

STAY CONNECTED

A Newsletter for Morgan Library Friends and Supporters

Issue 33 - FALL 2020

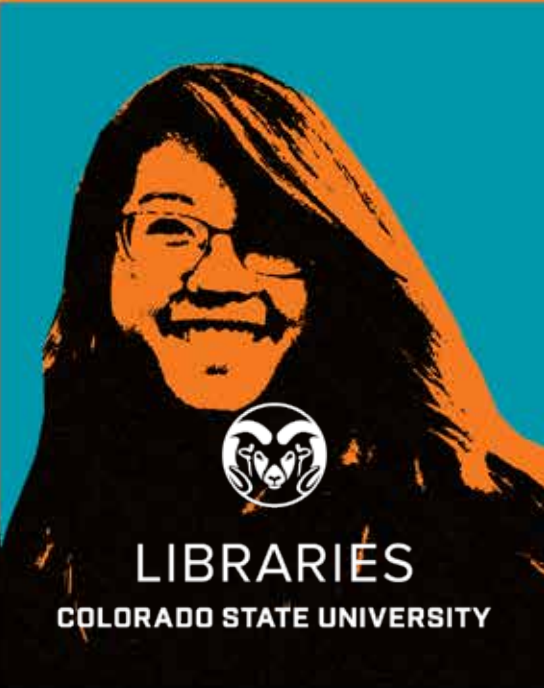


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A Newsletter for Friends and Supporters of CSU Libraries

Visit us online at lib.colostate.edu

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CSU is founded as a land-grant institution, and we accept that our mission must encompass access to education and inclusion. And, significantly, that our founding came at a dire cost to Native Nations and peoples whose land this University was built upon. This acknowledgment is the education and inclusion we must practice in recognizing our institutional history, responsibility, and commitment.

Learn more at: landacknowledgment.colostate.edu

FROM THE DEAN

FROM STUDENT EMPLOYEE TO DEAN OF LIBRARIES



I developed my own classification system for my family's home VHS collection when I was 7. It was a rudimentary but earnest system of stickers and numbers, cataloged in a binder according to genre and year. There were various codes for critical details, such as the quality of commercials for movies recorded off the TV. I felt the drive to organize information for easy access.

The week before I started as an undergraduate student at Reed College, I wandered into the library for an interview with the cataloging department for a work-study position. I was so nervous, but was hoping that the volunteer community work I had done in high school cataloging books, which I had typed on cards, would give me a leg up. They were so impressed that I knew what a card catalog was that I was hired! I spent the next four years working in the library as a work-study student and two years after graduation as a library staff member. That's when I decided to go to graduate school and earn a Master of Library and Information Science.

As a librarian, I have had the opportunity to work with student employees in all my positions. These students have taken the skills of customer service, problem-solving, metadata, user experience, and communication, and graduated to careers in libraries, museums, public advocacy groups, and national Fortune 500 companies.

As a college student, I found my calling in libraries, and I also found a community that supported overall student success, retention, and skills for postgraduate employment.

In this issue of *Stay Connected*, we have gathered stories from amazing Colorado State University Libraries student workers. I hope you enjoy reading them, as much as I did, and can support our continued efforts to support students in many different ways, including employment.

Karen Estlund Dean of Libraries Colorado State University

Student Workers at the Libraries:

HOW CAMPUS JOBS START CAREER JOURNEYS

By Jenna Allen

If you need to do something at the Libraries, there's a strong chance a student worker will help you do it.

Need to use the printer? A student worker will show you how to transfer money to your printing account. Need to borrow a book? A student worker will check it out for you. Need to connect your smartphone to the wi-fi? A student worker will help you figure it out.

During the last academic year, 125 students worked at the Libraries, with the majority staffing the Morgan Library's front desks. Student workers are also busy behind the scenes, embedded in most departments and services, often working side by side with professional staff.

Many past student workers see their jobs at the library as an influential factor in their professional development. Irene Nissen (B.S., '09; M.S., '15) says the Help Desk gave her skills she uses every day in her IT career. "It's the ideal environment. It teaches you to be a more prepared person to go into the workplace," she said. "Things just come your way and it's an environment that encourages you to figure things out and do research when necessary. You get familiar with all the information that exists in the world and all the people who exist in the world."

Alex Pinion (B.A., '15) attributes the professional experience she gained at the

Libraries as a factor in her success starting her teaching career. "I felt like I gained professional experience at [the Libraries] that made me a stronger competitor for jobs outside of college. I not only took classes, I also learned a lot about how to be a young professional, and I think that's important."

