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The Liaison Connection

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Fall 2009

The Liaison Connection Issue 3

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The Liaison Connection

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

Services

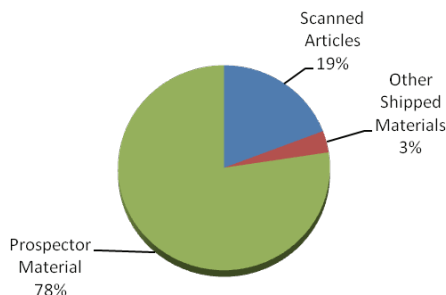
Special points of interest:

- Have a question?
Chat with a Librarian.
- New Improvements to Library Research Guides
- Information on Women's Library Association Grants.
- "Birds of Happiness" Added to Library.

Interlibrary Loan at Penrose

If you can't find an item in our catalog, or on the shelf, or available via our 400+ databases of full-text articles, don't despair! We have several alternative ways of obtaining the materials you need.

The best place to find additional material is [Prospector](#), which is comprised of 23 academic, public, and special libraries in Colorado and Wyoming. Prospector provides access to over 20 million books, journals (but not articles), DVDs, CDs, videos, and other materials owned locally. As you can see in the chart below, most interlibrary loan requests are found in Prospector.



When we receive your request, we utilize several advanced, behind-the-scenes systems to fill your needs as fast and efficiently as possible. We use RapidILL (Rapid Access Processing & Information Delivery) for articles and book chapters. RapidILL matches requested citations with open-access articles within its database and automatically sends the article directly to your email account. If material is not in an open access environment, the request is sent to one of nearly 70 academic libraries across the nation who have agreed to scan and send material free of charge and within 24 hours.

We also save time on receiving "returnables" (books, videos, CDs, etc.) by delivering Prospector items through a shared courier service. The courier service expanded in May of 2009 to include our Kansas and Missouri neighbors. The new service, named CoKaMo, works on the principle that material closest to us is not only greener to deliver, but also much faster to receive.

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If you need resources not available through Prospector, such as articles, make an interlibrary loan request. Requests are managed through a service called [ILLiad](#).

Using ILLiad, you can:

- Make interlibrary loan requests & check the status of a request 24/7.
- Make requests directly through ILLiad, via ArticleLinker or WorldCat.
- Enjoy Web delivery of most requested photocopies.
- Edit and resubmit canceled requests quickly and easily.
- Add notes and view staff annotations on your requests.
- Check your own account for due dates and history of past requests.
- Request renewals online.

Fun Facts:

- CoKaMo utilizes the Greyhound bus system to ship library books across these state lines.
- RAPID article delivery turnaround time is 1.09 days.
- Penrose fulfills 46% of non-Prospector interlibrary loan requests using RAPID.
- Prospector materials delivery turnaround time is 3.5 days.
- Other ILL requests turnaround time is 10 days.

Please don't hesitate to contact the Access Services Desk (x13707) or the Research Center (x12905) with any questions or concerns. We look forward to fulfilling your requests and hearing from you.

Bethany Sewell, Access Services Librarian

Bethany.Sewell@du.edu

Research Center Completes 876 Consultations in FY08/09

Penrose Library successfully launched the Research Center early in the fall quarter of 2008. By the end of the fiscal year, we completed 876 one-hour consultations with students and faculty, an average of 28 consultations per week during the quarters.

“This is great. I wish I came and saw you my first week of graduate school.”
Graduate student

In the fall quarter, the seven reference librarians staffed the Research Center five days a week for a total of 46 hours, including evening hours from 5:00pm-8:00pm Monday and Tuesday.

“I never would have found that on my own. Maybe I would have gotten like one article and it would have taken twice as long.”
Undergraduate student

Over the course of the academic year, we expanded consultations to the weekends and by spring quarter our experienced graduate students were providing

consultation services for four hours on Saturday and four hours on Sunday.

