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Fall 2010

The Liaison Connection Issue 4

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Recommended Citation

University of Denver, University Libraries, "The Liaison Connection Issue 4" (2010). *The Liaison Connection*. 10.

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The Liaison Connection Issue 4

Description

Fall 2010 issue of the Library Liaison Advisory Group newsletter from the University of Denver, Penrose Library. The newsletter provides information about library collections, services, and research instruction.

Keywords

Library collections, Library news

Disciplines

Library and Information Science

The Liaison Connection

Keep in the know about Penrose Library collections, services, and research instruction.

Fall Quarter 2010 Issue 4

Penrose Library

Penrose Library: The Academic Commons

Special points of interest:

- Ares: A New Library Course Reserves Service
- Book Paging is Here!
- Research Guides can be Created for Specific Courses
- Satisfaction with Research Center Consultations High
- Patron-Driven Acquisitions
- Student Book Projects Inspired by Beck Archives
- The Provost Conference and Open Access Week
- Hylaea: A Video, Print, & Rare Book Installation by Timothy Weaver
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We are pleased to report that after years of planning improvements to the library's physical plant, we are now officially working with an Architect of Record, H+L Architecture, in collaboration with the University Architect. We are very excited to be moving forward with plans for a dramatic improvement in the ability of the library to meet the needs of our students and faculty – today and long into the future.



When Penrose Library was built in the early 1970s, library spaces were designed to support individual study, supporting the lecture-style pedagogy of teaching. Now, students work in study groups, develop team projects, use technology in innovative ways, and collaborate with faculty and other students in learning outside the classroom. We will not only create appropriate spaces for student study and practice groups, but will support social learning, interactive technologies, student-centered programs, and, of course, individual quiet study. The library is a place students go for academic support; in one convenient location, they find the Writing Center, the Research Center, the Math Center, and the technology help desk, while faculty, similarly, go to the library for collaboration with the Center for Teaching and Learning. These academic support services, combined with digital and tangible library collections, make the Penrose Library the University of Denver's Academic Commons.

The Penrose Library Academic Commons project will create an entirely new library in the same location. During construction, which is anticipated to last about a year and a half, it is our intention to establish a study location surrounded by academic support services, re-creating (in so far as possible) the main floor of the library in another location. All DU staff and faculty currently housed in the library will be temporarily relocated, and our collections will be temporarily housed off campus as well, to protect both people and collections from the hazards of construction. We will retrieve and deliver collections during construction, aiming for only an hour or two between request and delivery. After the library is complete, we will move all staff back into their permanent spaces, and active collections will be housed on the lower level of the library, with very low-use collections located off campus in a new collections annex.

As we move ahead with a clear timeline for architectural plans and a construction schedule, we will devise a reliable and comprehensive communication plan. In the meantime, we will continue to build both digital and paper collections, Web-based and in-person services, and outstanding academic support partnerships for the research library of the future.

Nancy Allen, Dean
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The Liaison Connection

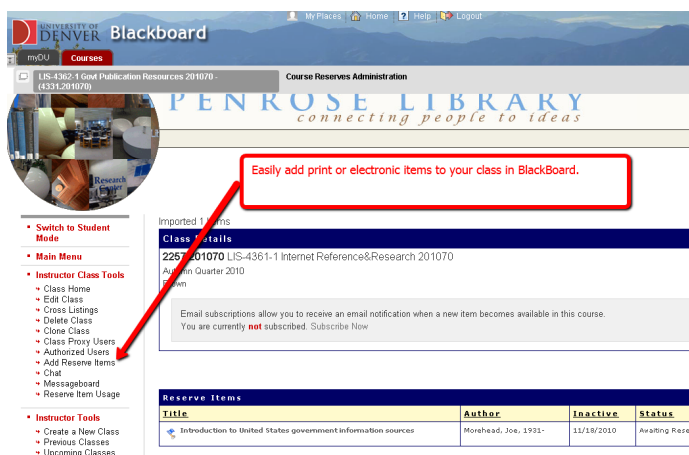
Keep in the know about Penrose Library collections, services, and research instruction.

