

Library Connection

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Colorado State University Libraries

FROM THE DEAN: An Extraordinary Year

The past year has been bittersweet at best. On the eve of completing the last phase of our new construction/renovation project, the disaster hit. Nonetheless, the Library staff is very committed to providing the best services possible. Let me share highlights of some of those services with you.

Colorado State University Libraries has been one of the State's leaders in making the wisest decisions relative to information technology. For those of you who have not yet visited the new Electronic Information Center (EIC), you will be pleasantly surprised. Morgan Library has state-of-the-art hardware and software to support more than 500 electronic resources available on-line. For our users' convenience, the majority of these resources are available from remote sites such as residence halls, offices, and homes. Recognizing that users have different levels of information technology ability, we have the EIC staffed to help during our Morgan Library service hours.

Additionally, to provide the best in library instruction, we have two Electronic Information Labs. They are fully equipped with individual workstations for hands-on use. Our instruction librarians pride themselves in staying abreast of all the information resources available to our users.

Our Interlibrary Loan/Document Delivery (ILL/DD) operation has been cited as one of the best among all Association of Research Libraries (ARL). This department is totally automated, and it is this technology that provided the following disaster recovery data. In an average year, our borrowing statistics average around 20,000 transactions. During this disaster recovery year, our ILL/DD department has processed over 130,000 borrowing transactions. This increase is partly due to our FastFlood Project which is designed to provide alternative access to articles from bound journals damaged in the flood.

In distance education, we are playing an important information role at the CSU Denver Center as well as supporting distance education users throughout CSU's service area. We are coordinating our distance education information services very closely with the Continuing and Distance Education Center.

What are the Libraries' challenges? First, and foremost, is disaster recovery. We realize that our users not having access to the materials that were damaged is a major disadvantage. However, the contractor has been able to process 80,000 volumes of pristine, undamaged gift materials. The contractor begins processing damaged material this fall at the average rate of 7,000 volumes per week.

Like many academic libraries, we are also faced with budgetary challenges. However, we have been able to maximize our financial resources to provide more efficient and effective access to resources. I will be working with the CSU Faculty Council's Committee on Libraries to set our priorities for the materials budget.

On behalf of the University Libraries, I wish you all a successful academic year. And although it has been an extraordinary year, we are still here to serve all of our users to the best of our ability.



Camila Alire
Dean of Libraries



Camila Alire, Dean of Libraries

A Day of Celebration

William E. Morgan Library Dedication

September 25, 1998



Photos by Joe Mendoza and Shawn Loseke

New Coordinators in Reference Services

The Library recently reorganized its Reference Services to include three units - Information/Reference; Instruction; and Collection Management. Reference Services includes 20 librarians, each with a subject-based or specialty assignment, 16 support staff, plus many student assistants. Subject liaison librarians will continue to work directly with academic departments to support collection and instruction needs; the new model is designed to coordinate service activities across the subject specialties. Coordinators of these three newly formed areas are introduced below:



*Anna DeMiller (left),
Coordinator of Collection Management;
Polly Thistlethwaite (right),
Coordinator of Instruction and Outreach;
Allison Cowgill (top),
Coordinator of Information/Reference.*

Anna DeMiller, formerly Coordinator of Social Sciences and Humanities Reference and a long-time member of the Library faculty, brings a great deal of experience and collection knowledge to her new role as Coordinator of Collection Management. Anna may be reached at 491-1858, ademiller@manta.colostate.edu.

Polly Thistlethwaite joined the Library Faculty in 1997 as Extended University Programs Librarian. As the new Coordinator of Instruction Services, Polly will be building on her successful programs to support distance learning students and lead the ongoing integration of outreach services into the library instruction programs. Polly may be reached at 491-5462, pthistle@manta.colostate.edu.

Allison Cowgill is new to Colorado State University and began her job as Coordinator of Information/Reference Services in October. For the past three years, Allison has worked as a social sciences librarian at the University of Denver's Penrose Library. Previously, she was Head of Reference Services at the Nevada State Library and Archives and has worked in several capacities at the University of Colorado including Assistant Administrative Services Librarian. Allison is a Colorado native. She completed her undergraduate work at the University of Colorado and obtained an M.A. in Librarianship from the University of Denver. Allison is experienced in all facets of reference work and is well-known to many library faculty at Colorado State because of her active contributions to State and national library organizations. Allison may be reached at 491-1876, acowgill@manta.colostate.edu.

UnipriNT Supports Public Printing

UnipriNT is a pay-for-print service maintained by CDP/IKON, the private firm that provides photocopy service in Morgan Library.

Why a pay-for-print service? As part of the building project, the University Libraries have added more than 100 public computer terminals. During the 1997-1998 school year, the University Libraries spent almost \$30,000 on printer paper and toner to support printing in the public areas. With the addition of many full-text online databases and access to electronic resources on the Web, costs for subsidizing printing became prohibitive.

