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MAUREEN AND MIKE MANSFIELD LIBRARY

# Connections


**UNIVERSITY OF MONTANA**

A biannual newsletter published by the  
Maureen and Mike Mansfield Library

## A Message from the Dean of Libraries



This year, snow came early. It also made the autumn season a bit short. Nonetheless, the library faculty and staff have showed warm welcome to new and returning students through the campus-wide WelcomeFeast on the Oval, instructional and information literacy courses, new discovery online interface, Griz Read event, chat reference services, and many more... I am very happy that the UM community recognizes the Mansfield Library's efforts and votes it as "Best Study Spot" this year.

Throughout the summer and fall semesters, the library faculty and staff spent much time in working on the library unit reports in supporting the UM

Academic Program and Administrative Services Prioritization (APASP) process. The library's authoring team, led by **Professor Donna McCrea**, Head of Archives and Special Collections, and **Professor Kate Zoellner**, Assessment Coordinator and Education/Human Sciences Librarian, helped prepared six library unit reports. These reports responded to such criteria as the importance to UM, the trends in demand, quality of the services, operational efficiencies, and opportunity analysis. The intensive process helped the library to review its operation efficiencies and to present opportunities and challenges.

The library has continued its global outreach effort. In September, **Glenn Kneebone**, the library's manager for Paw Printing and the One Button Studio facility, was invited by the Shanghai International Studies University in China through its research grant for a two-week visit there. Glenn advised the planning and implementation of One Button Studio at this China's institution. The Mansfield Library has been a leader in implementing new technologies to support UM's teaching, learning, and research. I am very happy that the library's excellent efforts are recognized by our global partner.

Exciting news about the library's Learning Commons. The first phase of this project will focus on the installation of large glass panels on the corner of north and west sides on Level 3 at the Mansfield Library. Other phases, such as improvements on ceilings, lighting, and carpets may follow. LPW, the chosen architecture firm from Great Falls in Montana, presented the final architecture drawings to library faculty and staff. The bidding process for the project will be in January 2018. The construction work will start in May 2018 after the UM commencement. The renovated facility will welcome the new students in fall 2018. I would like to take this opportunity to thank the library donors' generous funding contributions to the Learning Commons Project and many other library programs. Your donations have helped the library to provide the UM students and faculty with the 21st century learning spaces, technologies, collections, programs, services, and many more. In this holiday season, I would like to send our greetings and the best wishes to you, for the year of the Dog!

Shali Zhang

# Student-Centered Innovative Projects 2017-2018

Student-Centered Innovative Projects are a core part of the Mansfield Library annual progress to improve student services and are a way for faculty and staff to focus on how students can initiate, create, and integrate changes in the library. These projects update library resources for student use, and also involve more students directly in the work of the library.

## Online Interactive Exhibits: Created by Students, for Students

Coordinator: Hannah Soukup

**Hannah Soukup** will design two online exhibits for the Kyiyo Native American Student Association and the Black Student Union to showcase the history and important university presence of these groups. The displays are student-created and are evaluated and directed by the specific organizations.

Mansfield Library recognizes the 50th and 51st anniversaries of the Kyiyo Native American Student Association and the Black Student Union, respectively, and also exemplifies a strong commitment to diversity at the University of Montana. The exhibits will be set up on a long-form multimedia narrative format for visual impact, be user-friendly, and will be approved and edited by the student groups at the end of the project. An online exhibition of the history of these groups may encourage other student groups to take on similar projects or inspire groups to archive materials and comprehensive records about their organization at the library.

## Understanding Research Needs by Discipline: A Visual Narrative Inquiry

Coordinators: Jaci Wilkinson and John Harris

Research workflows are always shifting with new technology. **Jaci Wilkinson** and **John Harris** have adapted a Student-Centered Innovative Project to address changes and understand current research obstacles. Their project involves gathering volunteers to sketch a representation of the research process, adding in notations about where they find challenges or if they have solutions for delays.

The data will be used to inform the library about difficulties in research processes both in the library and online and understand the varied use of library resources. Improvements will be made to physical or digital spaces, instruction, outreach, and other issues with the purpose of simplifying research processes and increasing student use of library resources, services, classes, and study spaces.

