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## Connections, July 2016

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MAUREEN AND MIKE MANSFIELD LIBRARY

# Connections



A biannual newsletter published by the  
Maureen and Mike Mansfield Library

## A Message from the Dean of Libraries



Shali Zhang | Dean of Libraries

Summer is always beautiful in Missoula, Montana. It is also a busy time for library faculty and staff as they catch up on numerous facility projects at the library, acquire and process materials, and plan services and programs for the next academic year.

In February, UM signed a contract with Ex Libris for a new library system, called Alma Resource Management Solution. The new system is a native cloud-computing technology for organizing and delivering library resources in a flexible and efficient way. Sixteen universities

and colleges in Montana are participating in the implementation through the Montana's Treasure State Academic Information & Library Services (TRAILS) consortium. John Greer, head of the library's Technology and Systems Services, is leading this statewide initiative and carrying out all data transfers. The new system will go live on December 16, 2016. A group of library faculty and staff are on the implementation team to keep up with data migrations through the summer.

The library faculty and staff continued to offer ideas to enhance library services

*"Message" continued on page 2*

## Honoring Graduating Student Employees

Each spring, the Mansfield Library recognizes those library student employees who are graduating by placing bookplates in books that are reflective of their majors. Library student employees work approximately 32,300 hours each year. We value their commitment and enthusiasm for their jobs.



and programs and better serve our constituents. They have proposed numerous projects this year through the library's Student-Centered Innovative Projects program. You will see the proposed projects in this issue.

ScholarWorks, Mansfield Library's open access repository, has been accessed by audiences worldwide since fall 2013. This online platform helps showcase UM's scholarly and creative publications from faculty and students. In this issue, we provide a glimpse of the impressive numbers that UM's research outputs are

generating through views and downloads by people around the world.

We want to thank you for your generous funding support to the library. Gift funds have significantly helped the library's collection and resource acquisitions in the past two years. Through these funds, the library was able to sustain the annual subscription for a group of critical e-journal packages and databases for UM's top programs and their teaching, learning, and research needs during difficult budgetary times. Your generosity makes a difference!

I would like to invite all of you to join me as we welcome the new students coming to UM in August. I look forward to your continuing support to provide the best library services to the UM community.



Shali Zhang

## Mansfield Library Implements a New Integrated Library System

UM has contracted with Ex Libris, a ProQuest company and a leading global provider of cloud-based solutions for higher education, to implement a new integrated library system that uses cloud-computing technology to organize and deliver library resources. The new system, Alma, is used by 16 academic libraries across Montana. The new system will increase staff efficiency by unifying workflows and reorganizing resources to have the greatest impact. The cloud-based system helps offset administration and energy costs, and provides a discovery environment flexible enough for large libraries to customize and powerful enough to provide excellent patron services.



"The implementation of the Alma library system is going to be an exciting process," said **Shali Zhang**, dean of libraries. "The new system will enable all participating libraries to work more efficiently, share expertise and resources, and provide better services to our user community—students, faculty, and staff—thus strengthening the library's impact on learning and research initiatives. I am thrilled that in-depth collaboration between library colleagues at Montana's academic campuses will soon be a reality."

**John Greer**, head of Technology and Systems Services at the library, is leading the statewide project using his extensive knowledge of cloud-computing technologies and his rich experience in integrated library systems. Associate Professor **Teressa Keenan**; Professor **Kim Granath**; **Carol Leese**, manager of acquisitions; **Jennifer Rusk**, electronic resources manager; **Chris Vance**, assistant manager Circulation, Paw Print and ILL Services; and **Shelley Ramberg**, staff computing support specialist are on the implementation teams of this large-scale project. The new system will go live on December 16, 2016.



Alma Implementation Team (l to r): John Greer, Shelley Ramberg, Teressa Keenan, Carol Leese, Jennifer Rusk, and Chris Vance

# PARTNERING FOR STUDENT SUCCESS

## Student-Centered Innovative Projects

Every year, library faculty and staff are invited to submit proposals for Student-Centered Innovative Projects. The proposals are required to be student-centered, innovative in nature, and must have at least two direct and measureable outcomes enabling student success. This year, **Jennifer Rusk**, chair, **Adrienne Alger**, **Blaine Belcher**, and **Burt Vollmer** served on the working group for the third cohort of the program and selected the following proposals:

### ***Bitterroot College Learning Enhancements***

Coordinator: **Professor Samantha Hines**

This spring, the Mansfield Library developed two new resources for the Bitterroot College Learning and Testing Center. The first is the purchase of 3D anatomical models for students studying anatomy and dental assisting. These models include a skeleton, a jaw and teeth model, and an anthology of anatomical charts. These resources will enable students to engage more fully with the learning material, gain a tactile understanding of their studies, and provide a well-rounded educational experience.

