

MAUREEN AND MIKE MANSFIELD LIBRARY

Connections



UNIVERSITY OF MONTANA

A biannual newsletter published by the
Maureen and Mike Mansfield Library



It has been a very busy and productive year in 2015 for the faculty and staff at the Mansfield Library. We have completed the first-year implementation of the library's Strategic Plan, *Building the Future: UM Mansfield Library Strategic Plan, 2014 – 2017*. Now we are in the second year of carrying out the plan.

This year, the library conducted a campus-wide survey with the LibQual®

instrument to get feedback from the UM faculty, students, and staff on their needs for library services and programs. In this issue of *Connections*, we report how we have heard students' voices and taken action. The library's Assessment Committee, chaired by Professor Kate Zoellner, has already recommended changes and made improvements as a response to this feedback. Posters announcing these action items will be on display throughout the library during spring semester. Of course, we have also developed a series of small-scale survey tools to gather feedback on an ongoing basis.

The library faculty and staff have continued their innovative efforts and explored new endeavours this year. In

October, the library launched the One Button Studio, which you can read about on page 4.

On behalf of all library faculty and staff, I want to convey my genuine appreciation for your unwavering support to the Mansfield Library. Through your funding contributions, we have been able to provide better library services and programs to UM students and faculty, with expanded library collections, attractive learning space, and enriched technologies. Thank you for your continued support and I look forward to working with you in the year of Monkey!



Shali Zhang



We've Heard Your Voice

UM's "We've Heard Your Voice" initiative, places emphasis on demonstrating improvements made due to students' responses to surveys, focus groups and other types of feedback. The Mansfield Library uses the LibQUAL® survey, as well as focus groups and a suggestion box to gain feedback from patrons on the library services offered. The improvements listed below are in direct response to that feedback.

Mansfield Library at both the mountain and Missoula College campuses

YOU SAID: We need comfortable places to study in the library.

WE RESPONDED: New comfortable furniture has been added to three floors of the library, including in both individual and group study areas.



We've heard your voice... and taken action.

YOU SAID:

We want laptop computers we can use for days instead of hours.

WE RESPONDED:

Laptop computers can now be checked out for three days.

We've heard your voice... and taken action.

YOU SAID:

We want a Google-like search for library collections.

WE RESPONDED:

Search Library Resources web-scale discovery system was implemented on the library homepage to enable searching for books, articles, films and more via a single search box.



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WE'VE HEARD YOUR VOICE

THANK YOU

FOR YOUR FEEDBACK AND TIME SPENT TAKING SURVEYS ABOUT YOUR UM EXPERIENCE.

We've heard your voice... and taken action.

YOU SAID:
We want to place holds on books and media and have the items ready to pick up at the Circulation Desk.

WE RESPONDED:
Shelf Holds were implemented so that you can place holds on our materials and materials at our partner libraries. These books and media are sent to your campus library for pick up, or to your campus address upon request.

THANK YOU

FOR YOUR FEEDBACK AND TIME SPENT TAKING SURVEYS ABOUT YOUR UM EXPERIENCE.

YOU SAID: Where are the fiction titles and audiobooks?

WE RESPONDED: The library maintains a Popular Reading collection, and downloadable audio books in Kindle and EPUB formats are available through the MontanaLibrary2Go database.

We've heard your voice... and taken action.

YOU SAID:
I need help managing and formatting my citations.

WE RESPONDED:
The library subscribes to the citation management systems Flow, RefWorks, and EndNote Basic and hosts workshops each semester on how to use the systems to organize your research and format your citations.

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We've heard your voice... and taken action.

YOU SAID:
"I suggest that the Mansfield Library post information about services to library users with disabilities on its website."

– Respondent quote on the library's spring 2010 LibQUAL+® survey

WE RESPONDED:
A guide to accessibility services provided by the library is linked from the website homepage.

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WE'VE HEARD YOUR VOICE

THANK YOU FOR YOUR FEEDBACK AND TIME SPENT TAKING SURVEYS ABOUT YOUR UM EXPERIENCE.

Mansfield Library at the mountain campus

We've heard your voice... and taken action.

YOU SAID:
I want to be able to do more without assistance.

WE RESPONDED:
Self-service check-out, printing, and scanning are available on the main floor of the library.

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WE'VE HEARD YOUR VOICE

THANK YOU FOR YOUR FEEDBACK AND TIME SPENT TAKING SURVEYS ABOUT YOUR UM EXPERIENCE.

YOU SAID: We wish the library had things other than books to check out.

WE RESPONDED:
Non-traditional items, including calculators, yoga mats, bicycle locks, games, GoPro cameras, iPads, and popular DVDs were added to the library collection.

