Megan Donald and Sarah Wagner make bookmarks with 5th graders from Robertson Elementary at the West Campus Library on College Day.
Library Staff

Professional Staff*

Paula Settoon, Dean of Libraries and College Librarian
  Bachelor of Arts, English Education, Louisiana Tech University
  Master of Library and Information Science, Louisiana State University

Metro Campus Library

Andria Burton, Director
  Bachelor of Science, Elementary Education, University of Texas at San Antonio
  Master of Library and Information Science, University of Texas at Austin
  Master of Education, School Leadership, Wilmington College

Magen Bednar
  Bachelor of Science, Fashion Merchandising, Texas Christian University
  Master of Library and Information Science, University of Oklahoma

Kathryn Benson
  Bachelor of Arts, English Literature, Grinnell College
  Master of Science in Information Studies, University of Texas at Austin

Adam Brennan
  Associate of Arts, Liberal Arts, Tulsa Community College
  Bachelor of Arts, American Studies, Oklahoma State University
  Master of Library and Information Studies, University of Oklahoma

James Cloen
  Bachelor of Science, Church Ministries, Southwestern Assemblies of God University
  Master of Library and Information Studies, University of Oklahoma

Suzanne Fisk
  Bachelor of Arts, Education, Southwestern University
  Master of Library Science, Sam Houston State University

Bob Holzmann
  Bachelor of Music, University of Cincinnati College-Conservatory of Music
  Master of Business Administration, University of Phoenix

Jao-Ming Huang
  Bachelor of Arts, Geography, Oklahoma State University
  Bachelor of Science, Management Information System, Oklahoma State University
  Master of Library and Information Science, Syracuse University
  Geographic Information Systems, Certificate

Cary Isley
  Bachelor of Science, Interdisciplinary Studies ( Philosophy & English), Western Oregon University
  Master of Arts, Philosophy, Emory University
  Doctor of Philosophy, Philosophy, Emory University
  Master of Library and Information Studies, University of Alabama

Northeast Campus Library

Emily Ann Tichenor, Director
  Bachelor of Arts, News Editorial Journalism, Oklahoma State University
  Master of Library and Information Studies, University of Oklahoma

Andy Taylor
  Bachelor of Music Education, University of Oklahoma
  Master of Library and Information Studies, University of Oklahoma
Library Staff

Gisele Skinner McDaniel  
Bachelor of Arts, Liberal Arts, Asbury College (now Asbury University)  
Master of Science, Library Science, University of Kentucky

Evelyn Rogers  
Associate of Arts, Nursing/Psychology, Pasadena (CA) City College  
Bachelor of Science, Healthcare Management, University of La Verne (CA)  
Master of Arts, Practical Theology, Oral Roberts University  
Master of Library and Information Science, University of Oklahoma

Southeast Campus Library

Stephanie Titsworth Ingold, Director  
Bachelor of Arts, Elementary Education, Oklahoma State University  
Master of Library and Information Studies, University of Oklahoma

Suzanne Haynes  
Bachelor of Arts, Spanish Language and Literature, Oklahoma State University  
Master of Arts, History, Oklahoma State University  
Master of Library and Information Science, University of Oklahoma

Jamie Holmes  
Bachelor of Arts, English, Michigan State University  
Master of Library & Information Science, University of North Texas

Amy Norman  
Bachelor of Arts, English, Texas Christian University  
Master of Library and Information Science, University of Texas at Austin

West Campus Library

Amanda Kuhns, Director  
Bachelor of Arts, French, University of Texas at Austin  
Master of Library and Information Studies, University of Oklahoma

Megan Donald, Reference & Instruction Librarian  
Bachelor of Science, Economics, Virginia Commonwealth University  
Bachelor of Arts, Religious Studies, Virginia Commonwealth University  
Juris Doctor, University of Tulsa College of Law  
Master of Library and Information Studies, University of Oklahoma

Lisa Haldeman, Reference & Instruction Librarian  
Bachelor of Science, Education, Northeastern State University  
Master of Library and Information Studies, University of Oklahoma

Nha Huynh, Reference & Instruction Librarian  
Bachelor of Science, Library and Information Studies, University of Oklahoma  
Master of Library and Information Studies, University of Oklahoma

*Professional Staff listed worked at some point between July 2014 and May 2015. All employees listed did not necessarily work at the same time.
Library Staff

