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Fall 2012

## The Liaison Connection Issue 6

University of Denver, University Libraries

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## The Liaison Connection Issue 6

### Description

Fall 2012 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 2012 Issue 6

## Penrose Library News

### Penrose Library: The Count Down!

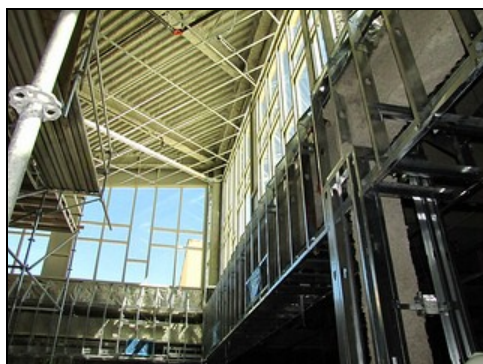
When we moved out of Penrose Library, many of us were so focused on setting up temporary staff and service locations that the re-opening of the new Academic Commons building was on a far-away horizon. But now, we can see all the way to that horizon!

The exterior of the building is looking increasingly impressive, and while it is not yet entirely complete, we can all see that the construction has made a huge difference to the appearance of the central campus. What most DU community members have NOT been able to see is the tremendous change happening on the inside of the building. The floorplan has been taking shape on all three levels of the building, with everything we dreamed about coming true, right before our eyes:

- The central atrium brings a dramatic view up to the sky from the main and upper levels.
- New west-facing windows on the lower level bring light to the center, while new window glass through the building increases light levels.
- Many glass walls allow light to flow into interior spaces.
- Dozens of new group study spaces are taking shape.
- Fabrics, finishes, casework, furniture, paint, and carpet plans are all ready to put into action, and some casework and paint are already finished.
- The new quiet study areas are supported both by acoustic glass and other acoustic measures in the ceilings, offering students plenty of options for both solo and social-learning spaces.
- The rails for the new movable shelving installation on the lower level are ready for the steel shelving, much of which is re-purposed from the previous shelving. And plans to shape the Academic Commons Collection are nearly complete.



Southwest corner of Penrose Library



The new clerestory brings light to the library's main level

Of course, there is much more, and we can't wait for opening day so everyone can experience the new Academic Commons. It is our best guess that the building's permit process will allow us to begin moving the thousands of pieces of new and existing furniture, and the collections, into the new spaces in February and early March. This would mean we would begin offering all library and Academic Commons services in the new building at the beginning of the Spring Quarter.

#### Also in this issue...

- Exhibits...Maps! From the Local to the Global
- Reorganization: New Associate Deans in the Library
- New Colleagues
- Used-Book Sale! Oct. 19-20
- 2012-2013 WLA Grants Awards
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- The Great Migration (of Materials), Part II

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Nancy Allen, Dean

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# The Liaison Connection

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## Penrose Library News

### Exhibits...Maps! From the Local to the Global

The renovated Penrose Library will offer many more opportunities to showcase our collections and the research and creative works of DU's faculty through exhibits. For the opening of the library, our theme will be **Maps: From the Local to the Global**. At present we have several exhibits which touch on this theme.

- Susan Schulten (History) is collaborating with Kate Crowe (Curator, Special Collections) and Jeanne Abrams (Curator, Beck Archives) on an exhibit based upon Susan's research interests in historical maps. It will feature maps and books from Penrose's Special Collections.
- Peggy Keeran (Arts and Humanities Reference Librarian) is coordinating the logistics for the specially designed artwork Laleh Mehran and Chris Coleman (Emergent Digital Practices) are creating for the opening, a series of wall-mounted topographic artworks titled *Transitional Fragments*. In this exhibit, Laleh and Chris "want to explore how landscapes are shaped by ideas, power, struggles, discoveries and how our perspectives (ocular and otherwise) further distort and sculpt our relationships with it."
- Kate Crowe will create an exhibit of historical maps of Denver and the University Park area, as well as maps of Colorado towns, with a focus on how these maps relate to materials held in our Special Collections. Kate is also working on a Colorado dance exhibit from the Carson-Brierly Dance collection and is contemplating creating a map of Denver's historic dance studios.
- To showcase items from the Artist's Books collection, Michael Levine-Clark (Associate Dean for Scholarly Communication & Collections Services) will select works from this collection that feature creative and sometimes whimsical use of maps to tell the artist's story.
- Erin Meyer, the Outreach Librarian & Research Center Coordinator, is organizing an exhibit of maps from the DU Alpine Club, supplemented with materials from our collection that contain maps relevant to Colorado and the outdoors, such as terrain, avalanche, and more.
- On the local level, we will create maps plotting where DU students hail from, both in the US and abroad. On the global level, Penrose Library has begun collecting historical foreign maps of cities where DU students study abroad. Using 2012-2013 data, we will create a world map illustrating where our students study abroad, and surround it with the city maps.