Student employment at the Libraries is where student success, career readiness, and a sense of belonging come together for a meaningful experience.

"It's the ideal environment. It teaches you to be a more prepared person to go into the workplace."

ACADEMIC SUCCESS AND STUDENT EMPLOYMENT

Working on campus has been intrinsic to the student experience at Colorado State University since the beginning. Until 1902, tuition was free. Students paid some fees and worked two hours a day on campus in the afternoons.

Today, campus employment is considered a high-impact practice, meaning it has positive associations with academic success and graduation rates. According to CSU's Institutional Research, Planning, and Effectiveness, working more than five hours per week during a student's first or second year is associated with higher persistence to second and third years compared to nonworking students.

Employment also supports students from underserved communities. Institutional Research found that students who work on campus tend to have a larger representation of underserved identities, such as low income, first-generation status, or racially minoritized, compared to those who don't.

At the Libraries, supervisors diligently ensure their hardworking student employ-



ees are able to find a practical work-study-life balance. Barb Risheill, manager of the Loan and Reserve Desk, supervises more than 30 of the 43 students in that department, and her commitment to their academic success is unwavering.

“When I interview students, I tell them I realize their reason for even being at the University is for their education, and that we have ways to support this,” said Risheill. “Their priority is always their academic needs and success, as well as their overall well-being as a person, before being an employee.”

PREPARING FOR CAREERS

For many students, academic success is one step toward career success. “We want our students to be prepared to begin their career postgraduation,” said Will Dickerson, director of the Help Desk. “Not all of them are interested in library science or customer service, but there are key facets and skills to each career that we can help our students develop early on.”

So, what are those key skills that improve a new graduate’s employability? A recent survey from the National Association of Colleges and Employers identified 20 attributes employers are looking for on a résumé. The top three are problem-solving skills, an ability to work in a team, and a strong work ethic. At the CSU Career Center, NACE attributes have been adapted into 10 Core Competencies, and job-seeking students are encouraged to keep these competencies in mind as they set career goals, organize résumés, and interview with employers.

TAKING PROBLEMS IN STRIDE

For student workers who interact directly with library users, problem-solving and critical thinking are skills they hone every day. Front-line student workers learn to balance the needs of users and library policies to create a positive experience for students, faculty, and staff. Especially at the Loan and Reserve Desk and Help Desk, where most users first seek help, students need to be ready for any problem.



Augusta Irechukwu

“It’s conversational skills as well as problem-solving,” explained Augusta Irechukwu (B.S., ’20), who worked at the Loan and Reserve Desk for five years. “OK, this is what I know about how the library works, and this is what this person is trying to accomplish. How do we get to a solution that benefits that person but doesn’t compromise our procedures at the library?”



Justin Malone

Justin Malone (B.A., ’21) works at the Help Desk, and he emphasized the importance of developing relationships with users. “It’s a lot of interpersonal skills, such as conflict management. Usually you see the same people, and it’s about growing relationships with those people,” he said. “After 5 p.m., there’s a lot of community patrons, and they each have their different reasons for why they’re there.”

CAREER SKILLS NOW AND FOR THE FUTURE

While the majority of students at the library serve in user-facing roles, many students are working behind the scenes. Leslie Schenk (B.A., ’20) learned essential skills for her future in the Department of Digitization and Metadata Services. Her main duties were to scan and digitize historical documents related to natural resources and Colorado history in order to make those resources available to researchers. She read and learned from everything that came across her desk to prepare for law

school and a future as a prosecutor in natural resource law.

“I’ve found a lot of resources I didn’t know were available. I’ve learned to do better research, to find more diverse resources. When I’m scanning, I’m not mindlessly going page-by-page, I’m reading and learning,” said Schenk.

Some of the research skills students learn have immediate value, like for Schenk, but for others, the value is recognized only after entering the workforce.



Leslie Schenk

Nicolai Kryloff (M.A., ’08) was a graduate history student when he worked in the Water Resources Archive, and the skills he learned in the archive have been essential in his career as a historical research consultant. “When I was getting my degree, I didn’t even know a historical consultant was a possibility. The archive was huge for my development, little did I know at the time.”

Much of Kryloff’s work as a consultant involves digging into collections, and finding and extracting materials that may be important to his project. His experience

in the archive gave him an inside view of how archives work and how to navigate large record collections. “An archive isn’t like a library. It’s not organized in a logical sort of way. Each archive is unique to itself. Having that behind-the-curtain look has proven very helpful in the research aspect of my job.”

