Request It services makes it easier for library patrons to locate and retrieve materials.

UW students, faculty and staff members can request books, journal volumes, journal articles and other materials, regardless of whether it is available in UW Libraries, online or located in another library all together. You can request movies, music and books of all genres. If you’re looking for a specific article, we will scan it and deliver it electronically or in print format. Request It is available online at www–lib.uwyo.edu wherever you find the Request It icon.

Request It essentials
- Available to current UW students, faculty and staff members.
- Use your WyoWeb username and password for account access.
- We will email you when items are available for pick up.
- Request It is a free service.
- Most materials are available within 24–48 hours, Monday through Friday. Materials referred to interlibrary loan may take longer.

Tips on when to use Request It
- From a specific citation: use Citation Finder to determine if it is available online. If it is not available, click the Request It icon.
- From a library database that doesn’t appear to have a link to full-text: click the Find It @ UW icon to determine if the full-text is available online. If it is not available, click the Request It icon.
- From within the library online catalog: Click on the Request It icon at the bottom of your screen.
- From our home page (www–lib.uwyo.edu) click on the Request It icon to log into your account and check the status of your request(s).

If you have never used Request It you’re bound to like it. It is easy to use and because you can choose which library branch to have your materials delivered to, it’s convenient.

New Articles & Databases

African American Heritage:

Black Abolition Papers, 1830–1865:
- Black Studies Center is a fully cross-searchable gateway to Black Studies including scholarly essays, recent periodicals, historical newspaper articles, The HistoryMakers® videos and full transcripts for interviews with 100 contemporary African Americans and much more.

Civil War Era (1840–1865):
- A comprehensive collection of primary source materials that illuminates the cultural, regional, ethical, and economic viewpoints from the American Civil War period. Developed in conjunction with librarians and expert Civil War scholars, this valuable resource encompasses the buildup to and evolution of the war that shaped the Nation’s identity.

Paley Center Seminars:
- A unique video collection of interviews and panel discussions recorded at The Paley Center for Media (formerly the Museum of Television & Radio). The seminars feature industry insiders discussing the processes of television production, the impact of media on contemporary society, and much more.

African Writers Series:
- For more than forty years, Heinemann's African Writers Series published the key texts of modern African literature. African Writers Series is the online edition that includes more than 250 volumes of fiction, poetry, drama and non-fictional prose. The collection covers the whole historical range of modern African fiction, from early pioneering novels by black African authors to recent masterpieces. Patrons can search by author, genre, gender, nationality, publication date, publisher, or other keywords. Patrons may enjoy browsing the Cover Gallery, which includes images of the original Heinemann cover designs.
University of Wyoming released the University of Wyoming Student Satisfaction: 1994 to 2010 report based on the Noel–Levitz (NL) Student Satisfaction Inventory and the ACT Student Opinion Survey. The report is compiled by the Data Analysis and Special Projects Team of the Enrollment Management Council and is available on the College of Arts & Sciences web site (www.uwyo.edu/as/UW–Student–Satisfaction–Report—1994–to–2010/index.html). The surveys provide an overview of student satisfaction with the university and are good tools to measure effectiveness of services and operations. Included within the survey are questions regarding library collections and services. The sixteen–year compilation report demonstrates that improvements UW Libraries have made with services and the investment of Legislative funding for collections and the W. R. Coe Library addition and remodel have made significant differences for UW students.

The report notes:
- Satisfaction with the library has risen noticeably in recent years and is among the highest satisfaction at UW—92 percent. (Table 2) (ACT II–6, 82 percent, NL–18)
- It also should be noted that UW students are significantly more likely to use the library than their counterparts at other public universities (92 percent versus 84 percent). Only one percent of our students indicated that they were dissatisfied with the library.
- Seventy–seven percent of students thought the library staff were “helpful and approachable” (NL–13), a percentage that is higher than the national average. (page 17)
- This survey complements UW Libraries’ annual data collection that shows use of the facilities, circulation, reshelving (circulation and in building use of materials), interlibrary loan, and instruction have all increased. (http://uwlib5.uwyo.edu/blogs/libadmin/ files/2010/11/TenYearStatistics–WULibraries–A.pdf)

The surveys and data confirm our internal assessment that UW Libraries are busier than previously and our strategies to be a student centered environment are drawing students into our facilities for research and study. The collections are being well used and for information that is not held at UW, interlibrary loan and Prospector are filling research gaps. Our focus on instruction has resulted in more information literacy modules that complement classroom instruction and we are reaching more students in teaching them literacy skills that will be essential in their careers. Online access to electronic materials has extended UW Libraries beyond our walls and students and faculty are using our collection of online materials and services more than ever. The success of our operations are meeting students’ expectations and will assist us in developing services that better meet those expectations. The LibQUAL survey will be conducted again in 2011 and will provide additional insights into student needs for library services and collections.

