of Booth Library.

During the weeks of November 10-16, 1997 and April 13-19, 1998, the committee collected information on the number of reference questions answered in Booth Library. Instructions and reporting forms were distributed to ten service areas within the library: Administration, Archives, Circulation Desk, East Reading Room, Interlibrary Loan, Media Services, Periodicals Desk, Reference Desk, Reserves Desk, and the SMC Desk. Compared to the previous year, the number of reference questions answered during the typical fall week increased by 7%, while the number of questions answered during the typical spring week decreased by 26%.

The committee conducted the annual patron satisfaction survey during National Library Week. Approximately 270 surveys were completed. This year 57% of respondents were *very* or *extremely*

satisfied with Booth Library in general, and 78% found the library staff *very* or *extremely* helpful. As in previous years, computers continued to be ranked as the area of greatest need, followed by periodicals, books, and reference materials.

*Committee members:* Marlene Slough, chair; Robert Chen, Barbara Cressman, Mary Grivetti, Linda Spangler, and Juanita Waggoner.

### Technical Services Committee

This committee considers issues related to technical service activities in Booth Library and makes recommendations of policy to the Dean of Library Services.

The Technical Services Council met infrequently during the year to discuss issues related to OCLC connectivity and the implementation of our new DRA automation system. Please see the Cataloging Services report for further details.

*Committee members:* John Whisler, chair; Carrie Chen, Richard Seitz, and Pamela Waldrep.

### University Archives and Special Collections Advisory Committee

This committee serves as a consulting body to the University Archivist and the Head of Special Collections, discussing issues and policies relevant to these areas, and makes recommendations to the Dean of Library Services.

The University Archives and Special Collections Advisory Committee continued this year to provide valuable advice to the university archivist on a variety of issues. Rather than meeting on a regular basis like many other committees in the library, the archivist consults with committee members on particular matters as needs arise. Particularly topical this year were issues relating to the imminent renovation of the building and the upcoming move to temporary quarters. Of special interest to committee members regarding the renovation/relocation were: (1) providing adequate useable space for the Archives, (2) providing proper environmental conditions for the archival and special collections, (3) providing a functional, yet attractive public area in a very limited space, and (4) providing proper security for the materials housed by the University Archives and Special Collections Department.

*Committee members:* Robert Hillman, chair; Joann Daugherty, Karl Grisso, Richard Seitz, Cheri Vitez, and Carol Winkleblack.

## AD HOC COMMITTEES

### Booth Library Faculty Research Program Review Committee

This committee reviews applications submitted to the Booth Library Faculty Research Program. Proposals from two faculty members were accepted for participation in the 1998 program: Pamela Waldrep's project titled, "Creating a Disaster Preparation Plan for Booth Library," and Nackil Sung's project titled, "Document Delivery in Academic and Research Institutions in Korea."

*Committee members:* Allen Lanham, chair; Robert Hillman, Cecile M. Jagodzinski (Coordinator of Collection Management, Illinois State University), and Marlene Slough.

### Booth Library World Wide Web Committee

This committee was formed to disseminate information regarding Booth Library's policy for the Internet's World Wide Web and Booth's home page, and to discuss ways of helping the staff become aware of what this newest technology is and what it can do for them.

During FY98 the committee conducted various tasks to maintain Booth Library's web pages. Personnel were assigned to play key roles in maintaining and improving the library's web pages. Various Booth publications have been added in both text and Acrobat PDF format. CGI programs have also been developed and implemented in order to control and automate the login to particular databases such as FirstSearch and InfoTrac SearchBank.

*Committee members:* Nackil Sung, chair; Karl Bridges, Barbara Cressman, William Gibbs, Linda Spangler, and Cheri Vitez.

### Media Resources Committee

This committee was formed to establish procedures for faculty from academic departments to follow in making requests for acquisition of videos and other media.

*Committee members:* Pamela Waldrep, chair; Karl Bridges, William Gibbs, Anne Sparks, and Karen Whisler.

### Search Committee for Assistant Head of Circulation Services

Committee activities resulted in the hiring of Barbara Cressman.

*Committee members:* Marlene Slough, chair; Carrie Chen, Karl Grisso, Robert Hillman, and Johnson Kuma.

### Search Committee for Assistant Professor, Media Services

Committee activities resulted in the hiring of Michael Chen.

*Committee members:* William Gibbs, chair; Virginia Baldwin, Karl Bridges, Johnson Kuma, and Nackil Sung.

### Search Committee for Reference Librarian

Committee activities resulted in the hiring of Ann Brownson.

*Committee members:* Carl Lorber, chair; Robert Hillman, Cheri Vitez, Pamela Waldrep, and Karen Whisler.

### Search Committee for Reference Librarian

Committee activities resulted in the hiring of Pamela Ortega.

*Committee members:* Carl Lorber, chair; Robert Hillman, Cheri Vitez, Pamela Waldrep, and Karen Whisler.

### Search Committee for Temporary Faculty, Reference Services

The temporary faculty position in Reference Services was not filled.

*Committee members:* Allen Lanham, chair; Carl Lorber, and John Whisler.

### Technology Training Facility Committee

This committee was formed to establish policies and procedures in the use of the new Technology Training Facility in the library.

*Committee members:* Nackil Sung, chair; William Gibbs, Carl Lorber, and Karen Whisler.

## **NEWLY HIRED FACULTY and STAFF**

Ann Brownson, Assistant Professor, Reference Services  
Michael Chen, Assistant Professor, Media Services  
Barbara Cressman, Assistant Professor, Assistant Head, Circulation Services  
Pamela Ortega, Assistant Professor, Reference Services  
Christopher Cougill, Library Technical Assistant I, Circulation Services  
Kathleen Ferguson, Administrative Aide, Administration  
Marilyn S. Klingenberg, Library Clerk III, Acquisition Services  
Ira Yarbrough, Graphic Designer II, Media Services

## **PROMOTIONS, APPOINTMENTS**

William Gibbs, Media Services, tenure granted, effective fall 1998  
Robert Hillman, University Archives, promoted to Professor, effective fall 1998  
Jeri Matteson-Hughes, Library Technology Services, promoted to Microcomputer Support Specialist I  
Sandra Nees, Library Technology Services, promoted to Microcomputer Support Specialist I

## **RETIREMENTS**

Robert Chen, February 1998, after 29 years of service to Booth Library  
Karl Grisso, February 1998, after 28 years of service to Booth Library  
Barbara Funk, April 1998, after 19 years of service to EIU and Booth Library  
Margaret Speer, December 1997, after 8 years of service to Booth Library

## **RESIGNATIONS**

Mary Grivetti, Administration, June 1998

## **TRANSFERS**

Jane Lasky, to Offices of the Deans of the College of Arts & Humanities and the College of Sciences  
Stacia Kuhn, to University Publications

TRANSITION

## ACQUISITION SERVICES

A budget increase enabled Booth Library to begin the new fiscal year with \$992,215 in the Book and Materials Budget. During the course of FY98 Acquisition Services spent every penny of this amount, purchasing 4,411 new books, 599 audio-visual items, 210 reels of microfilm, and 20,397 microfiche, as well as maintaining 2,702 active periodical subscriptions. In addition, the department processed 2,924 books and 115 audio-visual items that were received as gifts.

Margaret Speer retired on December 31 after many years of service to Booth Library. In March, Marilyn Klingenberg joined the department as Margaret's replacement.

Staff members spent much time reviewing and revising procedures as well as updating the manuals used within the department. In addition, Acquisition Services also produced a manual titled *Procedures, Forms and Reports From Acquisition Services: A Guide for Subject Librarians*, which was designed to help subject librarians better understand the procedures of this department.

