

Spring 2018

Newsletter Spring 2018

Colgate University Libraries

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The Libraries at Colgate

Newsletter | Spring 2018

Connect | Discover | Create

Endangered Data Week Collaborative Event

Joshua Finnell, Head of Research and Instruction and Chris Henke, Director of the Upstate Institute

On Tuesday, February 27, members of the Colgate and regional community gathered at the Palace Theater in downtown Hamilton for a panel titled, “Environmental Justice in Upstate NY,” to discuss the importance of researching and sharing data on issues related to environmental justice. Activists and scholars concerned with environmental justice point to the disproportionate impacts of environmental problems on communities who are disadvantaged on the basis of their income, race, ethnicity, or other factors. This topic is the subject of several courses at Colgate, including “Environmental Studies 232: Environmental Justice,” taught this term by Professor Andy Pattison of Colgate’s Environmental Studies Program.

Dr. Pattison teamed up with Josh Finnell, Head of Research and Instruction for Colgate’s University Libraries to organize a panel discussion on environmental justice to help mark Endangered Data Week, a nationwide effort

to raise awareness of the importance of data that might be vulnerable to loss or manipulation due to changing political regimes. The seed for Endangered Data Week was planted back in February of 2017 by Brandon Locke, director of the Lab for the Education and Advancement of Digital Research at Michigan State University, when he tweeted a call for a banned data week, similar to the American Library Association’s Banned Books Week. With the help from the Digital Library Federation, Endangered Data Week grew into an annual event, coordinated across campuses, libraries, and nonprofits to publicize the availability of datasets, increase critical engagement with data, shed light on open data policies and practices, and host workshops on data curation and preservation.

The panel on Environmental Justice in Upstate NY was one of 45 events taking place across the country during week of February 26th and featured four speakers who shared their

insights on the importance of collecting and sharing data related to environmental justice: Professor Monica Mercado of Colgate’s Department of History, Geoffrey Snyder, Director of Environmental Health at the Madison County Health Department, Alex Coyle, Public Health Statistician for the Madison County Health Department, and Rosa Mendez, Director of Environmental Justice at the New York State Department of Environmental Conservation.

The event was sponsored by Colgate’s University Libraries, Environmental Studies Program, Lampert Institute, and Upstate Institute. The panel discussion was attended by Colgate students, staff, and faculty, as well as a number of citizens from the Hamilton community. The lively question and answer portion of the evening highlighted the importance of citizen involvement and the responsibility of governments to share information.



Robust turnout at the Palace Theater for “Environmental Justice in Upstate New York”

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The Changing Landscape for Academic Libraries

The many activities occurring this Spring at Colgate University include the search for a new University Librarian. The search process provides us all a fresh opportunity to carefully think about the proper role of the Case and Cooley Libraries in Colgate's educational mission. The libraries' strategic planning must of course respond to the academic mission and overall strategic plan of the University. How to best preserve traditional strengths while responding to change is an ongoing challenge.

Although some aspects of our work here at Colgate are unique or unusual, we share many of the opportunities and challenges of academic libraries throughout North America.

Shared challenges include:

- acquiring the proper balance of print and electronic resources
- maximizing the utility of library space
- creating more efficient and effective service models
- building collaborative partnerships with faculty
- finding viable open access and open source alternatives to commercial vendors' products.

Print vs. Electronic

Our students still appreciate the advantages of printed books, and I think many of them simply get tired of looking at a screens all day. But e-books and other resources take no physical space, are readily accessed outside the library, and sometimes (but not always) save money. Currently, the most pressing question is to what degree we should acquire resources as packages versus the traditional method of selecting individual titles. Evidence based acquisition is an attractive model. As described in the article on page 4 of this newsletter, it allows the libraries to measure use of ebooks before we commit to purchasing them. Thus decisions are based on current use rather than predictions of future use.

