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Wayne State University Library System

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REACHING OUT TO A NEW GENERATION OF STUDENTS AND FACULTY



Welcome to this special issue of Outlook! As technology continues to progress, so do the needs of our students. With the busy lives that our students lead, providing access to our resources at anytime, from anywhere is something that many of today's students must have. Having access to resources from the palm of their hand or a place to meet with a study group in the middle of the night can make an incredible difference in how and when students complete their coursework. Our newly launched LibGuides help students connect with research on specialized topics and contain listings

of recommended resources for finding information, such as databases, books, web pages or other useful resources all in one place— including a librarian! We know that getting information fast is important, too, and 75% of requests placed in ArticleReach are filled within 24 hours. Considering that some of these resources are as far away as Australia, we're thrilled we can provide such quick service to our students and faculty.

In this newsletter we wanted to highlight some of the services and programs that we've been providing

to meet the needs of our students and faculty. Enjoy the newsletter, share it with your colleagues and most of all, take advantage of all the services that we have to offer!

Sandra G. Yee,
Dean

this isn't your parents' library! the first year experience and beyond



In the not-so-distant past, academic libraries were places that were absolutely essential to every college student. A librarian was your only salvation in helping you sift through mounds of reference books and encyclopedias to get to the information that you needed for a paper.

Then, along came the internet.

Now, with the seemingly endless amount of information available online, many students no longer see the libraries as a vital place to their success as a student, but librarians like Rebeca Befus are doing things to change that way of thinking and bring students back into the libraries to take advantage of all the things that libraries have to offer them in their coursework.

From the wide-eyed freshmen in the dorms to the commuter students stepping into the classroom for the first time, Befus, Wayne State's first year experience librarian, looks for innovative ways to get new students involved in the library. "The information resources available to today's student can be overwhelming to first time users and they may not really know how to navigate all the resources that we have," said Befus. "We're trying to do activities with new students to help them learn about the libraries but, at the same time, make it fun and interesting—and something that will stick with them to help them in their research."

Befus, along with several other Wayne State librarians have been working to involve new students in the libraries

by tailoring programs and services specifically to first year students. "The key is to start a relationship with the new students early and help them see how much the libraries can help them throughout their college careers."

During the summer, Befus coordinated the iStart Summer Reading Program, a common reading program designed to provide all incoming freshmen with a common intellectual experience to stimulate discussion, critical thinking and encourage a sense of community among students, faculty and staff. Befus chose *The Complete Persepolis* by Marjane Satrapi for the program, a wise, funny, and heartbreaking graphic novel about the author's daily life as a girl in Iran. "I thought choosing a graphic novel was an exciting way to start off the college experience and show students that reading can be fun and not just work," she said.

In a partnership with University Advising, students held online discussions about the book during the summer months. Befus said that the response was great. "The students were engaged and I was really impressed with their analytical skills."

This year, Befus coordinated the creation of a video that familiarized new students with the libraries. Keeping in mind that new students are inundated with instructional videos at orientation, Befus decided to take a different approach with the Library System video. Working with University Television, student actors were hired to act out a day-in-the-life style video of how to

research a topic for a presentation using all the resources available at the UGL. "We wanted to create a story, something students watching would get engrossed in and want to see the resolution of," said Befus.

The first of its kind ever done at the libraries, the video follows four students around the Undergraduate Library as they work to complete a group project on the topic of tattoos. Working their way from finding resources, working with librarians, visiting the Writing Center to using the computers in the Extended Study Center to print their paper, the video shows students how all the resources that they need can be found in one place—the library!

Taking advantage of every opportunity to promote the libraries to new students, Befus regularly works with the students in campus housing to familiarize them with the libraries and teach them about access to credible resources. During orientation, Befus and Public Services Librarian Katrina Byrne created a game to play with

students called "The Resource is Right." Befus and Byrne got students into groups and passed out different packs of colorful, graphic cards with resources and descriptions on them, each group getting a different set. Next, the groups talked about the cards and prepared a quick presentation about what they learned. Afterward, the entire group engaged in a question and answer round where prizes were given out for correct answers. "We really wanted the cards to have a fun element so we used a little gnome and featured him in various places around the library, using computers, getting help from librarians—all over the place," Befus said. "The students got a kick out of it, which got them more interested in looking at the cards. The gnomes were good memory devices for the resources, too."