## CATALOGING SERVICES

During the past fiscal year, Cataloging Services added over 11,000 titles to our catalog. All items received during the year were processed promptly, and no backlog exists at the close of the fiscal year.

A project began in May of 1997 to assign bar codes to our Reference collection. This project was completed in the fall of 1997, and resulted in the discovery and correction of a number of holdings errors in the Reference collection. Another Reference project was completed during the winter holiday break, when a new location was established in the online catalog for materials shelved at the Reference desk.

In the fall semester, a project was completed to reclassify EIU theses. Previously, they had been arranged alphabetically by author. The new classification scheme arranges the theses by degree-granting department, by date, and then by author. Cataloging Services staff and students worked like a well-oiled machine for several days to relabel, sort, and reshelve about 5,000 volumes in both the stacks and in Special Collections.

In early 1998, we switched our OCLC access method from dedicated telephone lines to Internet access. This gave us the flexibility to have OCLC services at each of our desk computers rather than at a few shared machines dedicated solely to OCLC. It also allowed us to implement the new OCLC Microenhancer for Windows software, which gives us considerable workflow advantages. The Internet connection also changes our billing arrangement from a flat fee to a per-connect-minute basis. So far, this change has saved us a considerable amount of money in telecommunications charges.

As the fiscal year draws to a close, Cataloging Services is preparing for the implementation of a new online catalog system to be provided by Data Research Associates. In preparation for the new catalog, members of the unit are learning the MARC Format for Holdings Data, new OCLC input conventions, and how to create and edit holdings information in the DRA system. We have entered the transitional phase between systems when we can no longer add data to the old system but cannot yet add new data to the new system. This requires special attention to what work can continue and what must wait and how records should be kept of our activities so that appropriate data can be entered in the new system early in the next fiscal year.

## CIRCULATION SERVICES

The Circulation Services department welcomed two new staff members during FY98. Barbara Cressman joined the department as Assistant Head of Circulation Services in August and Christopher Cougill began work at the Circulation desk in September. Rita Bridges resigned her position to pursue a graduate degree in Library Science.

Periodicals maintained a collection of approximately 2700 active subscriptions. Growth of the periodicals collection included 500 linear feet of bound journals and 1089 microforms. A total of 3538

Serial items and 1267 monographs were processed for binding. The number of microfilm reader/printers for public use increased to six. And in an effort to enhance services, the Periodicals desk and Circulation desk began offering telephone renewal services during the fall semester. Interlibrary Loan continued to experience increased demands for services. The department processed nearly 56,000 requests for materials. Requests for borrowing remained at a level similar to last years, while the number of requests for lending to other libraries increased by 12%. Conversely, the demand for Reserve services decreased. Compared to FY97, the number of print materials in the Reserve collection decreased from 2345 to 2065, and the media collection decreased from 714 to 627 items. Use of the print Reserve collection decreased by 13%.

Library use statistics in general declined although the number of persons entering the building was similar to FY97. There were 10% fewer materials circulated at the service desks, and the use of print materials within the building (based on pick-up statistics) declined by 26%. As expected, the most dramatic decline was in the use of periodicals, largely due to the increased availability of full text journals and other Internet resources.

At the close of FY98, we look forward to the challenges of the implementation of the new ILLINET Online scheduled for August, and to planning for the Booth Library renovation/expansion project.

## COLLECTION MANAGEMENT SERVICES

Dr. Grisso retired in March 1998. Collection Management Services was reconfigured to include microforms, government documents, the curriculum collection and the juvenile collection. Booth Library continued to participate in activities sponsored by the Illinois Cooperative Collection Management Program (CCMP). Grants were received to buy additional materials for the collection in the areas of Philosophy, Technology, and Gerontology. Whenever advantageous and financially possible, the library participated in consortial purchases of electronic resources.

## LIBRARY TECHNOLOGY SERVICES

Thanks to funds from the student technology fee, Library Technology Services added 16 workstations to the computer lab. With a total of 63 Windows '95 machines, students were able to run Microsoft Word, Excel, PowerPoint and Internet applications. LTS also implemented a fee-based laser printing system which gave patrons in the SMC lab an option for high quality printing. Money generated for the year totaled \$7,731 and was used to offset computer printing costs for patrons around the library.

The new Technology Training Facility created additional responsibilities as well as opportunities for the Library Technology Services staff to provide training to library staff and the campus community. During the fiscal year the training facility allowed the LTS staff to provide 69 workshops, mostly on Windows '95 applications, to 785 participants. Department personnel were also responsible for maintenance of the Booth Library homepage.

In order to reflect the changing staff duties and the needs of the unit, two positions (Jeri Matteson-Hughes and Sandra Nees) were upgraded from Library Technical Assistant II to Microcomputer Support Specialist I, and staff schedules for a number of department personnel were altered to provide better desk coverage for nights and weekends.

The media collection continued to see its largest increases in the form of videos and compact disks. The video collection increased by 10% (380 videos) and the compact disk collection increased by 7% (130 CDs). Other additions to the media collection included 90 CD-ROMs and 25 software items.

FY98 was a period of preparation for DRA. In order to comply with the new library system, all circulating terminals and many staff computers were replaced with new Windows NT workstations.



# Booth Library

Eastern Illinois University  
Charleston, IL 61920

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## Resources

[Electronic Resources](#)

[Illinet Online \(see Installation Instructions\)](#)

[Print Materials \(Books and Periodicals\)](#)

[Non-Print Materials \(Videos and CDs\)](#)

[Library Instruction Researching and Scheduled Classes](#)

## About Booth Library

[News and Announcements \(Library Hours; New items ; Tours; etc.\)](#)

[Services \(Circulation; Reference; ILL; Reserve; ...\)](#)

[Facilities, Maps and Personnel](#)

[Booth Library Publications](#)

## Requests & Comments

[Technology Training Facility](#)

[Interlibrary Loan Request Form](#)

[Interlibrary Photocopy Request Form](#)

[Video Delivery Request](#)

[Other Requests, Suggestions, and Comments](#)

## MEDIA SERVICES

Media Services provided photographic, graphic arts, and instructional design services including the design and development of World Wide Web (WWW) graphics and WWW instructional sites. Included in these activities were: the development, updating and revising of WWW sites for faculty in the College of Education and Professional Studies, College of Sciences, College of Business and Applied Sciences, and College of Arts and Humanities. A computer-based presentation for the Buzzard Building rededication was created. A physics course was revised and course materials were put on the WWW. A computer-based image/backdrop slide show for theatrical productions was produced. Guest lectures on technology and learning were provided to numerous classes on campus. Media Services also relocated and expanded a faculty development area allocated with the necessary hardware and software to create computer-based instructional materials. The production and educational area of Media Services is scheduled to receive funds to purchase computer multimedia development computers.

Numerous technology training workshops and seminars were offered to faculty and staff across campus, including: HTML (beginner, intermediate, advanced), Learning PowerPoint (beginner, intermediate, advanced), E-mail for Instruction, Understanding E-mail Attachments, Creating Web Pages the Easy Way (beginner, intermediate, advanced), Enhancing Your Web Pages with Animation and Image Maps, and Scanning with the Computer. Also, online tutorial materials for PowerPoint and HTML software were created and updated for faculty and staff to use.

