Library Service Quality Survey: Thank You for Responding!

Last spring Mansfield Library personnel administered the LibQUAL+® survey, an instrument developed by the Association of Research Libraries to measure library service quality. Over 1,800 UM faculty, staff, and students responded, providing substantive data to better understand campus members’ perceptions and expectations of the library.

Survey results indicate the following items were of most importance to UM faculty, as measured by desired service levels:

- A library web site enabling me to locate information on my own
- Making electronic resources accessible from my home or office
- Print and/or electronic journal collections I require for my work
- Employees who understand the needs of their users
- Employees who are consistently courteous

Results of previous LibQUAL+® surveys were used to implement several improvements: increased electronic resources; extended hours; and refurbished study spaces. Plans will be developed to take further actions based on the responses this year.

Survey results are available online at Mansfield Library Assessment. For additional information contact Kate Zoellner at Kate Zoellner Email or 243-4421.

In This Issue

- Library Service Quality Survey
- National Library of Medicine Exhibit
- Library Faculty Publications
- UM Faculty Profile
- First Folio
- Digital Projects
- Missoula College Library News
National Library of Medicine Exhibition
January 18, 2016 through February 27, 2016

The Library is pleased to be hosting the exhibit "Opening Doors: Contemporary African American Academic Surgeons," an exhibition developed and produced by the National Library of Medicine and the Reginald F. Lewis Museum of Maryland African American History and Culture.

According to the NLM "African Americans have always practiced medicine, whether as physicians, healers, midwives, or “root doctors.” The journey of the African American physician from pre-Civil War to modern day America has been a challenging one. Early black pioneer physicians not only became skilled practitioners, they became trailblazers and educators paving the way for future physicians, surgeons, and nurses, and opening doors to better health care for the African American community.

We celebrate the achievements of these pioneers in medicine by highlighting four contemporary pioneer African American surgeons and educators who exemplify excellence in their fields and believe in continuing the journey of excellence through the education and mentoring of young African Americans pursuing medical careers."
OPENING DOORS: Exhibit Lectures

Stop by the Mansfield Library in January and February to view this exhibit and mark your calendars for the excellent lectures Assistant Professor Susanne Caro has scheduled as part of the exhibition:

**African American Montanans in the Healing Arts**

Ellen Baumler  
January 28, 2016  6pm  
East Faculty Office Area  Mansfield Library Level 3

African Americans are beginning to come to the forefront as Montana historians document their multi-faceted contributions. The legacy of the pioneering Bridgewater family and daughter Octavia’s nursing career provide the keystone for this program exploring African American Montanans involved in medicine and healing. Ellen Baumler is an Interpretive Historian at the Montana Historical Society. Since 1992, Baumler has made a career out of creating interpretive signs for historical sites in Montana, developing and writing walking tours of historic districts, successfully submitting National Register nominations, writing and reviewing roadside historical markers for the Montana Department of Transportation, and sharing Montana’s heritage with students of all ages across the state.

**Entering a “White” Profession: Black Physicians in the New South**

Todd Savitt (virtual)  
February 11, 2016  6pm  
East Faculty Office Area  Mansfield Library Level 3

Todd L. Savitt is an historian of medicine with a particular interest in African-American medical history. He received his BA from Colgate University (1965), attended the University of Rochester School of Medicine (1965-1968), and earned his MA (1970) and PhD (1975) in history from the University of Virginia. After teaching at the University of Florida College of Medicine (1976-1982) he joined the Department of Bioethics and Interdisciplinary Studies at The Brody School of Medicine, East Carolina University where he teaches history of medicine, literature and medicine, social and cultural issues in medical practice, and medical ethics.

Library to Host Exhibit on Native Health and Illness

The Library was recently selected as a host site for the traveling exhibition “Native Voices: Native Peoples’ Concepts of Health and Illness.” The National Library of Medicine (NLM) developed and produced “Native Voices: Native Peoples’ Concepts of Health and Illness.” The American Library Association (ALA) Public Programs Office, in partnership with NLM, is touring the exhibition to sites around the country.

“Native Voices: Native Peoples’ Concepts of Health and Illness” explores the interconnectedness of wellness, illness, and cultural life for Native Americans, Alaska Natives, and Native Hawaiians. Visitors will discover how Native concepts of health and illness are closely tied to the concepts of community, spirit, and the land.

