

Simon Says

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LIBRARIES



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Addressing Student Needs: Circulating Laptops and a New Décor

Based on comments from Columbus State University students in a fall 2006 LibQUAL survey, CSU librarians and library staff knew that there were some problem areas needing their attention. LibQUAL, a standard library assessment tool developed in 2000 by the Association of College and Research Libraries, contained 27 questions and a space for comments. From a population of 8,595 individuals, 785 CSU students, faculty, and staff responded or about nine percent; 589 of the respondents were undergraduates. Additionally, 271 respondents left comments ranging from one word to 238.

Two obvious problems revealed by the LibQUAL comments were the need for more computers in the library and a more attractive study environment. Regarding the need for more computers, students voiced opinions such as :

“I would love to see more computers in the library, because they are taken so often. Even though they are available in CCT, it would be nice to have more where a librarian could help us.”

As for the Schwob Library's décor, one student said: “Maybe a new look throughout the library would help.”

In spring of 2007, the library staff began planning an attack on these two problems. The idea of expanding the Information Commons, which currently offers 28 computers for student use was discussed, but it was not something that could be accomplished overnight. Librarians did, however, begin weeding the Reference Collection to provide space for an expanded Information Commons. Once space is created, more serious plans to enlarge the Commons will begin.

Dr. Sandra Stratford can be credited for coming up with the idea of bringing more computers into the library with circulating laptops—which could be sought with a Student Technology Fee grant. Unfortunately, the library missed the deadline for the Student Technology Fee grant application in 2007 and had to wait until spring 2008. A grant requesting 13 laptop computers for circulation to students was submitted in March 2008 and later approved. With the technical assistance provided by CINS, the 13 laptops were purchased. They arrived late fall semester and were configured by CINS staff; they are now circulating.



CSU students may check out a laptop at the Circulation Desk for three hours. These computers can be used only within the library. Since the entire library is a wi-fi environment, students may use the laptops for internet searching and email, as well as for typing papers, etc. From student comments heard at the Circulation Desk, the students love using the laptops. Plans are underway to secure additional laptops with another Student Technology Fee grant in 2009.

Continued on page 4

Michelle Jones, Editor

Information Commons Workshop

The student assistants of the Information Commons Area (Information Services Department) recently shared an evening together in a workshop. This is an annual event facilitated by Erma Banks, Coordinator of Information Commons, and Michelle Viers, Reference Assistant. The workshop, held after hours in the library on August 22, 2008, gave the students an opportunity to refresh and learn techniques on how to assist library users. Student assistants were introduced to new library resources available to the clientele and how to incorporate these resources into their research needs. It was an evening of learning, fellowship, and food.



Erma Banks

Coordinator of Information Commons
Associate Professor of Library Science

(L to R): Jason Mailman, Julie Caulder, Cheryl Farrington, Amanda Golden, Anieno Ndem, and Yasmine Kandissounon. At computer seated: Erma Banks

Digital Microfilm Reader/Printer

Digital technology is revolutionizing the flow of information. The library's new digital microform reader/printer makes microform data more readily available. With the MS2000, digital scanning of microfilm or microfiche images results in a wide range of printing and distribution possibilities - including image enhancement, high quality laser prints, and storage on a floppy disk or flash drive. Scanned images are converted to a pdf format and displayed on an attached PC. One may then print the images or save them to disk and print elsewhere.

Cynthia Fears

Circulation Coordinator
Senior Library Associate

Faculty Research Forums 2009

The CSU Libraries will host the eighth annual CSU Faculty Research Forums, which will take place on January 22, January 29, and February 5 from 12:00-1:30 p.m. Refreshments will be served beginning at 12:00 p.m.; presentations will begin at 12:30 p.m. The forums offer an opportunity for CSU faculty to share their scholarship with both CSU and the local community. Each session will feature two twenty minute presentations followed by a twenty minute question/answer period. For more information, please contact Roberta Ford at ford_roberta@colstate.edu or visit <http://library.colstate.edu/forums/index.shtm>.