Services

Ares: A New Library Course Reserves Service

Our new library online reserves service, called Ares, allows faculty to request any print or electronic resource to be placed on course reserves. Ares is also the place to request video or audio materials you want to be made available through DU CourseMedia. You can place Ares reserve requests from any one of three access points:

1. Blackboard → Course Tools → Course Reserves Administration → Add Reserve Items (NOTE: Blackboard is the preferred method for placing course reserves requests).
2. Penrose Library Web Site → Faculty tab → For Teaching → Faculty Guide to Reserves → Begin Making Course Reserves Requests.
3. Article Linker  (for journal articles only). From any Article Linker page from a database or Google Scholar → Faculty Reserves Request (bottom of page)



UNIVERSITY OF DENVER Blackboard

myDU Courses

LIS-4361-1 Form Publication Resources 201070

Course Reserves Administration

PENROSE LIBRARY
connecting people to ideas

Easily add print or electronic items to your class in BlackBoard.

Imported Items

Class Details


2257201070 LIS-4361-1 Internet Reference&Research 201070

Autumn Quarter 2010

Item

Email subscriptions allow you to receive an email notification when a new item becomes available in this course.
You are currently **not** subscribed. [Subscribe Now](#)

Reserve Items

Title	Author	Inactive	Status
 Introduction to United States government information sources	Morehead, Joe, 1931-	11/19/2010	Awaiting Review

Questions about Ares or reserves services generally can be sent to reserve@du.edu.

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Book Paging is Here!

Have you ever found a print book in Penrose Library's catalog and wished someone would get it for you so that you could pick it up at the Circulation Desk? Or have you found an article or a chapter in a book only available in print and wished it were available electronically? Penrose is proud of both our print and electronic collections and as a result, we are excited to offer a new service for the DU community. In an effort to make using the library even easier and more convenient Penrose now offers paging!

When you find a print resource in our online catalog while conducting research, simply click on the "Request It" button to initiate a request. We will pull any available circulating print item from our collection for you. You can expect that all items requested before 4 p.m. Sunday through Thursday will be available at the Circulation Desk at 8 a.m. the following day. We hope this will save you time in the stacks!

But that's not all. If an item is currently checked out, we will look to other libraries to borrow a copy for you. Since most items are available within Colorado, delivery of borrowed material usually takes 3-5 business days.

What's more, if the article or chapter you want is only available in print at Penrose Library, please feel free to request it through the [Interlibrary Loan link](#) and we will deliver requests that meet fair-use standards electronically to your desktop. Full information is on the [Paging Services website](#). Read more at [DU Today](#).



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Keep in the know about Penrose Library collections, services, and research instruction.

Services

The Math Center

Penrose Library recently added the [Math Center](#) to the main level. The Math Center provides free, drop-in assistance for Algebra, Trigonometry, Business Calculus, and Calculus I, II, and III classes. It is open most hours from 9am until 7pm Monday through Thursday, and from 9am until 1pm on Fridays. It has certainly been busy since it opened.



Penrose is one of the first academic libraries in the nation to provide a mathematics assistance center. Some others that we know of are:

[The University of Connecticut, Homer Babbidge Library](#)

[Ohio State University, Science and Engineering Library](#)

[State University of New York College of Environmental Science and Forestry, Moon Library](#)

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Green Bags

We are proud to announce that, thanks to several generous partners, we are now able to provide reusable book bags. As part of the mission of the University to “contribute to an ongoing common good,” our bags are 100% recycled. Our goal is to make this a sustainable practice and to purchase additional “green” bags as needed. We are very grateful to our six sponsors, the Women’s Library Association, the Morgridge College of Education, the DU bookstore, the Center for Teaching and Learning, and Gale Cengage Learning.