Library as Place

The 152,000 square foot Case Library and Geyer Center for Information Technology is a beautiful and inviting intellectual hub of the Colgate campus. Yet as information delivery technologies advance, the layout created in the renovation and expansion of 2007 leaves a few areas within the library that could be better utilized. For example, the area around the 3rd floor stairs now used for microforms and VHS viewing sta-

tions might be repurposed, and the current periodicals display shelves on the 4th floor might be consolidated to make room for additional tables or carrells. Always the overarching issue is how to configure our spaces so we best meet the various needs of students and faculty.

Service Models

The ways in which students interact with librarians is evolving. Like most academic libraries, the proportion of our transactions that occur at the reference desk is steadily declining. But our one-on-one interactions by appointment or via e-mail continue to provide popular and effective support of students' research. We may need to consider alternatives to the traditional model of staffing the reference desk with professional librarians. Sitting at a desk may not be the most efficient and effective way to meet student and faculty needs.

Building Partnerships

The Colgate libraries exist for the purpose of supporting faculty and student research. Our work to advance the thirteen goals of a Colgate education requires close collaboration with faculty and the various offices that share the mission of helping students learn to the best of their abilities. So it is essential for us to build partnerships and be fully integrated into the life of the campus. Our library liaisons are doing good work, but we need to prioritize outreach and relationship development. A challenge to additional outreach is deciding what services we may need to curtail in order to empower our librarians to spend the added time and energy to strengthen communication and collaboration.

Open Access and Open Source

The majority of the Colgate libraries' budget goes to pay commercial vendors for information resources and technologies, and the prices for these continue to increase annually. Open Access journals, Open Educational Resources, and Open Source software offer a potential to save money and improve services. But open resources carry their own costs. For example, we pay a substantial annual fee to a commercial vendor for our Digital Commons institutional repository. There are Open Source alternatives, but none have all of the functions of Digital Commons. Developers are working on improving the alternatives, but as of today none are quite ready to replace the commercial product. Presently we are faced with deciding whether to commit funds to a collaborative effort to develop Islandora as a full-fledged institutional repository. Is it worth the risk to devote resources to developing a product that may or may not meet all our needs, on an undetermined timeline? The choice between open and commercial resources usually boils down to deciding how much risk to take for an uncertain outcome.

The fact that these challenges are common among academic libraries creates its own opportunities. We can learn from others and share our successes and setbacks with library colleagues. The Oberlin Group of eighty liberal arts college libraries is a particularly valuable venue for sharing expertise and exploring solutions. The new University Librarian will face these challenges in a supportive atmosphere on campus and within the broader library community.

Colgate University Libraries

<http://cul.colgate.edu>

Regular Library Hours Academic Year 2014–2015

Case Library and Geyer Center
for Information Technology

Sunday: 10 am – 4 am

Monday – Thursday: 8 am – 4 am

Friday: 8 am – 10 pm

Saturday: 10 am – 10 pm

Cooley Science Library

Monday – Thursday: 8 am – midnight

Friday: 8 am – 11 pm

Saturday: 9 am – 11 pm

Sunday: 9 am – midnight

For exceptions see:

<http://cul.colgate.edu/content/hours>

Phone Numbers

Case Reference: 315-228-7303

Case Circulation: 315-228-7300

Cooley Reference: 315-228-7312

ITS/Source: 315-228-7111

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interim University Librarian and editor:
Steve Black

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Digital Initiatives

Cindy Li, Associate Director for Library Technology and Digital Initiatives

Over the last two years the libraries have redesigned their website with Drupal, implemented the Summon discovery service and moved the integrated library system (ILS) to the cloud. The libraries continue to make strides in every aspect of the libraries' technology services ranging from digital presence to system performance to communication. These changes echo the effort that the library technology strategic plan sets forth.

Here are some of the projects that are underway:

Islandora – Digital Collection Management

The libraries have adopted Islandora, an open source digital asset management program, as their new digital collection platform. Islandora will replace the current digital collection system, ContentDM.

Over the years, the libraries have placed important collections that preserve the history of Colgate University on ContentDM. Although in general ContentDM does what it was designed for, users sometimes are frustrated by its limited functionality. A user experience study conducted by the libraries indicated that users were not very satisfied with the system design and its search engine. At the beginning of 2017 the library technology team began the exploration of a new platform that would not only meet the needs of users of all kinds but also demonstrate the developmental flexibility that would allow the libraries to manage its various digital objects with ease. After visiting several peer institutions, talking with vendors, attending webinars and discuss-

ing with internal stakeholders, in late 2017 the library technology team recommended a migration to Islandora. As open source software, Islandora promises to be more cost effective and flexible than commercial applications.