A GROWTH MINDSET

Two years into her job at the Loan and Reserve Desk, Irechukwu took a chance and threw her name into the hat for an opening on the desk monitors team – a team of shift supervisors who ensure work is done smoothly and efficiently.

Describing herself as a quiet, reserved person, Irechukwu initially doubted whether she had the leadership skills to succeed, but over three years as a monitor, her confidence has grown with her experience. She explained: “As I’ve worked in that position, I’ve understood that I can be a leader. I do have something to contribute. That was inspiring for me, to see that other people think I’d be a great leader. I was like, ‘I can do this, I can lead, I can step out of my comfort zone and succeed, as long as I put in the work.’”

Growth is a theme that resonates with other student workers, including Tea Feliciano (B.A., ’20): “I learned flexibility and self-management, for sure. The culture of [my department] is largely self-led, and you really need to have the integrity to get done what you need to get done. I wasn’t always great at this, but I learned the importance of being reliable. I’m thankful I got to learn these things in such a safe space.”



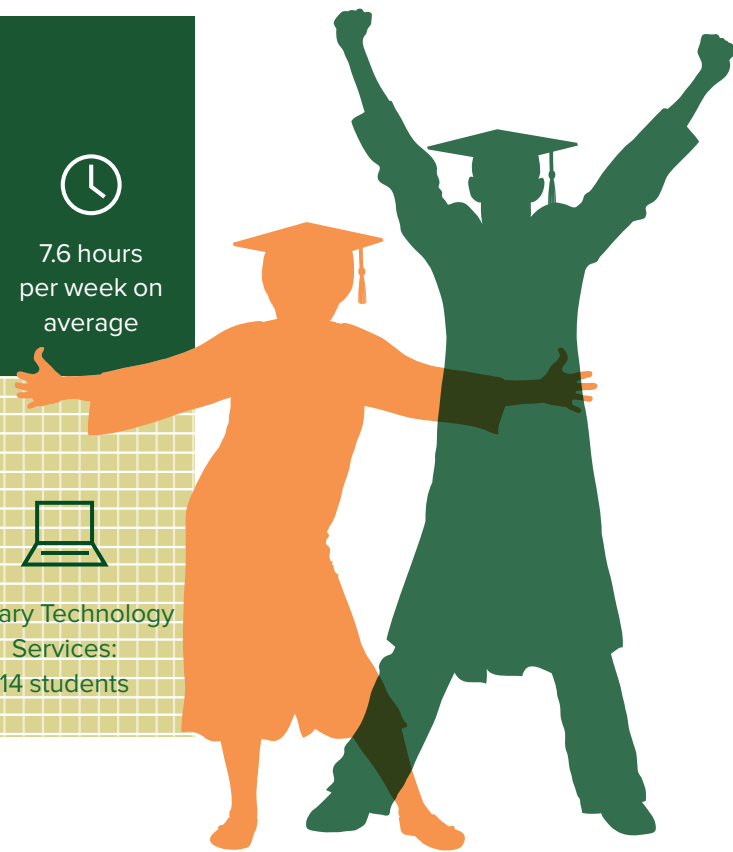
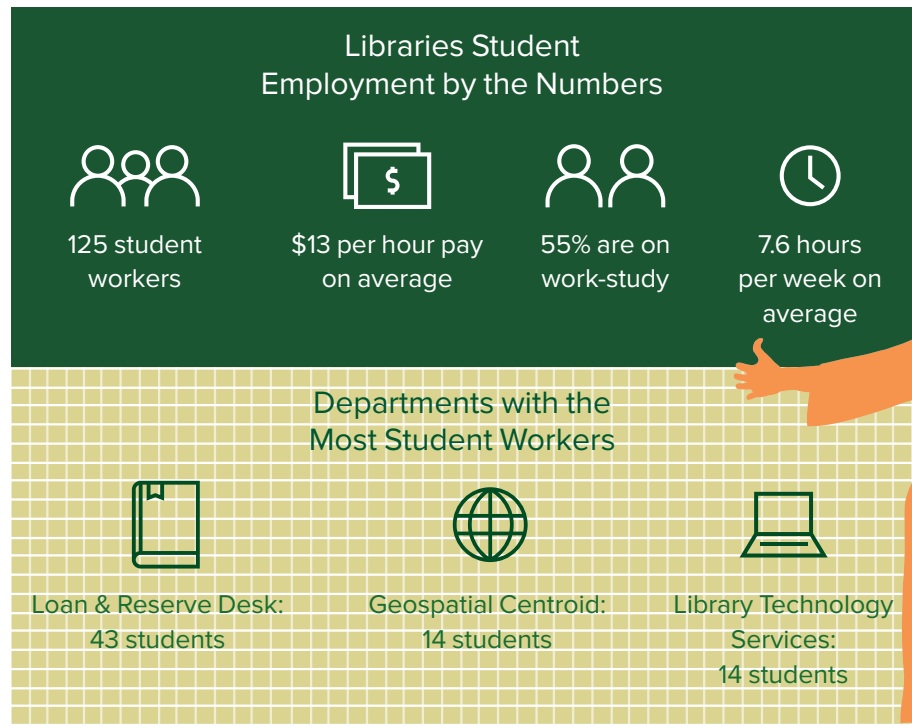
Tea Feliciano