SHHHHH: You Are Entering the QUIET ZONE

Have you noticed the “Quiet Zone” sign propped up on an easel as you enter the Schwob Library’s main entrance? It is there to alert students that the second floor has been designated as the library’s bonafide Quiet Zone.

You might be thinking, “Why a Quiet Zone in a library? All libraries are supposed to be quiet!” If you are thinking this, you probably have not visited the Schwob (or any) Library in a while! The university library is a center for study and learning, but not all learning is contemplative and introspective. Learning in the library takes place in the instructional setting as well as in collaborative study; both of these situations involve a little noise. Indeed, the library is a social gathering place so you will hear conversations.

Admittedly, noise is a problem in today’s libraries. In an attempt to manage noise problems, a few years ago CSU librarians set up two types of learning zones, each with different acceptable noise levels: Reading/Study Zones and Active Learning Zones. Intended to serve as a quiet sanctuary for readers and students who need to concentrate, Reading/Study Zones allow only LOW-LEVEL talking. Usually busy and noisy, the Active Learning Zones are intended for instructional and/or collaborative learning experiences; here, MODERATE-LEVEL talking is expected. The Zones are explained at the library’s web site (library.colstate.edu) under “About Us” > “Policies” > “Study Zones and Noise Levels.”

Most of the library has been designated a Reading/Study Zone. The exceptions (i.e. the Active Learning Zones) are:

First Floor

- The Information Commons
- Reference area

Second Floor

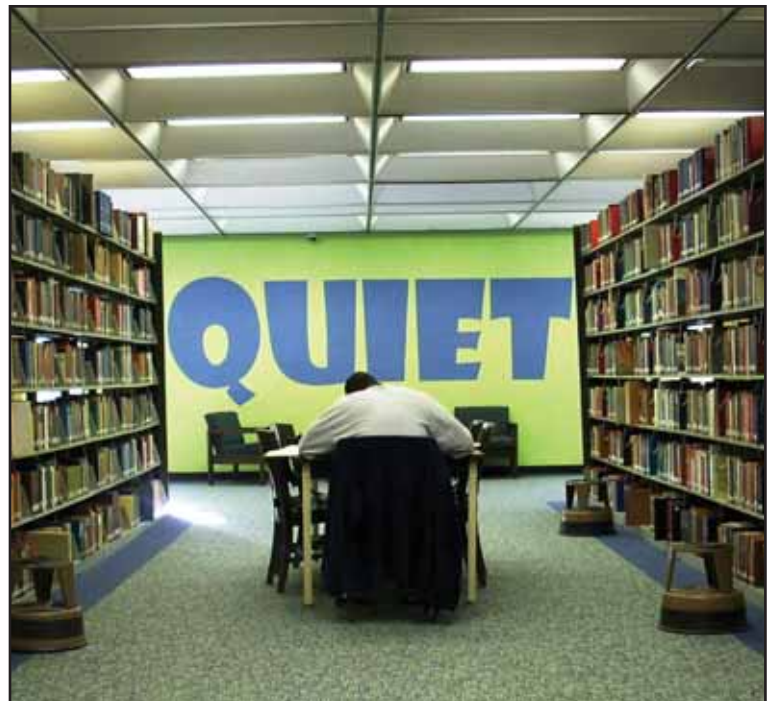
- Seminar and Group Study Rooms

Third Floors

- Classroom
- Group Study Rooms

Even so, on the first floor there is a lot of background noise; the Reading/Study zones on that floor are not as quiet as they should be. And, on the third floor, there are very few spaces for individual study. Consequently, the second floor was recently chosen as the best place to locate a true QUIET ZONE. Over the summer this

floor was reconfigured to create an atmosphere that is more comfortable and conducive to quiet study. Many of the floor’s 33-year-old wooden carrels were replaced by study tables, which are intended for individual – not group – study. Along the south wall of the second floor more carrels were removed and replaced by comfortable chairs, positioned so that the occupants will have a view out the adjacent windows. Also, thanks to a major painting project on the second floor, a gigantic “QUIET” graphic – blue



letters against a bright yellow-green background – now appears on the south wall. Smaller “QUIET” graphics also appear on the north wall. All these graphics are in plain view when you enter the second floor; hopefully they will reinforce the floor’s quiet theme.