The Library was supported in our application to host Native Voices by the Native American Studies Program, Missoula Urban Indian Health Center, College of Humanities and Sciences Tribal Outreach Program Coordinator, Native American Center of Excellence (NACOE) at the University of Montana College of Health Professions and Biomedical Sciences, and American Indian Student Services.

Lectures and panel presentations will be planned in support of the exhibition. Stay tuned!
Professor Samantha Hines published “What will libraries be when they grow up?: responding to the innovations of technology and imagining the future” in Creating the 21st Century Academic Library: Successful Strategies for Envisioning and Realizing Preferred Futures, edited by Eden and published by Scarecrow Press (2015). Professor Hines also presented “Connecting individuals with social services: the library’s role” at the ForwardFocus online conference, November 13th, 2015.

Professors Sue Samson and Kim Granath and Assistant Professor Adrienne Alger authored Journey Mapping the User Experience, a contributed paper presented at the Pacific Northwest Chapter Meeting of the Medical Library Association in Seattle, in October 2015.

Professor Samson and Associate Professor Megan Stark, with co-authors Sheila Bonnard, Ryer Banta, and Hannah Mckelvey presented “Let’s Build a Strong Information Literacy Alliance – MUS-IL,” at the ASLD/PLD Retreat at Chico Hot Springs, October 18th-19th, 2015.

Associate Professor Julie Biando Edwards presented “Reflecting the World Increasingly Made Right: From Response to Action in Public Libraries” at Historical Trauma: A Symposium on November 4th, 2015 in Missoula.

Assistant Professor Susanne Caro authored a book, Digitizing Your Collection: Public Library Success Stories, published by ALA Editions (2015). The book includes contributions from Associate Professor Tammy Ravas, Assistant Professor Wendy Walker, and former UM Digital Archivist Sam Meister.
How do you use the library in your curriculum building and teaching?

As do most professors on campus, I use library resources extensively in all of my courses by acquiring maps, photographs, articles, and other resources that I use in my lectures and in-class assignments. But our library is especially critical to my NASX280: Native American Studies Research and Writing Methods course. That class is designed specifically to teach students how to locate, acquire, and organize secondary and primary sources as they work on a research project of their choice. Students learn that this is a great place to do Native American Studies research. Our library owns a large number of books, journals, government publications, maps, microfilm rolls, and archival resources related to Native American history and contemporary life. Beyond these collections in hard copy, the library subscribes to a number of powerful online databases that are especially useful for Native American Studies. One of these is Ethnic NewsWatch, which allows students to digitally search and access tribal newspapers that help them research historical events and follow emerging stories from across Indian Country.

Do you require your students to use library services and resources in their assignments? How?

Yes, in my NASX280, the students must use library resources very extensively as they work on their research projects. They begin by working with Julie Biando Edwards and me to create a secondary bibliography of books and journal articles using many of the online databases the library offers, as well as the library catalog. Students then acquire many of these sources either on-line, through the free interlibrary loan service, or by checking them out from Mansfield Library. From there, students then meet with other library faculty to locate and acquire primary sources, including materials from the extensive government documents collection on the first floor and one-of-a-kind unpublished and photographic sources found in our Archives and Special Collections. By the end of the semester, students in the class are familiar with a wide variety of resources available at the Mansfield Library. Many of them later comment that they wish they would have taken this class, or a class like it, sooner in their undergraduate careers. They are amazed at how many types of sources are available to them either in hard copy or digitally through our library. Even though I teach this class every year, I am always amazed at how quickly the technology changes and improves. Digitized resources accessible through our library catalog and databases have made doing the type of historical research I do far easier and faster than it was when I was in college, or even than it was five years ago. For example, my students and I can do extensive newspaper searches in less than a minute that once took me months to do manually. The students also appreciate the generosity and knowledge of library faculty, including professor Edwards, government documents librarian Susanne Caro, archivist Donna McCrea, and law librarian Stacey Gordon.

What do you hope your students learn by engaging in research and incorporating academic or primary source resources into their papers?