**Classified Staff***

Sharlot Hess, Administrative Assistant

### Metro Campus Library

- **Public Services**
  - Christa Blue
  - Crystal Brown
  - Travis Budd
  - Natalie Manke
  - Lisa Robison
  - Amanda Ross
  - Josh Speer

- **Technical Services**
  - Garin Greer
  - Mary Kent
  - William Laignel
  - Hans Pasco
  - Martha Powers
  - Victoria Wisdom

### Northeast Campus Library

- Bridget Billington
- Melanie Brennan
- Mary Estrada
- Marina Metevelis

- **Technical Services**
  - Cesar Palacios
  - Carmen Scott
  - Tammy Thomason
  - Kayley Williams

### Southeast Campus Library

- Toyin Ayoko
- Josh Barnes
- Kay Behar
- Valerie Billingsley
- Charlotte Cook
- Conner Flansburg
- Scott Hillhouse
- Andrea Kinkeade
- Jazmine Manns
- Mark Roylance
- Lauren Tennison
- Lauren Quigley

- **Writing Center**
  - Joseph Boyne
  - Rebecca Eagleton
  - Angela Eaton
  - Marcia (Galene) Smith
  - James Whitmer

### West Campus Library

- Ted Daugherty
- Ryan Fiegel
- Phillip Murray

- **Technical Services**
  - Joseph Troutman
  - Sarah Wagner

---

*Classified Staff listed worked at some point between July 2014 and May 2015. All employees listed did not necessarily work at the same time.*
Kayley Williams (left) and a student decorate hearts at the Northeast Campus Library to celebrate National Library Week.
Mike Meisenheimer

When TCC had the opportunity to hire a new Managing Librarian for the Northeast Campus Library, we were very happy to welcome Michael Meisenheimer into that role. Having risen through the ranks at Tulsa City-County Library, he brought a wide range of technical, computer network, and management experience to his new role at TCC. Mike was a talented instructor and he patiently taught many staff members, and also TCC students, to use new online systems and resources. Mike’s straightforward, cheerful nature was evident in all he accomplished. He proved to be a fine manager and an outstanding supervisor and colleague. He did many good things for TCC as an institution that positively impacted staff and students.

Mike excelled at customer service. He was dedicated to putting the right book into the hands of each student at the right time. At Northeast Campus he provided leadership for several innovative partnerships with Tulsa Public Schools. Even prior to being hired as a full-time professional library manager, Mike was an effective and popular part-time instructor for TCC, explaining the mysteries of computer science and technology to appreciative students.

A restructuring of library management brought Mike to the Southeast Campus Library, where staff were very happy to welcome him. He brought his cheerful, straightforward abilities to the new challenges of that location. He skillfully oversaw a major redesign of the Southeast Campus Library. We all remember him fondly and think of many shared enjoyable conversations and laughs. He had wide-ranging interests, including gardening, roller-blading, fitness, travel, and music. He was very good to his family, friends, work colleagues, and his dog, Max. He always kept his staff well supplied with his favorite sausage rolls and with chocolate candy! We miss him, especially hearing his cordial tone of voice and his laugh, and miss seeing his smile.

Paula Settoon, TCC’s Dean of Libraries and Mike’s long-time friend and colleague, recalled a conversation they’d had: “I remember once he made a comment to me about the birds returning in the spring. To be honest, I’d never noticed they went away until he remarked on hearing them for the first time that year. He said, ‘You know, if you’re lucky, you get to hear them seventy-five times or so.’ Michael won’t hear those birds again, but whenever I do—and I’ll be listening—I’ll always think of him.”
Casey Ashe

The TCC Library staff would like to acknowledge the considerable contributions of James “Casey” Ashe to the development and evolution of academic library services at Tulsa Community College. In a professional career that spanned fifteen years at TCC, Casey’s creativity, resilience, and sense of humor throughout the varied challenges of his position are remembered with admiration and appreciation by those who worked with him.