The Media Services department routinely provided classrooms across campus with instructional equipment. Staff worked with faculty and departmental units to arrange for equipment deliveries and pickups, as well as equipment repairs. Personnel in the distribution area regularly consulted with faculty regarding technology purchases. A policy was drafted to address the number of equipment items that Media Services should replace or purchase each year, the number of equipment items that fail each year and the number of same items that Media Services repairs each year, and criteria by which to discard or replace equipment. The record-keeping procedure for the checkout of classroom equipment was revised and documented. The distribution area is scheduled to receive funds for the purchase of three computer/video projectors. The procedures for departments to make equipment requests were revised.

# Instructional Technology

from data, to information, to knowledge

## media services

What's New
Library
Search
Easterr
FAQs

### Mission Statement

- ▶ [Office Location & Hours](#)
- ▶ [Publications](#)
- ▶ [Educational Technology](#)
- ▶ [Web Support for Instruction](#)
- ▶ [Multimedia Projects](#)
- ▶ [Multimedia Work Room](#)
- ▶ [Instructional Systems](#)
- ▶ [Production Services](#)
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#### Service Contacts

- ▶ [Equipment Request](#)
- ▶ [Equipment Repair](#)
- ▶ [Photography Services](#)
- ▶ [Graphic Design](#)
- ▶ [Equipment Specifications](#)

The integration of educational technology in the teaching and learning process is important in today's academic environment. Learning technologies can potentially enrich the education of students at the University. To this end, Media Services supports the instructional, learning, and research pursuits of Eastern's faculty, staff, and students through the use of appropriate technology.

The Department of Media Services is comprised of three areas: Instructional Systems Services, Instructional Design and Learning Technologies, and Production Services.

Instructional Systems Services provides faculty and staff with the latest in university-owned instructional technologies.

Instructional Design and Learning Technologies provides expertise and guidance in instruction and learning processes and the effective utilization of technology for teaching and learning. This unit also

## REFERENCE SERVICES

Reference Services faculty and staff were very active providing professional research assistance to EIU's students, faculty, staff, and community residents in accessing information from the library's electronic and print resources. During the past year, 180 bibliographic instruction/library orientation sessions were conducted for 3,934 individuals. General library orientation sessions were offered three times a week during the first six weeks of each semester. Forty-nine individuals attended 14 of these general library orientations.

Booth Library's Technology Training Facility, located adjacent to the ILLINET Online terminals in the hallway near Reference Services, opened for business in August. This facility allowed Reference Services to provide hands-on instruction in use of the library's online catalog, the various electronic resources, the Internet, and on specialized topics (i.e., Cloning, Women in Science, Researching Companies, etc.). During the past year, reference librarians offered 87 "special topic" sessions to approximately 280 individuals. The new facility was used heavily throughout the year by library departments and during non-peak hours was reserved for non-library class instruction by EIU faculty.

In anticipation of DRA, the computers (486's) in Reference Services were upgraded with Pentiums. Four laser printers were installed providing the library's patrons with free copies of citations and full text articles.

During the past year, 137,246 searches were performed through FirstSearch and 78,232 InfoTrac logons occurred. The electronic resources, especially those offering full text articles, continued to be very popular with all library patrons.

The Reference Services student workers picked up and reshelved 29,295 reference books. Approximately 19,000 (18,656 to be exact) books from behind the Reference Desk were checked out for building use only by library patrons, and 285 pamphlets and pictures were circulated. Reference librarians answered more than 20,000 questions.

As a means of keeping current with professional practices, reference librarians and the reference staff attended numerous workshops, seminars and conferences. During the past year, two new librarians joined Reference Services; they are Ann Brownson and Pamela Ortega.

## UNIVERSITY ARCHIVES and SPECIAL COLLECTIONS

As in previous years, the University Archives continued to serve as a repository for university records deemed worthy of permanent retention for historical or research purposes. Like last year, the facility also housed Booth Library's Special Collections materials. Broadly speaking, the University Archives exists to secure and protect the documentary heritage of the university so that current and future generations of scholars will be able to properly interpret the history of the institution and its impact on society. Likewise, the Special Collections division of the department exists to provide a secure environment for Booth Library's rare, fragile, or otherwise "special" materials.

As guardian of many of the university's permanent records, the University Archives is charged with appraising, collecting, preserving, organizing, describing, and providing access to them. Among the holdings of the Archives are university publications, administrative files, subject files, minutes of organizations, oral histories, manuscript collections, photographs, artifacts, and memorabilia pertaining to the institution. These materials are available for research by students, faculty, staff and the general public.

This year the University Archives and Special Collections department continued to occupy space on the lower level of the library, specifically rooms 35, 41, 71, and 72. There were no major changes in the configuration of the department. However, with the retirement of Dr. Richard Lawson, his office area in room 35 was taken over by Johnson Kuma as a full-time faculty office. The remainder of room 35 contained the archivist's office, the IRAD intern work area, and the public reading/research area. Room 41 continued to be the storage area for Special Collections and for the University Archives' book and serial collections. Room 41 also contained a work area for processing materials into the University Archives. Meanwhile, room 71 continued to function as the storage area for the bulk of the Archives' holdings,



including the manuscript collections. Room 71 continued to serve as the photo archives and as a storage area for historical artifacts. In addition to these spaces, some material continued to be stored in locked file cabinets in the hallway south of room 72.

Continuing her work for the department this year was Ms. Carol Winkleblack, who provided retrieval, reshelving, and general shelf maintenance services to the book and serials collections. Also continuing this year as a volunteer worker was Mr. Joe Woodard, who processed collections for the University Archives. Both individuals were a pleasure to work with. In addition, the department employed a student worker for 8-10 hours per week.

During FY98 the holdings of the University Archives continued to grow—although at a slower pace than the previous year. There was a total of 36 new accessions during the year—20 from individuals, the remainder from various administrative and academic departments across campus. Approximately 16 cubic feet (or 24 linear feet) of material were added to the Archives this year, bringing the total holdings to about 926 cubic feet (or 1,389 linear feet).

As in the past, the University Archives continued to acquire materials in a variety of formats, including books, departmental files, audio and video tapes, and artifacts. The department made some progress this year in processing the backlog of materials accumulated over the decades of the university's existence. Also, the department continued to encourage use of its holdings by administrators, faculty, staff, students, scholars and the general public. During FY98 there were some 122 recorded research requests—75 patron visits, 27 telephone inquiries and 20 letter requests. The relatively high number of patron visits reflects the increased use of the University Archives in recent years for class research projects. In addition to the regular business of the department this year, the archivist was involved extensively—along with the library's other unit heads—in planning for the upcoming building renovation project.

Meanwhile, the Special Collections division of the department experienced some growth this year—mostly masters' theses added to the holdings, but also some items transferred by subject bibliographers from Booth Library's general collections. Special Collections materials continued to be shelved in Room 41, in conditions vastly superior to when they were housed in a cramped cage in the stacks.

In summary, FY98 was a year of continued growth and refinement of the University Archives and Special Collections department. The combined unit continued to perfect the physical and intellectual control of its holdings. While growing at a somewhat slower pace than in the previous year, the department continued to serve a considerable number of students and other patrons. As we move through the renovation process in the coming years, the department looks forward to continued service to the institution, and, ultimately, to a vastly improved facility and enhanced services in the future.

## **ILLINOIS REGIONAL ARCHIVES DEPOSITORY**

The Illinois State Archives continued again this year to maintain a regional depository at Booth Library. The depository houses a variety of records from 16 counties in East-central Illinois. Useful principally for genealogical and historical research, the IRAD holdings include such records as: vital statistics, land records, circuit court case files, probate records, census schedules, jail records, and reports of school superintendents and road commissioners. The University Archivist serves as on-campus supervisor of the facility, including its two graduate student interns, while overall supervision of the program is handled from the State Archives in Springfield. During FY98, IRAD had a total of 451 research requests: 240 by mail, 98 in person, 103 by phone, and 10 by e-mail. These figures show a 26% decrease from last year's total of 608 research requests. Thus, the FY98 activity rate represents a leveling off from last year's relatively high rate.