Bethany Sewell
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Gadgets Available for Checkout

- In Winter Quarter 2010, Penrose collaborated with the Writing Program to assist in a pilot program to circulate 20 Flip digital video cameras and 20 audio recorders to facilitate students engaged in multi-modal expression.
- In addition to the Flip Cameras and audio recorders, we now also circulate still cameras, camera tripods, headsets with built in microphones, calculators (financial and scientific), and USB flash drives.
- All gadgets circulate for twenty four hours to all library patrons.

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Services

Open 24-Hours During Finals

Last Winter Quarter during Finals week, Penrose Library made a last-minute decision to remain open for 24 hours for three consecutive days due to high occupancy at midnight. After analyzing the use of the library during this period, we once again remained open for three consecutive days of 24 hours during Spring Quarter finals. This year the trend towards higher traffic at all hours continues and we have been seeing a record average of over 2,000 patrons a day during the week.

As a result, Penrose is pleased to announce that we will continue to provide extended hours and 24-hour access for students during finals periods.

Here is a schedule of hours for Penrose for the November finals period:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7 Extended 10am-2am 10am-2am	8 Extended 7:30am-2am 8am-2am	9 Extended 7:30am-2am 8am-2am	10 Extended 7:30am-2am 8am-2am	11 Extended 7:30am-2am 8am-2am	12 Extended 7:30am-2am 8am-12am	13 Extended 9am-12am 9am-12am
14 24 HOURS (begins 10am) 10am-2am	15 24 HOURS 8am-2am	16 24 HOURS 8am-2am	17 24 HOURS 8am-2am	18 24 HOURS 24 HOURS (begins 8am)	19 24 HOURS 24 HOURS	20 24 HOURS 24 HOURS
21 24 HOURS 24 HOURS	22 24 HOURS 24 HOURS (ends 12am)	23 8am-8pm 8am-10pm	24 8am-5pm 8am-5pm	25 CLOSED THANKSGIVING	26 CLOSED THANKSGIVING	27 CLOSED
28 CLOSED	29 8am-8pm 8am-10pm	30 8am-8pm 8am-10pm				

Penrose Library hours on 1st line

UTS/Late Night Study hours in *italics* on the 2nd line

NOVEMBER 2010

Instruction/Research

Satisfaction with Research Center Consultations High

Students come to the Research Center for assistance refining research topics, finding and evaluating books and articles, and creating bibliographies. Librarians help students in all disciplines and at any point in the research process through one-on-one consultations. The Research Center began collecting feedback on these consultations during the 2009-2010 school year. At the end of each consultation, the consultee was asked to complete a short online survey asking demographic questions, questions about their research needs, and questions about their satisfaction with the service. Some interesting facts emerged from survey results.

For our 889 completed consultations in 09-10, we had a 96.5% survey completion rate. A total of 48% of surveys were completed by undergraduates, 48.9% by graduates, 1.4% by faculty, 1.6% by other. Fifty percent of those who responded to the question said that they were referred to the Research Center by a professor, 20.4% by a librarian who visited their class, and around 15% by seeing the Research Center while in the library or by being referred from the Research Center desk. 64% of respondents came for a consultation five or more days before the project was due.

The survey provided evidence that patrons are very pleased with the research services of the Research Center. First, most consultees (77%) had had some interaction with the desk

before having a consultation, leading us to believe that they were satisfied with the service at the desk as well. 66.1% of patrons responding had had more than one consultation. Most notably, 99.4% responded that they would refer a friend or classmate to the Research Center for a consultation. This is overwhelming evidence of the satisfaction patrons have with the consultation service. We hope that you will refer your students to the Research Center for consultations and consider adding this paragraph to your syllabi:

The Penrose Library Research Center answers research questions seven days a week by phone, email, in-person, and chat. One-on-one research consultations are also available on a drop-in basis or by appointment. Consultations can help you at any stage of the research process, from refining your topic, to finding books and articles, to creating a bibliography with RefWorks. Ask a question or make an appointment at: 303-871-2905 or research-help@du.edu.