Of course, I want students to learn to use library tools that will help them to be more effective and efficient in completing their course assignments, but more importantly, I want them to gain confidence in their abilities as researchers, writers, and thinkers. I want them to understand that even if they are still undergraduates, they are capable of producing work that is useful to their fellow scholars and home communities. Above all, I want them to feel empowered to use the library resources, and skills they acquire in my courses, to pursue their own objectives and complete projects that are personally meaningful. One of my best memories of teaching in our library concerns a student who was researching Native American boarding school history using the microfilm and microfiche collections on the first floor. He was amazed to find an old school newspaper article on a microfiche card stacked deep inside one of the metal drawers that included original artwork he had produced when he was a small child. That brought home to him and his classmates the message that the materials in that building are not all so remote from their lives. Their histories are in that building, and they are capable of writing the articles and books that will be found there by the generation of students who follow.
The Mansfield Library strives to have a positive impact on student experience and retention above and beyond research instruction and assistance by creating a safe and comfortable place for students to study, connect and relax. We provide students with free coffee coupons and therapy dogs during midterms and finals.

New adult coloring station for stress relief has been very popular and we’ve added a gaming area with board games, video games and a PlayStation 3 console.
Mansfield Library as Place

The entire fifth floor of the library has been designated as a “Quiet Study Area” due to student demand.

The library has coordinated research workshops throughout the semester to help students with literature reviews, citation management, research strategies, specific databases, as well as a Memoir Writing workshop in November paired with a special section of our Popular Reading Collection dedicated to memoirs and guides to writing memoirs.
Ten Questions-Tammy Ravas

Tell us a little bit about your current position.

I am the Visual and Performing Arts Librarian; I provide reference assistance, select library materials, and teach sessions on information literacy to the Schools of Art, Media Arts, Music, and Theatre/Dance. I answer general reference questions at the Information Center. My main area of research is copyright law. Last semester, I taught an online course entitled, “Who Owns Culture: An Introduction to Copyright” for undergraduate students.

What was your background before you became a librarian?

In undergraduate school, at the Crane School of Music at SUNY Potsdam, I had planned on teaching music in the public schools. While there, I was lucky enough to work as a student assistant in the Music Library. It was fun working the night shift and helping my fellow students with their research. The music librarian as well as a couple of professors encouraged me to go to library school. The day after I graduated with my Bachelor of Music I started classes at the University at Buffalo for a dual masters program in Library Science and Music History.

What would you be doing if you weren’t a librarian? To be perfectly honest with you, I’m not sure.

What do you think is the most important issue in librarianship today?

Ownership and preservation of cultural materials being created and published within the last ten years is a huge issue in librarianship today. Streaming and download services have made it very easy to access movies, music, and other digital materials. However, not all needed content will always be available on these services. For instance, Netflix’s streaming offerings will change on a quarterly basis; some movies may no longer be available after a certain date. Another example would be a service like Spotify; artists and record labels will often pull music from the site for various reasons. Another problem with streaming and download services is the fact that end user licensing agreements make it so only individual users can purchase access to the needed material. It is becoming increasingly more common to see titles only being offered as an online digital file whose use is governed by a license agreement. The main problem with the use of an online digital item being governed by a license agreement is that it overrides the application of copyright law of that item. In other words, contracts—or license agreements—trump copyright law. Here are a couple of examples of how this affects using online digital materials: 1. It is not legally possible to resell a song you purchased from iTunes in the same way that you can a physical CD. 2. It is not possible to utilize the exceptions to the exclusive rights of copyright holders such as “fair use.” This makes it so libraries’ and archives’ hands are tied when it comes to acquiring and preserving such items.

What do you think is the most underrated service in the Mansfield Library?

Document delivery is definitely the most underrated service at the Mansfield Library. If you’re doing research from home and discover that the library only has an article in print then it’s a real timesaver to request it through document delivery. I highly recommend it.

Is there a library service that you could not live without? Interlibrary loan for sure!

What are you most proud of?

I’m most proud of developing and teaching the online course in copyright for undergraduates last semester. I will be making improvements to it so that I can offer it again next fall.

What are you reading/watching/listening to right now?