However, as is typical with open source software, there are concerns about technical support and enhancements. Fortunately there is a large and robust Islandora community of users and developers. Peer institutions within the Islandora community include colleges such as Hamilton and Williams, and Colgate has contributed funds to be a part of the ISLE Islandora Collaboration Group. Thus we can take advantage of development work performed by librarians and software designers at peer institutions. Colgate Libraries understand the future of Islandora largely relies on collaboration. The Colgate libraries have recently completed the first phase of implementation and are receiving training. The new Islandora digital collection is an unfolding work in progress that may be accessed at <https://digitalcollections.colgate.edu/>.

Library Intranet

In order to improve internal communication, the libraries are planning to develop and implement an Intranet. Unlike the libraries' website, which displays key services, resources and information to the public, an intranet is designed to be the libraries' internal website used by the library staff only. The Intranet is designed to serve as the library's internal communication hub. Following the current best practice, the Intranet is planned to integrate such features as a knowl-

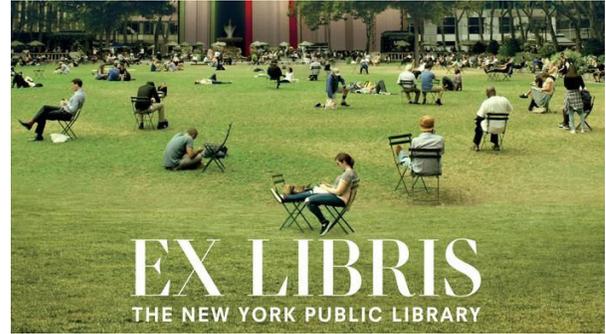
edgebase, announcements, news and events.

The goal of implementing the site is to increase the efficiency of email and staff time for meetings. Many times staff find that they miss or delete important email due to the bulk of email they receive every day. In addition, oftentimes the agenda items of meetings are more pertinent to some people than others, so a posted announcement may serve the purpose. Communication via intranet could potentially reduce time now spent on meetings. An intranet allows the libraries to create a virtual workplace to facilitate information storing and sharing and increase team collaboration. When needed, the Intranet can easily become a training platform as well.

The selected technology to build the site is Drupal, the content management system (CMS) that the libraries now employ for our website. Drupal is a natural choice because our librarians already possess the skillsets required to implement the site. Systems librarian Mark Sandford and Instructional Design and Web librarian Jesi Buell both have experience with Drupal as they were the major implementers of the libraries' website. Colgate University is developing a Drupal-based website too and therefore, ITS can provide technical and/or developmental support if needed. The targeted launch time for the library intranet is the summer of 2018.

Library Week Event at Madison Theatre

Josh Finnell, Head of Research and Instruction



On April 10th, the Colgate University Libraries, in conjunction with the Hamilton Public Library and Upstate Institute, hosted a special screening of Frederick Wiseman's documentary *Ex Libris* at the Hamilton Theater. The film goes behind the scenes of the New York Public Library and reveals it as a place of welcome, cultural exchange, and learning.

During intermission, a panel of librarians contextualized the themes in the film within their own local libraries and discussed the challenges and opportunities facing libraries across central New York.

The panelists were Jesi Buell, the Instructional Design and Web Librarian from Colgate University, Mary Klucznik, Librarian at Chittenango High School, Marc Wildman, Executive Director for the Central New York Library Resources Council, and Travis Olivera, Library Director from Hamilton Public Library. This event was an opportunity for Colgate University Libraries to connect with the national celebration of libraries while also building bridges and educational opportunities for school and public librarians across Madison County and upstate New York.