All of our surveys and data demonstrate that the prediction of libraries being irrelevant in a digital age is false.
UW Libraries undergo IT consolidation analysis

By Lori Phillips
Associate Dean
lphil@uwyo.edu

UW Libraries have a long history of cooperation and collaboration with UW Division of Information Technology (IT). In 2002, IT had a computer lab in the basement of Coe Library, and was essentially a tenant in the building. Discussions about the possibility of providing a different model of service for UW students—one that incorporated aspects of academic and research support into the traditional computer lab environment—were undertaken. At the time, the concept of an information commons was cutting edge. Eventually, the IT computer lab expanded onto the main floor of Coe Library, providing UW students with access to more computers in an environment where research materials and research assistance were readily available. This set the stage for planning for the expanded Coe Library, where technology and academic research assistance blend seamlessly in a welcoming, student centered space.

In June 2009, President Buchanan directed UW Division of Information Technology to review and implement institution-wide efficiencies including central consolidation of appropriate information technology personnel and resources. The Division of Student Affairs volunteered its technology positions to be reviewed for consolidation under the IT umbrella as an early pilot project, which was successfully implemented in 2009. Since technology is an important tool used by UW Libraries to fulfill mission critical functions and achieve academic planning goals, Associate Dean Lori Phillips requested that UW Libraries undertake the consolidation process in the fall of 2009.

From December 2009 until August 2010, an extensive analysis of UW Libraries’ positions, hardware, software, networking, and future goals was undertaken corroboratively by UW Libraries and IT. Phillips served as UW Libraries’ liaison for the process, and worked closely with IT to conduct the analysis. Her most important objective was to ensure that UW Libraries’ current and future technology needs were fully met by the consolidation.

What was clear from the outset was that UW Libraries had varied technology and administrative software support needs and a critically important web presence. The importance of technology to library operations was underscored by the fact that a systems department, complete with a faculty department head, already existed within UW Libraries to assure that customer and employee needs were met. Two faculty positions and four staff positions comprised UW Libraries Systems Department. These librarians and staff members provided technology support services that impacted both library users and library employees. Library users expected seamless access to library resources and services and systems staff worked hard to create a technology environment that minimized the number of decision points a library customer encountered to find (either on the shelf or virtually) needed resources. In addition, core library functions, which included cataloging, circulation, and acquisitions, were provided by a sophisticated matrix of software products that required deep understanding of library work flows.

As the analysis progressed, care was taken to seek input from all stakeholders within UW Libraries, including departments, branch libraries, and individual employees. Targeted input was solicited from UW Libraries administration, units, supervisors of technology positions and affected technology staff members, via questionnaires, individual interviews, PDQ reviews and the prior year’s performance evaluation objectives for each position. This information, as well as an examination of reporting lines and a review of technology spending, was analyzed to develop recommendations regarding technology positions and funding.

As a result of the analysis, funding and reporting for three library staff positions (two computer programmers and a web designer) were reassigned to IT in August 2010. The employees remain physically located in UW Libraries, and their daily direction continues to come from the...
Suzi Cuthbertson is the new supervisor of library services for the recently established monographs unit in the UW Libraries Department of Technical Services. The monographs unit order and receives new library materials as well as providing some copy cataloging work. Members of the unit also complete some of the retrospective conversions for titles without holdings in OCLC. Cuthbertson’s immediate goals for her new position include documenting and creating established work flows, and training and cross—training all staff members of the unit. Eventually every person in the unit will have a proficiency level for ordering, receiving and cataloging materials. Cuthbertson noted, “the best part of my new position is that I have an intelligent staff that learns quickly and whom I have known for many years.” Cuthbertson envisions that the cross—trained members of the monographs unit will be able to work together seamlessly and able to adjust to new emerging technologies of the modern library. Members of the monographs unit include Anita Trout, Carol Smith, Tania Flores and John Williams.