UnipriNT offers the opportunity to continue printing services. It accepts the same copy card used for photocopy and vending machines on campus. The current charges are 10 cents per page for black and white, 50 cents for color. UniPrint maintenance is handled by CDP/IKON staff.

EIC staff can assist you with how to print selected portions of the screen or demonstrate alternatives to printing including downloading citations or e-mailing text to your personal account.



The Electronic Information Center provides access to an impressive array of electronic resources.

Web Librarian Joins Reference Services



Michelle Mach is the Libraries' first Reference Librarian to specialize in the Web. Michelle is a member of the Instruction Group in Reference Services where she collaborates with Libraries staff to design, develop, implement and maintain the library Web pages including instructional materials. Michelle

graduated as a member of Phi Beta Kappa with a B.A. in English Literature from the University of California at Santa Cruz and received her M.S. in Library Science from the University of Illinois at Urbana-Champaign. While at Illinois, Michelle worked as the Library Web Administrator and she also conducted a series of workshops on computer and Web applications including the design of instructional materials. Michelle may be reached at 491-2286, mmach@manta.colostate.edu.

Psychology Leads the Way: CCHE Grant Funds Designated for Library Materials!

The Library welcomes opportunities to work with faculty on cooperative grant and funding efforts. Last spring, CCHE designated the Counseling Psychology Program and the Tri-Ethnic Center for Prevention Research as a Program of Excellence. Along with that designation came a grant of \$700,000 over a 5-year period. Working with Jennifer Monath, the Library subject liaison for Psychology, Scott Hamilton (then Chair of the Psychology Department) targeted \$10,000 of the grant funds for the Library to purchase supporting materials.

The primary goal of the CCHE grant is to train professional psychologists to meet the mental health challenges of the 21st century. The change in health care delivery from fee-for-service to a managed care system necessitates different strategies for training health care workers. The grant funds designated for the Library will enable us to enhance our collections with materials related to this new direction and further the success of the grant.

Electronic Services Grow

Colorado State Expands Remote Access to Electronic Indexes and Full Text

You don't have to be in Fort Collins to access library electronic resources. Colorado State University users all over the world can now get to over 500 Web-based indexes and full text databases using Internet providers outside the University. Remote users affiliated with CSU must first follow simple instructions to configure their Web browsers. Once a browser (Netscape or Internet Explorer) is configured, CSU constituents only need an authorized CSU ID number and a self-created password (pin number) to reach these valuable library resources.

In addition to improved access to Web-based library resources, students enrolled in distance education programs can use electronic request forms to receive home mail and fax delivery of research material. For further information see:

<http://manta.library.colostate.edu/distance>

S.O.S. . . . Shop on SAGE

Does the size of Morgan Library seem daunting now? Do you find you cherish every minute of your day. Then you need S.O.S.!

S.O.S. stands for Shop On SAGE and is the newest service offered by the Loan/Reserve Desk at Morgan Library. From now until we review this pilot service in May, 1999, we have expanded the scope of the REQUEST feature on SAGE to include more than just items which are checked-out or housed in Storage. Any circulating item in Morgan or the three branch libraries (Veterinary Teaching Hospital, Engineering Research Center, and Atmospheric Sciences) can be requested.

Requesting is easy. Use the REQUEST button on the Web or type "G" on the telnet version of SAGE. The books you request will be retrieved on a Monday-Friday schedule and placed on the hold shelf for you to pick-up, typically the next working day.

For best results, register your e-mail address with Loan/Reserve to receive e-mail notification when the item(s) you request is available for pick-up. We notify 3 times per day via e-mail! To register, visit: <http://manta.library.colostate.edu/access/emailform.html>

If you have any questions, please phone Brenda Duffy at 491-2966.

Try "Ask a Librarian," the Reference Service that Doesn't Sleep

Morgan Library now offers a new dimension in reference service, "Ask a Librarian." Available on the Library's World Wide Web home page, this service gives users the opportunity to ask questions electronically, at any hour of the day or night. Using the service is simple. Select "Ask a Librarian" from the home page and fill in your name, e-mail address, phone number and the text of your question. You can also access the service directly at:

<http://manta.library.colostate.edu/reference/emailref.html>

Questions requiring an in-depth response will be referred to the appropriate subject librarian. When the library is open, reference service is only a phone call away at 491-1841.



Keep Connected

- Check the Libraries Home Page (<http://manta.library.colostate.edu>)
 - Updated Subject Librarian List (Under Resources)
 - Events Calendar (Under News & Updates)
 - Hours and Special Announcements (Under General Information; or call 491-6190)

Library Connection is published each semester during the academic year to acquaint users with the resources of Colorado State University Libraries. Requests to be placed on the mailing list or comments about the newsletter should be referred to the Newsletter Editorial Board: Julie Wessling, Chair (491-1838 or jwessling@manta.colostate.edu), Linda Castor, Tom Delaney, Lyle Mitchell, and Suzanne Taylor.



Our new public service reference desk has been designed to provide our users with the best in reference service.

**Colorado
State**
University

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