Peggy Keeran, Arts and Humanities Reference Librarian

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## Penrose Library News

### Reorganization: New Associate Deans in the Library

Faced with the departure of three key faculty members (Betty Meagher, Bethany Sewell, K.R. Roberto) the library faculty engaged in future-centered discussions about our organizational structure, and realized that it was time for a pro-active consideration of roles and reporting lines. In a nutshell, we restructured around key services and functions. In addition to creating two new Associate Dean positions, several other librarians are welcoming new or different roles. These individuals with significantly new roles are highlighted, although dozens of individuals saw some changes in their job descriptions or titles.

**Michael Levine-Clark** is now the Associate Dean for Scholarly Communication and Collection Services, with these faculty and staff reporting directly to him:

- **Joe Kraus**, as Collections and E-Resources Analysis Librarian
- Sandy Macke, as Catalog Librarian
- **Kate Crowe**, as Curator, Special Collections and Archives
- The Archival Processing and Digital Content Metadata Librarian, (search underway)
- **Steve Fisher**, as University Historian
- Jeanne Abrams, as Curator, Beck Collection
- Merisa Bissinger, Acquisitions Manager
- Rob Hopkins, Serials and E-Resources Manager

**Carrie Forbes** is now the Associate Dean for Student and Scholar Services, with these faculty and staff reporting directly to her:

- Peggy Keeran, Arts and Humanities Librarian
- Esther Gil, Business and Economics Librarian
- Chris Brown, Reference Technology Librarian and Documents Librarian
- Erin Meyer, Student Outreach Librarian and Coordinator of the Research Center
- Jenny Bowers, Social Sciences Librarian
- **Kathleen Gregory**, as Interim Science Librarian
- Chris Alexander (Library Assistant 4)
- Access Services Librarian (search underway)
- Donna Goben, Access Services
- Andrew Livingston, Access Services
- Michelle Kyner, Access Services

We are very pleased with the opportunities we see with this new structure, and we look forward to the recruiting processes associated with the three faculty searches we will conduct over the next three quarters.

Nancy Allen, Dean  
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## Penrose Library News

### Welcome Our New Colleagues

We are pleased to introduce our two new colleagues, Sheila Yeh and Kathleen Gregory.

Coming from the University of Colorado Health Sciences Library, Sheila Yeh is our new Library Digital Infrastructure and Technology Coordinator. With broad and deep experience in libraries and information technologies, Sheila is interested in the use of data to assess the success of technologies to support library program goals. She has recent publications on the use of mobile technologies, faceted information discovery, and Web 2.0 services in health science libraries.



Sheila Yeh



Kathleen Gregory

Kathleen Gregory, our interim Science Reference Librarian, has master's degrees in both education and library science. Her background in Life Sciences and Chemistry will prove invaluable to our faculty and students. Prior to joining the library, Kathleen worked in Stuttgart, Germany. Her research interests include information literacy and data management.

### Used-Book Sale! October 19 and 20

The Women's Library Association will hold a huge used-book sale at The Book Stack, the campus used-book store located on the first floor of Mary Reed (2199 S University Blvd, on the DU campus) on October 19 & 20 from 9 am to 3 pm. All books on the shelves will be half off their usual low prices. All books on the carts in the hallway of Mary Reed are \$1 for a full bag of books of your choosing. All proceeds benefit Penrose Library. For more information call the Book Stack at 303-871-2665 or Penrose Library 303-871-3958.

*For 56 years, the Women's Library Association & Friends of Penrose Library has been providing financial support to the University of Denver's libraries. The 150 men and women WLA & Friends members meet monthly throughout the academic year for social and educational lectures over lunch at the DU campus. The organization also manages the Book Stack, completely run by volunteers, which is open to the public. Proceeds allow Penrose Library to enhance and expand its collections. See p.5 for list of 2012-2013 WLA Grant Awards.*

Andrea Howland, External Relations Coordinator

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# The Liaison Connection

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## Collections

### 2012-2013 WLA Collection Development Grants Awards

For the last eighteen years, the Women's Library Association and Friends of Penrose Library has sponsored the WLA Collection Development Grants program, which is administered by the library. This volunteer group regularly holds book sales and the proceeds are used partially to support these grants. Grants are awarded to help develop the permanent collections of the library, and allow faculty members to build up resources in particular areas.