Matt Coulter has accepted a position assisting the executive business manager with accounts payable and receivable for UW Libraries. He is responsible for processing timesheets, purchase orders, supply orders, travel reimbursements, and other assorted paperwork and bookkeeping tasks. Coulter’s immediate goal is to familiarize himself with the processes of the office and the policies of the State and University of Wyoming, which impact his position. His future goals would include becoming a go-to resource for library employees who have questions about anything his office deals with. With his usual sense of humor, Coulter stated, “any congratulations on the new position can be expressed via a cup of coffee.”

Gwynn Lemler recently left UW Libraries to accept an office associate position with the UW Department of English. Her new position was created to help with the English graduate program and will include organizing and collecting all application materials from prospective students, helping current graduate students with paperwork for classes and assistantships, assisting with events, and maintaining the websites for both the MA and MFA programs. Lemler’s immediate goals for the position are to facilitate a smooth graduate application process for both students and the selection committee members for Fall 2011. Lemler said, “I really like working with the graduate students and faculty. It has been a while since I worked in such a people-centric position and I’m enjoying it.”

Sydney N. Ezell, UW Libraries student employee, has been named the 2011 recipient of the Willena Stanford Diversity Award. “The award, created by the UW Martin Luther King, Jr. March and Days of Dialogue steering committee, recognizes a student who has made significant contributions to increase awareness of diversity and the richness it brings to the UW community,” award coordinator John Nutter says.

David Kruger is now a Science Reference Librarian for UW Libraries Department of Reference and Instruction. Kruger’s new position within Coe Library is critical for the libraries and his experience as the former department head of the Science Library will be invaluable. Kruger has spent the last several years within University Libraries Department of Administration serving as the Special Projects Librarian. In this role Kruger played a key part in the completion and success of the new addition to Coe Library as well as mass scale installation of furniture and shelving. Associate Dean Lori Phillips stated, “he is a role model for all of us in making strong contributions to the libraries without regard to his departmental home.”

Tamsen Hert, Department Head of the Emmett D. Chism Special Collections was a recipient of one of the Lola Homsher grants from the Wyoming State Historical Society, that allowed her to travel to the Huntington Library in May 2010. The Huntington Library is one of the largest and most complete research libraries in the United States and one must apply for reading privileges and provide references to use their collections if you do not hold a Ph.D. Hert used a number of unique materials available there related to her clothing and hotel research.

The Charles Redd Center at Brigham Young University awarded Tamsen Hert one of their Western American History Fellowship Awards. This award supports travel to the L. Tom Perry Special Collections of Harold B. Lee Library at BYU. The library recently acquired the Lerner Collection—a significant collection of Yellowstone material. This, coupled with their existing Larsen Yellowstone Collection, holds a number of important and rare Yellowstone materials. Hert, recognized as a Yellowstone scholar, was invited to apply for this fellowship specifically to use these collections. She spent a week in Utah in June, 2010 using these collections to further her research on tourist clothing and park hotel history.

Cassandra Kvenild, Outreach Librarian, has been named the 2011 recipient of the Routledge Distance Learning Librarianship Award. This annual award, sponsored by Routledge/Taylor & Francis Group and administrated by the Association of College and Research Libraries (ACRL) Distance Learning Section (DLS), honors an ACRL member working in the field of, or contributing to the success of, distance learning librarianship or related library service in higher education.
ABSTRACT: From 1916-1929, James Cash Penney opened his “mother store” in Kemmerer, his first venture outside of Wyoming occurred in Idaho, in the small town of Preston. Six of the first ten stores in Penney’s chain were located in the Gem state, and they would set in motion the transition of JCPenney from a regional mercantile in the West to a national department store operating out of New York City. Eventually, the JCPenney chain would feature over 1400 department stores nationwide, more than thirty of them on Idaho Main Streets. As Idaho-based chains like C.C. Anderson and the Idaho Department Store have faded away, JCPenney remains one of the few contemporary department stores with historical roots throughout the state.


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Service on library committees and boards

Sandy Barstow: American Library Association Committee on Organization, Member (2011–2012).


Tamara Meredith: Executive Board member for the Mountain Plains Library Association, Recording Secretary (2009–2011).