I’m reading textbooks written for librarians and lawyers on copyright law so that I can, hopefully, craft one on the subject for undergraduate students. I’ve been watching Netflix’s Jessica Jones series. As I write this, I’m listening to the Sisters of Mercy’s Floodland album.

What do you do to relax? I downhill ski, paint, and do other various arts and crafts.

Is there anything about you that others would be surprised to know?

I think I gave it away in my answer to question 8: I have a soft spot for post-punk, new wave, and gothic music.
The Book that Brought Us Shakespeare
First Folio Coming to UM!

Get ready to celebrate Shakespeare this spring!

The Bard – or at least his works – is coming to Missoula from May 9th – 31st thanks to the “First Folio! The Book that Gave Us Shakespeare, on national tour from the Folger Shakespeare Library,” exhibit sponsored by the Library and the Montana Museum of Art & Culture (MMAC).

The Folger Shakespeare Library, in association with Cincinnati Museum Center and the American Library Association, is touring the exhibition to all 50 states, Washington, D.C., and Puerto Rico in 2016. The MMAC will be the only location in Montana to display the folio during its tour around the country.

Many of Shakespeare’s plays, which were written to be performed, were not published during his lifetime. The First Folio is the first collected edition of Shakespeare’s plays. It was published in 1623, seven years after Shakespeare’s death. Two of Shakespeare’s fellow actors compiled 36 of his plays, hoping to preserve them for future generations. Without it, we would not have 18 of Shakespeare’s plays, including Macbeth, Julius Caesar, Twelfth Night, The Tempest, Antony and Cleopatra, The Comedy of Errors, and As You Like It. All 18 appear for the first time in print in the First Folio, and would otherwise have been lost.

In addition to the exhibit itself, which will be free and open to the public, programs and events are being planned throughout May. These include lectures for adults, a writing workshop for children, exhibits and crafts for families, a workshop for teachers, opportunities for high school and middle school students to perform Shakespeare, and more!

The Missoula Children’s Theatre will be staging The Complete Works of Shakespeare: Abridged from March 10th-13th and 16th-20th and the School of Theatre & Dance will be staging Romeo and Juliet from April 27th-30th and May 3rd-7th. To learn more about these and other programs please visit First Folio.

The Library and MMAC are partnering with many others on campus and in the community to celebrate Shakespeare. Partners include Missoula Children’s Theatre, Montana Public Radio, Children’s Museum Missoula, Missoula Writing Collaborative, Montana Association of Teachers of English Language Arts, School of Theatre & Dance, and Humanities Montana. Other local contributors include the Office of the President, the Office of the Vice President for Integrated Communication, UM Dining Services, the University Center, the President’s Lecture Series, spectrUM Discovery Area, and SPARK! Arts Ignite Learning.

The Folger Shakespeare Library holds 82 copies of the First Folio, by far the largest collection in the world and more than a third of the 233 known copies in the world today. It is believed that 750 copies were originally printed.
Digital Projects

In December 2015, the Montana Memory Project (MMP) was named as one of Family Tree Magazine’s Best State Websites for Genealogy for 2015. The Maureen and Mike Mansfield Library has contributed 14 collections to this statewide digital collections endeavor, and several of these are particularly useful for genealogy research:

- Archival Photographs from the University of Montana
- Char-Koosta News
- Diaries, Letters and Ledgers from the University of Montana
- Early Montana Histories
- Fort Missoula Alien Detention Camp Collection
- Jack L. Demmons Bonner School Photographs
- Mountain-Plains Native Americans Natives of Montana Archival Project

In the mid-2000s, the Library’s Digital Production Librarian began collaborating with other organizations to digitize, catalog, and share digital collections. Both the Char-Koosta News (the newspaper published by the Confederated Salish and Kootenai Tribes of the Flathead Indian Reservation, held at D’Arcy McNickle Library at Salish Kootenai College), and the Jack L. Demmons Bonner School Photographs (held by Bonner School) resulted from such collaborations. Besides Char-Koosta News and the Demmons Photograph collection, collaborative efforts with entities off-campus also include a collection of correspondence, telegrams, memoranda and maps from the Fort Missoula Alien Detention Camp. The original documents are now in the National Archives in Washington, D.C., but the Historical Museum at Fort Missoula holds photocopies, and these were digitized. The same was done for Helena City Council Meeting Minutes from 1881-1970: the originals are still held by the Helena City Clerk, but the Mansfield Library Digital Production Unit digitized and uploaded them to MMP.