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Our Resources

## CIRCULATION and USE OF THE LIBRARY

	FY98	FY97	FY96	FY95	FY94
<b>Online Circulation</b>					
Book Stacks*	<b>171,150</b>	184,920	168,967	183,266	151,357
Periodicals	<b>31,935</b>	40,205	41,643	50,406	53,916
Total	<b>203,085</b>	225,125	210,610	233,672	205,273
<b>In-building Circulation</b>					
Book Stacks	<b>29,460</b>	36,497	36,390	26,952	47,109
Periodicals+	<b>48,941</b>	75,802	91,666	n/a	n/a
Reserve	<b>30,711</b>	35,220	38,415	48,184	42,478
Reference-	<b>48,236</b>	45,333	46,523	51,777	20,035
Media+	<b>n/a</b>	n/a	n/a	n/a	17,829
Computer Software+	<b>n/a</b>	n/a	n/a	n/a	734
Microform	<b>10,339</b>	13,438	19,849	22,810	17,588
Total	<b>167,687</b>	206,290	232,843	149,723	145,773
<b>Interlibrary Loan and Document Delivery</b>					
ILLINET Online lending	<b>22,682</b>	20,298	19,776	20,197	19,019
OCLC lending	<b>4,419</b>	3,560	3,081	2,439	2,085
Other lending	<b>1,437</b>	1,651	2,333	2,265	2,342
Total lending	<b>28,538</b>	25,509	25,190	24,901	23,446
ILLINET Online borrowing	<b>11,125</b>	11,241	11,068	9,910	8,258
OCLC borrowing	<b>4,584</b>	3,446	2,201	u/a	u/a
Other borrowing	<b>3,962</b>	4,717	4,344	3,654	3,503
Total borrowing	<b>19,671</b>	19,404	17,613	13,564	11,761
Total	<b>48,209</b>	44,913	42,803	38,456	35,207
Unfilled borrowing requests	<b>1,069</b>	1,033	n/a	n/a	n/a
Unfilled lending requests	<b>6,484</b>	6,948	7,536	7,456	6,674
<b>Electronic Logins/Searches</b>					
IBIS searches (hours)	<b>n/a</b>	14,875	14,869	13,785	7,489
FirstSearch searches	<b>137,246</b>	30,401	27,043	10,302	3,741
NovaNet sign-ons (hours)	<b>1,266</b>	2,264	1,448	1,763	554
<b>Presentations, Tours</b>	<b>281</b>	198	205	264	230
<b>Persons Served in Presentations</b>	<b>5,048</b>	3,736	3,200	4,273	3,926
<b>Gate count</b>	<b>549,800</b>	550,486	550,724	489,834	464,028

\* Includes all materials circulated through LCS (online system), except periodicals.

★ Periodicals count initiated FY96.

▶ Includes books, pamphlets, and uncataloged maps and pictures.

+ During 1993-94 these materials were barcoded and moved to the online system.

SERVICES

## ELECTRONIC RESOURCES

accessible in FY98

### *Online Catalogs*

Books in Print  
ILLINET Online  
LINC  
WorldCat

### *Citation/Abstract Indexes*

AGRICOLA  
AIDS/Cancer  
American History and Life  
Applied Science &  
Technology  
Index  
Art Index  
Arts & Humanities Search  
Basis BIOSIS  
Biography Index  
Biological & Agricultural  
Index  
Biology Digest  
Book Review Digest  
Business Periodicals Index  
CARL UnCover  
CINAHL  
Consumers Index  
ContentsFirst  
DataTimes  
Dissertation Abstracts  
EconLit  
Environment  
ERIC  
EventLine  
General Science Index  
GEOBASE  
GeoRef  
GPO Monthly Catalog  
Historical Abstracts

Humanities Index  
Index to Legal Periodicals  
INSPEC  
Library Literature  
MDX Health Digest  
MEDLINE  
Microcomputer Abstracts  
MLA  
NetFirst  
Newspaper Abstracts  
PAIS International  
PapersFirst  
ProceedingsFirst  
PsycINFO  
Reader's Guide Abstracts  
RILM Abstracts of Music  
Literature  
Social Science Index  
Shepherd's Illinois Citations  
SocioAbs  
Worldscope

### *Citation/Full Text Article Indexes*

ABI/Inform  
ArticleFirst  
Contemporary Women's Issues  
Current Biography  
Daily Eastern News  
Ebsco Master File  
FastDoc  
InfoTrac Business & Company  
ASAP  
InfoTrac Expanded Academic  
Index ASAP

New York Times Index  
Periodical Abstracts  
SIRS Researcher  
WilsonSelect

### *Full Text Resources*

African-American Poetry  
Britannica  
Business & Industry  
Business Dateline  
Business News  
Business Organizations  
CollegeSource  
Compact D/SEC  
Compustat  
Educator's Internet  
Companion  
Encyclopedia of Mathematics  
FactSearch  
Facts on File  
GPO Access  
Illinois Administrative Code  
Illustrated Dictionary of  
Computing  
Kraus Curriculum  
Development  
Library  
LIS (Legislative Information  
System)  
Oxford English Dictionary  
Planetary Images  
Politics in America  
Pro CD Home  
Select Phone  
Streets Plus  
World Almanac  
World Book Encyclopedia  
World Fact Book

### *Electronic Journals*

American Institute of Physics (A collection of 9 journals published by the American Institute of Physics)  
American Mathematical Society Journals  
Astrophysical Journal  
IDEAL (A collection of 181 journals published by Academic Press)  
Journal of Applied Physiology Online  
Journal of Consumer Marketing  
Journal of Educational Administration  
Journal of Molecular Biology  
Physics Education  
Project Muse (A collection of 43 journals published by Johns Hopkins Press)

## MATERIALS ACCESSED THROUGH ILLINET ONLINE

Location	Monographic and Serial Units Added 1997-98	Total Serial Units	Total Monographic Units	Total Units
Stacks	3,188	88,187	337,747	425,934
Special Collections	584	1,214	4,730	5,944
Big	57	890	2,282	3,172
Oversized	7	55	174	229
Art	140	4,068	32,526	36,594
Juvenile	(122)	149	21,100	21,249
Reference	1,434	34,780	21,785	56,565
Periodicals	2,995	168,195	5,619	173,814
Books with Media+	308	650	225	875
Audio Cassettes+	7	172	647	819
Audio CDs+	91	223	1,615	1,838
Vinyl Recordings+	26	371	9,439	9,810
Software Diskettes+	49	158	113	271
CD-ROMs+	56	146	85	231
Video Cassettes+	595	1,063	2,989	4,052
Video Discs+	20	94	159	253
Films (16mm)+	15	3	381	384
Media Reserve+	56	92	2,743	2,835
Miscellaneous	(3)	39	90	129
Media+				
Archives	45	809	294	1,103
Read & Relax	(104)	6	1,427	1,433
Maps	70	131	649	780
Textbooks	588	2,560	3,293	5,853
Technical Services	51	738	184	922
Documents	7,346	26,696	42,425	69,121
Document CD-ROM+	99	251	136	387
Document	4,115	20,190	12,779	32,969
Microforms				
Microforms	350	3,220	9,070	12,290
Storage	(191)	5,746	338	6,084
AV Equipment+	0	98	2	100
<b>Total</b>	<b>21,872</b>	<b>360,994</b>	<b>515,046</b>	<b>876,040</b>

## MATERIALS ACCESSED LOCALLY (not accessed through ILLINET Online)

Material Type	Units added 1997-98	Total Units
Documents	0	221,453
Maps	0	25,891
Pamphlet File	417	19,818
Picture File	0	8,685
Telephone Directories (print)	(3)	211
College Catalogs (print)	(71)	408
Microforms	7,918	1,887,994
<b>Total</b>	<b>8,261</b>	<b>2,164,460</b>

+Location established in FY96. Holdings within this location were previously reported within SMC.