“This has been really helpful, thank you so much.”
Undergraduate student

Consultations were provided both on a walk-up basis and by appointment. We were pleasantly surprised by the high rate of follow-through for appointments (98%) and feel that this model serves students well. Not only are students now able to get individualized research assistance from a subject-specialist, by moving the longer consultations into the consultation room we freed our graduate student staff at the desk to answer more quick questions. This change contributed to an increase of total questions at the desk –in-person, email, phone, and chat– from 11,076 to 17,497.

“I always feel like I’m wasting my time [searching on my own]. I just get help and it’s so much faster.”
Undergraduate student

We found it especially productive to pair in-class library instruction and referrals to the Research Center. Students who received an overview of subject resources and search strategies from a librarian in class were more likely to come to the Research Center for one-on-one assistance.

“I am so grateful! You are making my work easier. I want to spend my time reading. Looking things up online can be difficult, but you just made it so much easier.”
Graduate student

Faculty report that these students were able to find higher-quality sources for their research papers and projects. Overall we consider the new Research Center to be highly successful and encourage faculty to utilize the consultation service and to promote it in their classes.

Erin Meyer, Outreach Librarian and Research Center Coordinator

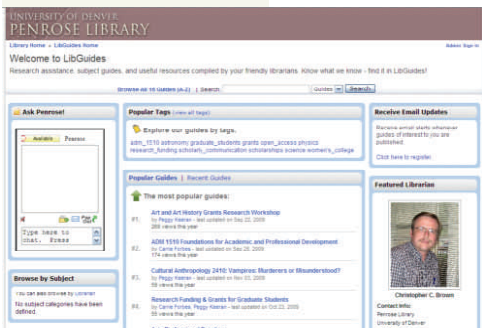
Erin.Meyer@du.edu

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.”

New Improvements to Library Research Guides



Need to direct your students to authoritative resources within your discipline? We recently purchased new software called LibGuides that is

general information on using the library to lists of recommended books, journals, and websites. The new [Research Guides](#) allow for more interactive multimedia content, such as embedded YouTube videos and RSS feeds. Students and faculty can also provide comments and ratings on various resources through the guides.

We are currently in the process of moving all of our old guides over to the new software as well as creating new guides. If you’d like to have a guide created specifically for your course or subject area, please contact your [library liaison](#) or email research-help@du.edu.

Carrie Forbes, Instruction Coordinator and Reference Librarian

Carrie.Forbes@du.edu

allowing us to improve the look and feel of our Research Guides, and to help us better organize our resources by discipline or by course.

Research Guides, which can be tailored to broad subject categories or to a specific course, include everything from

New Features in Encore

Perhaps you have noticed the optional interface to Peak, our library catalog. Launched in October, 2008, the new look (using pull-down selection "Keyword-Beta") recently added a few capabilities that we thought you should know about. But first, please know that we haven't taken away any search functions you have come to know and love with our time-tested online catalog. It's just that Encore makes our items, both print and online, easier for some of our users to discover. Here is a brief summary of new Encore features:

- Quick limiting by format or collection
Example: Search for [human rights](#) and you will notice in the left margin menu (we call these facets) that you can restrict your results to DVD/videos, journals/serials, Internet, Reference, and E-Reference, among others.
- Saving results
Explanation: Use the "Add to list" link to save results for later emailing to yourself or others.

- Community tagging
Explanation: When in a single record you will notice the "Community Tags – Add a Tag" link at the bottom of the record. You can use this to add your own meaningful terms to the record. You can even create a virtual course reading list by adding a tag such as "LIS4362" or any course number.
- Word truncation
Example: Search for environment*. In addition to environment, this retrieves environments, environmental, environmentalism, environmentalist, etc.

Christopher C. Brown, Reference Technology Integration Librarian

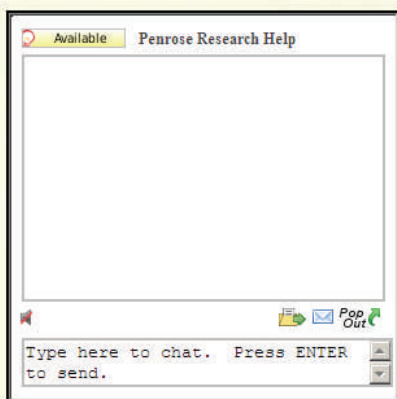
Christopher.Brown@du.edu

Have a Question? Chat with a librarian!