The second addition to the Learning and Testing Center at Bitterroot College is a reading area. The reading area will be a place where students can connect with materials outside the classroom to provide a new aspect of learning, interaction, and reflection. There will be additional resources available for students to use in their studies, and the reading area will encourage both quiet contemplation and collaboration.

### ***Web Presence Journey Mapping***

Coordinator: **Assistant Professor Adrienne Alger**

Journey Mapping, a project that was first introduced in the Student-Centered Innovative Projects of 2015, is a methodology that utilizes the point at which a student comes into contact with a library service to understand how the services are being used and if they are benefitting students.

This follow-up journey mapping study focused on the Mansfield Library web presence. Students were offered the chance to participate in a journey mapping survey where their experience using the website was documented. This information can then inform changes to the website to make it more intuitive and to create a better user experience for student success.

### ***Creating Online Tutorials to Help Students Access Archives and Special Collections***

Coordinator: **Professor Donna McCrea**

Students often seek out the Archives and Special Collections department to research, explore, and increase their understanding of subjects. However, students have requested documentation they can access after they leave the Archives and Special Collections department that will help them remember the steps to conducting their research.

In direct response to these requests, the library hired a student assistant to create five short tutorials that remind students how to identify and request Archives and Special Collections materials. The tutorials explain how to use the Reading Room, forms, guides to archival collections, and closed stacks. These short videos will help make students feel welcome in the Archives and Special Collections department, and encourage further academic research.

### ***College of Education and Human Sciences Students' Use of Electronic Resources***

Coordinator: **Associate Professor Kate Zoellner**

This statistical analysis project uncovers the relationship between student use of e-resources and longitudinal GPA, in addition to understanding the use of e-resources by College of Education and Human Sciences students.

These specific research topics delve deeper into a project that was originally performed by library faculty Sue Samson, who discovered a statistically significant relationship between student GPA and frequency of access of library e-resources. Project coordinator Kate Zoellner is building on the research completed by Samson to answer additional questions about the correlation between students' online research activity and academic performance. Students will benefit from this focused project through adjusted liaison outreach approaches, and potentially modified assignments and procedures for using e-resources.

### ***Mapping Oral Histories of Montana: Increasing Access to Oral History Collections***

Coordinator: **Hannah Soukup, archives specialist**

While performing research, students often search for first-person accounts to learn more about a particular topic. However, searching through oral history collections in the archives has not always been as intuitive or user-friendly as it could be to encourage students to use the resource.

To solve this problem, Archives Specialist Hannah Soukup created a project that would present a map of Montana tagged with titles, call numbers, and audio clips of available oral histories related to a specific location. With this tool, students can easily find the digitized audio and ScholarWorks transcripts that pertain to their research. The map was created with free online software called UMapper, and students are working with Archives and Special Collections personnel to determine the usability of the new oral histories map.

# PARTNERING FOR STUDENT SUCCESS

## Internship Projects

During the Spring Semester, Associate Professor **Megan Stark** taught two internships for UM students who are interested in pursuing intensive studies in library science. **Hanna Ziegler** and **Xavier Kneedler-Shorten** worked with Stark over the semester to study an introduction to librarianship.

Each student completed a special project as part of their internship. Hanna worked extensively to build a partnership between the library and the University of Montana Press and created a proposal for the library to develop and acquire digital content for the press through ScholarWorks. Her work has already resulted in acquiring the magazine titled, "The Crown of the Continent" published by the University of Montana. Xavier worked diligently to develop a collection analysis that identifies overlaps between the library's print and electronic journal holdings. His project will be used to evaluate serial holdings purchases in the future and to prevent duplications.

In the last two years, Stark's internship course has resulted in several students pursuing graduate studies in library and information science at various graduate institutions across the country.



Associate Professor Stark and Xavier Kneedler-Shorten

"The library is such an essential resource in helping (international) students achieve their academic goals. Thank you for your commitment and interest in their success."

— Eftychia "Effie" Koehn, director  
UM Foreign Student and Scholar Services

## Mansfield Library Support at Bitterroot College

During fall semester, Professor **Samantha Hines** spoke with two classes at Bitterroot College and also visited the Learning Center. She assisted in offering circulation information and helped to set up protocols for transferring library materials from the Mansfield Library to Bitterroot College in a timely manner.

