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OlinInfo, September 2008

Olin Library

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OlinInfo

NEWSLETTER OF THE FRANKLIN W. OLIN LIBRARY AT ROLLINS COLLEGE

September 2008

Olin Hours — Fall

Mon. -Thurs. 7:45 a.m. to Midnight

Friday7:45 a.m. to 7:00 p.m.

Saturday.....9:00 a.m. to 6:00 p.m.

Sunday....11:00 a.m. to Midnight

Calendar Online

<http://www.rollins.edu/olin/about/calendar.htm>

Olin Telephone Numbers

Hours.....(407) 646-2376

Circulation (407) 646-2521

Reference.....(407) 646-2507

Archives.....(407) 646-2421

A New Look and Format for OlinInfo

This edition of our newsletter is in pdf format on our website and most of our readers are receiving it in that format. If you would prefer to receive it in print in full color in the future, or if you received it in print this time but want to receive a digital copy in future, send an e-mail to Darcella Deschambault at ddeschambault@rollins.edu. We will be happy to oblige.

Welcome to Another New Year

In this issue of *OlinInfo*, you will find information about new services and new faces in the Olin Library that shows our progress in fulfilling our mission to provide exceptional services, information resources, and a welcoming environment for the Rollins community.

Amongst other resources, we have licensed a big full-text journal database called **Academic Search Premier** from EBSCO (see page 3 for details). It includes thousands of full-text journal articles to help you find what you need to do your work.

To help you manage all this information, you now have access to **RefWorks**, which makes citing books and journals in your papers painless and can also help you keep track of useful citations for long-term projects (read more on page 3). I think you are going to love how much time **RefWorks** saves you.

We have licensed **new interlibrary loan software** (see page 3 for details) that will also save you time. Instead of laboriously filling out forms and waiting for copies in campus mail when you need an article or book that is not at Rollins, borrowing will now be as easy as clicking on the "Find it!" link from a database, logging in, and pressing "Send." A few days later you will receive an e-mail with a link to the article or one letting you know your book is available for pick up at the library. You will also be able to track your requests at the click of a mouse.

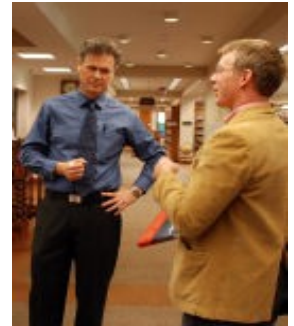
Since January we have been testing **new ways to contact a librarian** (see page 2) using text and instant messaging. Connect to our website from anywhere in the world and you can get the kind help you used to get only by coming into the Olin Library.

What connects all these new services and resources? The library is finding more ways to take advantage of the Web and digital technologies to provide the resources and services you need to do your work. Last spring we hired **R2 Consulting** to review our backroom workflows. You can read more on page 2.

We have hired some great **new staff members** and more will be coming on board soon, see page 4 for details. Even as we invest more in the digital library, our most important investment is in the people who manage the library and assist you in using it.

I could go on; I don't have enough room here to write about everything going on in your Library at the moment. Expect to see more changes, especially when we get our new website in December (details in our next issue). At the same time our commitment to exceptional—personal—service to you, the members of the Rollins Community, remains as strong as ever. Whether online or in person, we are here to help you. As always, we welcome your comments and suggestions. Contact me at jxmiller@rollins.edu. Welcome back to another new year!

Jonathan Miller,
Library Director



Jonathan Miller listens to Creston Davis

Workflow Analysis of Library Technical Services

In March and April 2008, R2 Consulting conducted an extensive review of the technical services of the Olin Library, from the point of selecting a resource to making it available to our community. The review involved two days of meetings and interviews with staff, extensive review of documentation, follow-up discussions by phone and e-mail, preparation of a 50-page report, and a return visit to present the results and recommendations. The goal of the analysis was “to prepare for the future of library services at Rollins.”