COLLECTIONS

## OPERATING BUDGET

	FY98	FY97	FY96	FY95
<b>Personnel Services</b>				
Civil Service	<b>\$959,903</b>	\$937,640	\$889,775	\$845,678
Graduate Assistants	<b>11,070</b>	9,540	9,540	9,540
Professional	<b>947,507</b>	1,039,932	984,922	929,921
Student Help	<b>121,956</b>	107,329	107,120	110,526
Overtime and Holiday	<b>5,959</b>	5,390	5,633	4,963
Shift Differential	<b>3,214</b>	1,622	1,761	1,789
Accrued Leave	<b>20,147</b>	308	2,209	7,656
Sick Leave	<b>61,850</b>	8,022	5,723	8,120
Total Personnel Services	<b>\$2,131,606</b>	\$2,109,783	\$2,006,683	\$1,918,193
<b>Operating Expenses</b>				
Commodities	<b>\$37,618</b>	\$45,566	\$ 35,905	\$ 42,001
Contractual Services	<b>55,376</b>	67,470	56,457	54,800
Equipment	<b>75,552</b>	147,842	139,576	65,126
Automotive Equipment	<b>283</b>	644	600	518
Postage	<b>9,297</b>	8,919	6,971	6,216
Telecommunications	<b>19,219</b>	11,849	10,500	14,947
Travel	<b>22,160</b>	20,000	13,750	13,247
Total Operating Expenses	<b>\$219,505</b>	\$302,290	\$263,759	\$196,855
<b>Resources and Materials Expenses</b>				
Books, Serial Backfiles and Other Print Materials	<b>\$348,736</b>	\$302,026	\$360,417	\$337,972
Current Serials	<b>509,394</b>	507,211	457,082	397,843
Audio-Visual Materials	<b>37,161</b>	46,298	40,421	40,520
Microforms	<b>48,725</b>	71,085	40,536	46,195
Bibliographic Utilities, Networks, and Consortia	<b>124,466</b>	120,094	119,297	109,986
Computer Files and Search Services	<b>40,635</b>	21,520	4,245	17,837
Document Delivery/ILL	<b>7,864</b>	5,970	7,814	13,020
Binding and Rebinding	<b>30,000</b>	30,000	30,000	30,000
Total Resources and Materials Expenses	<b>\$1,146,981</b>	\$1,104,204	\$1,059,812	\$993,373
<b>TOTAL BUDGET</b>	<b>\$3,498,092</b>	\$3,516,277	\$3,330,254	\$3,108,421

\*Included in Contractual Services

FY94	FY93	FY92	FY91	FY90	FY89
\$846,523	\$829,265	\$795,868	\$792,553	\$771,731	\$646,662
9,540	9,540	9,540	11,660	13,000	15,750
920,431	921,942	959,011	930,833	931,901	818,266
91,304	91,956	92,592	98,955	90,331	76,645
3,547	2,820	4,567	4,259	5,331	5,388
1,803	1,772	1,628	2,997	1,714	1,747
26,758	13,561	u/a	u/a	u/a	u/a
49,559	28,828	u/a	u/a	u/a	u/a
\$1,949,465	\$1,899,684	\$1,863,206	\$1,841,257	\$1,814,008	\$1,564,458
\$ 30,155	\$ 29,348	\$ 42,281	\$ 42,466	\$ 39,920	\$ 42,051
17,294	156,425	154,770	143,103	139,781	159,207
96,071	37,766	31,023	81,600	71,647	72,620
600	400	599	612	600	643
4,975	5,050	5,476	7,732	7,750	5,924
10,149	11,365	9,291	19,176	18,300	15,881
12,000	11,200	15,775	15,504	17,200	15,644
\$171,244	\$251,554	\$259,215	\$310,193	\$295,198	\$311,970
\$303,703	\$259,941	\$230,367	\$277,874	\$348,981	\$343,453
399,694	434,990	475,935	459,379	435,775	405,676
27,085	21,670	24,907	22,245	24,800	18,091
25,375	23,914	28,972	37,499	56,225	26,924
115,600	*	*	*	*	*
24,709	*	*	*	*	*
146	*	*	*	*	*
30,000	30,000	28,802	30,000	30,000	27,068
\$926,312	\$770,515	\$788,983	\$826,997	\$895,781	\$821,212
\$3,047,021	\$2,921,753	\$2,911,404	\$2,978,447	\$3,004,987	\$2,697,640

# BUDGETS

# BOOK and MATERIALS BUDGET

*by discipline*

	FY98	FY97	FY96	FY95
Afro-American Studies		\$ 4,197	\$ 4,197	\$ 2,790
Art	\$ 15,953	15,088	15,088	13,988
Botany	27,449	25,960	25,960	25,960
Business	46,952	44,405	44,405	44,405
Chemistry	53,348	50,454	50,454	50,454
Communication Disorders & Sciences	10,128	9,579	9,579	5,669
Economics	15,300	14,470	14,470	14,400
Education	43,897	41,516	41,516	16,676
English	25,130	23,767	23,767	16,767
Environmental Biology	10,008	9,465	9,465	6,845
Family & Consumer Sciences	20,136	19,044	19,044	14,944
Foreign Languages	7,730	7,311	7,311	7,311
Geography/Geology	21,386	20,226	20,226	20,226
History	17,612	16,657	16,657	15,557
Journalism	5,231	4,947	4,947	3,042
Latin American Studies	2,711	2,564	2,564	2,564
Mathematics	25,610	24,221	24,221	24,221
Music	16,011	15,143	15,143	15,143
Philosophy	6,107	5,776	5,776	5,711
Physical Education	19,280	18,234	18,234	13,884
Physics	35,896	33,949	33,949	33,949
Political Science	24,568	23,235	23,235	23,235
Psychology	23,031	21,782	21,782	21,282
ROTC	681	644	644	644
Sociology/Anthropology	19,012	17,981	17,981	17,981
Speech Communication	10,835	10,247	10,247	6,507
Technology	16,453	15,561	15,561	11,861
Theatre Arts	6,037	5,710	5,710	4,010
Women's Studies	2,706	2,559	2,559	2,559
Zoology	47,866	45,270	45,270	45,270
Booth Library				
Reference/General	247,779	233,447	238,419	208,141
Contingency	45,190	56,614	39,118	42,784
Curriculum Lab	10,574	10,000	10,000	10,000
Document Delivery	10,000	10,000	10,000	7,200
Booth Library Fellows	1,000	1,000	1,000	1,000
Juvenile Collection	2,044	1,933	1,933	1,933
General Interest Periodicals	26,766	26,314	21,338	22,739
Multi-Departmental Periodicals	12,353	18,200	15,200	16,156
Recreational Periodicals	2,170	2,052	2,052	2,052
Popular Fiction	340	322	322	322
Film and Video	22,497	16,777	21,171	21,171
Binding	30,000	30,000	30,000	30,000
<b>TOTAL</b>	<b>\$992,215</b>	<b>956,621</b>	<b>\$940,515</b>	<b>\$852,760</b>