With the support of several of the web librarians Befus recently completed re:Search, an online tutorial experience that helps students learn how to locate information, use databases to locate articles, use the

library catalog to locate materials, search the web effectively and avoid plagiarism. Currently, she has been collaborating with instructors to make re:Search a pre-assignment before the class attends a library presentation. "Although not all students get to have a librarian teach a course for them, all students have access to learning library skills through re:Search," said Befus. "It gives them a real edge."

Giving the students an edge is what all of these programs are about, Befus explained. "The more we can teach them early on, the better they'll be able to get everything they need to get their work done while they're here. Hopefully, they can even take that knowledge and share it with their friends and classmates when they need help. We're all about sharing information!"



the latest in emerging technologies enhance library users' experience

For most college students, life is a delicate balance of trying to keep up with demands from home, family, work and school. Time is limited and people expect to be able to work, learn and study whenever and wherever they want to. Keeping the needs of our busy students in mind, New Media and Information Technology has created several new solutions to enhance the way our students can use the libraries from home or on the go. In the fall, the Library System launched its first ever website designed exclusively for mobile devices, m.lib.

wayne.edu. "Per capita in Detroit, more people have older desktops and mobile devices than laptops so we wanted to be able to deliver the most used website information in a way that was most valuable to our users," said Nardina Mein, director of New Media and Information Technology.

The first of its kind at Wayne State, the mobile website allows patrons to access the features of the Library System website that they might find most useful while on the go. By going to www.lib.wayne.edu or [\[m.lib.wayne.edu\]\(http://m.lib.wayne.edu\), users will be automatically directed to the mobile site where they can quickly look up items like library hours, check computer availability, browse the catalog or just find out what's new at the library. For those who prefer the traditional view, there is an option to view the whole site. "User response has been great, we're seeing consistent use of the mobile site and have received lots of comments from both staff and patrons on the value of the system," said Paul Gallagher, developer librarian and one of the key developers for the mobile site.](http://m.lib.</p></div><div data-bbox=)



Mein said that the planning for the next row of “mini” applications in the mobile site is now underway and the team is open to suggestions. “We welcome ideas from users of the mobile site as to what features that they would find useful, as we’re all still learning what their needs are when using a mobile phone in the libraries,” said Mein.

One of the most popular buttons on the mobile site is the computer availability feature. With this option, students can check to see how many computers are available for use in any of the libraries, including the Oakland Center. The next rollout of the computer availability feature will include maps of all the computer areas so users can see exactly which machines are available in real time. “At Wayne, we have a very active public computing program—it’s very heavily used,” said Mein. “This service helps students coming to the libraries to use the computers to better plan their trip to campus. They can park closer to the building that they know they’ll be using and save time they may have spent looking for open computers in other libraries.”

Students can also save valuable time spent searching for books by using “Map It!” a new web-based application integrated seamlessly into the Library System website and catalog. Designed to map all materials held in the Undergraduate, Science and Engineering and Purdy/Kresge Libraries, the system works within the catalog to show the location of



materials and provides some simple web forms for “How do I find?” reference requests. Patrons can even do more than just locate a book on a shelf. They can also find out where reserves are held, learn how to access closed collections or get driving maps for extension center libraries.

The Library System is heavily guided by the key trends released in the Horizon Report, a collaboration between the New Media Consortium and EDUCAUSE, which charts the landscape of emerging technologies for teaching and learning. Each year, Horizon looks at a wide range of research and websites to generate a list of technologies, trends, challenges and issues that knowledgeable people in technology industries, higher education and museums are thinking about.

“This really helps steer our innovation,” said Mein. “By looking at the trends, we can see what is most important to our users and prioritize our work.”

For more information on any of these features, visit the Library System website at www.lib.wayne.edu.

digital commons allows research to be shared around the world

Cyberbullying. Income diversity. Social interactions in pain. University students' attitudes towards body hair.