Faculty also meet with subject-specialist librarians in the Research Center for assistance with current research, syllabi, grants, and ordering library materials. Contact your liaison librarian or the Research Center desk to make an appointment.

Erin Meyer

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Instruction\Research

Research Guides can be Created for Specific Courses

With the purchase last year of new software called LibGuides, the research librarians have continued to add useful and unique content to our [Research Guides](#). Research Guides, which can be tailored to broad subject categories or to a specific course, include everything from general information on using the library to lists of recommended books, journals, and websites. Currently, there are over 135 guides available for a variety of disciplines and courses and our guides have had over 10,000 visits since the beginning of 2010. Usage statistics also show that students use the Research Guides more frequently when a guide is tied to a course and linked in Blackboard or eCollege. Research Guides are often created to assist students with specific research assignments and include embedded multimedia content such as online video tutorials which show students how to use the library's online resources.

You can check-out our current guides by going to libguides.du.edu or by clicking on **Start Your Research** from the [library's homepage](#). If you'd like to have a guide created



specifically for your course or subject area, please contact your [library liaison](#) or email research-help@du.edu. We are excited that our guides are getting so much use and look forward to working with you to make them even better!

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Collections

Patron-Driven Acquisitions: A New Collections Model

Since April, almost 42,000 ebooks from EBook Library (EBL) have been listed in the library catalog. Unlike other materials available through Penrose Library, DU has not prepaid for access to these ebooks. Instead, we will lease these books the first three times they are used, purchasing them only on the fourth use. This model allows us to provide many more books than we could in the traditional way.

Soon we will be expanding this new acquisition model to include some of the books we would have purchased in print. Currently we receive most of our books in two basic ways: via an approval plan that causes books to be shipped to us based on criteria such as subject, publisher, and price; and via a notification plan that uses similar criteria to alert us to the publication of scholarly books that would have value for the DU community. Instead of ordering the books through the latter plan, we will load records describing them into the catalog and allow our

students and faculty to select them. Because these titles have been preselected for academic content and quality, the resulting purchases will be worthwhile additions to the collection. The automatic approval books will continue to come automatically.

In a typical year, we buy between 20 and 25 thousand books, a tiny portion of the 150,000 or more published annually in the United States and an even smaller portion of the worldwide publishing output. But, as in most academic libraries, 40% of these books will never be used, and only about 20% will be used four or more times. Given these figures, it makes sense not to pay for books until someone needs them. With the greater flexibility provided by ebooks, it makes sense to lease them for about 10% of the list price the first several times they are used and only to purchase them on the fourth use. This will allow us to provide access to many more books than we ever could if we had to purchase them

up front.

We hope that this model will provide you with a larger collection to work with. Between the automatic approval books and the ebooks, a large number of titles will still be available immediately. The purchase-on-demand print books will not come immediately, and we will need to make sure that our students understand this and plan accordingly – something they already need to do with Proquest. We believe that this is a worthwhile tradeoff – a much larger collection in exchange for having to wait up to a week for some materials – but we also expect to make adjustments to the plan as we learn more about our users' needs.

Feel free to contact me at michael.levine-clark@du.edu or 303-871-3413 if you have any questions or suggestions.

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Collections



Where Did the Reference Books Go?

As we are getting more and more of our reference books online rather than in print, we were able to reduce the size of the reference collection on the main level. Those volumes which have left the main level are being integrated back into the Books and Periodicals stacks, which allows our patrons to check these works out for their own research. Some of the titles have been designated 7-day books, and can only be checked out for that length of time, thus allowing the books to be used for research away from the library, but still readily available in a short amount of time for others to recall and use.