SENSE OF BELONGING

As students live, study, and work together on campus, many develop a deep sense of belonging to a community that can last a lifetime. Schenk felt her job at the Libraries helped nurture that feeling of attachment: “It helps you take ownership in your campus and to see the parts of the University past just the teaching. We’re a research institute, and there’s a lot going on. It’s helped me feel part of the CSU community.”

Some students, such as Malone, see those feelings of acceptance and attachment as a source of strength for them during their studies. “The Libraries is like a second family. My parents aren’t far, but it’s nice to have people to lean back on. It’s made me more academically successful,” he said. “Having a job in college and making extra money is great, but it’s the support and love that have made me successful.”





STUDENT SPOTLIGHT: ANUGRAH MATHEW

By Laura Studley



As a determined and optimistic Colorado State University graduate Anugrah Mathew (B.S., '20) forged an opportunity for success during his time as a student worker.

With a double major in both chemical and biomedical engineering, Mathew is hopeful looking toward his future, with the intent to work with an engineering consulting company.

For almost five years, Mathew took great pride and care in his work with Library Technology Services. Through his assistance and knowledge, Mathew has provided technical support countless times.

"When people ask for support, it could be anything," Mathew said. "It could be, 'my monitor is not working' or a really

complex software issue; so, each day, it's something new."

Despite starting with minimal prior knowledge of technical support and computers, he quickly rose to the challenge, learning and researching everything he could to get the job done.

Mathew faced help requests head-on, even when he didn't always know the answer.

Now, after nearly five years of problem-solving, Mathew is confident in his ability to start his career.

Getting results has always been a core motivation for Mathew. Working on projects from start to finish has proven to be rewarding in both his major and his job.

"I was motivated by the challenge of the projects and also by rectifying issues

that were impeding processes," Mathew said. "By working closely with my supervisors and the staff, I ensured that all goals were either met or surpassed."

Mathew found it easy to balance work, school, and social life due to the relationships and connections he made during his time as a student employee, comparing his coworkers to family and the Morgan Library, to his second home.

"Working with LTS, I was able to interact with almost all of the full-time staff at the Morgan Library, and that allowed for many meaningful interactions," Mathew said. "The conversations in the hallways with staff members are something that I always cherished and will continue to do so when I look back at my time at CSU."

You Can Help Student Workers Succeed by Giving

The Libraries recognizes the value and importance of student employment. The Library Student Employee Support fund was created to help us continue to provide students with meaningful employment and the opportunity to develop valuable workplace skills through their work at Morgan Library.

Learn more about the fund and donate: <https://col.st/hDz5l>

Coronavirus and the Libraries:

Student Support During a Pandemic

By Laura Studley



After the decision was made to transition to online learning, many students were left wondering what to do next. During a time of confusion and uncertainty, CSU Libraries rose to the challenge to provide student support.

Access to materials and resources is imperative for student success, and with the Libraries' help, a learning environment was made possible from home.

CSU Libraries has been purchasing books, journals, databases, streaming media, and more materials in electronic forms for more than 20 years, according to coordinator for Collections, Allison Level. These resources are accessible 24/7 from anywhere in the world.

"CSU students and researchers travel the world and take online classes from lots of places that all existed before COVID-19," Level said. "So, the Libraries and the University have been attentive to the needs of higher education in a 'virtual' world for a long time."

Given the quick turnaround the library experienced with the pandemic, resources had to be organized to match the pace.

"We had a lot of basic building blocks needed to make that quick transition," said Amy Hoseth, assistant dean of User Services, "but we had to figure out how to put them together in a very short time frame, so that we could provide the same type of support we would in person, just online."

In the Morgan Library, 10 staff were identified as "essential workers," according to Hoseth. These employees, including student workers, helped with laptop and book shipments, scanned books, and provided technical support.