E-reader pilot program will improve library services for patrons with e-readers

By Sandy Barstow
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UW Libraries began an e-book reader pilot project in the summer of 2010 to test Amazon Kindle DX readers and Apple iPad readers’ compatibility with our existing e-book content available through UW Libraries’ online catalog. The project has expanded to include a greater variety of e-readers with various physical dimensions and at multiple price points. In addition to the Kindle DX and Apple iPad, we have been evaluating the smaller Kindle, the Barnes and Noble Nook, the Borders Kobo, the Sony Touch reader, the Sony Daily Edition reader, and the eTourage eDGe. The eDGe is a combination e-reader and tablet PC, which is being evaluated by the UW Bookstore for use with electronic textbooks.

In November 2010, Librarians Chad Hutgens and Sandy Barstow loaded a variety of content onto all of the selected e-readers. Content included an electronic journal article (PDF format) with illustrations; a few chapters from a Springer technical book (PDF format); an ACRL technical report on the future of libraries; a Project Gutenberg out-of-copyright novel (ePUB format); and a NetLibrary audiobook (MP3 format). The challenges in learning to navigate the devices and to load content varied, but we were successful in preparing all the e-readers for UW Libraries faculty and staff member volunteers to test the e-readers over the Thanksgiving break. Volunteers were assigned devices by a random drawing, and were asked to utilize the e-reader over several days. Upon returning the device, each volunteer provided written comments about the ease of use of their assigned device, pros and cons of the device, and anything else they wanted to share. The comments were wide-ranging and proved to be much more useful than a structured survey.

In the next phase, we plan to make the devices available for UW students, faculty and staff members to use so that we can expand our learning of how patrons use these devices to gain access to the many online resources at UW Libraries. The future possibility of loaning e-readers to UW Libraries’ patrons exists. However, the more current result of the pilot project will be an improved awareness and ability, on the part of UW Libraries, to assist patrons with accessing our online resources regardless of the type of device a patron uses.

Battle of the Books coming to Coe Library in April

Elementary and Junior High students from Albany County School District will come to Coe Library, April 6–8 to compete in Battle of the Books. Teams of students alternate answering trivia questions about books they’ve pre-read. The program is sponsored by the school district as an opportunity to promote reading.

Popular Reading collection at UW Libraries

By Janis Leath,
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Many will remember the popular reading collection provided by UW Libraries a couple of years ago. Well it’s back and bigger than ever! The Popular Reading collection includes adult and young adult fiction and non-fiction reading for UW patrons who may want a break from class or office work. Books can be checked out for three weeks and renewed once.

Rather than purchasing the books, UW Libraries leases them, paying an annual fee for a specific inventory level. The leasing company tracks books scheduled for large publication runs and UW Librarians select from a monthly catalog of titles due for publication two months in advance. This allows us to reserve copies prior to actual publication.

Older, lower circulating books are returned in exchange for newer popular materials. This arrangement allows UW Libraries the ability to provide the most current popular reading materials without adding them to our permanent collections.

The collection is located in William Robertson Coe Library on level 2 (main level).

UW Libraries undergo IT consolidation analysis

...Continued from page 3

UW Libraries System’s department head. The individuals now have a designated supervisor within IT and participate in IT staff meetings, professional development and training. Positions that were not reassigned include a staff position that supports the creation of digital collections and two faculty positions. UW Libraries and IT agree that faculty members should continue to provide planning and oversight for library technology initiatives.

In the general sweep of all vacant staff positions by the university in 2009, UW Libraries lost a vacant staff position that focused on networking issues. As part of the recent analysis, IT and UW Libraries recommend the creation of a new position that will focus these networking issues and report to IT. The Dean of UW Libraries and the Vice President of Information Technology are working to address this recommendation.

New communication and reporting structures have been put into place to assure the success of the consolidation. There is a strong commitment on the part of both parties to work openly through issues as they arise. To date, feedback from library staff members has been positive and concerns about degradation of service have eased. Keeping former UW Libraries employees physically embedded within the Coe building leverages their expertise and knowledge about library software, hardware and services, and the ability to provide timely and targeted customer service. The reassigned employees are excited about opportunities for training and collaboration within a larger group of IT professionals, while retaining expertise specific to library applications. The results of the consolidation are largely transparent to library users, and that is as it should be.
Abundant online tools and resources at your library

By Jamie Kearley & Nancy Marlatt
Associate Librarian Marketing Coordinator
jkearley@uwyo.edu ncyrus@uwyo.edu

The UW Libraries homepage is your portal to a world of information. Colorful icons help you navigate and locate materials to meet your research needs. Search books, articles and databases, and online journals, utilize Research Tools, and renew and track requested materials using My Account—all from the convenience of your office, home or any computer with internet access. Getting help from a librarian is also easy with Ask Us; contact us by text message, instant message, phone, and e-mail. Locate all of these resources at www–lib.uwyo.edu, our home page.