While R2 described the library as “a fairly traditional college library with a strong orientation toward print collections and manual workflows,” they also noted that it was “fully invested in electronic resources” and had already “begun to grapple with changes in user expectations and content delivery mechanisms.” Several positive items were noted:

- The library is a busy, welcoming space;
- Facilities are beautiful and the rocking chairs are very inviting;
- The staff is very talented, smart, and engaged at all levels of organization;
- Managers and many staff are open to change;
- Local digitization is already underway in Special Collections;
- The LibQual Survey provided useful information on customer service issues; and
- The Library’s strategic directions are clear and appropriate and progress is happening.

R2 concluded that we should invest less in maintaining the print library and invest more money and people in the digital library. We are, however, still committed to the printed word. But if we are to continue to provide the kind of services and digital resources you expect, we need to invest in developing our people and resources for the 21st century. Based on this report from R2 Consulting, several immediate changes have already taken place in work procedures. This workflow analysis is proving to be yet another valuable tool in helping Olin Library move ahead and continue to improve services for the Rollins community. R2’s full report can be viewed at [http://www.rollins.edu/olin/about/R2 Rollins Workflow Report Final.pdf](http://www.rollins.edu/olin/about/R2_Rollins_Workflow_Report_Final.pdf).

New Ways to Ask a Librarian for Research Assistance

We are pleased to report that our trial last spring of instant messaging reference service was a success. Nine percent of the reference questions posed during April 2008 came through Meebo, our instant messaging service. We will continue to provide instant messaging as part of our regular research assistance services. To send an instant message to a librarian, you can use the “Ask a Librarian” box on the library’s home page at <http://www.rollins.edu/olin>.

You can also reach us via the following instant messaging services and user names:

AIM	askolinlibrary1
Google Talk	askolinlibrary
ICQ	430681635
Meebo	askolinlibrary
MSN	askolinlibrary
Yahoo	askolinlibrary



Dorothy Mays is ready to answer your questions

Of course, you can still reach a librarian for research help by walking through the door, calling (407) 646-2507, or by sending an e-mail or text message to askolinlibrary@gmail.com. We look forward to helping you with your research!



Citing books and articles in your papers just got a whole lot easier.

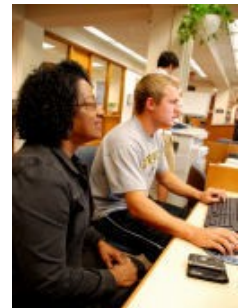
The library is delighted to announce the availability of a new web-based bibliographic management tool called RefWorks. This service allows Rollins students, faculty and staff to create a personalized database of resources and use them for a variety of research activities.

RefWorks allows you to...

- Automatically cite works in the correct format;
- Create a personal database of your references;
- Import information seamlessly from multiple sources, databases and online library catalogs;
- Organize and manage your references;
- Share information globally with other colleagues;
- Create and format bibliographies and manuscripts;
- Easily make changes to your paper and reformat; and
- Access your references from anywhere – lab, library office, or on the road.

RefWorks is available through our [“Article Indexes and Research Databases”](#) page. Registration takes less than a minute and the site provides an excellent tutorial at <http://www.refworks.com>.

It is also available off campus. You will be prompted for your Novell username and password. Then you will need to log in to RefWorks, as if you were on campus. For more information, please contact Naomi Harrison at (407) 646-2684.



*Naomi Harrison
helps a Rollins
student*

Easier borrowing from other libraries too.

During the summer, we made some important changes to our interlibrary loan services. We set up a new system called ILLIAD which allows us to process your interlibrary loan requests faster. You are now able to initiate and track your ILL requests every step of the way through a simple Web interface. You will also notice a new feature behind the “Find It” button in the databases that will open the ILL form and insert the article information for you.

You will notice some changes in our interlibrary loan staffing as well. Melanie Osborn, Circulation Specialist, is now responsible for the processing of interlibrary loan requests. Melanie will be happy to help you with any questions or concerns you have about interlibrary loans. For assistance with requests, please call (407) 646-2521 or (407) 646-2507.

More Digital Articles and Books

We recently added several new online digital resources to the library, which you can find on the [“Article Indexes and Research Databases”](#) page. We are pleased to announce we have access to **Academic Search Premier** from EBSCO. The database contains indexing and abstracts for more than 8,300 journals, with full text for more than 4,500 of those titles. Academic Search Premier contains unmatched full text coverage in biology, chemistry, engineering, physics, psychology, religion and theology.