"They did awesome work. It's a big lift when you don't have a full team here," Hoseth said. "Our on-site team has really gone above and beyond."

LAPTOPS

Throughout the spring, Morgan Library checked out and shipped laptops to students so that they could complete their semester in an online environment. There were more than 200 laptops available for student use. In the early days of the pandemic, the Libraries extended laptop



DONORS STEP UP FOR RAM AID

As of June 29, 2020, Ram Aid had awarded \$197,545 to students in need of assistance during the COVID-19 crisis. Since 1991, Ram Aid has supported students at risk of dropping out of CSU due to unforeseen expenses. Since the COVID-19 crisis, 147 students have received financial assistance that ranged from \$500 to \$2,750 to cover necessities such as rent, utilities, medical bills, and groceries. Students can reach out to the Office of Financial Aid to request more information. During this time, Rams take care of Rams; consider a gift to the Ram Aid fund today.

ASKUS CHAT SERVICE

In the weeks following the transition online, questions asked through the Libraries' chat service increased 400%.

"We had a lot of questions in those early days, like 'how can I get a laptop?' or 'I have stuff I need to return, how can I do that?'" Hoseth said. "It was all hands on deck, and we were glad to have the help of our employees, both students and full-time staff, there to make sure that we could answer those questions as quickly as possible."

Additionally, with the increase of patron questions, the chat service provided remote work for student employees dedicated to helping support the campus community and students in particular.

LIAISON SUPPORT

Research and instructional librarians in the Liaisons Unit provided instructional support for students to help research and learning continue.

Utilizing instruction from the unit, faculty and staff were given resources to assist with teaching various classes, including Composition 150.

Typically, in a semester, the librarians teach more than 100 CO 150 courses. However, due to the COVID-19 outbreak, 32 composition class sessions shut down.

Videos were made for both undergraduate and graduate students, including videos that discussed an overview of

library services, databases, and composition help.

"A lot of the liaison librarians held virtual reference consultations," said Meggan Houlihan, coordinator of the College Liaisons Unit. "So, they met with students either in Microsoft Teams or via Zoom to answer specialized research questions."

OTHER RESOURCES

Books placed on shelf reserve by professors were scanned for student use during the spring semester. Shelf reserve allows books or other large-format items to be available for checkout to students in a specific course.

"We were pulling books off shelf reserve and scanning chapters or pages, or in some cases full text, and then making those available to students through our e-reserve system," Hoseth said.

Scanning physical course materials ensured that students had digital access to materials they needed to keep learning online. Additionally, Collections tried to ease the pressure of the high request volume through buying copies of e-books for students to access quickly.

"For 20 years now, we've been building an online collection, so we have licenses and contracts in place with big publishers," Level said. "That kind of work by Acquisitions and Metadata Services takes weeks and months to do. So all of the back-end logistics were in place,

ENSURING STUDENTS HAVE THE RESOURCES THEY NEED

As remote learning becomes increasingly important at CSU, the Electronic Resource and Service fund will continue to ensure students have the tools and resources to engage in flexible and meaningful learning. Learn more about the fund and donate: <https://col.st/EbZob>

which was great; so, when it comes down to ordering an e-book, that becomes a one-day or two-day process."

In an era where many resources are available electronically, CSU Libraries was able to accommodate our patrons. Because of the depth of resources available online, individuals do not need to be in the physical building to conduct research and schoolwork.

And even with the uncertainty that comes with the fall semester, the Libraries will continue to adapt services and resources to meet student, staff, and faculty needs.



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Complete this form and mail it along with your payment or give online at advancing.colostate.edu/libraries:

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RESEARCH HIGHLIGHT: FIRST-GENERATION STUDENTS IN ACADEMIC LIBRARIES

RESEARCHERS:

- Kristine Nowak, M.L.I.S.
- Jimena Bretón, M.L.I.S., Ph.D. (In Progress)
- Renaë Watson, M.A., M.S.L.S., M.Ed.

At Colorado State University, researchers are driving innovation at local and global levels in a variety of disciplines – including librarianship.

Three librarians at CSU Libraries have been investigating the experiences of first-generation students in academic libraries, in collaboration with peers at the University of Colorado Boulder and the University of Northern Colorado. One in four CSU students identifies as a first-generation college student, and this research may contribute valuable insights to campus initiatives focused on first-generation success.

A peer-reviewed article about the research is scheduled to be published in portal: *Libraries and the Academy* in October 2020.

What did you learn about the experiences of first-generation students in academic libraries?