Quick Search is a new way to search the full breadth of the libraries’ content—books, articles, media, newspapers, and e-content—using a single search. Try this new service and e-mail us your comments at coeref@uwyo.edu.

Search our Catalog to find books and materials in campus libraries. With advanced search you can specify branch location, material type, language, date or publisher. If we don’t have what you are looking for, then try Prospector, which allows you to search and borrow materials from Colorado libraries.

Articles & Databases is a portal to more than 400 databases listed alphabetically and by subject. The variety is enormous from the comprehensive databases ProQuest Central and Web of Science to specific databases such as Naxos Music Library, Early English Books Online (EBBO), and ABI/Inform. Use Journals & Magazine to locate e-journals by title, ISSN, subject, DOI or PubMed ID.

Research Tools provides links to citation and style guides, how-to tutorials, course guides, subject guides, and subject librarians. Course and subject guides help you find core resources for a specific class or subject area. Other tools help you download audio books, explore online encyclopedias and dictionaries, and there is a new multi-database search that allows you to search across multiple article databases using one query.

Media Collection is a great choice when you need a break from your research or studies and want to relax with a popular film or TV series, or are seeking a documentary or educational film. UW Libraries has a collection of award winning films on DVD and VHS to meet all your educational and recreational needs.

Digital Collections gives you access to historical maps, digital herbaria, photographs, ephemera, digital audio, and scholarship from McNair scholars and Senior Research Day.

The number of online resources and tools available through UW Libraries is enormous and increasing daily. Discovering them is easy and fun at www–lib.uwyo.edu. Visit us online and start browsing our resources today.

Need Research Help?

Call: (307) 766–2070
(800) 442–6757

Text: 265010
(begin text with uwcoeref:)

Email: coeref@uwyo.edu

IM: www–lib.uwyo.edu/services/ask.cfm

In person: Visit us @ W. R. Coe Library, 13th & Ivinson, Laramie, WY

Library workshops
available for graduate students and faculty

Research Strategies: Manage Time, Projects, and Resources @ W. R. Coe Library

Citation Chasing
Wednesday, February 16th
• 3 p.m. • Coe 218
When you find an article that meets your information need, you often want to find more like it. This workshop will give you strategies to find related items, articles by the same author, and articles that have cited the original item.

RSS Feeds: Save Research Time
Wednesday, March 2nd
• 2 p.m. • Coe 216
Come and learn how to set up RSS feeds and have new articles and information gathered in one place for greater research convenience.

Writing a Review of the Literature
Wednesday, March 9th
• 3 p.m. • Coe 218
Melissa Bowles-Terry, a reference librarian, will lead participants through the process of collecting resources for a review of literature, and Margaret Garner, director of the writing center, will help participants learn how to put the material together for an effective review.

Register:
Registration will be available online at www–lib.uwyo.edu at the Dusty Shelves Library Blog, and on the Graduate Student Resources web page.

For more information or to be added to a workshop notification distribution list e-mail Melissa Bowles-Terry at: mbowlest@uwyo.edu
Naxos Music Library, available for streaming at the click of a mouse, is an invaluable resource of music with more than 320 independent labels of classical, jazz, world, classic rock, and nostalgia music. UW students and other patrons can search for music by composer, artists, genres, labels, or area of study. Naxos Music Library’s collection contains more than 49,570 CD–length recordings with an addition of more than 800 recordings monthly.

UW Libraries databases include both Naxos Music Library and Naxos Music Library Jazz. Both databases are available to members of the UW community by visiting www–lib.uwyo.edu and clicking on the Articles & Databases icon where databases are listed alphabetically. Or visit our home page and click on the Media Collection icon—media databases will be listed under the Media Databases icon.

For assistance with Naxos Music, contact the reference help desk at (307) 766–2070 or by e–mail at coeref@uwyo.edu