One of the largest collaborations is the Natives of Montana Archival Project, or NOMAP. Students from UM’s Native American Studies program traveled to the National Archives to digitally photograph over 65,000 pages of legal documents, letters, photographs, petitions, leases, bonds, wills, and reports from the Central Classified Files, 1907-1939. The Project focused specifically on Montana’s Native American tribes and U.S. jurisdictions within Montana, such as the Blackfeet Agency.

Digital collections represent not only a collaborative effort between the library and other organizations but also among departments within the library. Collections such as the Boone and Crockett Club Records; the Mike Mansfield Papers; Diaries, Letters and Ledgers from the University of Montana; Bud Moore Photographs and Sound Recordings; Books, Pamphlets and Ephemera from the University of Montana; and Archival Photographs from the University of Montana represent Archives and Special Collections materials. Donna McCrea, Head of Archives & Special Collections; Wendy Walker, Digital Initiatives Librarian; and Teressa Keenan, Head of Bibliographic Management Services and Metadata Librarian, work together to design, plan, and implement digital collections comprising materials held by the Library’s Archives & Special Collections.

Student employees in Digital Productions and Archives & Special Collections are chiefly responsible for the actual scanning of materials. Mark Fritch, Archives Photo Specialist, selects and digitizes photos that become part of the Archival Photographs from the University of Montana collection. For many of the collections, Marian Lankston, Leslie Rieger, and Danette Seiler, catalogers from the Library’s Bibliographic Management Services (BMS), under the direction of Metadata Librarian and Department Head Teressa Keenan, provide metadata for the individual images, allowing each one to be searchable via subject, keywords, names, geographic area, etc. BMS staff also assist with the upload of images and metadata to the MMP, perform background maintenance such as standardization of search terms, and sometimes verify names and other historical data.

For links to these digital collections, visit the Montana Memory Project at Montana Memory Project, click on Contributors, and scroll down to Maureen and Mike Mansfield Library, University of Montana.
Missoula College Library News

This past fall, Missoula College Library began circulating a set of anatomical models, provided by the Anatomy Lab on campus. Formerly the models were only available in the lab when it was open and staffed, but instructors in the program realized that by placing the models on reserve in the library student access would increase to our 55 open hours a week.

A&P students are enthusiastically checking out the models of arm and leg muscles, muscle cells, a brain and three skeletons (including one life-size) and we’ve seen less printing of anatomical drawings and photos, which saves paper and their money. Additionally, it definitely helped us set a theme in the library this past Halloween!

Library Collection Budget Impacts for FY 2016

The Mansfield Library received no inflationary increase to the Collection Budget for this year (FY 2016). Given that inflationary increases are necessary to maintain existing subscriptions to journals and databases and the continuation of monograph and media purchasing, which increase in cost each year, the loss of an inflationary increase to the collections budget results in the need for reducing and cancelling some existing resources. Ebrary Academic Complete Ebooks (subscription access to over 100,000 ebooks) and Springer Ebooks (about 6,000 newly published ebooks received each year) have been cancelled. To reduce the impact of dropping Ebrary Academic Complete, many of the highest used titles in that collection have been purchased and will continue to be available. Springer Ebooks from 2005 - 2015 were already purchased and will continue to be available. Additional titles from these two ebook collections can be individually obtained as needed via the Approval Plan or through individual purchase requests. Contact your Liaison Librarian at Liaison Librarian Directory for assistance with this.

Mansfield Library Spring Workshops

The Mansfield Library will be hosting weekly workshops during the spring semester. Topics include: research strategies, organizing your research with Flow, citation and plagiarism best practices, conducting a literature review, and memoir writing. For more information or for the detailed schedule please visit the library guide at Mansfield Library Workshop Series.
SNMIPNUNTN
A Salish word meaning
~a place to learn,
a place to figure things out,
a place where reality is discovered~

Pronunciation: sin-mee-pi-noon-tin

Thanks to Tachini Pete, Executive Director of the Salish Language Institute in Arlee, MT, for the word and definition.

Salish Language School

We can help. Ask us!