FY94	FY93	FY92	FY91	FY90	FY89
\$ 2,674	\$ 1,696	\$ 2,000	\$ u/a	\$ u/a	\$ u/a
14,295	13,023	13,581	15,172	14,874	13,047
25,047	24,169	32,062	33,018	32,370	28,395
43,174	41,341	48,380	50,005	49,025	43,005
47,729	46,973	56,020	55,767	54,673	47,959
5,639	5,279	5,823	6,260	6,138	5,384
14,280	13,406	14,874	15,931	15,619	13,701
16,213	15,526	24,480	26,096	25,585	22,443
17,003	15,612	16,551	18,282	17,923	15,722
6,418	6,373	u/a	u/a	u/a	u/a
14,723	13,912	15,150	16,602	16,277	14,278
7,233	6,806	7,585	8,100	7,941	6,966
19,223	18,831	22,303	22,979	22,528	19,761
15,744	14,429	15,424	16,986	16,654	14,608
3,096	2,824	2,978	3,308	3,244	2,845
990	874	u/a	u/a	u/a	u/a
23,028	22,517	26,519	27,447	26,909	23,604
15,246	14,099	15,213	16,590	16,265	14,268
5,706	5,316	5,812	6,288	6,166	5,408
13,648	12,421	14,594	15,449	15,145	13,285
31,981	31,590	37,206	37,752	37,012	32,467
23,165	21,633	23,765	25,618	25,116	22,031
20,443	19,813	22,859	24,021	23,550	20,658
670	599	599	689	676	593
17,756	16,741	18,732	19,949	19,558	17,156
6,594	6,058	6,432	7,098	6,958	6,104
11,738	11,042	12,302	13,140	12,882	11,300
4,091	3,734	3,909	4,355	4,269	3,745
899	794	771	500	u/a	u/a
43,186	41,689	54,304	54,636	53,565	46,987
208,117	198,935	179,078	173,428	243,288	221,531
45,065	40,811	10,884	19,280	21,780	41,819
u/a	u/a	u/a	u/a	u/a	u/a
u/a	u/a	u/a	u/a	u/a	u/a
1,000	1,000	691	1,000	1,000	1,000
1,800	1,800	1,244	1,800	1,800	1,800
21,170	21,170	26,365	26,150	29,822	26,160
12,754	9,942	7,025	12,281	18,903	16,581
700	700	484	700	300	300
300	300	207	300	300	300
17,909	15,809	15,154	18,019	17,665	16,000
30,000	30,000	30,000	30,000	30,000	30,000
\$810,563	\$770,565	\$791,056	\$826,996	\$895,780	\$821,211

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**Our People**

## PERSONNEL ACTIVITY AND ACHIEVEMENTS

### Faculty

**Virginia Baldwin**, Reference Services, was awarded \$6,500 in grant monies from the Illinois Cooperative Collection Management Program to purchase library materials for her "Materials Technology" proposal. With C. Jagodzinski, she co-presented "Stretching the Dollars for Library Materials in Science and Technology in Illinois" at the ALA annual conference held in Washington, D.C. Virginia is a member of the American Society for Information Science, the Illinois Library Association, the American Library Association, and the Association of College and Research Libraries, where she served on the Continuing Education Committee of the Science and Technology Section. She is also a member of the Special Libraries Association and served as the Science and Technology Division liaison to ALA/ACRL. Virginia served the university as a reader/scorer for the Writing Competency Examination, as a Kiwanis advisor to the Eastern Illinois University Circle K service organization, and as chair of the Exhibits Committee for the Expanding Your Horizons Through Math and Science Conference. She completed "The Seven Habits of Highly Effective People" workshop offered by the EIU Office of Faculty Development. Virginia's ongoing research includes evaluation of web tutorials for library instruction.

**Ann Brownson**, Reference Services, is a member of the American Library Association, the Association of College and Research Libraries, and the Illinois Library Association. She was appointed to the EIU Judicial Board and served as a mentor to students participating in the TRIO program.

**Carrie Chen**, Cataloging Services, continued work on her research project titled, "A Computer-based Training Program for Booth Library Student Employees." Carrie is a member of the American Library Association, the Chinese-American Librarians' Association, the American Studies Association of the Republic of China, and the Association of Teachers of English of the Republic of China. This past year she was promoted to the rank of professor.

**Daxing (Michael) Chen**, Media Services, presented, "Eweb and HPM: WWW as a Collaborative and Interactive Language Learning Environment," at the American Council on the Teaching of Foreign Languages annual conference in Nashville. He is a member of the Association for Educational Communications and Technology, the American Council on the Teaching of Foreign Languages, and the Computer-Assisted Language Instruction Consortium. An article he co-authored with Y. Zhao, "EWeb and HPM: Making it Easier to Develop Contents on the WWW," appeared in *Computer-Assisted Language Learning* (October 1997). He continued work on a book in progress titled, "Computerized Society."

**Robert Chen**, Reference Services, on leave, was named President of SHU-TE Institute of Technology in Taiwan.

**Barbara Cressman**, Circulation Services, co-presented, "What's Hot, What's Not: Evaluating Electronic Journal Collections," with M. Slough, K. Whisler, and N. Sung at the Illinois Association of College and Research Libraries biennial conference held in Matteson. Her review of *Benjamin Britten: A Guide to Research* was published by *LIBRES: Library & Information Science Electronic Journal* (March 1998). Another review, *Worldwide Internet Music Resources Instruction* appeared in *Choice* (June 1998). She also published an article, "Using WINSelect Kiosk Software in the Library Classroom," in *Library Instruction Roundtable News* (May 1998). Barbara is a member of the American Library Association, the Association of College and Research Libraries, the Library Instruction Roundtable, and the Systems and Services Section of the Library Administration and Management Association. She served as a member of the ACRL Teaching Methods Committee and the LIRT Computer Applications Committee. She also holds memberships with the Illinois Library Association, the Illinois Association of College and Research Libraries, and the

Music Library Association. She served the community through her performances with the Champaign-Urbana Symphony.

**William Gibbs**, Media Services, received funding for his research proposal, "Criteria for Evaluating Multimedia Instructional Courseware," from the Delta Pi Epsilon Research Foundation. Bill presented "Implementing On-Line Learning Environments" at the Illinois Association for Educational Communications and Technology Conference in Chicago, and provided a demonstration titled "Technology in Education" at the Stockman Institute held in Charleston. With P. Fewell, he co-presented "Introduction to the World Wide Web and HTML," "Introduction to Windows," "Introduction to Microsoft Office 95," "Teacher Utilization of Computers," "Current Developments in Educational Technology," "Scientific Literacy in the Curriculum," and "Integrating Technology into the Curriculum." Two articles, "Implementing On-Line Learning Environments" and "Tolstoy's Dictaphone Technology and the Muse," were accepted for publication in *Journal of Computing in Higher Education*. William is a member of the Association for Educational Communications and Technology and the International Visual Literacy Association, where he served as the associate editor of the IVLA Book of Readings. He also holds membership with the Illinois Association for Educational Communications and Technology, where he served as chair of the Publications Committee. Dr. Gibbs served on the College of Education Technology in Education Course Task Force, the College of Education World Wide Web Committee, the University World Wide Web Committee, the Web Support Initiative Committee, and the Academic Technology Advisory Committee. He served the community by developing a web site for St. Charles Borromeo Catholic Church in Charleston.