## Accessibility Center Evaluation and Revitalization Project

Coordinators: Teresa Keenan and Wendy Walker

This project, proposed by **Teresa Keenan** and **Wendy Walker**, will improve the accessibility center facilities at the library and allow for increased and simplified use for students. An online survey will collect information about how the center is used and

by whom, and what suggestions students have to improve ease of use. A follow-up focus group will provide in-depth feedback on the data received, and allow students to specify particular problems and needs. The resulting renovation plan will create a unique and welcoming accessibility center to serve students better.

In addition, the project will spread student awareness of the space and allow students additional study spaces that directly meet their needs and establish a functional, focused work environment.

## Virtual Reference Analysis

Coordinators: Adrienne Alger and Kate Zoellner

**Adrienne Alger** and **Kate Zoellner** have collaborated to create a project that will improve the student chat experience and better understand user needs, common questions, and adequate service levels for the chat tool.

While the first chat tool was integrated into online library services in 2010, the new chat platform, Zopim, has resulted in significant growth in the use of chat services. As web and discovery methods have updated, it is an ideal time to reevaluate the student experience using the chat tool. Data will be assessed throughout the semester to understand the efficiency of the chat process, with findings and solutions presented in spring 2018.

## Using Natural Language that Students Understand

Coordinator: Adrienne Alger

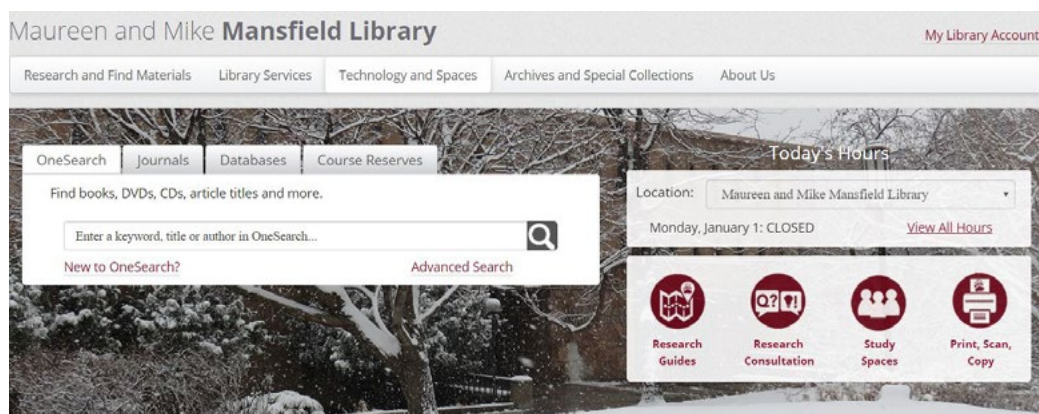
Language commonly used by librarians to explain reference materials, archives, or other research resources is often cited as confusing and intimidating by students. Mansfield Library, through other Student-Centered Innovative Projects, has made efforts to integrate natural, conversational language and terms into library descriptions to help students better navigate its website and take advantage of available resources.

The natural language project will ask students for suggestions to clarify language for improved accessibility and understanding across the library's digital space. This Project also impacts instruction, as educators are committed to using understandable language instead of library-specific terms where appropriate. An essential aspect of the project is student-involvement. **Adrienne Alger**, the project coordinator, will work to collect input and feedback from students in multiple use scenarios to improve the user experience at the library. Follow-up for the project will include a survey and connecting with the students that made recommendations.



## The New Primo Interface

The library's new Primo User Interface (OneSearch) was live in July 2017. It is a part of the newly implemented cloud-computing library system. Led by **John Greer**, Head of IT and Systems; **Jaci Wilkinson**, Web Service Librarian, and **Shelley Ramberg**, Assistant Discovery and LMS Administrator, this new interface is a substantial improvement for searching all library materials in one online platform, including print collections and electronic resources. In order to minimize glitches and other difficult issues, the team met every week to get feedback and to fix the problems to enable easy access to library resources.



The team went through numerous tests and reconfigurations, recruited library faculty and staff to participate in tests, and communicated the changes with the campus community. The UM faculty and students now have a better search platform to access library resources with this new interface.