Beginning with the Fall 2009 quarter, the Research Center began responding to questions using a chat service. The service has been well received by many students and faculty, particularly those who are familiar with chat software. Look for the [Chat with a librarian](#) link on the left side menu of the Penrose Library home page.

Chat with a librarian for research help

Chat service is available Monday and Tuesday from 9am-Midnight, Wednesday and Thursday from 9am-9pm, Friday 9am-5pm, Saturday 10am-6pm, and Sunday 12pm-Midnight. If no one is available, then please use the ["Ask a research question"](#) form or call 303.871.2905.



Here are some questions we get about the service.

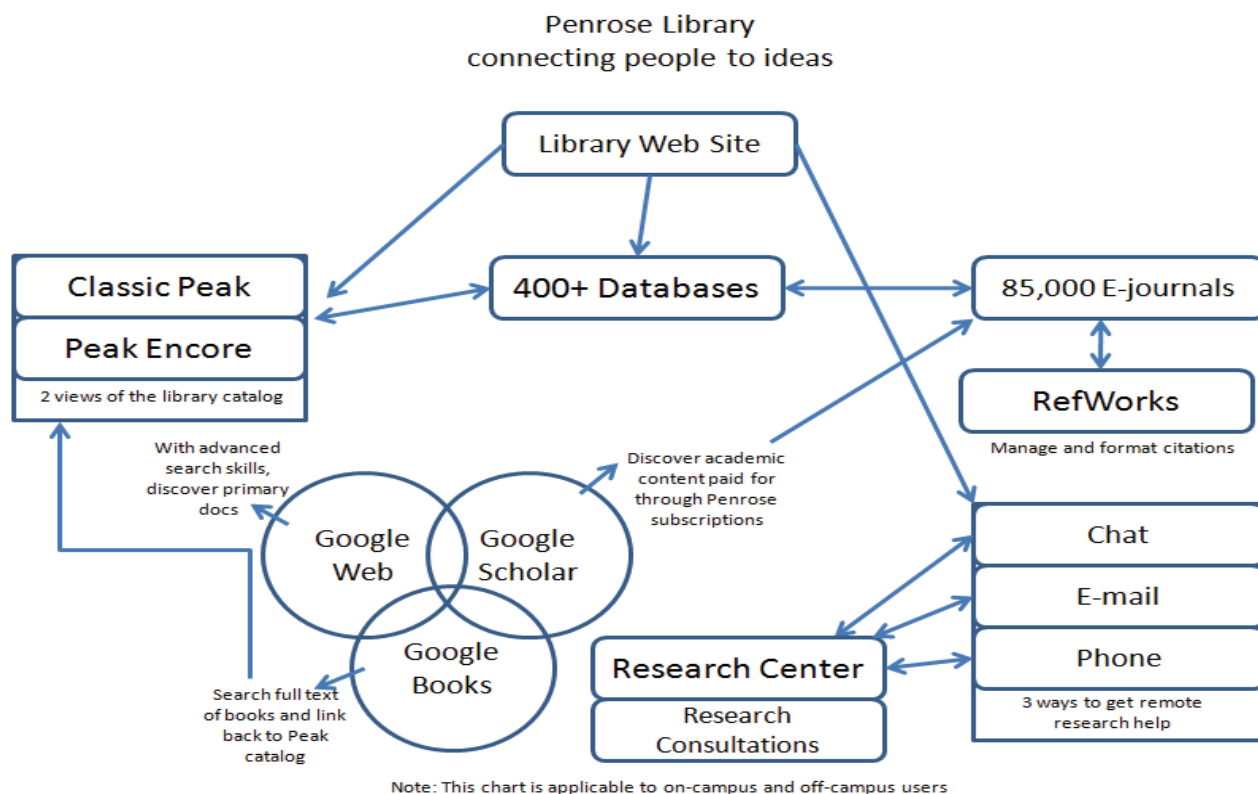
- **Who can use the service?**
This service is prioritized for the faculty, students, and staff of the University of Denver. Public inquiries are welcome.