This year, the WLA funded thirteen grants totaling \$37,140.

- \$2,294 to purchase Islamic studies materials
- \$4,000 to purchase books on Latin American art
- \$4,000 to purchase books on global contemporary art
- \$1,200 to acquire the JVC Video Anthology of World Music and Dance on DVD
- \$2,788 to purchase the Collected Editions of Sylvius Leopold Weiss
- \$1,386 to acquire the Interactive Video Audition Systems International (IVASI)
- \$1,920 to acquire Islamic encyclopedias
- \$3,480 to acquire QDA Minder content analysis software
- \$3,980 to purchase ethnographic films
- \$1,942 to purchase materials on the biracial and multiracial experience in America
- \$4,000 to purchase films on Israeli culture and society
- \$4,000 to acquire materials on geography
- \$2,150 to purchase materials from the Global Association of Risk Professionals

We will send out application materials in April. Please contact your liaison at any point to begin planning an application.

Michael Levine-Clark, Associate Dean for Scholarly Communication & Collections Services

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## LIBRARY LIAISON ADVISORY GROUP

For an archive of *The Liaison Connection* newsletter, as well as past Library Liaison Advisory Group meeting minutes, announcements, and a directory of the members, please visit the [Library Liaison Advisory Group webpage](#).



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

## Collections

### Study Abroad Periodical Collection

Penrose Library recently began displaying selected general periodicals from countries in which DU students study abroad in the [Center for World Languages and Cultures](#) (CWLC). The thirty magazines are from eighteen countries: Australia, Austria, Belgium, Britain, Ecuador, Finland, France, Germany, Hungary, Italy, Japan, Korea, Mexico, The Netherlands, New Zealand, Pakistan, Russia, and Spain. The CWLC is located in Sturm Hall, Room 201, and the magazines are displayed around the room. Feel free to visit the Center to browse through and read the magazines.

Penrose began subscribing to general/popular magazines from around the world

to provide students with opportunities to read publications from the countries in which they would study before they departed, and, upon their return to DU, to keep current with the country's news upon their return. The magazines, generally published either weekly or monthly, are replaced early each week upon the arrival of new issues.

Once the renovation is finished, the magazines will move back into Penrose Library to the current periodical browsing collection near the new café on the main level.



Peggy Keeran, Arts and Humanities Reference Librarian

[Peggy.Keeran@du.edu](mailto:Peggy.Keeran@du.edu)



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## Instruction/Research

### Research Center Expands Consultation Hours

The Research Center has been offering students, faculty, and staff expert guidance through the research process since 2008. At the Research Center, quick questions received in person, or by phone, email, chat, or text, are answered at the desk while more complex questions are answered in one-hour consultations by subject-specialist reference librarians.



Research Center Consultation Room in Penrose@Driscoll

Research Center services have been steadily expanding each year and now include evening and weekend consultations with a new Temporary Reference Librarian, Kim Kauffman. Kim was hired as part of a pilot project Spring Quarter 2012. She came to DU with a background of academic librarianship and instruction and quickly learned the resources of Penrose Library to begin helping students.

Assessment of the pilot project showed that we reached a significant number of patrons during times when no consultation services had been offered in the past (such as 8:00-9:00pm Sunday – Tuesday, and Wednesday evenings) and when, in previous years, only consultations with a graduate student rather than a professional librarian were available (Saturdays and Sundays). Not only that, surveys completed by students meeting with Kim showed that 100% of these consultees would refer a friend or classmate to the consultation service. This has helped us maintain our three-year average satisfaction rating of 96.4%.

The success of the pilot has allowed us to fund the position through this academic year. The new librarian's hours are: Sunday through Wednesday, 5:00pm-9:00pm and Saturday 1:00pm-5:00pm. Please let your students know that they can now receive help from a librarian at any point in the research process, seven days a week (Research Center hours).