YOU SAID: I wish more quiet study space was available

WE RESPONDED: Level five of the mountain campus library building has been designated as a quiet study floor.



Mansfield Library at Missoula College

YOU SAID: I want to be able to do more without assistance.

WE RESPONDED: Self-service printing and scanning are now available.

YOU SAID: We wish the library had things other than books to check out.

WE RESPONDED: Non-traditional items including calculators, bicycles, laptops, tablet computers, Raspberry Pi kits, and some popular DVDs were added to the library collection.

"Hi.. I just wanted to say a big THANK you to all the librarians and especially the ILL staff for being so awesome at their jobs and for facilitating my research and making it a little bit easier for me. Thank you and have a wonderful day."

– a student

LibraryNEWS



Glenn Kneebone in One Button Studio

UM Mansfield Library Adds Automated Video Recording Facility

The Maureen and Mike Mansfield Library has launched a new One Button Studio, an automated video-recording facility that can be used by UM students and employees and requires no previous video production experience.

The facility is modeled after the One Button Studio at the Penn State libraries that integrates third-party hardware to create an automated and streamlined video recording studio. UM's One Button Studio is the first one in a region that includes the Rocky Mountain West and Dakotas.

The video recording setup can be used by students, faculty and staff without any previous video production experience. **Glenn Kneebone**, the project manager for UM's One Button Studio, said the design of the studio enables users to create high-quality video projects without having to know anything about cameras, lights or audio recording.

"The process of creating and saving a video is automated, with the user interaction confined to three simple steps – inserting a flash

drive, pressing a button to start or stop recording, and removing the flash drive to end the session," Kneebone said. "Once the recording is done, users can upload the video to YouTube or use one of the library's four multimedia workstations to do further editing, such as adding music and images to the recorded video."

Kneebone began designing and assembling the studio during the summer in consultation with colleagues nationwide. He said the studio is designed for such things as presentation practice for a class or lecture, creating demonstrations and e-portfolio content.

"A new high-tech, green-blue screen appears like magic with a simple flip of a switch to create high-tech presentation videos," Kneebone said.

"The One Button Studio in the library is an innovative way to help UM students, faculty and staff create, communicate and captivate using the power of video," said Shali Zhang, UM library dean. "We are committed to providing the finest facility and tools for UM students and faculty to enhance their learning and teaching experience. The One Button Studio is a perfect example of how we enable them to produce quality videos for their teaching and learning needs."

The workstation that holds all of the recording equipment is height adjustable, making it accessible to all. This feature puts the controls within reach and allows people of all heights to be in the shot, as well as allowing for seated or standing presentations.

"I'm proud that we are the first studio that I know of to focus on accessibility and access for everybody when using the facility," Kneebone said. "We are the first with all the controls, the projector and the camera being height adjustable with the press of a button. I think we are going to get a lot of positive feedback from the One Button Studio community on this innovation, and I'd like to think we will serve as the new model for future studios."

The One Button Studio is available to the entire campus community through the library's online reservation system.



The AO Delegation at the Shanghai University of Finance and Economics

UM Academic Officers' Trip to China

In November 2015, Dean Zhang participated in the UM Academic Officers' Delegation to China, for educational programs (recruitments), research collaborations, and other partnership endeavours, upon the invitations from U.S. Ambassador to China **Max Baucus** and his wife, The Honorable **Melodee Hanes**, and the UM partnership universities

in China. "It was a gratifying experience to see this project come to fruition, as it directly supports the UM 2020 strategic goals for global education," Dean Zhang said. "I worked closely with **Dr. Paulo Zagalo-Melo**, UM Associate Provost for Global Century Education and Director of International Programs, and **Dr. Abraham Kim**, Director of the Maureen and Mike Mansfield Center, for almost one year in planning this trip." The UM delegation was hosted in Beijing by the Chinese People's Institute of Foreign Affairs, which has had long relations with the University of Montana. The delegation was also invited to a reception held at the residence of the U.S. Ambassador where the delegation met with **Evan Ryan**, Assistant Secretary for Cultural Affairs, and leaders from the education communities in Beijing.

Ms. Jayne (Xiuzhen) Xue, Visiting Librarian

From October 2015 through September 2016, the library is hosting a visiting librarian, Ms. Xiuzhen Xue, from Kunming University of Science and Technology, Yunnan Province, China. **Wendy Walker**, digital initiatives librarian, is chairing the hosting team, with other members including **Barry Brown**, **Teressa Keenan**, **Julia Jackman-Brink**, **John Greer**, **Glenn Kneebone**, and **Deborah Kelley**.