Callie McGinnis

Dean of Libraries

Associate Professor of Library Science

Addressing Student Needs: Circulating Laptops and a New Décor *continued from page 1*

The second problem of an updated décor was addressed in a couple of ways. First, six giant bean bag chairs were purchased for the first floor. Secondly, with the assistance of Plant Operations, problems on the second and third floors were addressed. Those floors still had some areas with the original orange and gold carpeting from the 1970s. (Note: The first floor of the library had already undergone a major cosmetic update in 2004-2005). Approved by Eddie Woodhouse, Director of Plant Operations, and coordinated by Earl Bowden, Plant Operations Maintenance Supervisor, the renovation project



began in summer of 2007 with the creation of a color scheme plan by local designer Meghan Rumer of Interior Insights, Inc. Colors used in the scheme were blue, green, and gold. In the fall of that year, the old carpet was replaced by new, in shades of blue with highlights of green and gold. Then, in the fall of 2008, workers from Benton Paint and Wallcovering, Inc. arrived to paint over the bland off-white walls in bright cheery shades of blue, green, and gold.

Callie B. McGinnis
Dean of Libraries
Associate Professor of Library Science

Access Ingenta: A CSU Faculty Development Initiative

Ingenta is a database that allows students and faculty to search citations to 24 million academic and professional articles from 31,000 publications, including 10,000 online. It is multidisciplinary, with particular strengths in the sciences (business, the arts & humanities, and social sciences are included) and is offered to facilitate scholarly research. Access to the database is through the Ingenta web site at www.ingentaconnect.com or by visiting GALILEO and selecting Ingenta from the Database A-Z list. It provides:

- Online access to the full text of electronic articles, through online purchase of individual articles, or through CSU subscriptions to publications
- Offline access to the full text of fax/Ariel deliverable articles through online purchase of individual articles
- Free or Trial Content

However, thanks to a CSU faculty development initiative, faculty may order up to \$250-worth annually of journal articles from Ingenta until the development initiative money is spent. New faculty may register with Ingenta simply by signing in at the Ingenta home page. Returning faculty must use their



previously assigned user name and password. Passwords may be changed at anytime.

Research tools include:

- Marked lists
- Saved searches
- New issue alerts for five electronic publications

Visit Ingenta today!

Roberta Ford
Assistant Dean of Libraries
Music Librarian
Associate Professor of Library Science

LIBR 1105 Online

Per President Mescon's initiative that CSU offer more online courses, the CSU Libraries have embraced this opportunity to offer LIBR 1105, Introduction to Library Science, as an online course beginning Spring 2009. Some of my colleagues and I have been working much of this semester to bring this opportunity to fruition, and much has been learned about the overall challenges of doing so. Online teaching and learning is quite different from face-to-face instruction. We have had to consider how best to provide a comparable range of learning experiences for distance students who may or may not be linked to campus by either choice or circumstance. This includes finding innovative ways of providing opportunities for student interaction with the professor and one another as well as structuring meaningful course assignments and projects that foster student-centered learning and critical thinking skills which, in particular, help to shape information literacy competencies.

For our team, it has also meant the initial use of various

software technologies. For example, Camtasia helps create learning objects that engage students visually when demonstrating skills such as how to use the GIL (GALILEO Interconnected Libraries) online catalog, or how to use Boolean operators to create search statements when using GALILEO databases. Interactive online tutorials and digital videos are just some of the technologies we are using to venture a tad beyond simply posting content and assessment tools in CougarView. However, undertaking this endeavor is a first for many of us across campus, and I would be a bit remiss if I did not admit some lingering trepidation exists concerning the effectiveness of our LIBR 1105 online course. Yet, nonetheless, I harbor lofty amounts of hope that the spirit of hindsight will always allow room for improvement.