Erin Meyer, Student Outreach Librarian and Research Center Coordinator

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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](mailto:research-help@du.edu)."**

# The Liaison Connection

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## Instruction/Research

### Developing a Comprehensive Information Literacy Program

With the goal of ensuring that each DU student is a competent information manager with lifetime skills in information seeking, critical thinking, assessing information quality, and use of information, Penrose librarians currently offer a multi-tiered instructional program. Our instructional services include regularly scheduled research workshops on a variety of topic and resources, requestable workshops for courses which cover library resources related to specific assignments and course topics, research guides and online tutorials, and one-on-one Research Center consultations.

Each academic year, the reference librarians work with almost 5,000 students to develop their research skills. Through our collaboration with the Writing Program, we provide research workshops for nearly all first-year students. We also teach over 300 library workshops for a variety of courses and deliver over 900 individual research consultations by appointment in the Research Center. We are actively working to add an additional level to our instructional programming by identifying existing or new research-intensive courses in the majors across the curricula, and by then partnering with faculty to embed library/information retrieval and use skills in these courses, using a variety of methods to convey information about course-specific information resources. Adding literature research skills to the majors reinforces student knowledge gained in the first year and will help ensure learning outcomes for critical thinking.

Our main motivations for the increased development of research-intensive classes include the need to foster the progressive development of critical thinking skills, increase students' exposure to research methods and scholarly literature in their disciplines, and to graduate knowledgeable information consumers. As mentioned above, the librarians have a successful collaboration with the Writing Program and most first-year students receive instruction on research skills from a librarian and complete extensive research projects during their WRIT classes. Some departments have also identified and successfully embedded advanced research instruction into the majors in specific required courses.

Depending on their major, however, the research instruction received in the first year may be the only library orientation students receive, or they may not be required to complete an in-depth research project again until their senior year. This lack of a clearly defined structure for research skills development hurts students, who need significant practice and exposure to a wide-range of research resources in order to develop critical thinking skills. In our work with students in the Penrose Library Research Center, we often see frustrated seniors working on final projects who have forgotten even the basics of primary and secondary research. Further development of research assignments and incorporation of library instruction sessions across the curriculum would help ensure that all students continue to develop critical information literacy skills throughout their time at DU. Finally, engaging students in meaningful research projects within their major classes will enable students to develop more complex research and critical analysis skills essential for their future employment.

We are eager to partner with faculty to continue to develop various instructional components for research-intensive courses in the majors, such as research workshops with hands-on sessions, online learning modules and demonstrations, sequenced inquiry assignments in support of a research project, and other options more closely integrated into other course content, including analysis of secondary literature connected to laboratory research.

If you already teach or are developing an upper-level undergraduate or graduate course with a research emphasis, we would love to work with you to incorporate library resources and instruction in meaningful ways. Please contact your [liaison librarian](#) for more information on these opportunities.

Thank you for your support in helping all DU students become informed scholars and critical information consumers!

Carrie Forbes, Associate Dean for Student & Scholar Services

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## Services

### Faculty FAQs: Your Questions Answered

If you have ever had a question about library services or collections, you are not alone. We receive numerous questions from faculty throughout the year, often on similar topics. Peruse this list of our most frequently asked questions from faculty; you may find the answer to your next question listed below.

#### How do I request materials to be purchased for Penrose?

Having faculty input in our purchasing decisions is key to ensuring that our collection meets your research and instructional needs. Complete the [Suggest a Purchase](#) form located on the Faculty page of our website, or contact your [liaison librarian](#) directly to make a purchase request. We will do our best to meet your needs.

#### How do I place materials on Reserves?

Our goal is to streamline the course reserves process for both you and your students. We offer you ways to deliver reserves materials physically, electronically, and via online streaming. Our detailed [Faculty Guide to Course Reserves](#) and our [Course Reserves for Faculty](#) research guide provide detailed information for using the reserves system.

#### What are Special Collections and Archives and how do I access them?

Penrose Library's [Special Collections and Archives](#) include many unique items, ranging from historical documents and newspapers to photographs and even hats. Featured collections at the moment include materials on Women's Athletics, University of Denver history, and Jewish Women. During the library renovation, the collections are stored offsite; however, you can use the [request form](#) to schedule a research appointment or to request materials.

#### How do I request a library instruction session for my class?

Helping your students learn how to research is one of our primary goals. We provide instructional sessions ranging from general introductions to research to highly specific classes designed around a particular research project. Contact your [library liaison](#) or complete the [instruction request form](#) to schedule an instruction session tailored to the needs of your students.

#### How do I request documents to be delivered?

There are three methods of document delivery at Penrose.