Exhibits

Student Book Projects Inspired by Beck Archive

Every semester for the last five years, students in the Visual Sequencing class at the Rocky Mountain College of Art and Design (RMCAD) have visited the Beck Archives of Rocky Mountain Jewish History, part of Special Collections at Penrose Library, to research materials for their class assignments. The Beck Archives houses many rich historical collections, including the records of the Jewish Consumptives' Relief Society (JCRS), one of the largest and best known tuberculosis sanatoriums in the United States in the early twentieth century. In the late nineteenth and early twentieth century tuberculosis, or consumption as the disease was commonly known, was the leading cause of death in the United States. With its dry air, high altitude, and sunny climate, Colorado drew tuberculosis victims to the state in droves, and before long it earned an international reputation as "The World's Sanatorium." The RMCAD campus is located on the former grounds of the old JCRS.

In 2005, Martin Mendelsberg, a professor in the Communications Design Department at the college, and a DU alumnus, developed a new course for graphic design that challenged students to consider the power of storytelling in words and pictures. Access to the Beck Archives offered his students the opportunity to examine primary sources, including photographs, artifacts, and early patient records. The results were astounding and inspiring as dozens of students created beautifully designed and illustrated books based on patient stories. Some of the best examples are on display in an exciting new Penrose Library exhibit titled *On Education, Collaboration, and Storytelling: RMCAD Students Showcase the Lives of TB Patients*.

For the students, the experience of using primary sources has been transforming. One student noted, "It's so exciting to hold these documents in your hands and carefully sort through the "living" pages of history. It was a rewarding and eye-



opening experience for the Penrose Exhibit Committee to be able to exhibit these marvelous books here. The inspiring student works illustrate that primary sources, so often associated with history and subject areas in the humanities, can be relevant to so many disciplines. We were amazed at the creative way the RMCAD media art students have utilized historical documents and applaud Dr. Mendelsberg for his innovative project.

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Exhibits

Hylaea: A Video, Print, & Rare Book Installation by Timothy Weaver

This fall quarter, we are launching our first “Penrose Library Presents” exhibit, *Hylaea*, a video, print, & rare book installation by Timothy Weaver, an associate professor of Electronic Media Arts and Design and Digital Media Studies here at DU. As Tim explains,



The series title Hylaea refers to the mythical and now lost forests of ancient Greece and to Alexander von Humboldt's explorations of the virgin neotropical forests of the Americas. The intent of this project series is to collectively bring together disparate artifacts of lost ecological memory such as the deep colors and textures of extinct birds wings; sonic translations of the DNA and proteins of missing species; and passages from the pages of endangered books that were the original published record of the exquisite lifeforms of North America. The hope is that audience engagement with such immersive experiences may re-mediate the patterns of lost ecological memory as a means of facilitating a discourse into the state of ecological consciousness during our time of cascading extinctions.

Tim incorporates his discoveries found in the extinct species drawers at the Denver Museum of Nature and Science with rare books from Penrose Library's Special Collections, such as Audubon's *The Birds of America: From Drawings Made in the United States and Their Territories*, in which he found images of many of the birds that are now extinct. This connection between different types of archives, and the need to reanimate our heritage, is central to Tim's vision for this work. The installation will be on exhibit from October 14, 2010 to February 14, 2011.

Other News

The Provost Conference and Open Access Week

The Library is proud to be a sponsor of this year's Provost Conference on Friday, October 29, 2010. The event will take place in Driscoll Center North. We are inviting two esteemed speakers to provide keynote addresses. In the morning, we will hear from Heather Joseph, Executive Director of the Scholarly Publishing and Academic Resources Coalition (SPARC). SPARC is affiliated with the Association of Research Libraries. Joseph has spoken extensively about new models in scholarly communication. Many of her presentations and papers can be found on her [website](#). Other SPARC publications can be found [here](#). Her talk will be “Open Access: The Current Landscape and Future Direction of Scholarly Communication.”



Heather Joseph,
Executive Director of SPARC

publications, “[Peer Review in Academic Promotion and Publishing: Its Meaning, Locus, and Future](#)” and “[Assessing the Future Landscape of Scholarly Communication: An Exploration of Faculty Values and Needs in Seven Disciplines](#).” For the Provost Conference, Dr. Harley will talk about the future of academic promotion and publishing.