The electronic documents in Wayne State University's Digital Commons already cover a wide range of diverse topics but Digital Projects Librarian Jon McGlone is hoping to expand it even more. "The more we can add to it, the greater a resource it will be for Wayne State and beyond," said McGlone.

Digital Commons is an open-access electronic publishing tool that helps raise the profile and increase visibility

of faculty research in Google and online. Content is indexed by Google and Google Scholar, and allows those who deposit their work to track interest with monthly readership reports.

Digital Commons gives researchers a permanent space to archive and distribute the scholarly output generated at Wayne State. Digital Commons doesn't ask for the copyright of the research that it houses, rather just for permission from the author to distribute the work freely.

"Digital Commons is a great way

to promote all the great work that Wayne State authors are producing," said McGlone. "It's an easy process for faculty to initiate and our librarians do the consulting with publishers to find out what can or cannot be posted."

Any Wayne State faculty or researchers interested in including their work in Digital Commons can contact Jon McGlone at (313)577-6294 or e-mail jwmcglone@wayne.edu. To search Digital Commons, go to digitalcommons.wayne.edu.

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undergraduate library goes all night for students

The students have spoken and the libraries have listened!

In October, thanks to support from the Wayne State University Student Senate, the Office of the Provost and the Library System, the Undergraduate Library (UGL) began a pilot service to extend the hours of all floors of the UGL for Wayne State students, faculty and staff. Until May 3, the building will be open 24 hours from Sunday to Thursday each week.

“This is something that the students have been interested in for a long time,” said Sandra Yee, dean of the Library System. “I’m happy that we’ve been able to get the resources together to bring this service to them.”

According to Library Computing Help Desk Supervisor Matt Wisotsky, the Extended Study Center wasn’t a large enough area on most nights to accommodate all the students that wanted to engage in late night meetings, studying and homework. “During peak times, all the computers were usually filled until quite late into the night and the few tables that were available were always packed, too,” he said.

Wisotsky said that it has been increasingly busier in the evenings since the switch to overnight on all floors. “We’re seeing a lot of the same faces that had their usual spots in the 24 hour area but there’s a lot of new people that are streaming through to use the other floors,” he said.

The Student Senate has been very pleased with the response that they’ve heard from other students, too. “The feedback has been really positive,” said Kevin Tatulyan, Student Senate Rep. “Students are getting out of their dorms and coming to the library and organizations now have the flexibility to hold meetings at times that are convenient to them—it’s great for campus life.”

In recent years, the Library System has had a presence at Student Senate meetings in order to get regular feedback from the Student Senate about students’ needs and concerns about the libraries. From information gained in those meetings, the libraries have made several improvements based on student feedback, including increased monitors to enforce the UGL third floor silent study rule and more study space in the Kresge Library.

student technology studio offers help in digital and multimedia projects

With new software, new hardware and a new identity, the Student Technology Studio (STS) recently reopened to help students with all their multimedia needs. From the newest version of the Adobe Creative Suite and iLife to Camtasia and Microsoft Office 2007, the STS has all the tools that students need to give their assignments a creative boost.

"We've been seeing a lot more students in here already," said Katrina Byrne, Public Services librarian and coordinator of the STS.

Byrne explained that the STS is an extremely valuable resource to today's students because of the high technological demands that they face in putting together presentations. "It's almost expected that students present in PowerPoint but many haven't had a lot of experience in using it or they may have ideas of things that they'd like to do to enhance their presentations but they just don't know how—that's what the STS is for."

However, the STS goes beyond helping in just presentations. The staff at the STS can help students with nearly any multimedia project related to their coursework. "Sometimes students just need assistance in editing some photos in Adobe Photoshop but others come in with only an idea," she said. "We can help them develop and create their vision," said Byrne.

The STS boasts a lineup of the latest in creative and presentation software. All currently registered students are



welcome to stop by at any time during operating hours—it's free and there's no appointment necessary. "It's a very casual atmosphere," said Byrne. "It's not like a formal class. We usually have people working on different types of projects at any given time so we circulate and offer assistance as the students need it."

For the current hours and more information, visit www.lib.wayne.edu/services/computing/labs/sts

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outlook

WINTER 10



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