Colgate University Libraries provided 4 hours of professional continuing education credits for all public librarians in attendance. In a note of thanks, a school librarian from Afton Central School District best summarized the spirit of the evening: "As much as the particular services and outreach that the film illustrated, I think it was the continuous focus on and dedication to the transformative power of collaboration that really hit home for me; like the idea of piloting programs with help of collaborative partners in order to identify worthy programs to pursue."

Evidence Based Acquisition of Ebooks

Mike Poulin, Head of Collection Services and Steve Black, Interim University Librarian



Colgate University Libraries are participating in a new Evidence Based Acquisitions (EBA) program within the Oberlin Group Library Consortium. This recent EBA deal with Cambridge University Press provides access to over 30,000 ebooks. Cambridge Press explains, "institutions are given access to an extensive online collection of books before making decisions about which titles to buy access to in perpetuity. The evidence to support decision making is supplied in the form of usage reports, indicating which titles are the most popular within the institution during the trial period."

We have an EBA deal with Oxford University Press for access to 13,000 ebooks. As with Cambridge, we pay for a year of access to collections of ebooks. At the end of the year, we select which titles we want to buy with the initial deposit. Without these EBA programs few ebooks from Cambridge or Oxford would be available to Colgate scholars.

Evidence based acquisitions is also the model for Colgate access to 35,000 ebooks in Proquest Ebook Central and Jstor ebooks. So far we have seen robust use and are satisfied with the EBA model of providing ebooks to the Colgate scholarly community.

New Databases

Mike Poulin, Head of Collection Management

Left of Liberalism: Marxist-Socialist Newspapers 1900-2015

A collection of US and British papers that represent Communism, Socialism, and Marxism as alternative visions of organizing society. Based in the philosophy of Karl Marx, the newspapers address issues of the 20th Century including the working class, labor conditions, unionism, post-WWII McCarthyism, and Nazi crimes against humanity.

Informe Academico

Spanish and Portuguese language magazines, news sources, and scholarly journals both from and about Latin America.

Klapp Online

A bibliography of French Literature written in German and French. This *Bibliographie der französischen Literaturwissenschaft* and *Bibliographie D'histoire Littéraire Française* was until recently only available in print.

Encyclopedia of the Bible and its Reception

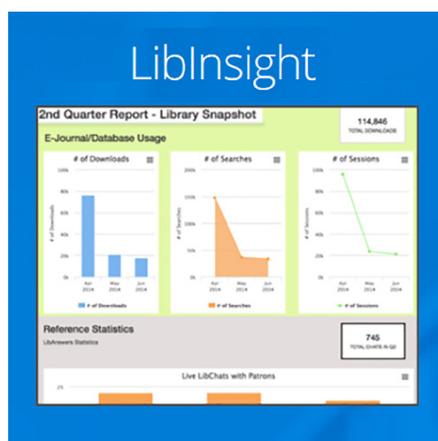
Contains the most current state of knowledge on the origins and development of the Bible in the canons within Judaism and Christianity. It documents the history of biblical reception, not only in Christian churches and the Jewish Diaspora, but also in Islam and other non-Western religious traditions and movements.

Proquest Digital Newspapers

The *New York Times*, *Wall Street Journal*, *Barron's* and *Washington Post* have moved to the Proquest Digitized Newspapers platform which provides the ability to search for content and still see the full image reproduction of the newspapers. There continues to be a 3 month embargo on new content.

New Tool for Library Analytics

Heidi Ziemer, Head of Borrowing Services and Assessment



Analytics are the key to understanding our library users and improving services and user experience. The Colgate Libraries have recently implemented SpringShare's Libinsight product to help us analyze, visualize, and share library statistics. LibInsight is a tool where all of our Library data can be stored in one location, helping us manage data more efficiently and better inform decision-making. The tool will allow the Libraries to view relationships and correlations among previously siloed datasets and produce cross-dataset tables and charts with multi-year trends.

PEOPLE IN THE LIBRARIES



Heidi Ziemer
Head of Borrowing Services

Heidi has been working in libraries since 1994 and is thrilled to join the Colgate community. She was most recently the Head of Public Services at Albright College in Reading, PA where she led the library migration to the Tipasa cloud-based ILL management system and was integral to creating an online tool for the assessment of students' information literacy skills. She holds a Master of Library and Information Science from the University of Pittsburgh and a B.A. in Art History from Skidmore College. Her areas of interest include copyright and fair use issues; film & media librarianship; library assessment and outreach. She is excited to be back in upstate New York and has embraced the snow globe that is Hamilton since relocating here in the middle of sub-zero temperatures with her two sons and two cats.