## Griz Read Project

Professor **Adrienne Alger**, e-Learning and Instructional Technology Librarian, led the UM's Griz Read Project this year. This annual event provides first-year students with a common connection through a thought-provoking book. Each year, a committee of faculty, staff, and students selects a book from nominations submitted by the campus community. This year, *Lentil Underground*, by Liz Carlisle, a native Montanan, was selected. In leading this project, Professor Alger and her team went through planning, coordinating and scheduling student events, seeking external funding, working with multiple stakeholders across campus and the community, scheduling travel with an author to visit with and speak to UM students. Throughout the summer and fall orientation events, library faculty and staff also helped distribute the book to hundreds of new and returning students. All UM students, especially first-year students, are encouraged to read the book and participate in Griz Read events. First-year students are also invited to participate in the Griz Read events, essay contest, and art contest.

## The Library voted the "Best Study Spot"

This year, the Mansfield Library was voted by a campus committee the "Best Study Spot," as a part of Best of UM 2017 contests. The library has made continual improvements based on the survey results from LibQual in 2012 and 2015 respectively. The survey responses from the campus community indicate that the UM students come to the library not only for checking out materials, but also using the library spaces and technologies for a variety of purposes, such as conducting an individual study at a quiet study space, having a group for social gathering, engaging in a group study, getting assistance on research questions and technologies, and using the library space to create and experiment new things. The Mansfield Library is happy for this recognition.



## Sue Samson Achieved the Emeritus Status

At the Montana Board of Regents meeting in September 2017, it approved the UM's request for the former Mansfield Library faculty, Professor **Sue Samson**, with an emeritus status, in the occasion of her retirement this year. To achieve this status, a retired faculty member must have been employed by the University of Montana for no less than ten years, and maintained a record of excellence in teaching, research/creativity, and service. Professor Samson started at the Mansfield Library in 1991. Throughout her tenure at UM, she had outstanding records in teaching, research/creativity, and service. Now she is UM's Professor Emeritus. Congratulations, Sue!



## Big Sky Country Digital Network Formed

In June 2017, the University of Montana, Montana State University, the Montana State Library, and the Montana Historical Society partnered to form the Big Sky Country Digital Network (BSCDN), an online hub of digitized library and museum collections, at <https://news.umt.edu/2017/09/090617libr.php>



In addition to providing a way to search multiple collections of historical items from across the state, the network indexes information about those collections and submits it to the Digital Public Library of America (DPLA), a national digital collection organization that aggregates digital collections from America's libraries, archives, museums and cultural heritage institutions. "We



are thrilled with this state-wide partnership network which takes our valuable and unique digital collections to DPLA, a national online platform," said **Shali Zhang**, Dean of the Mansfield Library. "Several

digital collections, such as Mansfield's Speeches and Interviews, Boone and Crockett Club Records, Bud Moore Photographs and Sound Recordings, Fort Missoula Alien Detention Camp Collection, The Natives of Montana Archival Project, and others, have been heavily used. Joining the efforts with other Montanan partners makes these digital collections easily accessible to all Montanans and worldwide audience," Zhang continued. Professor **Wendy Walker**, chair-elect to the statewide digital network, is the Digital Initiatives Librarian, at the Mansfield Library.



## A Library Staff Shares Innovative Projects at SISU

**Glenn Kneebone**, the manager for the library's Paw Print and the One Button Studio facility, was invited by the Shanghai International Studies University (SISU) Library in China to participate in a research project for innovative library programs. SISU has been a long-term partner university with UM. SISU's students are studying at UM every year. Through SISU's research grant, Kneebone was able to spend time at the SISU Library, visited the libraries at the top universities in Beijing, Hangzhou, and Shanghai, and met with the librarians who were in charge of development of innovative library programs. During his two-week trip in China, Kneebone shared the best practices at the Mansfield Library and in other U.S. libraries using innovative approaches to support learning and research endeavors. The Mansfield Library has been a leader in implementing new technologies to serve the UM faculty and students. Some examples include, newly implemented library system based on cloud-computing technology, 3D printing operations, One Button Studio