- **When is the service available?**
The service is staffed during the hours that the Research Center desk is open. During the academic quarters, the times will be Monday and Tuesday from 9am-Midnight, Wednesday and Thursday from 9am-9pm, Friday 9am-5pm, Saturday 10am-6pm, and Sunday 12pm-Midnight. If no one is available, then please use the [Ask a research question](#) form or call 303-871-2905 and leave a voice message.
- **What kinds of questions can patrons ask?**
Patrons can ask anything related to research and using library resources at the University of Denver. While some chat sessions last greater than 15 minutes, the majority of the questions take about five minutes or less. If a session lasts longer than 15 minutes, the question may be scheduled as a consultation in the Research Center.
- **Once I am done with the chat session, how do I log out?**
When you are done with your session, either close the browser or go to a different webpage.

If you have any other questions concerning the chat service, please contact us.

Joe Kraus, Science and Engineering Librarian

Joseph.Kraus@du.edu



A Visual Diagram of Library Technologies

Collections

Searching Penrose Library Archival Materials

FACTS (Faceted Archival Content Transmission System) is a new research tool for discovery and access to special collections materials from Penrose Library.

FACTS allows users to search and refine by collection as well as topic, name, date, location, genre, and more. The FACTS index contains information about more than 10,000 items from all collecting areas of Special Collections and Archives including the Carson-Brierly Dance Library, the University Archives, Ira M. and Perle Hayutin Beck Memorial Archives, rare books and manuscripts, etc. More than 8,000 of

these are available in digital form and directly accessible from the application.

Multiple types of unique special collections content are accessible, including: photographs, documents, video, audio, and three-dimensional objects. In addition, there is information about materials that have not yet been cataloged to lower levels (e.g., folders and boxes), or items that are not yet available digitally.

This discovery tool is the result of Penrose Library's commitment to ultimately make its Special Collections materials available at the item level and in digital form to a wide audience. Our

goal is to have more than 100,000 records available by Fall 2010. The Special Collections unit adds content on a continuous basis – check back often to see what's new!

FACTS was built using Kepi, a Java-based application that was developed at Penrose Library. Planned enhancements include the ability to exchange objects discovered in FACTS with courseware tools available to faculty members, including Blackboard and DU CourseMedia.

Greg Colati, Digital Initiatives Coordinator
Greg.Colati@du.edu

**Women's Library Association Grants:
What are they and how can I apply for one?**

For the past fifteen years, the Women's Library Association has provided an annual gift to Penrose Library to fund a grant program. Over this time, the WLA Collection Development Program has funded almost 200 proposals for a total of almost \$700,000. This program allows faculty members, in consultation with librarians, to request materials to increase collection support for developing curricula or new research areas, to improve collections retrospectively in areas of need, to improve library resources in preparation for program or accreditation reviews, or to address any other collection gaps or growth concerns.

Last year, fifteen proposals totaling \$47,061 were funded. \$42,000 of this amount was funded by the WLA, with the remainder purchased by library funds. As always, the proposals represent a wide range of disciplines across the university, highlighting the quality of research and teaching at DU. Listed here are the successful 2008 proposals:

- \$4,325 was provided to purchase materials on diversity and forensic psychology.
- \$2,849 was granted to purchase materials relating to Muslims in the United States and Europe.
- A proposal to purchase Hebrew literature and poetry was funded at \$4,000.
- \$4,000 was provided to acquire materials relating to the effect of war on children.
- \$2,232 was made available to purchase material relating to the social context of human development.