Kristine Nowak: A lot of trends in first-generation students' general University experience are reiterated in their experience with academic libraries. For



Kristine Nowak

example, students sometimes mentioned they encountered obstacles using the library because there seemed to be hidden systems or jargon. There's also a need for safe and supportive spaces to help them navigate the larger University, and the Libraries is and can be one of these spaces. A number of students equated an inclusive space with a productive one, meaning a space free of bias was part of their ability to get their work done.

Renaë Watson: I want to add that we focused on the assets these students bring to the University, rather than information or skills they might be missing. They describe themselves as "self-motivated," "resourceful," and "driven," and this reflects in their experiences with their libraries. If students are unfamiliar with academic libraries, they are resourceful in pioneering their own paths to get what they need.

What role does Morgan Library play in the academic success of first-generation students at CSU?

Nowak: I think CSU Libraries provides an essential foundation for success. Students indicated we can fill a variety of roles by continuing to provide a safe and flexible study space, free or low-cost materials, such as books or technology, research materials and support, and guidance on navigating campus as a whole.

Jimena Bretón: The Libraries can develop a creative approach to fulfilling essential roles in ways that challenge our traditional roles as librarians. Historically, when librarians think about how to open their doors to underserved students – in this case, first-generation students – libraries become better at serving all students.

What advice would you give to other librarians working with first-generation students?

Watson: As a first-generation student myself, I'd say first-generation students are a resourceful, hardworking group, and they may need a loving reminder that they don't have to do it all on their own.



Fiercely and kindly encourage students to use you as a resource, even if that means letting them know it is literally what you are paid for.

Jimena Bretón

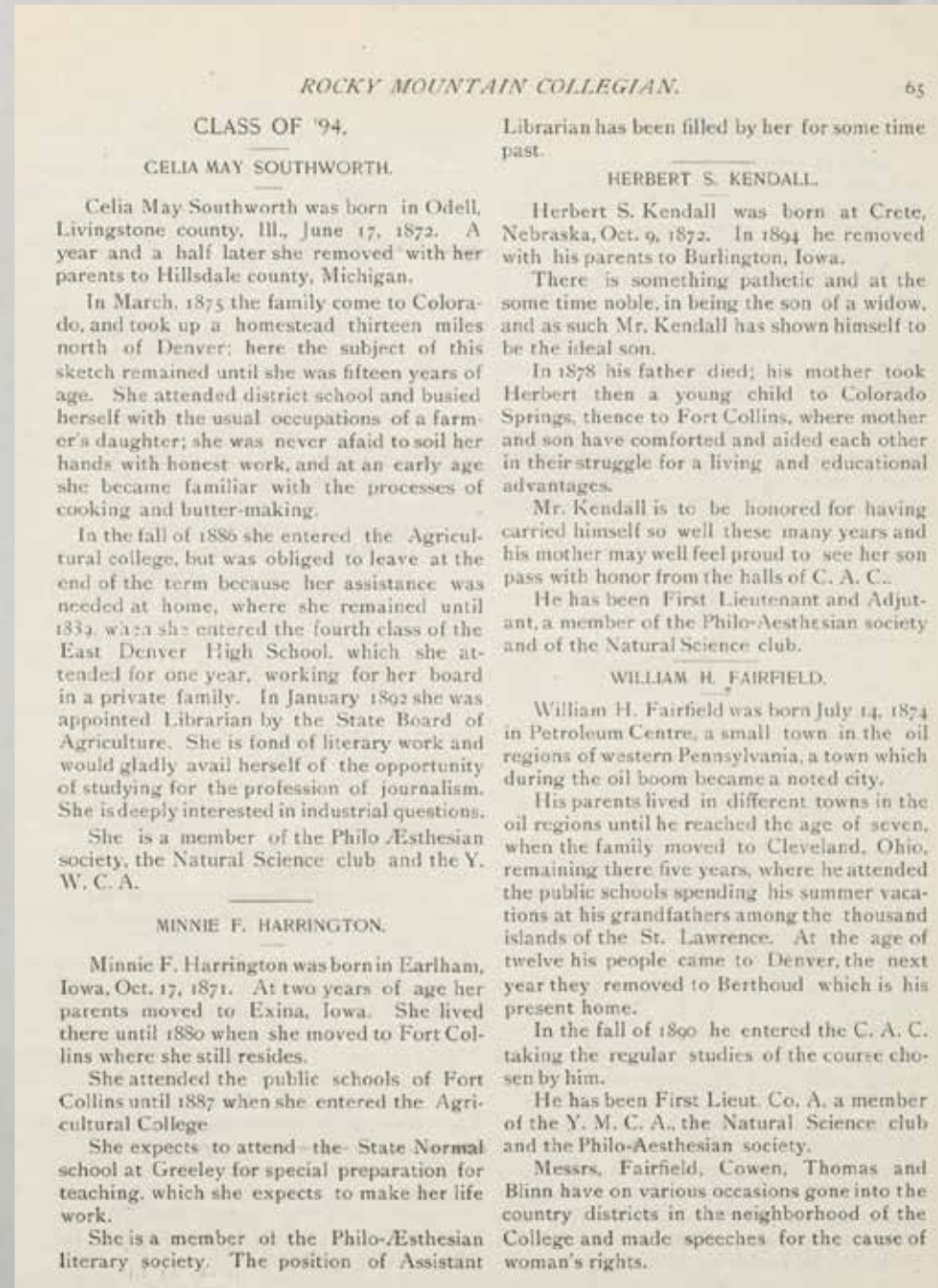
Bretón: When we serve first-generation students, we improve our understanding of librarians' role in student academic success and student life, and we realize that we have a tremendous opportunity to make greater impacts for an often overlooked student population such as first. We're challenged to wake up our innovative spirits, step outside of the Morgan Library's doors, and fulfill our mission.