Casey Ashe first came to Tulsa Community College as head of the Media Technology Department at Metro Campus in June 1999. He brought extensive knowledge and experience of film, radio, and television production to that position. He still enjoys sharing recommendations of notable, bizarre, and obscure films with colleagues and friends. Having completed a Master’s degree in Library and Information Science at OU, Casey was soon promoted to the position of Metro Library Supervisor, where he managed both the library and the Technical Services Department for many years with equal aplomb. Following a library-wide reorganization in 2012, Casey assumed leadership of Technical Services and Electronic Resources management. Casey was instrumental in helping to move the culture and operations of the TCC Library (then known as the Learning Resources Center) into modern, current functionality. He focused on providing better services to students, staff, and faculty; took a special interest in building the nursing and professional development collections; brought a knowledgeable zeal to exploring and implementing the newest library technologies; and worked in a mentoring capacity with a number of staff to promote and develop their nascent careers. His talents for effective collaboration and honest interaction with colleagues have always inspired those who worked with him. He was and continues to be much beloved for his open and empathetic managerial style.

Casey has always pursued many varied interests with great enthusiasm. He has talents that range from timber-framed building construction, bread baking, film history expertise, and cigar-box guitars. One of his favorite works of literature is Lewis Carroll’s Alice’s Adventures in Wonderland—which he considers a useful parable for living one’s life. While at TCC, he introduced several friends to the old-fashioned children’s story about the adventures of Epaminondas and his Auntie. A favorite line from that story always brings a smile and can also be useful advice for navigating life: “Be careful how you step in them pies!”

A glioblastoma brain tumor forced Casey to take extended medical leave and then early retirement from his career at TCC. He continues to enjoy time spent with family and friends, and proudly watched his youngest son, Abraham, graduate from Booker T. Washington High School in May. To honor Casey’s contributions to Tulsa Community College and to further the fight against cancer, please consider making a donation to the American Brain Tumor Association.

Remembrance
Amy Norman, Suzanne Haynes, and Stephanie Ingold dress as pirates for Halloween at the Southeast Campus Library.

Southeast Writing Center
Southeast Writing Center

In the 2014 Summer Academic Term, the Southeast Campus Writing Center officially joined with the SEC Library. In its new location just down the hall from the Library, the Writing Center immediately began to set new records in student service. In the following semester, the Writing Center held an astonishing 1,408 appointments, far more than twice the number of appointments in its busiest semester for the previous three years. In the 2014-15 academic year, the Writing Center under the new direction of Joseph Boyne has helped students with their writing 2,562 times.

The Writing Center’s move to the Library has been far more than a mere administrative shuffle. Rather, both institutions consistently work to improve collaboration. Joseph and Stephanie have made an effort to cross-train their staff members so that students can be more effectively directed to the appropriate services given their concerns or needs. This collaborative relationship has even extended across the college as the other Writing Centers works to construct the new TCC Online Writing Lab (OWL), which will be hosted on the new Library website. There are also plans to incorporate the Library’s FAQ Database service into the OWL to better assist our students through further collaboration.

Writing Center Usage

*First semester in new location.*
Josh Barnes, Adam Brennan, and Natalie Manke give a presentation on banned comics and graphic novels for Banned Books Week.
College Archives

Heritage Center

Over the course of the last year, there have been a number of changes in the Heritage Center at TCC’s Northeast Campus. To begin with, there has been an ongoing effort to sort, organize, and digitize the items in the Heritage Center Collection. The collection is now comprised solely of items that relate to the history of both TCC and TJC, and we are in the process of preserving those items for prosperity as well as digitizing them for display on the new Heritage Center Digital Collection website.

Using Omeka, a specialized web-design platform for museums and libraries, we are in the beginning stages of building a website for the College. This website will provide a new way to explore the rich and diverse history of TCC. It will contain ephemera, audio recordings, video recordings, documents, and photographic material relating to the 45 years the College has been in existence. Featured items on the new site will include:

♦ The TCC Charter (and other founding documents)
♦ Sound recordings by the Ultrasonics (a 1970’s jazz band from Southeast Campus)
♦ Jane Philip’s Scrapbooks (on loan from the family of former TCC President Al Philips)
♦ Photographs of the construction and history of the different TCC campuses
♦ Video recordings of different celebrity presentations

Records Management

The new TCC Records Management Program at TCC is in full swing! While attempts had been made in the past, TCC has never had a College-wide Records Management Policy until now. Librarian Andy Taylor took on this charge in 2014-2015. He began by simply identifying which records exist and their location and proceeded on to how to process them with the State. No small task!