Ms. Xue has worked at the library at Kunming University of Science and Technology since 2003. She received a Bachelor of Science degree with a major in computer science and technology, a Master's degree in computer application technology, and is a Ph.D. candidate in management science and engineering. The funding support for her visit is from the Yunnan Provincial government. Walker and the hosting team have planned a series of visiting activities throughout the year, including helping Ms. Xue become acquainted with other librarians and the UM community and gain experience in developing digital projects.



Keeping Interlibrary Loan on Top of Its Game with Professional Development

Pam Marek, Interlibrary Loan Specialist, is one of the many Interlibrary Loan staffers who stays abreast of best practices and the latest trends in resource sharing by taking advantage of professional development. Recently, Pam attended the Northwest (NW) Interlibrary Loan and Resource Sharing Conference held in Portland, Oregon this fall and the ILLiad International Conference held in Virginia Beach, Virginia last spring.



At the spring 2015 ILLiad International Conference, Marek presented a poster entitled "Purchasing Made Easy: using ILLiad add-ons, custom queues, routing rules, and custom email templates to facilitate ILL Purchase on Demand." Her working knowledge of patron driven acquisitions generated a great deal of interest from the attendees, to the extent that the conversation continued via email well after the conference.

One topic for a session at the fall NW ILLiad Resource Sharing Conference, "ILLiad vs. Amazon," explained that the current practice Mansfield Library uses for resource sharing is being promoted regionally, demonstrating that Mansfield Library is using the most advanced techniques in resource sharing.

In the Interlibrary Loan Department, professional development is a necessary aspect of the library's commitment to excellence. Exponential changes in technology and a more diverse patronage make it essential for library staff to stay current on best practices and modern technology integration by regularly taking part in professional development opportunities.



FacultyNEWS



Adrienne Alger was appointed to the position of e-Learning and Instructional Technology Librarian in March 2015. She was previously a mobile search editor for Yahoo, a cataloger at Scappoose Public Library and a reference librarian at Clearwater Public Library, where she gained experience analyzing user data, teaching and training users and staff, and helping

everyone access the information they need. Adrienne is teaching library instruction sessions for the psychology, sociology and social work departments and chairing the library's Web committee and First Year Reading Experience committee. She is developing online information literacy guidance for students at their point of need and will help the Mansfield Library implement instructional technology to best serve UM students.

Library Faculty Receive Tenure and Promotion

Congratulations to **Samantha Hines** who was promoted to full professor.

Congratulation to Associate Professor **Megan Stark** who received tenure.



Samantha Hines



"A visit to the library during the evening, long after most faculty and administrators have gone home, immediately reveals how vibrant the Mansfield Library is and how crucial it is to the academic institution of the University. It is exciting to see students at work, engaged in academic conversations, and investing time and energy to their studies." - University Library Committee

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The Mansfield library is grateful for the support of our donors. Their generous contributions enabled the library to provide the resources required to help UM students achieve success in their academic pursuits.

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Donor Profile

The Theta Rho Chapter of Delta Delta Delta

is a distinguished supporter of the Mansfield Library. The chapter was established in 1926 at the University of Montana, and flourished from the 1920s through the 1960s, contributing to campus life through service and activities. In the 1920s, members worked to raise money and create partnerships to purchase land and build the prominent sorority house at 501 University

Avenue. The chapter members were known for being leaders on campus. In 1945, a Theta Rho member was the first woman to be elected student body president. By the 1950s, mortgage payments on the house were complete. The Tri Delta women continued to distinguish themselves as leaders and academics, earning Fulbright and Woodrow Wilson scholarships and various awards. However, the late 1960s brought a period of turmoil to traditional campus life and, as part of the “anti-establishment culture,” the sorority found that interest had waned and the Chapter closed in 1971. The house was later sold and a trust was created.

The women of the Theta Rho Chapter saved and stored the records and memorabilia of the chapter and donated them to the Mansfield Library in 2008 as the Theta Rho of Delta Delta Delta Collection. The Theta Rho of Delta Delta Delta Trust, which supported the library for nearly 40 years, was entirely gifted to the Mansfield Library in 2009 and totaled one quarter of a million dollars. In gratitude, the library created the Theta Rho of Delta Delta Delta Reading Room, now a popular location for academic presentations and readings of literature. The library is extremely grateful to the Theta Rho Chapter for their continued support of the Mansfield Library.

Finally, having gifted the Trust to the Library, the Theta Rho Home Association was closed and adapted to become the Tri Delta Alumni Association, which allowed the group to open membership to the approximately 300 other Tri Delta Alums living in Montana. The name of the organization is the Montana Tri Delta Alumnae Association and there are now chapters in Billings, Bitterroot-Missoula, Bozeman, Butte, the Flathead Valley, Great Falls, and Helena.





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