Paula Adams

Coordinator of Instruction

Assistant Professor of Library Science

The Robert Hardaway Diary: A Piece of Historical Treasure

"Energy and economy are powerful factors in the product of success. Education will aid largely in the result. It will not supply the lack of energy and economy. We often see in daily life illustrations of the fable of the slow tortoise and the nimble hare, 'The mute, in glorious Milton,' lie in every village churchyard, but the Whittingtons who go up to the great city of London and achieve the highest success can be counted on the ten fingers. I have known many men who had been educated beyond their capacity to use their knowledge unwilling to do the drudgery of life and unable to fill higher positions."—R.A. Hardaway

The CSU Archives has received a most generous gift from Mrs. Jane Hardaway Loflin, through Mr. Robert E. Hardaway, in the form of a rare and precious diary. The diary was written by Lt. Col. Robert A. Hardaway (1829-1899), a distinguished man of many talents: prolific writer, skilled soldier, planter, engineer, and professor. This diary is a historical gem for the Chattahoochee Valley community, as it is replete with accounts of daily life, war, and impressive genealogical research. It begins with a thirty page memoir written in 1879, to which he states, "It would seem an easy task to write out one's own life, but it is rare to find more than the date of birth and death after a man has passed off the stage of action." It then weaves an in-depth



(L to R): Giselle Bratcher, Jane Loflin

genealogy with fabrics of birth dates, death records, personal stories, and cultural/historical mores. The diary, as well as the Hardaway Family Collection, is open to the public. Please come and experience reading this unique window into local history.

Giselle Rémy Bratcher

Archival Assistant

Faculty Media Production Services Available at ITS

Looking for ways to enhance the content of your course or make it more interactive? Consider contacting Instructional Technology Services (ITS) for ideas and techniques.

If you have been in a media-equipped classroom or attended an event at Cunningham Center, you have seen the result of the Instructional Technology Services staff's design and installation work (or work performed under their direction). If you have been the instructor, presenter, or sponsor of a program using computer/video projection or special sound requirements, you have undoubtedly been relieved to have the ITS staff arrive to check on your event or to respond quickly to your trouble call by phone or in person (day, night, or weekend). And, of course, the ITS staff are the "go to" folks for distance learning, CougarView (WebCT), internet video conferencing, AV equipment, and laptop loan/training, and more!

The services available to faculty for media production are perhaps less well known. The creative work of the ITS staff has been praised locally as well as nationally. Faculty can obtain assistance in enhancing their courses and presentations in two ways: ITS personnel can create materials for faculty or faculty can work on projects with the guidance and help of the ITS staff. While any project may be attempted, available resources - at times - limit what can be accomplished, especially in a short time period. Here are some of the services available:

Creation of:

- Computer graphics and digital images
- Interactive flash materials
- Productions of video and audio clips
- Print materials including large format posters and photographs for publications
- PowerPoint or other electronic presentation materials
- Web based materials
- Conversion of analog materials to digital format (video and audio tape, slides, photographs, and print materials)

Examples of products created by or with the assistance of ITS include:

- Images and illustrations for courses, textbooks, journal articles, or presentations
- Online tutorials for course development and use in CougarView (WebCT)
- A video promoting the Writing Center services
- Large scale posters for presentations or events
- PowerPoint slides modified for improved effectiveness and aesthetics
- Animation and audio added to enhance PowerPoint presentations

Please give us a call or stop by to learn more about our support for course/presentation content or its delivery in person or remotely (706-568-2043/ Library 016/ its.colstate.edu).

Sandra Stratford

Coordinator of Instructional Technology Services
Associate Professor of Library Science

Department Spotlight: Interlibrary Loan

The Interlibrary Loan (ILL) Department at CSU assists students and faculty in their research pursuits by borrowing books and/or obtaining copies of journal articles that CSU Libraries do not own.

ILL is coordinated by Assistant Professor of Library Science Michelle Jones. She is assisted by Bessie Bussey, the ILL assistant (part-time). Rounding out the team is ILL student assistant Maame

Grant. The ILL office, located just off the Schwob Library's Information Commons, is open Monday through Thursday from 1 p.m. - 5 p.m.; on Friday the hours are 12 p.m. - 3 p.m.



(L to R): Maame Grant, Bessie Bussey, Michelle Jones

ILL requests may be submitted online from the ILL web site at anytime. To do this, simply go to the library web page at library.colstate.edu and, in the "Research" quadrant, click on "Request Articles and Books." Usually, there are no charges for borrowing books and/or obtaining journal article copies; although occasionally there is a charge for the copies, if they cannot be obtained from a library in the University System of Georgia.