## Statewide Information Literacy Alliance

Professor **Sue Samson**, and Associate Professors **Kate Zoellner** and **Megan Stark** collaborated with librarians from across Montana to create a statewide information literacy alliance. The goal of the alliance is to identify common academic standards for libraries and share those standards more broadly across all Montana libraries. This alliance will promote statewide collaboration and will assist library users in making more seamless transitions between libraries.

At the Annual Conference of the Montana Library Association held in Missoula this spring, Stark, Zoellner, and Samson delivered a session on the standards and selected a steering group for the initiative, which includes librarians from school libraries, public libraries, and other Montana academic libraries. The alliance will finalize statewide curriculum documents soon and will build an online space for shared materials and resources.

## Finals Week

During the final week of the spring semester, Associate Professor **Megan Stark** and her team (Professor **Kim Granath**, Professor **Samantha Hines**, and Reference Technicians **Greg Kattell** and **Patti McKenzie**) organized a series of activities to help students prepare for final exams and relieve some of the stress that goes along with that:

- Extended library operating hours
- Offered students free beverage coupons to the UC Market
- Brought in two therapy dogs for the students to visit with
- Installed a large-scale print station for fun coloring
- Made available complimentary last-minute supplies, e.g., blue books, Scantron test forms, highlighters, etc.

# EDUCATION FOR THE GLOBAL CENTURY

## First Folio

The national traveling exhibit "*First Folio, the Book that Gave Us Shakespeare,*" which came to UM this spring through a partnership with the Montana Museum of Art and Culture (MMAC), was a very successful event. Associate Professor **Julie Edwards** collaborated with the museum on the initial grant application and hosting process for the exhibit, and assisted in organizing multiple public programming events with the museum.

### *The First Folio exhibit by the numbers:*

- 3,327 people visited the First Folio, including an estimated 1,200 middle- and high-school students. During the exhibit period (May 9 - May 31, 2016), MMAC kept extra hours so that many Montanans could visit the Folio.
- 14 programs were offered during the exhibit period, with an attendance of over 1,900 people of all ages - from the littlest kids to lifelong learners.
- Over 1,000 students attended special related cultural and educational sessions, including over 500 who were introduced to Shakespeare for the first time.

### *Edwards described some happy moments:*

- A young 7th grade student approached the Folio, found the iconic words he was looking for, and read aloud, slowly and with care, "To be or not to be, that is the question."
- A family of five drove all the way from Billings one Saturday, just to see the Folio.
- A young girl visited the exhibition with a t-shirt that said, "I love Shakespeare" on it.

### *Some feedback from visitors*

- "My Lord! I cannot express my excitement. Thank you to everyone who made it possible."
- "I am amazed at how moving I found the experience of seeing, reading, and being in the presence of this Folio –such an awesome gift given to us all!"



Glacier High School students at First Folio



## Japan Delegation Talks

On February 9, 2016, a delegation of six professionals from the Ritsumeikan University in Japan visited UM and the library, to learn how the library deals with information accessibility for people with disabilities. The delegation focused on many topics, including library services for individuals with print disabilities, how the library secures books, journal articles, and audio materials, estimated budgets for library services related to information accessibility, and other services the library offers to users with print disabilities. The delegation was also interested to learn about the role that other campus resources play to ensure information accessibility for the library and for the university as a whole.

Associate Professor **Teressa Keenan**, the library's liaison to the UM Disability Services for Students, hosted the delegation, which also toured the Mansfield Library's specialized services for students with print and other disabilities. Following the tour, the delegation gave a presentation on multiple topics such as the Integrated Research of Accessible Ebooks project being promoted at the Ritsumeikan University, recent changes to Japanese copyright laws that make it easier to provide alternative formats of print, and the Japanese Library Association. The group also met with library faculty to discuss providing information services for people with print disabilities.

## Mike Mansfield: A Good Friend to Mexico

Archives and Special Collections celebrated the opening of their newest exhibit, "Mike Mansfield: A Good Friend to Mexico," housed in the Archives Teaching Room of the Mansfield Library. The exhibit features unique works, including western regalia, oil paintings, and a tapestry.

The exhibit was researched by students in the fall 2015 Latin American Art History class, taught by Professor of art history **H. Rafael Chacón**. The students used the Archives' extensive Mike Mansfield Collection for their research. Mansfield, who served as Senate Majority Leader from 1961-1977, chaired the inaugural meeting of the Mexico-United States Inter-Parliamentary Group in 1961 and led the U.S. delegation to the Group from 1969-1977.