**Robert Hillman**, University Archives and Special Collections, is a member of the American Library Association, the Illinois Library Association, the Society of American Archivists, the Midwest Archives Conference, the Illinois State Historical Society, the Illinois State Genealogical Society, the Coles County Historical Society, and the Coles County Genealogical Society. Robert provided presentations to graduate students in the EIU History and Historical Administration programs including, "Introduction to Archives and Records Management at EIU," "Archival Theory and Practice at the University Archives," and "University Archival Administration." He continued his ongoing research

of "Library Services at EIU--A Centennial History," "Colonel Eli Lilly: The Paris Years, 1869-1873," and "Dorothy Cramer Hansen: Theatre Organist of the Silent Screen." Robert served as chair of the ROTC Advisory Council, as a member of the Honorary Degree Committee, and as a reader/scorer of the EIU Writing Competency Examination.

**Johnson Kuma**, Reference Services, received an Eastern Illinois University Achievement and Contribution Award in the Service category in recognition of his outstanding contribution to the University during the 1996-1997 academic year. He was also recognized for his service on the African American Heritage Celebration Committee. During the fall semester, he served as a guest lecturer presenting "Third World Revolutions" to EIU political science students. Johnson is a member of the Illinois Library Association, the EIU African American Studies Committee, and a reader/scorer for the EIU Writing Competency Examination. He served the community as a volunteer for the Church World Service for the Hungry's CROP Walk in October.

**Allen Lanham**, Dean of Library Services, spent much of his time this year planning and researching renovation and relocation issues of academic libraries and visited several libraries in transition. He also participated in several professional organizations. He served as past chair of the Council of Directors of State University Libraries in Illinois; he served as vice president of the Board of Directors of the Lincoln Trail Libraries System, finishing six years as the elected representative of academic libraries in the region; he is a member of the American Library Association and served on the Illinois Board of Higher Education/Illinois Association of College and Research Libraries Liaison Committee the past two years. He also served on the Organization and Bylaws Committee of the Library and Information Technology Association, and is a member of the Association of College and Research Libraries, the Library Administration and Management Association, the Music Library Association, and the Coles County Library Group; he is a member of the Illinois Library Association and moderated a panel on "Outsourcing: Dream or Nightmare?" at its annual meeting in Springfield; is a member of the Illinois Association of College and Research Libraries and presented a paper entitled "The Safety

and Security of Academic Libraries, or How to Avoid Using Your Emergency Procedures” at its biennial conference in Matteson; and was an invited participant in the Fifth Annual Atkinson Symposium sponsored in Urbana by the Illinois State Library and was a reviewer for their “Educate and Automate” grant program for digitizing information. He is an elected member of the Illinois Cooperative Collection Management Coordinating Committee, served on its Subcommittee for Database Negotiations, and presented a paper at its annual meeting. He is a member of the Illinois Library Computer Systems Organization Electronic Resources Committee. Allen participated in EIU’s pilot study group for its Supervisory Training Program, and attended the President’s Fall Forum on constitutional planning and other professional development workshops. He is on the staff of the U. S. Percussion Camp, and serves on Eastern’s Latino Heritage Committee, the Academic Technology Advisory Committee, the Radio and Television Center Board, and the Council of Deans.

**Carl Lorber**, Reference Services, was 1 of 25 librarians selected from libraries throughout Illinois to participate in the Association of College and Research Libraries “Readiness Training Institute” which prepared librarians to serve as principal trainers in the DRA implementation/migration to the new ILLINET Online. As a principal trainer, he presented “Training Readiness Forum” in Springfield, and “Training Readiness Forum for Librarians for Training” in Champaign. Carl is a member of the American Library Association, the Association of College and Research Libraries, the Reference and Users Services Association, and the Illinois Library Association. He also served as a member of the EIU Americans with Disabilities Act Campus Steering Committee, as a reader/scorer of the EIU Writing Competency Examination, and as a member of the Lincoln Trail Libraries System Electronic Information Resources Committee.

**Pamela Ortega**, Reference Services, served as a member of the Latino Heritage Celebration Committee and the Minority Student Affairs Academic Advisor Search Committee. With colleagues, she developed workshops designed to provide instruction in use of the new ILLINET Online. Pamela completed the “Seven Habits of Highly Effective People” workshop offered by the EIU Office of Faculty Development. Pamela continued her research in the area of digital reference services and served the community through her

participation as a walker in the American Cancer Society’s Relay for Life.

**Richard Seitz**, Cataloging Services, along with K. Whisler, received \$6000 in grant monies from the Illinois Cooperative Collection Management Program to purchase library materials in the area of philosophy. He is a member of the American Library Association, the Association of College and Research Libraries, the American Association for Slavic and East European Studies, the Online Audiovisual Catalogers, and the Illinois Library Association. He served as a member of the University Parking Advisory Committee and as a reader/scorer for the EIU Writing Competency Examination.

**Marlene Slough**, Circulation Services, was promoted to Assistant Professor in September. She served as a program speaker at the Illinois Association of College and Research Libraries Spring Conference held in Matteson, presenting “What’s Hot, What’s Not: Evaluating Electronic Journal Collections,” with K. Whisler, B. Cressman and N. Sung. She is a member of the American Library Association, the Library Administration and Management Association, the Association of College and Research Libraries, and the Reference and Users Services Association, where she served on the MARS Management Committee. She also holds membership with the Special Libraries Association and the Illinois Library Association. This past year she completed the “Supervisory Training Initiative” pilot program offered by EIU’s Human Resources. Marlene served as a member of the Faculty Development Advisory Committee and as a reader/scorer for the EIU Writing Competency Examination.

**Nackil Sung**, Library Technology Services, received \$21,800 for his proposal titled, “Improvement of Access to Electronic Information: More PCs--Fewer Patron Lines” submitted with J. Whisler. Funded through the Illinois State Library FY98 Educate and Automate Grants, the money will be used to purchase computer equipment which improves access to electronic resources. Nackil co-presented, “What’s Hot, What’s Not: Evaluating Electronic Journal Collections,” with M. Slough, K. Whisler and B. Cressman at the Illinois Association of Research and College Libraries Spring Conference. He is a member of the American Library Association and the Illinois Library Association, and served as a member of the

Eastern Illinois University Academic Technology Advisory Committee. Nackil was selected to participate in the Booth Library Faculty Summer Research Program based on his proposal titled, "Document Delivery in Academic and Research Institutions in Korea."

**Cheri Vitez**, Reference Services, participated in the "Gerontology Collection Partnership" grant and received \$2500 from the Illinois Cooperative Management Program to purchase library materials in the area of gerontological nutrition and dietetics. In July, she was elected to the Illinois Library Computer Systems Organization Public Services Forum Planning Committee, and presented "Electronic Access Issues and Policies on Web-Delivered Services" at the fall forum. She served as a member of the Women's Advocacy Council and the Expanding Your Horizons Through Math and Science Conference Exhibits Committee. She is a member of the American Library Association, the Association of College and Research Libraries, the ACRL Women's Studies Section and the ACRL Anthropology and Sociology Section, where she served as a member of the Program Planning Committee. She also holds membership with the American Association of Museums. Cheri completed "The Seven Habits of Highly Effective People" workshop offered by the EIU Office of Faculty Development and served the community through her library exhibits titled "Exploring Nature" and "The Art of Outdoor Pursuits," and in her participation as a walker in the American Cancer Society's Relay for Life. She continued her research of the evaluation of web-based tutorials.