Lara Scott
Special Collections Assistant

Lara Scott is a local artist and designer, with a BA in Art from Yale University, and an MFA from the University of Pennsylvania. She taught studio art at colleges in Illinois and Virginia for seven years before settling in this area. In the central NY area, she worked in the R&D Lab at Golden Artist Colors for several years. As an artist, Lara works primarily in collage, oils, watercolor, and videos. She also publishes a series of editioned artist's books called "The Metamer Quarterly."

Citation Management Software



Peter Tagtmeyer, Science Librarian

Many students and faculty members at Colgate use reference or citation management software (CMS) when writing. Use of CMS decreases the amount of busywork required to ensure that other peoples' work which contributes to one's research is properly acknowledged. Proper attribution is an essential aspect of academic integrity.

Colgate librarians teach the use of, and support, citation management software. Though there are numerous CMS programs (Wikipedia lists over 30), the two particular systems that are supported and financed locally include RefWorks and, with some faculty, Endnote. Other programs known to be used on campus include Papers and Mendeley.

CMS applications automate and/or make easier a number of citation and referencing functions:

- Automatic transfer of citations from a remote database to one's personal collection locally and "in the cloud".
- Storing all the parts of a citation commonly used in publications: (authors(s), publication date, titles, source, page range, etc.) and lesser used parts (ISSN, ISBN, Document Object Identifier, Patent Number, Publisher, Place of Publication, source database, etc.).
- Multiple spaces for keeping reading notes and keywords
- Ability to do keyword searching in a collection of citations and notes
- Ability to store full-text PDFs of documents
- Ability to digitally annotate document PDFs

A very helpful function found in some CMS is integration with a word processor application to insert in-line citations and automatically generate properly formatted bibliographies or/and footnotes.

Use of CMS greatly reduces the busywork of managing citations, and can improve means for storing record of one's intellectual engagement with publications.

Library support for RefWorks is longstanding. One helpful aspect of that support is the provision of storage for keeping one's citations and PDF documents "in the cloud". This allows users access to their work irrespective of their location. All that is needed is computer, a web browser and a network connection.

RefWorks is licensed from Proquest. Proquest has produced a newer version of RefWorks and is promoting it as a replacement for the old version. Colgate librarians have examined the new version and spent time with representatives of the company. A novel feature in the new version is the ability to drag and drop a PDF document into the program. RefWorks performs optical character recognition to parse the citation from the PDF and create indexed full text.

This sounds very much like George Jetson's universe realized, except that it does not work on all documents. Librarians find the error rate to be unacceptably high. One can manually correct the data, but that task can be more trouble than it is worth, especially for busy students. The more dependable method remains selecting and importing citations directly from citation databases, then linking PDF documents to the citations. Librarians also have concerns regarding RefWork's management of notes and accuracy of full-text searching. Due to these concerns, the libraries do not recommend adopting the new version of RefWorks, but it is available for people to try and use. Our immediate concern is that ProQuest has announced that at some point they will cease supporting the legacy version of RefWorks.

At some point the Colgate libraries will need to either support the new version of RefWorks or switch our support to alternatives. Of the many possible alternatives, Zotero stands out for several reasons.

Zotero is an open source application that is available to everyone, gratis. Zotero was initially developed at George Mason University with funding from the Andrew W. Mellon Foundation, the Institute of Museum and Library Services, and the Alfred P. Sloan Foundation. It is presently supported by the Corporation for Digital Scholarship and the Roy Rosenzweig Center for History and New Media.

Zotero's functionality and features are on par with RefWorks. This includes storing citations remotely and synchronizing them with local versions of the Zotero application on different devices. Additionally, individuals can also obtain 300 MB of online storage at no charge. That's enough space for several hundred documents. Additionally storage can be purchased. There is also an option for Colgate to acquire unlimited storage for a reasonable fee. The additional storage is needed only if users wish to store PDF copies of the cited documents.