By providing efficient ILL service for the campus community, the ILL Department has established a distinguished reputation with its clientele. Among ILL's bragging points:

Their average turnaround time for filling requests (in days) from other libraries for FY2008 — 0.79 (OCLC statistics)

They processed 2,318 interlibrary loans during FY2008

More information about the ILL Department, including its policies, are available at

library.colstate.edu/about_us/departments/ill.asp.

Milestone CSU Library Service Anniversaries



30 years – Dr. Sandra K. Stratford, Associate Professor of Library Science and Coordinator of Instructional Technology Services



25 years – Rebecca Victoria Thomas, Library Administrative Assistant, Dean's Office



20 years – Shirley S. Hinckley, Senior Library Paraprofessional and Stacks Maintenance Supervisor, Circulation Department

Welcome Aboard

Thomas W. Ganzevoort has joined the library as Instructor of Library Science. He serves as Instruction Librarian and liaison librarian to the Art and Communication departments. Tom received his Master of Library and Information Science degree in December 2007 from the University of Wisconsin-Milwaukee and his Bachelor of Fine Arts degree from Aquinas College in Grand Rapids, Michigan. Prior to the pursuit of his library degree, he worked for twelve years as a bookseller at Schuler Books (a very popular independent bookstore in Grand Rapids).

Also joining the main library is **Elizabeth Durusau**, part-time assistant in the Circulation Department. A native of Louisiana--who grew up outside Atlanta--Elizabeth worked as a student assistant in CSU's Music Library from 2003 to 2008. She received her degree in Music in May 2008 and was hired in August to replace Circulation Assistant Regina McHenry, who retired recently.





Simon Schwob Memorial Library
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 Columbus State University
 Columbus, GA 31907

Library Budget

A Word from the Dean of Libraries...On the Budget and Library Resources

Current Georgia state budget reductions have resulted in an onslaught of cancellations for CSU Libraries collections. This unfortunate situation has been exacerbated by the end of CSU Capital Campaign library funding, which contributed \$100,000 per year to the Main Library from FY04 – FY08 and \$400,000 to the Music Library over the same five year period.

With \$100,000 less to spend in FY09, plus an anticipated budget reduction of about 10%, CSU Libraries have had to reduce last year's spending amount by about \$269,465. This reduction has been accomplished by tightening the belt on supplies, repairs and other operating expenses, plus giving up two library faculty positions. In addition, the libraries have cancelled the following materials and services:

- 7 electronic databases (mainly journal databases) \$32,217
 - 168 print journal subscriptions \$54,654
 - 42 microform journal & newspaper subscriptions \$21,007
 - 46 standing orders (reference sets) \$19,254
 - 1 document delivery service \$500
- \$127,632

A list of the titles of cancelled databases, journals, etc. will be available on the libraries' web site at library.colstate.edu – under "News."

Even with our library/information resources dwindling, please realize that ALL IS NOT LOST. On the positive side, CSU

Libraries still have many wonderful electronic resources that can provide much sought after information – if the researcher knows how to access those resources.

Now it is even more important for faculty and students to call on a librarian for assistance in accessing those sometimes-hidden resources. Students and faculty can profit immensely from library instruction, whether in a 15 minute consultation in the Information Commons or a 50 minute class session on research within a particular discipline (scheduled by the instructor with his/her liaison librarian).

I want to encourage everyone to take advantage of our resourceful CSU library faculty and staff. Our liaison librarians and Information Commons/Reference Desk staff are here to serve you and to help you navigate the burgeoning information universe – to help you find the information you want and/or need. Please call on us to assist you!

Meanwhile, we will continue to examine our current resources and ask for recommendations from the faculty for improving library collections – not by adding resources, but by substituting new resources (mainly databases and journals) for current subscriptions. We look forward to your input and to assisting students and faculty in enhancing their information literacy competencies – and to better times!

Best,
 Callie McGinnis

WAY MORE THAN BOOKS!