*Continued on next page*

# EDUCATION FOR THE GLOBAL CENTURY

Continued from page 5

**Nancy Valk**, a student in the class who researched the oil paintings, said that she was grateful to have the opportunity to use primary sources for the project and she was thrilled to contribute to this exhibit. Valk plans to continue her education at UM with a graduate degree in arts education. Another student, **Nikolyn Garner**, worked on the tapestry. She said that through this class project, she learned how to conduct research using archival materials. Garner said that taking part in this research was a fascinating experience.

**Carlie Magill** in Archives and Special Collections worked with the UM School of Arts and Dr. Chacón to select the artifacts from the Mike Mansfield Collection and to design a valuable learning experience for the students.



## Archives and Special Collections Department Shares Stories with the #librariesofinstagram!

In February 2015, Archives and Special Collections (ASC) joined the social media photo-and video-sharing application Instagram. Over the past year, ASC has become part of a global community of libraries, museums, and archives posting images, sharing the materials and telling stories from archival collections. Images from ASC include letters, artifacts, historic photographs, special collections books, memorabilia, and eye-catching ephemera. As a member of the #librariesofinstagram community, ASC has participated in multi-institution postings like #hatsinthelibrary, #trainsinthelibrary and most recently #libraryloveisloveislove in honor of Pride Month. ASC is now followed by over 700 institutions and individuals from Montana and around the world. To follow the ASC on Instagram, download the application to your smartphone and/or tablet and search for @mansfieldlibraryarchives or view the feed on your desktop computer at <https://www.instagram.com/mansfieldlibraryarchives/>



## Appreciation from an International Student

**Umut Arslan**, a former student employee at the library, presented a plaque to the library recently. The plaque reads as follows, "Certificate of Umut's Awards – We hereby express our sincere appreciation to Maureen and Mike Mansfield Library for being the best employer of the International Students at the University of Montana, Umut Arslan, June 2016."

Umut worked as a student assistant in the areas of Circulation and Paw Print at the Mansfield Library between February 2011 and November 2013, while studying at the College of Education and Human Sciences for his Master's and Ph.D. programs. He has now completed his Ph.D. and is heading home to Turkey where he has obtained a faculty position at a university. Umut said that he was very grateful for having the library job when he started at UM and he was grateful for the library's staff who took good care of him. Several library staff, **Glenn Kneebone**, **Greg Kattell**, **Julia Jackman-Brink**, and **Kevin Crowley** worked with Umut as his supervisors during that period. "I will always have fond memories of Umut," Kneebone commented. "I've been so lucky that I have been able to know him and all the other international students we have had over the years. There is such value in diversity, and international students have certainly helped contribute to the library environment over the years."



L to R: Chris Vance, Shali Zhang, Umut Arslan and Patricia DaSilva.

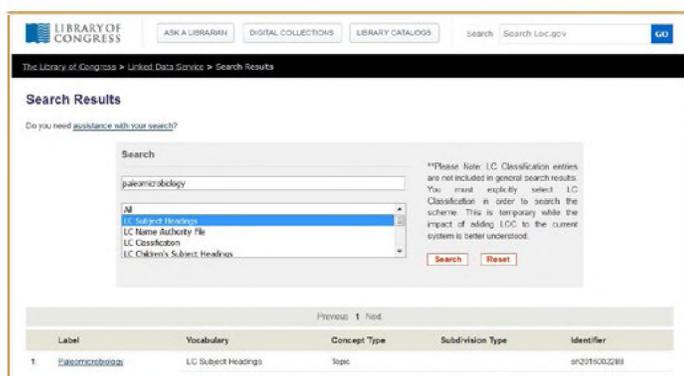


## Cataloging Staff Contributed to New Library of Congress Subject Headings

The subject headings carried by the Library of Congress have continued evolving over time to reflect changes in society and topics of publications. Many of these headings are contributed by librarians and library staff from across the nation who work closely on library resources and have a deep understanding about discoverability of materials through relevant subject searches. This year, the Mansfield Library's cataloging staff contributed suggestions to the new subject headings that were approved by Library of Congress in December 2015. The new subject headings are:

- African American women choreographers
- African American choreographers
- African American women dancers
- African American women photographers
- Geoinformatics
- Paleomicrobiology
- Travois
- Sawyers
- Log jams (Streamflow)

**Danette Seiler**, the library's multi-format cataloging and acquisitions technician, and **Christa Fehrer**, serials cataloging technician, cataloged the items that inspired their proposals of new headings. According to Seiler, submitting proposed subject headings is quite a process. First, research is completed to support the need for the new heading. Then, there is a special web form for submitting the proposal and supporting information to the Subject Authority Cooperative Program (SACO), the national subject authority agency. A SACO committee meets monthly to approve or deny the proposals made by libraries, and it may take months before the proposals are reviewed. After the committee meets, proposal writers are sent an email with the verdict. Since the Mansfield Library is a SACO member library, it is required to submit at least twelve proposals per year to maintain membership.