facility for quality video productions, Virtual Reality studio, and upcoming Lightboard recording studio facility to support online course productions. Kneebone is the first library staff member receiving the research grant outside UM for an overseas trip. "I was honored to be invited to China to represent the Mansfield Library and UM on the request of our partner university, SISU. It was generous of SISU to host me and make my stay welcoming and fulfilling. I served as an advisor for their plans to move forward with adding innovative technology and spaces to their library and campus. It was a memorable trip where I interacted with many wonderful people and forged new professional relationships. I had the great privilege of visiting multiple premiere universities and libraries while I was there. I believe that the exchange of perspectives during those two weeks will be of great benefit to both campuses as we move forward on our respective journeys," Kneebone said.



**Glenn Kneebone** sharing his technical knowledge at SISU.





## The Mansfield Library Enters a MoU with the Beijing Normal University Library

In collaboration with the UM Phyllis J. Washington College of Education and Human Sciences, the Mansfield Library entered Memorandum of Understanding with the Beijing Normal University (BNU) Library in Beijing, China. The BNU Library is leading the consortium over 80 university libraries in the Beijing area, China. It has constantly looked for opportunities of exchanges and connections. The Mansfield Library has engaged in numerous innovative projects, such as its renowned information literacy program, unique archival and special collections, advanced technological tools, and unique digital collections. The BNU Library is very eager to work with the Mansfield Library on some of these projects. Another potential project for the Mansfield Library is to work with the UM's College of Education to help facilitate special training sessions for school librarians with the BNU Library that will serve as a contact point to organize the interested school librarians to receive the UM's



Shali Zhang spoke at the Library Directors' Forum hosted by the BNU

course work through in-person instruction or online delivery. In November 2015, the UM's Academic Officers' delegation visited BNU when each UM dean met with their counterparts there and discussed action items. Since then, the library dean **Shali Zhang** was invited by the BNU Library to give lectures and to plan the formal partnership relations. The UM's International Committee approved the MoU between the two libraries in September.

## The Library Hosts a Lecture

The library hosted a panel discussion titled "When Monuments Fall: White Nationalism and Public Spaces" in September. The panel was moderated by Professor **Jaci Wilkinson**, Web Services Librarian. The panelists include African-American studies Associate Professor Tobin Shearer, History Professor Anya Jabour, Parks, Recreation and Tourism Assistant Professor Jennifer Thomsen and Native American Studies Professor George Price. The professors also brought their classes to the lecture. The session was well received, over 100 people attended. In her email message to the panelists, UM President Sheila Stearns wrote, "The panel this evening is on a most worthy topic and I would be there if I weren't at the Board meeting in Butte."



## Professor Baucom joins the “Design for Diversity” Toolkit Core Design Group

**Professor Erin Baucom**, the library’s Digital Archivist, was invited to participate in the “Design for Diversity” Toolkit Core Design Group. This project was funded by the Institute of Museum and Library Services through Northeastern University Libraries and will run from November of 2017 through October of 2018. The Project includes a series of public events aimed at developing a teaching and learning toolkit to support professional development for librarians, archivists, museum specialists, and other cultural heritage practitioners. As a group member, Professor Baucom will travel to Boston for a two-day working meeting, and will subsequently work together online and over the phone to develop a draft of the main grant outcome, the Design for Diversity Teaching and Learning Toolkit. Congratulations, Erin, for this honor!