We will also convene a panel of local experts in the morning to discuss a variety of open access projects. In the afternoon, three discussion sessions, “Data Centers are the New Library Stacks: What Libraries Can Do to Help Make Your Academic Work Discoverable and Sustainable,” “Open Educational Resources: New Models for Classroom Materials, and “Changing Models in Scholarly Communication: Implications for Promotion and Tenure” will be offered. Please use the RSVP link on the [Provost Conference webpage](#).

It should also be noted that the Provost Conference occurs the week after [Open Access Week](#), which runs October 18-24, 2010. Many of the speakers and facilitators at the Provost Conference are very familiar with open access issues and resources. Thus, if you have any questions about open access concepts, the Provost Conference will be a great place to ask.

The afternoon keynote address will be presented immediately following the lunch. Dr. Diane Harley directs the [Higher Education in the Digital Age \(HEDA\) project](#) at the University of California Berkeley Center for Studies in Higher Education. As their Senior Researcher, she oversaw two recent

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Other News

Penrose Supports Libraries in Ethiopia

This summer I traveled to Ethiopia for three weeks to help launch the new Segenat Library for Children and Youth in Mekelle, Ethiopia. This library was created through a year's hard work by the staff and volunteers of [Ethiopia Reads](#), an organization founded by Ethiopian native Yohannes Gebregeorgis, formerly a children's librarian in the United States. [Ethiopia Reads](#) has launched over forty school and public libraries throughout Ethiopia. The new library in Mekelle is perhaps the most ambitious yet, an effort to bring public library access to children and teens in a country where the few public libraries are usually only open to adults.

I had responded to the call for volunteers made by Ato (Mr.) Yohannes at the midwinter meeting of the American Library Association last January. In his speech, Ato Yohannes made it clear how important training is for library staff that would not otherwise see the great value of their role and the impact they could have on young readers. The three-day training program, a collaborative effort between Ato Yohannes, two other American volunteers, a local university librarian, and myself covered the basics of library management, public services, and working with new readers. Translation into the local language, Tigrinia, was provided by the University of Mekelle librarian. Following the training, I spoke on a panel for the conference, "Tigray Reads! Tigray Blooms! Creating a Culture of Reading in Tigray" in conjunction with the first annual Tigray Children's Book Week, events also coordinated by Ato Yohannes. Panelists' topics included the basics of children's literature, the importance of literature for children in their first language and, in my case, the role of libraries in promoting a culture of reading.

The culmination of my week's volunteering was the dedication of the new library. The library building itself was donated by the city of Mekelle and is ideal for this model facility. A spacious, well-lit central reading room is surrounded by a story time nook, a book club room, a classroom, a computer lab, and



offices for staff. The library was decorated and filled with the smells of incense and coffee on the day of the dedication. The event was attended by hundreds, including girls in traditional dress (the dedication was timed to coincide with a girls' festival), the Rwandan Ambassador to Ethiopia, local scholars, and many others. The children managed to wait patiently through the many speeches to begin using their new library. Not surprisingly, Segenat has been full of children each day since then (104 on the first day!), and the staff have begun offering computer classes, organizing book clubs, and planning story hours.

I plan to continue to work with Ethiopia Reads and hope that my firsthand experience with the Segenat Library will help me bring to life the importance of supporting reading and libraries in Ethiopia. More on the [training, panel](#), and [dedication](#) can be found on the website EthiopiaReads.org.

Erin Meyer

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Spread the Word

Contact your liaison to request in-class instruction or to have a librarian come to class to talk briefly about the Research Center. You can also include the following statement in your syllabus to encourage your students to utilize this resource:

"The Penrose Library Research Center answers research questions seven days a week by phone, email, in-person, and chat. One-on-one research consultations are also available on a drop-in basis or by appointment. Consultations can help you at any stage of the research process, from refining your topic, to finding books and articles, to creating a bibliography with RefWorks. Ask a question or make an appointment at 303-871-2905 or research-help@du.edu."