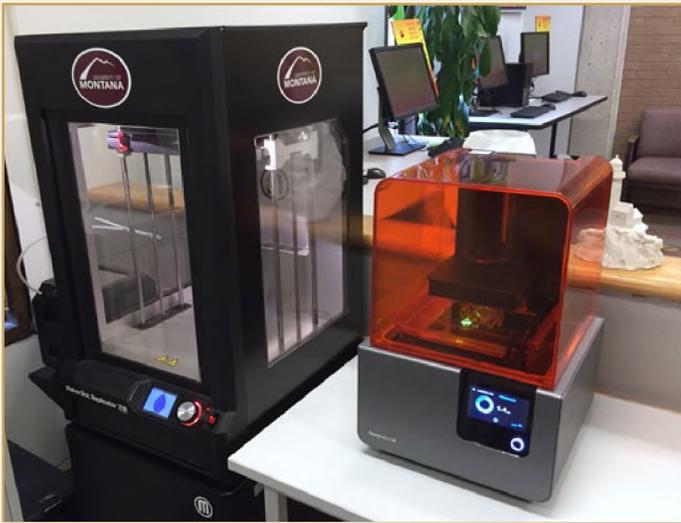
## Research Collections Benefit from Philanthropic Support

Generous funding in the form of gifts and endowments continue to enhance the Mansfield Library's collections and make it possible to meet the research, creative scholarship, learning, and teaching needs of UM students and faculty.

In 2015 and 2016, over \$155,000 in gifts and endowments was used for additional books, journal subscriptions, media, databases, etc. The following are just a few examples of the philanthropic funding support to various electronic resources that enable UM faculty and students to access scholarly resources anytime and anywhere:

- **Supported by Robert L. Schafer Library Endowment:**
  - o Essay & General Literature Index
  - o Oxford Music Online
  - o PhilPapers: philosophical research online
  - o Play Index
  - o Research in Dance Education database
  - o World Shakespeare Bibliography
- **Supported by Marion McGill Smith Library Endowment:**
  - o Membership dues for the Foundation Center Funding Information Network program
  - o ReferenceUSA, a business directory
- **Supported by Frederic K. Garrison & Fredrica A. Garrison Library Fund:**
  - o Jazz Music Online
- **Supported by Irene Evers Library Endowment:**
  - o Birds of North America Online
  - o East View Geospatial LandScan Global Archive
  - o Collection of over 400 ebooks in Biology from Oxford Scholarship Online
- **Supported by Lud Browman Library Endowment:**
  - o Digital Treatise on Invertebrate Paleontology
  - o Encyclopedia of Cell Biology
- **Supported by Lud Browman Library Endowment and Otto Bessey Memorial Fund:**
  - o Cambridge Structural Database
- **Supported by Ellsworth and Mabel Nelson Library Endowment and Robert L. Schafer Library Endowment:**
  - o WISERTrade
- **Supported by Doug Mills Acquisitions Fund for Humanities & Social Sciences and the Mansfield Library Book Acquisitions Endowment:**
  - o Collection of over 200 ebooks in the Humanities from Oxford Scholarship Online

# DYNAMIC LEARNING ENVIRONMENT



## A New 3D Printer

The library has seen rapid growth in the use of its 3D print service since its introduction two years ago. 3D print demand has risen 250% in the second year of operation, according to the Paw Print Manager, **Glenn Kneebone**. After receiving positive feedback from UM faculty, staff and students, and considering the length of time one print job can take on the current printer (up to one month for completion), the library has acquired a second 3D printer. This new printer utilizes a completely different 3D print technology that results in products with finer detail, higher dimensional accuracy, and different component materials, and creates new possibilities in 3D printing. It will be the first variant of this technology on campus. Having this new printer will make the library's 3D print service much more robust and continue to serve a valuable role on campus.