- The first is to request materials that the library owns from our offsite storage facility at the Hampden Center. Simply follow the steps [listed here](#); your requested item will be ready for you within a few hours of your initial request. In addition, if you wish to request a photocopy of an article or book chapter in resources (print or microforms) located at Hampden Center, submit your request using the [Interlibrary Loan \(ILLiad\) request form](#).
- The second method is to obtain materials via Prospector. You can have books, DVDs, and other publications (but not articles!) delivered via [Prospector](#), a rapid delivery borrowing service composed of Colorado and Wyoming libraries. Delivery of Prospector items takes between 3-5 business days.
- The last method is to obtain materials via Interlibrary Loan, a service that allows libraries to share their resources. Simply complete the [Interlibrary Loan \(ILLiad\) request form](#) to obtain materials that you need from other institutions.
- **What do I do if I have problems accessing a database?**

Penrose Library provides access to more than 700 electronic research databases and over 1.5 million links to other electronic resources such as eBooks and government documents. While we strive to provide uninterrupted access to these resources, technical problems do sometimes arise. If you have problems accessing electronic material, contact the [Research Center](#), and we will work with you to resolve any problems.

Continued....

# The Liaison Connection

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

## Services

### Faculty FAQs: Your Questions Answered...Continued

#### Where do I send my students for help at the library?

Penrose Library offers many ways to help your students academically. The [Research Center](#) offers expert guidance to your students at all stages of the research process; almost 4,000 students last year scheduled research consultations with subject librarians to help them with their research. The [Writing Center](#) and [Math Center](#) are also located at Penrose@Driscoll and provide academic support for your students.



#### How do I find out more information about the Academic Commons project?

As we near the completion of the library's renovation project, questions about the details of the new space and the logistics about the upcoming move are at the forefront of many people's minds. The [Academic Commons](#) section of the library's webpage is a good resource for many questions, as are the [liaison librarians](#) who can deal with your more specific queries.

Kathleen Gregory, Interim Science Librarian

### The Great Migration (of Materials), Part II

If you thought it was a task to move all the books out of Penrose Library in June 2011, wait until you see what it takes to move us back in! Actually, because of lots of ingenious planning it won't be so difficult. But first a bit of background. When we moved out we had to hire about 100 temporary student employees to help us barcode and place books in temporary storage trays. But not all the books that left are coming back. We used strict criteria to decide which books would come back:

- Books published since 1983
- Books that circulated more than others
- Books that require browsing to be useful (art, photography, etc.)

We then had to "stage" the collection that will return to Penrose. We allocated special shelving in the Hampden Center to stage returning books in Library of Congress call number order. For the return

move back to Penrose we will hire a moving company, using those same temporary storage trays, to transport the returning materials back to campus, and place them on the designated shelves. Process-wise this move will be much easier than when we moved out, with no individual handling of materials.

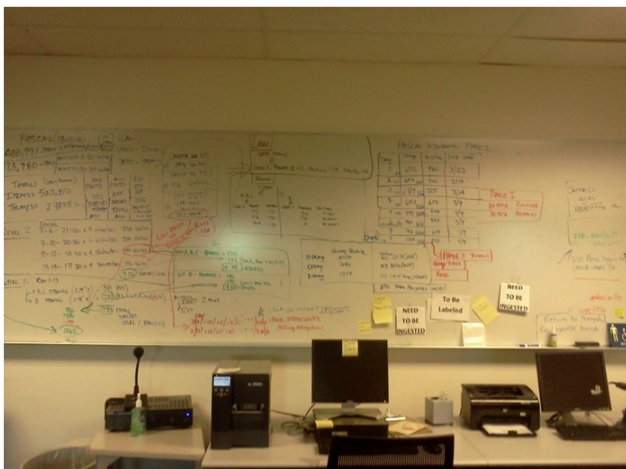
This time, using a global update function in our cataloging system we'll be able to remove the Hampden Center tray numbers and "hcstks" location (Hampden Center stacks) from each record and change them back to a Penrose location with a couple clicks of a mouse.

Christopher C. Brown, Reference Librarian, [cbrown@du.edu](mailto:cbrown@du.edu)

Caroline Rew, Hampden Center Supervisor, [Caroline.Rew@du.edu](mailto:Caroline.Rew@du.edu)



Books staged in call number order at the Hampden Center



Whiteboard showing complex planning stages of book moving.