This year Andy has visited or collaborated with 19 TCC Departments. A total of 912 boxes containing thousands of College records have been inventoried and processed. The majority of these records have been destroyed by partner shredding company, Show, Inc., and several hundred will be destroyed in the coming weeks. The retention, storage, and destruction of these records is determined by rules set forth by the State of Oklahoma Records and Archives Commission.

One of the most important aspects of this program was the creation of the first official Tulsa Community College Records Management Policy. This policy has been completed and is currently awaiting approval for College-wide implementation. It will give each department on every campus a set of defined procedures that will allow for both the expedited, efficient and most importantly compliant managing of records at the College.
Kathryn Benson and Adam Brennan stop to read a couple of YA novels from the Metro Campus Library Leisure Reading collection.
New Website

In the fall of 2013, a dynamic team of library staff convened to redesign the library website. The team began by researching best practices and examining the websites of other academic libraries in Oklahoma, all with a keen focus on usability. With this data the Web Task Force created a mockup homepage featuring simplified navigation, consistent terminology, and aesthetic appeal. Recognizing that student success and learning was the ultimate goal of the redesign, the Web Team conducted usability studies with diverse groups of students at each campus. This feedback and data further informed design decisions.

After eighteen months of diligent work and cooperation, the new website launched on May 21st, 2015. Our new website offers a fresh look and user-friendly navigation, making our excellent resources even more accessible for students, faculty, and staff. The feedback has been quite positive:

“Clean, clear, concise.”
“Very cool site and very intuitive to find things.”
“It’s simple, fast, and easy to use.”
“So clean and clear, with easy access to the most important library resources and services.”

In addition to the newly designed website, the Library has rolled out AskUs, a fully integrated online system to provide both synchronous and asynchronous Virtual Reference services to the TCC community. LibAnswers, the platform used for the service, supports student success by allowing library users to find help and information at all times using different access points online and includes:

- Multiple channels for incoming questions, including email, chat and SMS
- A robust public FAQ database with comprehensive search capabilities
- The ability to view statistics and run a variety of reports
- The ability to view user behavior (search terms entered in FAQ search and subsequent actions) in order to continually improve and expand the content
- Integration within the different system components, as well as with the library website and library research guides.

Outreach efforts are ongoing to incorporate information from various departments throughout the College into the FAQ database, so that members of the TCC community can easily find needed information regardless of time and location.
Books are neatly wrapped and ready for students to pick them up during the library’s annual Blind Date with a Book event.
“Bob the Zombie: Get Infected With Knowledge” is an information literacy video and marketing tool, which was written, filmed, and implemented through the collaborative efforts of TCC Metro Campus employees. The video features Library Assistant I Travis Budd in the role of Bob the Zombie, an undead TCC student who utilizes TCC Library resources and services to conduct a research project on the human brain. The skills that Bob learns at the TCC library contribute to his academic success, which is evidenced at the end of the video when Bob graduates from TCC.

“Bob the Zombie: Get Infected With Knowledge” has been used as both a marketing and instructional tool. The video was featured at the library’s table at Convocation in fall 2014, and Bob even made an appearance in full zombie regalia. Additionally, faux monster movie posters featuring Bob’s student ID photo were posted at all TCC campuses to spark interest in the project. The video has proved to be an effective classroom tool, where its viewing has sparked lively discussion and an increased awareness among students of the services that the TCC library offers.

Ultimately, “Bob the Zombie: Get Infected with Knowledge” provides an accessible point of entry to library resources, and supports the TCC Library’s instruction program. The video is a tool that reaches beyond the library walls to engage students, staff, and faculty, and to connect them with library resources and services that they may not be aware of. Additionally, the video can easily be incorporated into online tools such as research guides, and provides an overview of the TCC library for distance learning students or students who may otherwise be unable to come to the library for in-person instruction.
Bob the Zombie (Travis Budd) poses with TCC President Dr. Leigh Goodson at 2014 Convocation at West Campus.

