

Table 1: Current Service Mix: Length, Width, and Depth

Educational Support	Informational Support	Research Support
In-Class Instruction (49 sections in 2007-2008, 4366 students)	In-Library Reference Service (1 site, 56; 68* hours/week)	Online database access (386)
Assignment consultations (3 classes, MSN)	Telephone Reference (1 site)	Electronic Journal subscriptions (2464 ¹)
Media collection of class sessions (classes)	Engineering Helpdesk sites (3 sites, 5 days/wk)	Print journal subscriptions (1253)
Patent instruction (3-6 classes per year, individual instruction)	AIM chat service (staffed when open – (56; 68* hours/week)	Patent Depository Library (1 Cassis machine, PubWest)
Teach the teacher instruction (_)	Ask-A-Librarian (6 shifts /wk.)	Print standards collection (225/year; 28,215 total ²)
Course specific websites (6 websites)	Email reference (12 shifts / sem.)	Electronic Standards collection (_ orgs.)
Original instruction tools (Expert system)	Student group programs (WEP, MEP)	Original research tools (standards db)
Citation style training (APA, Chicago)	Subject webliographies (16 subjects)	Technical Reports collection (_ agencies)
Reserves holdings	Reference by appointment	Codes collections (_ agencies)
Group and Individual Study Space	ENGR seminars (6/sem.)	EndNote instruction (_)
K-12 engineering education outreach	Open house (1x/yr.)	Online catalog of holdings
	Brochures publicizing services to profs	Purchase materials on request
	Staff development instruction	Microfiche/Microfilm collections and reader
	Facebook Friends group	Copyright training
	Engineering HelpTent (2)	Research center support (Regenstrief center)
	Meebo/Quidget reference (staffed when open; 56; 68* hours/week)	Data archiving (_ projects)
	New professors open house	Patent training seminar (4/sem.)
	Career seminar	

* First and last 3 weeks of semester

¹As of June 26, 2008 - SFX

²As of June 26, 2008 – Engineering Standards Database