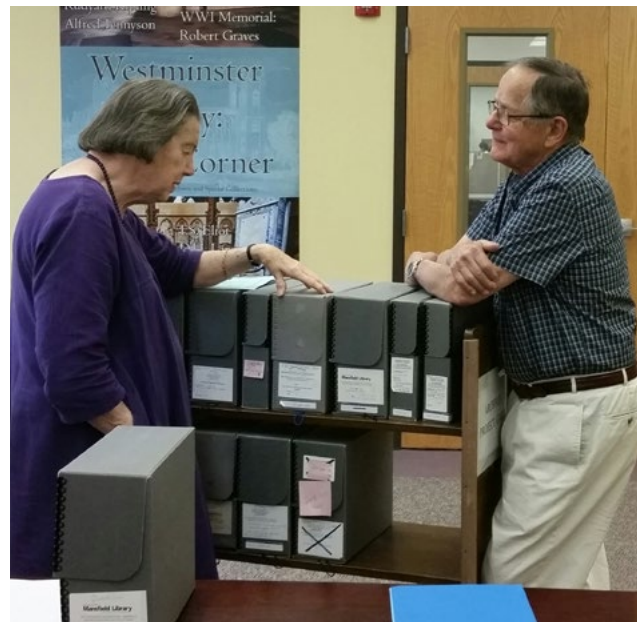


## Professor Donna McCrea to receive a grant

Via a phone call from Senator Tester’s office in early December, Professor Donna McCrea learned that the library’s Archives will be awarded a \$3,414 NEH Preservation Assistance Grant. Professor McCrea submitted the proposal last year, with a title, “Preservation Rehousing of Film Collections at the University of Montana.” The project will purchase supplies to help ensure the long-term preservation of 16mm and 8mm films held in the Archives and Special Collections. This preservation rehousing activity is a recommendation of a consultant hired with a 2014 NEH Preservation Assistance Grant. The film collections have demonstrated use by students, scholars, businesses and the general public for their personal and professional research. These collections have significance to the humanities because they provide primary source documentation of the people, events and activities of Montana and Montanans from the 1920s to the 1970s. Large portions of these films, including home movies, are held uniquely by the University of Montana.

## “Classic Literary Texts” event at Archives and Special Collections

The Mansfield Library Archives and Special Collections hosted “Classic Literacy Texts” during the Montana Book Festival, September 2017. Coordinated by **Hannah Soukup**, Archives Specialist, the special session featured discussions by four UM faculty members, Ashby Kinch, Elizabeth Hubble, Prageeta Sharma, and Rob Browning. Each professor talked about a different, classic literary text or author. They also delved into what makes “classic” texts classic, what authors have been included and excluded from this definition, and what literary texts have stood the test of time and why. The event concluded with a tour on rare and unique library literary volumes, which were out on tables for people to browse. Some of these items included a handwritten draft of an Elizabeth Barrett Browning poem, signed copies of Walt Whitman’s *Leaves of Grass*, Debra Magpie Earling’s limited edition *Lost Journals of Sacajewea*, Richard Hugo’s poetry notebooks, and illustrated versions of Shakespeare, Chaucer, Milton, Dante, and Poe.



Charles Leach talking with JoAnn Davison who has been organizing the collection of Dixon Family letters donated by Dr. Leach.



# Academic Program and Administrative Services Prioritization

## A glance from the library's reports to the APASP Task Force

Throughout the summer and fall in 2017, the library faculty and staff, led by Professor Donna McCrea and Professor Kate Zoellner, worked tirelessly to collect data, analyze, and write six unit reports. Here is a glance from the reports based on the criteria and rubrics.

## Importance to UM

### Leadership

Developed a shared vision of the library in 2014 that aligns with the university's strategic plan: As the heart of the university's intellectual pursuits, the library will be a leader in services, instruction, collections and programming; a place where lives are enriched and transformed; and a catalyst for the creation of knowledge.

Implemented a new library system, Alma, in December 2016, providing users easier access to a greater range of resources, and expanded resource sharing with 24 academic libraries statewide through the Treasure State Academic Information & Library Services (TRAILS) Consortium.

### Engagement

Employs over 50 students each year and makes the library a welcoming and safe working and learning space for all UM students.

Provide and maintain access to databases and online collections (extremely important to off-campus students). Create metadata for regional historical resources and for unique UM-created publications and materials to facilitate discovery and use of these materials, and promotes student and campus discovery and engagement.

### Sustainability

Acquires unique and special collections and archival materials and provides analog and digital preservation of collections for use by this and future generations.

Placed over 10,000 UM theses, dissertations, and professional papers in ScholarWorks that archives and makes this content available worldwide.

Developed information literacy instruction and an online research guide on sustainability for College Writing I, when that curriculum centered on sustainability.

### Diversity

Builds and maintains diverse collections to support research and creative scholarship across UM, and to help recruit and retain students and faculty.

Ensures essential services to diverse users of library technology and systems by providing assistive software on all computers, providing multiple language options on public computers, making sure all web systems are accessible and removing barriers to all technology in the library.