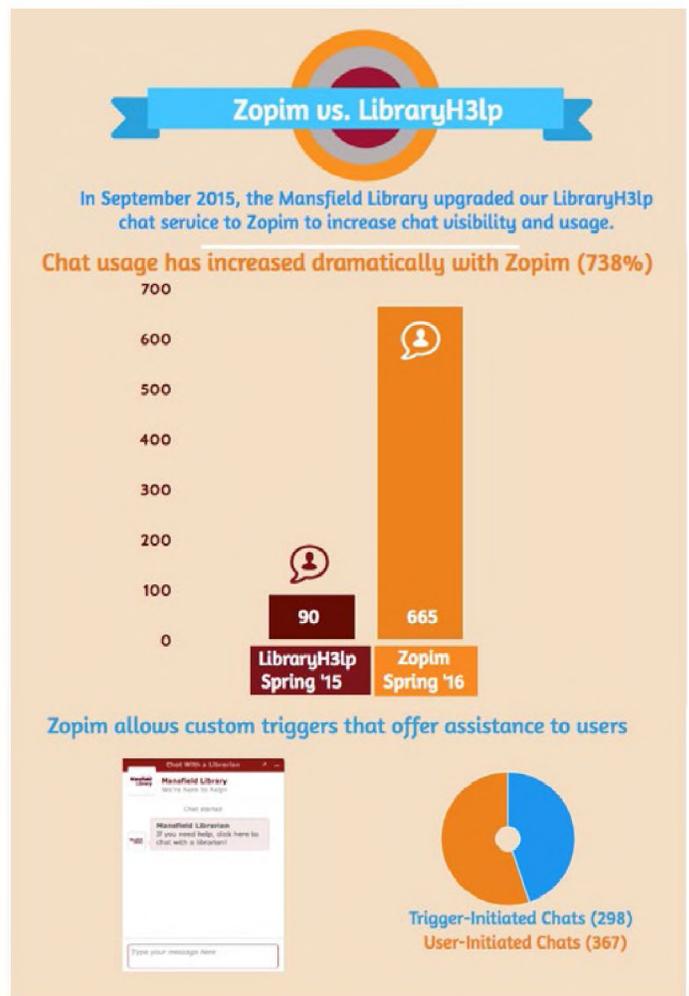
## Large Whiteboards for Group Study Rooms

Student feedback requesting wall-mounted writing spaces in Group Study Rooms, led the library to install large whiteboards in the group study rooms on all levels to answer the needs of increasing group-project based learning and research activities.

## Using the Chat Service to Reach Students with Mobile Devices

In September 2015, the library upgraded its chat service from LibraryH3lp to Zopim to increase visibility and usage of virtual references. This new platform is customizable, more visible and allows librarians to set custom triggers to pop up and offer assistance to users after a period of inactivity on pages with high traffic, such as Databases and Research Guides.

According to Assistant Professor **Adrienne Alger**, e-learning and instructional technology librarian, usage has increased dramatically since the implementation of Zopim, which received 1,608 chats since the upgrade. In the spring semester, 665 chats were received, representing a 738 percent usage increase on the new platform, with 298 of those chats being trigger-initiated. Questions from the chat service range from reference and technical support to operational inquiries. The chart pictured here is an infographic to visually display some of the information mentioned above, as well as individual portions of that infographic.



# DYNAMIC LEARNING ENVIRONMENT



## Additional Tables and Chairs in the Quiet Study Areas on Level 5

In late April, additional tables and benches were added to the quiet study spaces on Level 5, replacing old hardwood furniture and providing students with comfortable learning seating. During finals week, these spaces were filled with busy students.

## The One Button Studio Is A Success!

Since its opening in October 2015, the library's One Button Studio, an automated video-recording facility, has been welcomed and well used by UM faculty, staff and students. The studio received over 650 reservations in less than eight months via the library's online reservation system. **Glenn Kneebone**, the One Button Studio manager, gave over 50 demonstration sessions and tours to UM groups. In collaboration with UM Faculty Development Office Director **Amy Kinch**, five classes were offered to show campus faculty how the One Button Studio can be used to develop their online courses. This facility is the first of its kind in the region. Colleagues from the Missoula Public Library, Montana Tech, Helena College, MSU Billings, UM Western, Flathead Valley Community College, and Wartburg College in Waverly, Iowa have visited the studio and requested more information on how to implement a similar facility at their campuses. Kneebone is thrilled at the possibility that there soon may be similar studios at institutions throughout the state and the region.