#ProudToBeFirstGen

One in four CSU students is first generation, and CSU is committed to providing them with the support they need to succeed. Learn more about what the University is doing to provide access to excellent education to these students at firstgeneration.colostate.edu.

BLAST FROM THE PAST: STUDENT WORKERS IN THE EARLY DAYS

Since 1891, *The Rocky Mountain Collegian* has documented the authentic and unvarnished student experience at the University. This excerpt from an 1894 issue profiles two students, Celia May Southworth and Minnie F. Harrington, who worked in the Libraries. It underlines just how student workers are the foundation of making our library work!



Celia May Southworth

Help Us Preserve the Student Voice
Digitizing past issues of *The Collegian* is critical to preserving and providing access to the lived experiences of our students. We need your help to prioritize this important work. Learn more about Archives and Special Collections and donate: <https://col.st/KOtOq>

NEW ARRIVALS

EBONY MAGAZINE ARCHIVE



The Libraries constantly adds new resources to our collection to ensure faculty, students, and staff have access to the information they need for their research and academic success.

NEW DATABASE: EBONY MAGAZINE ARCHIVE

Since 1945, *Ebony* has served as an influential African American magazine promoting stories important to the Black community and focusing on the achievements of African American leaders. Spanning 70 years of content, from 1945 to 2014, this searchable archive provides an in-depth look at African American business, history, politics, entertainment, fashion, and culture.

Why is *Ebony* important for our users and collection?

Throughout its 70-year history, *Ebony* has been a quintessential cultural touchstone for the Black community in America. *Ebony* has documented significant moments in our national history, such as the civil rights movement, and contains unique firsthand accounts and photos.

Adding resources such as the *Ebony* Magazine Archive fulfills an important need in our collection to incorporate diverse and underrepresented perspectives that reflect the Colorado State University community as a whole. The entire CSU community benefits from access to a more diverse range of contributions made to culture, knowledge, and research.

What types of research will benefit the most?

Ebony Magazine Archive has a broad appeal for researchers interested in learning more about Black history and culture, but these subject areas will likely see the most benefit:

- African American culture
- Business
- Civil rights
- Entertainment
- Ethnic studies
- Fashion
- History
- Politics

HOW DO LIBRARIANS DECIDE WHICH DATABASES TO ADD TO THE COLLECTION?

Subject-expert librarians carefully evaluate resources to determine their appropriateness for our collection. They evaluate databases according to various criteria, such as: what information is included, how easy it is to use, what types of research would benefit, and whether there is evidence of interest. Databases usually undergo a trial period, where users and stakeholders can use the resource and provide feedback to the Libraries.

FUN FEATURE

CAN YOU MAKE THE GRADE SHELVING BOOKS LIKE A STUDENT?

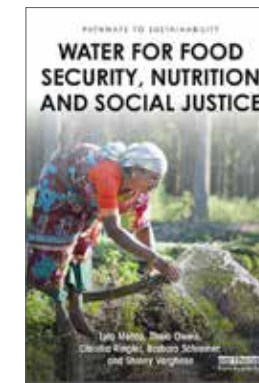
STUDENT WORKERS SHELVED 98,684 PHYSICAL ITEMS IN 2019. WOULD YOU BE ABLE TO KEEP UP? MATCH THESE FOUR BOOKS WITH THEIR CORRECT LOCATIONS ON THE SHELF BELOW. ANSWERS ARE AT THE BOTTOM OF THE PAGE.