- An application to purchase materials on psychological aspects of sport and performance was funded at \$3,976.
- \$1,000 was provided to purchase publications from nongovernmental organizations related to business.
- An application to purchase materials related to global poverty reduction was funded at \$3,700.
- \$3,900 was provided to purchase materials on contemporary India and China.
- \$1,264 was provided to purchase electrical and computer engineering books.
- \$4,000 was made available to purchase films in German on DVD.
- \$3,000 was provided to purchase literature and films relating to contemporary Andean studies.
- \$4,000 was made available to purchase Japanese books.
- \$1,215 was provided to purchase the *Thesaurus Cultus et Rituum Antiquorum*.
- \$3,600 was provided for purchase of materials relating to Italian history and culture.

The 2009-2010 request for proposals was sent to the faculty in late October with a due date of January 8, 2010. Please contact Michael Levine-Clark (Michael.levine-clark@du.edu, x13413) if you have any questions.

Michael Levine-Clark, Collections Librarian

Michael.Levine-Clark@du.edu

Finding Images

Do you or your students need images for presentations or projects? Are you in search of visual materials to include in DU CourseMedia for your students to use in their study of a topic? Penrose Library is building a visual resource collection through library subscriptions and through the purchase of licensed images.



[AccuNet/AP Multimedia Archive](#)

contains more than two million AP photos from the 1820s to less than a minute ago.

In [ARTstor](#) you can find images from across the centuries and from around the world. Although originally focused on the arts, the collection has grown to more than a million images covering a wide variety of topics. In addition, ARTstor has organized images into collections, including anthropology, area studies, foreign languages and literature, history, literary studies, maps, religious studies, theater and dance, and women's studies.



Because all students don't have access to DU CourseMedia (except if enrolled in a course using the management system), Penrose Library and the School of Art and Art History are working together to identify licensed images for them (and you!) to use. We are providing access through [Image Commons](#), a new discovery tool developed by Penrose Library. Although small (only 10,000 images at present), it will grow as we add more licensed images and as we harvest images from selected archives from around the world.



The images in ARTstor and Image Commons can be added to your DU CourseMedia galleries or other presentations. To access these sources, go to the "Image Databases" category under the "Databases & Articles" tab on the Penrose Library home page.

Peggy Keeran, Arts and Humanities Librarian

Peggy.Keeran@du.edu

New "Birds of Happiness" Sculpture Added to Upper Level



This summer, Dan Jacobs, director of Myhren Gallery and the curator of campus art at DU, collaborated with us to bring a new casting of the bronze crane sculpture "Birds of Happiness" by Dee Clements to the Upper Level of the library. The sculpture was dedicated in a small ceremony on October 30th. The donors, Jean and Barbara James, placed the work in Penrose in honor of the late professor of English, Stuart B. James, and felt the new setting, with its large windows and tree-filled views, was ideal for the naturalistic work. On the recommendation of Jacobs, a second bronze sculpture owned by Penrose was moved to the area. "Eagle Catcher" by George Carlson depicts a Native American man and an eagle engaged in struggle, and complements "Birds of Happiness."

A new Exhibits and Arts Committee plans to bring more art into the library and to showcase some of the treasures from the library's collections. Look for a new exhibit, "Blazing the Trail: Denver's Early Jewish Community," to come to the Main Level of Penrose this November. The exhibit was created by Jeanne Abrams, Director of the Beck Archives, and includes images and cultural artifacts from the library's collections.

Erin Meyer, Outreach Librarian and Research Center Coordinator
Erin.Meyer@du.edu

More Power to Ya

As the use of laptops on campus grows, students have been requesting more power outlets in study areas throughout the library. This summer, we added extra study tables to the main level through the relocation of current periodicals and, to the delight of students, also added 28 additional power outlets on 7 power poles. Students immediately began filling this area near the Writing Center and taking advantage of the additional power access. Even as the use of digital resources continues to grow, visits to the library increase as students come to the library for group and quiet study.

Erin Meyer, Outreach Librarian and Research Center Coordinator
Erin.Meyer@du.edu