**Pamela Waldrep**, Acquisition Services, continued her graduate studies at the University of Illinois Urbana-Champaign and was inducted into the Phi Kappa Phi Honor Society. She was selected to participate in the Booth Library Faculty Summer Research Program for her proposal titled "Creating a Disaster Preparation Plan for Booth Library." With A. Lanham, she presented "The Safety and Security of Academic Libraries, or How to Avoid Using Your Emergency Procedures Manual" at the Illinois Association of College and Research Libraries Spring Conference in Matteson. Pamela is a member of the American Library Association, the Illinois Library Association, the North American Serials Interest Group, and the Association for Library Collections and Technical Services. She served the university as a member of the EIU Environmental Health and Safety Committee.

**John Whisler**, Cataloging Services, was awarded the Illinois Academic Librarian of the Year Award at the 1997 Illinois Library Association annual conference. This award was given in recognition of his outstanding statewide contributions to academic librarianship and to library development. He presented "LCS Holdings Conversion" and "OCLC/DRA Input Conventions" at the Illinois Library Computer Systems Organization Technical Services Forum. His grant proposal submitted with N. Sung, "Improvement of Access to Electronic Information: More PCs--Fewer Patron Lines," was funded by the Illinois State Library FY98 Educate and Automate Grants, and as a result, Booth Library received \$21,800 to purchase computer workstations and printers. John is a member of the American Library Association, the Illinois Library Association, the Music Library Association, the Viola da Gamba Society of America and the Sonneck Society. He continued his research in the area of library circulation statistics.

**Karen Whisler**, Collection Management Services, was 1 of 25 librarians selected from libraries throughout Illinois to participate in the Association of College and Research Libraries "Readiness Training Institute" which prepared librarians to serve as principal trainers in the DRA implementation/migration to the new ILLINET Online. As a principal trainer, Karen presented "Readiness Training" workshops to librarians at Illinois State University, the University of Illinois at Champaign-Urbana, and at Lincoln Trail Libraries System. She was a program speaker at the Illinois Association of College and Research Libraries Spring Conference where she co-presented "What's Hot, What's Not: Evaluating Electronic Journal Collections" with M. Slough, B. Cressman, and N. Sung. With R. Seitz, she received \$6000 in grant monies from the Illinois Cooperative Collection Management Program to purchase library materials in the area of philosophy. Karen is a member of the Illinois Library Association, the American Library Association, the American Association of University Professors, and the Illinois OCLC Users' Group. She served as a member of the Illinois Library Computer Systems Organization DRA Implementation Task Force. Karen served the university as a member of the University Personnel Committee, the Achievement and Contribution Awards Committee, the Continuing Education Coordinating Council, and the UPI House of Delegates. She continued her research in the area of full text databases.

## Staff

**Phil Blair**, Circulation Services, continued his study of German language and literature at Eastern Illinois University.

**Patty Butler**, Administration, completed a B. A. degree at Eastern Illinois University in December. She held membership in the Student Association of Family & Consumer Sciences, the Club Managers Association of America, and a number of honor societies including Tassels & Mortarboard, Alpha Sigma Lambda and Phi Sigma Pi. Patty served the university as chair of the University Club Board, as co-chair of the President's Council Ice Cream Social, as co-chair of the Celebration Food Booth Committee, and as a member of the Celebration Marketing Committee. She served the community in her work as an advisor to the Illinois Jaycee Foundation.

**Marge Checkley**, Circulation Services, volunteered as a commissioned Stephen Minister through Wesley United Methodist Church. She also participated as a walker in the American Cancer Society's Relay for Life.

**Beverly Cruse**, Media Services, served on the Martinsville Unit C-3 Board of Education and as a member of the Marketing Eastern Illinois University Celebration Committee.

**Joann Daugherty**, Cataloging Services, completed the "Seven Habits of Highly Effective People" workshop offered by the EIU Office of Faculty Development and Human Resources. In her work with the Kiwanis Club of Charleston, Joan served as secretary, as chair of the Honors Banquet Committee, as co-chair of the Kiwanis Division 26 Iodine Deficiency Disorder (IDD) project, and beginning in May, as president-elect. She also served as a scholarship and financial advisor to the Alpha Sigma Alpha Sorority.

**Joseph DeCaro**, Media Services, was a member of the EIU Staff Senate and a mentor to students participating in Eastern's TRIO program. Joe co-presented a number of HTML workshops.

**Sue Ebel**, Circulation Services, continued service as a Girl Scout volunteer.

**Susan Eisenhour**, Library Technology Services, designed costumes for the Charleston Alley

Theatre's production of "Macbeth." She received the Best of Show Masquerade Award at the 1997 Archon Convention in October and the Historical Masquerade Award for Best Stenciling at CostumeCon in April. Her ceramic piece titled "Vase" was selected for exhibition at the Wabash Valley Exhibition held at the Swope Museum in Terre Haute in March.

**Jeanne Goble**, Circulation Services, continued work as a substitute elementary school teacher and library volunteer in the Charleston public schools.

**Mary Grivetti**, Administration, was awarded first place in the Eastern Illinois University English Department's Literary Essay Contest. She completed a B. A. degree from EIU in December and was a member of Alpha Sigma Lambda Honor Society. Mary served the community as a cantor for St. Charles Borromeo Catholic Church in Charleston.

**Jeri Matteson-Hughes**, Library Technology Services, presented a number of workshops in use of Microsoft Excel 95, Microsoft Excel 97, Eudora Light Email, and Netscape. She served as a staff advisor for the local campus chapter of the Society for Creative Anachronism, Inc.

**Nancy Jones**, Acquisition Services, raised money for public libraries as a member of the Friends of the Camargo Township District Library.

**John Looby**, Media Services, served the university as a member of the EIU Commencement Committee, the Buzzard Moveable Equipment Committee and the Americans with Disabilities Act Campus Committee. He served the community as a trustee of First Christian Church in Charleston.

**Jennisen Lucas**, Circulation Services, volunteered at the Luisa DiPietro Memorial Library at St. Charles Borromeo Catholic Church in Charleston.

**Sandra Nees**, Library Technology Services, presented numerous workshops in the use of Microsoft Word, Netscape, and in searching the Internet.

**Paula Reveal**, Circulation Services, continued her work as a volunteer in the Arcola United Methodist Church library.

**Ramona Wise**, Acquisition Services, was nominated for the 1998 Laubach Literacy Action International Patricia Crail Brown Award. As the Charleston area representative for Project PAL, she recruited students and tutors for the PAL program and was recognized by Project PAL for her financial assistance. Ramona presented "What is Project PAL" in September, "Writing From the Bottom Up" in September and again in May, "Tutor Training" in October and April and "Let's Write" in March. She also recruited eligible families for the Family Literacy Program. She was a member of the National Education Association, the Illinois Reading Council, the Laubach Literacy Action, the Eastern Illinois Reading Conference, the Zonta Club of Coles County, and served as a Big Brother-Big Sister volunteer.

**Jacqueline Worden**, Reference Services, worked with 7th and 8th grade students in the

Oakland School District as an Illinois Arts Council guest artist. She continued her study of ceramics at Eastern Illinois University during the fall and spring semesters, and in August, attended the Arrowmont School of Arts and Crafts in Gatlinburg, Tennessee. Jackie served the university through her participation in the Tarble Arts Center Christmas Sale and as a volunteer for Latino Fest. Her contributions to the Charleston community were numerous, including service as a volunteer pioneer at the Lincoln Log Cabin State Historic Site in Lerna and as an organizer of the Coles County Arts Council's "Artist's Day in the Garden." She participated in bird counts at a number of locations, including the Champaign County Audubon Society, the Vermilion County Audubon Society, and the Illinois Department of Natural Resources. In addition, Jackie served on various committees of the First Church of Christ Scientist in Charleston.