Book A



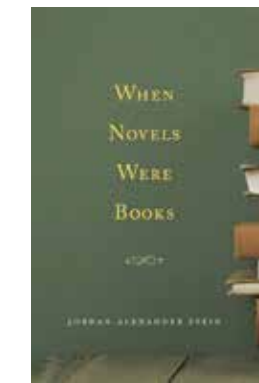
HV 4915 .B43 2020
Principles of Animal Research Ethics

Book B



HD 1691 .M438 2020
Water for Food Security, Nutrition and Social Justice

Book C



PN 3491 .S68 2020
When Novels Were Books

Book D



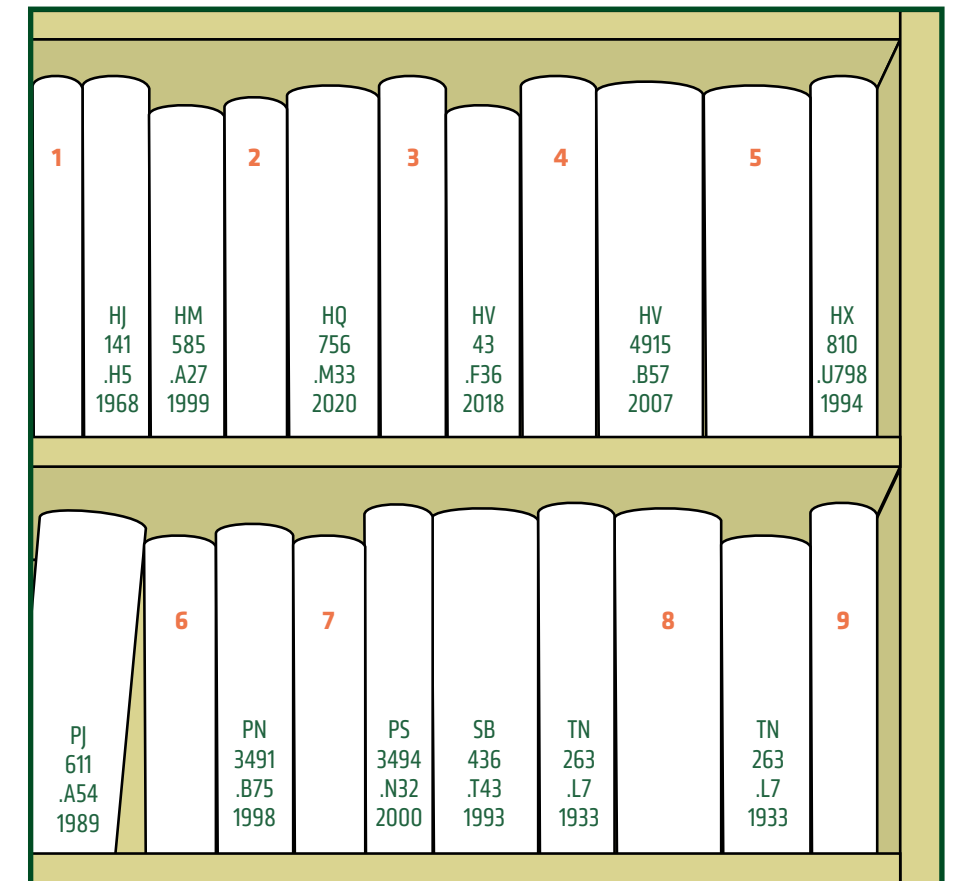
TT 497 .S57 2020
Digital Research Methods in Fashion and Textile Studies

CALL NUMBER CRASH COURSE

The CSU Libraries uses the Library of Congress Classification system to organize books on a shelf. Each physical item is assigned a call number, which tells you its exact position on the shelf.

Here's a crash course with a basic example:

- **LB** ← Subject of the book. Sort alphabetically by first letter, then second letter: K, KA, L, LC, LD, M, ML ...
- **2395** ← Topic of the book. Sort in numerical order as whole numbers: 1, 2, 3, 45, 678, 1003 ...
- **.R54** ← Author of the book. Sort alphabetically by letter, then numerically by number: R1, R20, S3, S12 ...
- **2020** ← Year published. Sort in chronological order: 1619, 1742, 1902, 2020 ...



ANSWERS: A4, B1, C7, D9



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