*"I'm thankful to you for your initiative in bringing this studio to UM. It will be a valuable tool for students, faculty, and staff for many years."*

— Cody Meixner, president, ASUM

*"Glenn, I want to thank you for taking time to show so many small groups of faculty the One Button Studio. You have a neat resource there – as demonstrated by their enthusiastic responses to it! You have a great way of making it seem very approachable and your explanations are always very clear."*

— Amy Fowler Kinch, director,  
Faculty Development Office

*"Glenn, thanks again for the tour of the One Button Studio and the tutorial on iMovie. I appreciate your time. This is going to be a valuable resource for us – I am very excited to make our first video!"*

— Kathleen Tarkalson, internship director,  
School of Business and Administration

**One Button Studio**  
at Mansfield Library

Create | Communicate | Captivate

- Intuitive studio to practice presentations and create video content
- No experience needed
- FREE access for Faculty, Students, and Staff

Reservations | [www.lib.umt.edu/OBS](http://www.lib.umt.edu/OBS)

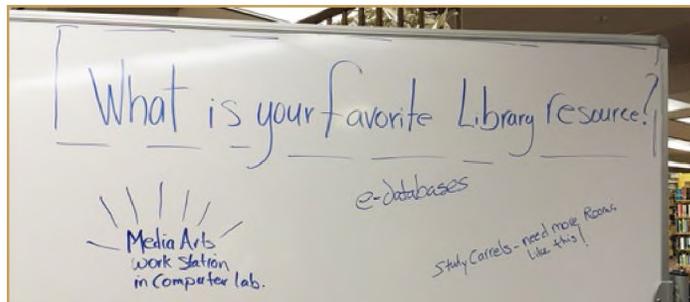
# THE PLANNING-ASSESSMENT CONTINUUM

## Follow-up on LibQUAL+® Survey

During spring 2015, the library administered the LibQUAL+® survey, which was developed by the Association of Research Libraries to measure library service quality. Associate Professor **Kate Zoellner**, assessment coordinator and education & human sciences librarian, reported that over 1,800 UM faculty, staff, and students responded to the survey. The survey was created to help library employees better understand users' perceptions and expectations in order to offer the most pertinent library services and resources for the UM community.

Zoellner also pointed out the survey results of the desired service levels, which indicates services that are of highest importance to users. These services include a website offering the location of information and resources, remote access to electronic resources, employees who are knowledgeable and courteous while answering user questions, and information that is easily accessible for independent use. Mansfield Library is perceived to meet or exceed the desired expectations of the campus community for printed library materials, community space for group learning and group study, and employees who are ready to respond courteously to users' questions and instill confidence in users. The library is perceived to be at respondents' minimum expectations for a website enabling independent and easy location of information, remote access to electronic resources and collections required for research, and quiet space for individual activities.

Results of previous LibQUAL+® surveys were used to implement several improvements, including enhanced online searching capability, increased electronic resources, extended hours, and refurbished study spaces. Plans to take further actions based on the responses to this survey are underway. The full survey results are on the library website and can be viewed at <http://www.lib.umt.edu/about/assessment/>.



## Whiteboard Project in Spring Semester

Associate Professor **Kate Zoellner** led a whiteboard project in spring semester 2016 that was inspired by a similar project conducted in fall semester 2015. For this project, the library posed questions on whiteboards over a two-week period during the spring semester to have a conversation with library users about why they like the library and what improvements they want to see to the library environment and services. The questions included “What can the library do to make your day better?” and “What is your favorite library resource?” Users commented that they value technology offerings at the library, such as computers, Wi-Fi access, and electronic research resources, in addition to a good working environment, study rooms that can be reserved in advance, and longer open hours than other places on campus.

The feedback-seeking project enables the library to be aware of the needed improvements in offering quiet study spaces and providing clean surroundings, with users expressing a desire for soundproofing on study rooms, access to cleaning supplies and/or ramped up cleaning efforts. Users would also like to see extended open hours and greater access to amenities like hot tea and coffee. The library appreciates the thoughtful feedback and enjoyed users' funny comments and whiteboard conversations.

## Large Posters Market Improved Services to the Library Community

Mansfield Library has continued marketing and promoting library services through the campus-wide campaign, “We’ve heard your voice... and taken action.” Large posters are displayed in the library’s foyer area for more visibility and to inform the public about improvements to library services. In the past year, Mansfield Library applied numerous assessment tools such as the LibQUAL survey instrument, whiteboard projects, a journey mapping project, and student employee focus groups to solicit feedback from students and make improvements accordingly.



## Irene Evers Award for Outstanding Staff Member

**Greg Kattell**, a reference technician in the Mansfield Library Information Center, was this year's recipient of the Irene Evers Award for Outstanding Staff Member.