### Demand

The library seating increased 21 percent since 2013, in response to students' expressed desire for the library to provide a comfortable study space.

Interlibrary Loan lending to other libraries, via OCLC global library cooperative, increased four percent since 2013.

Student demand for laptops, tablets, and other equipment increased from 1,766 items in 2013 to 2,598 in 2017.

### Quality

90 percent of students rated library instruction sessions 'very effective' or 'effective' overall, as measured by student evaluations.

Among the information literacy questions on LibQUAL+®, undergraduate respondents rated highest the library's support for enabling them to be more efficient in their academic pursuits or work.

Student comments on instruction evaluations indicate they learned, "how to search more efficiently and effectively", to "use credible sources", and how to "keep [their] research well organized", among other knowledge.

### Efficiency

Formed the TRAILS Consortium with 24 Montana academic libraries; purchasing of databases and ejournals through TRAILS over the last two years results in savings of e-resource renewals.

Collaborated with other library units and externally with Disability Services for Students and Assistive Technology Services to enable the library to meet accessibility standards and improve access to collections.

Moved to a thin client system for library instruction labs in 2016, reducing the time required to make changes requested by instructors, speeding software installations, and allowing the library to share the management expertise with other campus units.

## Many thanks

Thank you (Donna McCrea, Head of Archives and Special Collections) so much for all your efforts. The students were very pleased. They all wished that they could have had more time. I will see if I can make it a two period thing next year....guess it will depend on whether I have the classes back to back. At any rate, it was a big hit.... I can't thank you enough. You are such a delightful person to work with! I hope the University is as proud of you and your department as they should be :)

Thank you,  
Courtney Christopher, Hellgate High School history teacher

### The Mansfield Library hosts a farewell party

for five employees who take the UM's Voluntary Severance Offering. From left to right: Beckie Christiaens, UM associate vice president for administration, Deborah Kelley, Katherine Pope, Julie Ludlow and Kathy Vaughan at the library's farewell gathering event in December (not pictured, Carlie Magill).



## Exhibit



In celebration of Native American Heritage Month in November this year, **Jill Howard**, Adjunct Assistant Professor and Reference and Instruction Librarian, helped set up the American Indian Heritage Day displays at the library and in the Payne Family Native American Center, highlighting both photographs and books by Native American authors.



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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*Thank you!*

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**C**hristine Wilcox has been a long-time supporter of the Mansfield Library. She realized that “the library was an important part of campus, a place that touched everyone, and yet it didn’t have a set of any real constituents to support it.” To some extent, Christine’s observation is correct. The friends and alumni often have close connections with their affiliated departments, schools, and colleges when making donations. On the other hand, a group of library donors like Christine have a better understanding on the needs and importance of the library as the UM’s intellectual hub supporting all students and faculty. They have been contributing generously to the Mansfield Library for many years. Their generosity has made the library a leader in using advanced technology in supporting UM’s teaching, learning, and research goals.

Rooted deeply with UM, Christine’s great-great grandfather, Oscar J. Craig, served as the UM’s first President in 1895, “managing the University nearly single-handedly,” according to the documents at the UM president’s office. Warren Wilcox, Christine’s father, went UM, continued support to UM, and received an Honorary Doctor of Humane Letters at UM in 2012. Christine is an active supporter of the Mansfield Library. In the Learning Commons initial planning, Christine was a member of the volunteer committee. She is very happy that the Learning Commons project moves forward.

## The Learning Commons coming soon!



The library has worked closely with architects at UM and the State of Montana on the first phase of the Learning Commons project. During this phase, large glass panels installed on level 3 in the west and north corners of the library will be a huge improvement for library space. The installation is scheduled to be completed by fall semester 2018.

LPW, an architecture firm in Great Falls, is selected for this project. The Mansfield Library and LPW worked together on the final drawing for the new space. The bidding process will be in January 2018. After that, the chosen contract firm will prepare for the actual construction that will happen immediately after the UM’s Commencement in May 2018. The project should be completed within three months. The Mansfield Library is looking forward to welcome the class of 2018 to this new learning space.





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*Connections*

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