Credo Reference provides access to more than three hundred high-quality encyclopedias, dictionaries, thesauri, and handbooks from sixty different publishers. This powerful tool quickly locates broad overviews of topics, facts, definitions, and other reference information.

Oxford Reference Online brings together over 175 key dictionaries and reference works from the world-renowned Oxford University Press into a single cross-searchable resource. Bilingual dictionaries including French, German, Spanish, and Italian are featured. This collection also provides more than 6,000 illustrations, 775 full-color maps, and themed timelines of major historic events.

Changes in Provisioning and Supporting Enterprise Technology Tools: A Conference for CIOs, IT Directors, and Library Directors

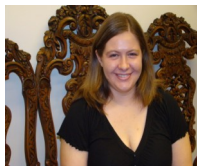
Rollins is hosting this National Institute for Technology in Liberal Education (NITLE) workshop for campus leaders, such as CIOs and directors of IT and libraries from liberal arts colleges around the country, who are interested in focusing on leadership, management at the enterprise level, and networking with peers. Participants will consider emerging developments and share expertise in order to evaluate new options regarding the applicability of specific enterprise technology tools that are being developed and offered. Server virtualization, software as a service, cloud computing, and open source software systems are all key technological and business factors that are dramatically changing how campuses select, deploy, and support enterprise software systems. Cross-campus and cross-project focus areas will include security, reliability, access, identity management for off-site applications, and building a campus team to investigate and utilize these opportunities wisely and effectively. For more information, contact Jonathan Miller (jxmiller@rollins.edu) or go to <http://www.nitle.org>.

The workshop is scheduled for October 28, 2008, 12:00 - 5:00 p.m. in the Galloway Room at Rollins College. To take advantage of the EDUCAUSE Conference being held in Orlando from Oct. 28-31, see (<http://net.educause.edu/e08>) To learn more about NITLE and Rollins' involvement in the Institute, go to <http://www.rollins.edu/olin/NITLE.htm>.

Welcome New Library People



Darcella Deschambault is our new Executive Assistant. Darcella is originally from New York City. She loves the warmth of Florida and enjoys crafting, travel, and playing with her grandchildren.



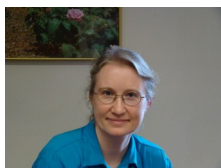
Meredith Lowe is our Visiting Archivist, replacing Wenxian Zhang during his sabbatical. Meredith has worked in archives at Augustana College (IL) and the Wisconsin Historical Society, and has her MLIS from University of Wisconsin. Meredith will be here through November.



Denisa Metko is the newest member of the Circulation staff. Born in Albania, Denisa comes to us from Orange County Public Library. She is multilingual and she enjoys soccer, reading, writing, poetry, drawing, and independent films.



Michael Furlong is our Visiting Reference & Instruction Librarian. He has an MS from Florida State and is on the verge of completing his master's degree in English from Florida Atlantic University. He enjoys writing and acting in local theater groups.



Beth King is a part-time Reference Librarian who splits her time between the Olin Library and the library at Valencia Community College. She has a master's degree in librarianship from Catholic University of America, and earned her masters degree in Liberal Studies here at Rollins College. She enjoys gardening and travel.

Farewells

It is with mixed feelings that we said farewell to four terrific people during the last few months.

Kerry Bruce returned to her home town of St. Louis, Missouri to continue her library science studies closer to her family.



Carolyn Carpan is Director of Public Services in the Burke Library at Hamilton College in Clinton, New York.

Janet Ramirez decided to spend more time doing the toughest job of all: raising two kids.

Yvonne Jones is Science Librarian in the East Campus Library at James Madison University in Harrisonburg, Virginia.



We offer Carolyn, Janet, Kerry, and Yvonne our best wishes in their new adventures. They have all made great contributions to the Rollins community over the past few years. Science resources, online reference, assessment, the look and feel of our website, our Facebook presence, service to users, and general communication and organization are all better because of their hard work.