**Irene Evers** was an admired employee of the library who did much to enhance the work environment. To honor Irene, the library established the Irene Evers Award to recognize the staff member who best reflects the qualities that made Irene such an exceptional part of the library.

Greg's nominator wrote, "I've worked side-by-side with Irene Evers and witnessed her professionalism, spirit, and positive attitude every day. She made the library a better place for students, faculty, staff and the entire UM community. I see the same professionalism, spirit, and positive attitude in Greg. He is committed to students and their success at UM. Irene would have loved working with Greg and he is a valuable member of our team. His positive, can-do attitude, work ethic, professionalism and compassion make the Mansfield Library a better place for all students, staff, and faculty. I believe he is most deserving of this award, and I am quite confident that Irene would agree with me."

Congratulations Greg!



(L-R) Shali Zhang, Greg Kattell, and Patti McKenzie, selection committee member.



## Erin Baucom Joins Mansfield Library Faculty

**Erin Baucom** joined the faculty of the Mansfield Library as the Digital Archivist in June 2016. A native of the Tidewater area in Virginia, Erin spent the last two years working as a Research Assistant and Fellow in positions related to digital archiving and digital preservation in the University of North Carolina system. She received her B. A. in history from Old Dominion University in Virginia and a M. S. in Library Science with a concentration in Archives and Records Management from the University of North Carolina at Chapel Hill. Her master's paper was titled "Do Archival Finding Aids Describe LGBT Individuals the Same Way They Would Describe Themselves?" Her professional interests include reaching out to underrepresented groups in archives and special collections, updating archival description practices to more closely align with how donors describe themselves, and managing digital access to collections and digital preservation at small and medium-sized institutions.

Welcome to the Mansfield Library, Erin!

# Exhibits

## Duck and Cover! Fact and Fiction of the Nuclear Age

After the United States dropped devastating bombs killing an estimated 100,000 people on Hiroshima and Nagasaki, Japan in 1945, messages of hope and destruction reverberated throughout American media.

The Federal Civil Defense Administration released public awareness campaigns designed to prevent panic. Such materials, along with lectures featuring Montana connections to war, were on exhibit at the Maureen and Mike Mansfield Library through July 2016.

The exhibition, "Duck and Cover! Fact and Fiction of the Nuclear Age," showcased supplies from fallout shelters and information on the history, health issues, and overall effects of the Atomic Age. "Duck and Cover," perhaps the best-known public safety announcement, featured Bert the turtle and was aired to generations of U.S. schoolchildren in the early 1950s.

The multi-paneled exhibition used historical, scientific, governmental, and cultural resources regarding this policy and its influence on local, national, and international spheres.

Susanne Caro, government documents librarian and curator of the exhibit, said it shows a facet of life during an era of uncertainty. "It gives you an idea of what people were living through or living with at that time," she explained.



## Muslim Contributions Exhibit

In partnership with the UM Diversity Advisory Council, the library prepared an exhibit about Muslim contributions to American life in early spring semester to help foster a welcoming learning environment. The content of the exhibit was based on the 2009 Department of State publication titled *Being Muslim in America*. Professor **Samir Bitar**, who teaches Arabic on campus, also lent a few items to display in the cases.

# Maureen and Mike Mansfield Library **Donors**



## *Donor Profile*

### **Bill Raoul**

During his life, **Professor Bill Raoul** (UM School of Theater and Dance) amassed an extensive collection of CDs and LPs. He donated his collection of 11,550 CDs and 15,300 LPs to the Mansfield Library in summer 2012. The library started cataloging and processing the collection in fall 2013. Upon Professor Raoul's passing in August 2014, a group of his friends contributed over \$4,300 to speed up cataloging and processing the CDs. Associate Professor **Teressa Keenan**, head of bibliographic management services and metadata librarian, is leading a team of staff on this task, and currently the team has processed close to 6,000 CDs. This summer, the library displayed these CDs on open shelves on Level 4. Patrons will be able to browse this wonderful collection of music, check out CDs, and listen to them. Placing CDs on open shelves is a specific response to UM students' request for more accessibility to this group of material. The Mansfield Library thanks the following donors whose funding support has expedited the cataloging and processing of the Raoul CD collection.

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Shali Zhang, Dean of Libraries | Kate Pope, Editor | Allison Linville, Assistant Editor  
Phone: (406) 243-6866 or (800) 240-4939 | Fax: (406) 243-6864 | [www.lib.umt.edu](http://www.lib.umt.edu)