By the Numbers
By the Numbers

TCC Library

By the Numbers

Summer 2014 - Spring 2015

- 30,104 Books Checked Out
- 425,700 Visitors to the Library
- 39,895 Questions Answered
- 680,509 Database Searches
- 818,663 Articles Accessed
### TCC Library Holdings Report

<table>
<thead>
<tr>
<th>Location</th>
<th>Books</th>
<th>Videos</th>
<th>Periodicals</th>
<th>Notes</th>
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<tbody>
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<td>Metro</td>
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<tr>
<td>Northeast</td>
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<td>West</td>
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<table>
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<th>Total</th>
<th>66,824</th>
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<td>Books</td>
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<tr>
<td>Videos</td>
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<td></td>
</tr>
<tr>
<td>Periodicals</td>
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**Collection Subtotal:** 69,633

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<th>Total</th>
<th>458</th>
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<td>Periodicals</td>
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<td>Microforms (NE)</td>
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**Total Collection (Print):** 70,276

<table>
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<tr>
<th>Total</th>
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<th></th>
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<tbody>
<tr>
<td>Electronic Books</td>
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</table>

**Grand Total Collection:** 81,734

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Cataloging and processing since July 1, 2014

- New Bibliographic (Title) Records: 5,409
- New Holdings (Campus Location) Records Added: 6,512
- New Items (Barcoded books, AV, volumes) Added: 3,969
- Bibliographic maintenance (updated, replaced): 6,579

---

1. Total eBooks reflects 1,897 titles added to the collection
2. New Bibliographic Records reflects 3,512 cataloged and 1,897 eBook records batch loaded
3. Holdings includes eBooks and hardcopy serials issues/volumes that are not barcoded
4. Replaced bibliographic records do not included bulk updates that are batch loaded
## By the Numbers

### Visitors to the TCC Library

#### Summer 2014-Fall 2015

<table>
<thead>
<tr>
<th></th>
<th>Summer 2014</th>
<th>Fall 2014</th>
<th>Spring 2015</th>
<th>Totals</th>
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<tbody>
<tr>
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<td>87,100</td>
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<td>7,249</td>
<td>24,175</td>
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<td>SEC</td>
<td>18,466</td>
<td>76,249</td>
<td>73,792</td>
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<td>11,070</td>
<td>6,909</td>
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<td><strong>Totals</strong></td>
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<td><strong>198,594</strong></td>
<td><strong>175,371</strong></td>
<td><strong>425,700</strong></td>
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#### Five Year Overview

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<td>24,100</td>
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<td>4,000</td>
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<tr>
<td><strong>Totals</strong></td>
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<td><strong>48,100</strong></td>
<td><strong>50,000</strong></td>
<td><strong>49,000</strong></td>
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By the Numbers

Student Orientations and Instruction Sessions

Summer 2014-Fall 2015

<table>
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<th>Spring 2015</th>
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<tr>
<td>NEC</td>
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<tr>
<td>SEC</td>
<td>12</td>
<td>82</td>
<td>84</td>
<td>178</td>
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<tr>
<td>West</td>
<td>9</td>
<td>54</td>
<td>31</td>
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<tr>
<td>Totals</td>
<td>31</td>
<td>209</td>
<td>170</td>
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Five Year Overview
By the Numbers

TCC Library Circulation

Summer 2014-Fall 2015

<table>
<thead>
<tr>
<th></th>
<th>Metro</th>
<th>NEC</th>
<th>SEC</th>
<th>West</th>
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</thead>
<tbody>
<tr>
<td>Summer 2014</td>
<td>2,398</td>
<td>646</td>
<td>1,223</td>
<td>487</td>
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<tr>
<td>Fall 2014</td>
<td>5,254</td>
<td>2,335</td>
<td>4,079</td>
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<td>4,361</td>
<td>2,846</td>
<td>3,487</td>
<td>1,424</td>
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<td>Total</td>
<td>12,013</td>
<td>5,827</td>
<td>8,789</td>
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Five Year Overview
By the Numbers

Reference Questions Answered

Summer 2014-Fall 2015

<table>
<thead>
<tr>
<th>Region</th>
<th>Summer 2014</th>
<th>Fall 2014</th>
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<th>Totals</th>
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</thead>
<tbody>
<tr>
<td>Metro</td>
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<td>614</td>
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<tr>
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<td>292</td>
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<td>SEC</td>
<td>474</td>
<td>2,207</td>
<td>986</td>
<td>3,667</td>
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<td>West</td>
<td>117</td>
<td>689</td>
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Five Year Overview
By the Numbers

One-on-One Appointments

Summer 2014-Fall 2015

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<th>Metro</th>
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<tr>
<td>Fall 2014</td>
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<td>100</td>
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Interlibrary Loan Transactions

- Lending
- Borrowing