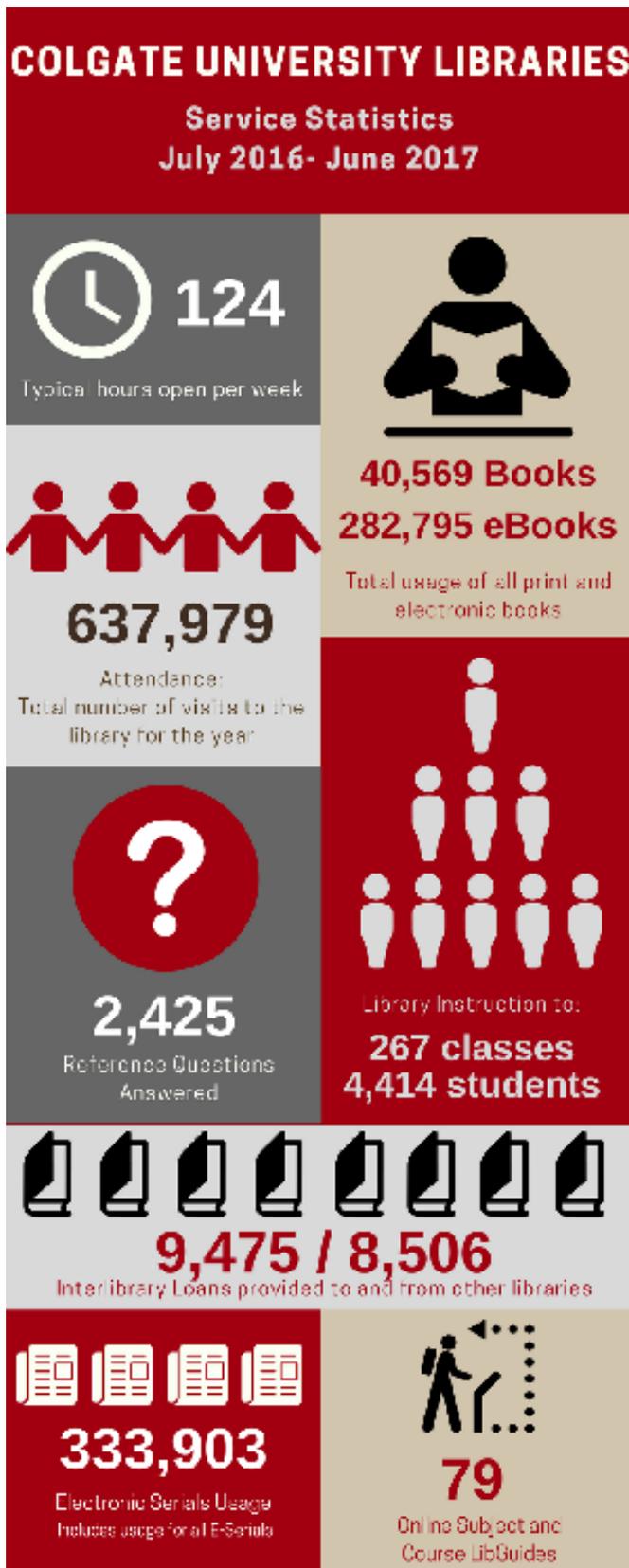
A very geeky thing one can do with Zotero is install it and the the free LibreOffice office apps on a portable drive or device. This allows an entire research and writing system with ultimate portability for taking on study abroad!

Citation management software and its integration with digital document storage and word processing programs frees scholars to focus more on the intellectual aspects of research. Colgate libraries fully support CMS use, and we will continue to explore the best software options and most effective ways to provide support.

By the Numbers

Infographic by Heidi Ziemer, Head of Borrowing Services and Assessment

Raspberry Pi article by Mark Sandford, Systems Librarian



New Gate Count System

In collaboration with ITS, the libraries have embraced the Maker revolution, combining 3D printing, open source hardware and open source software to build a better door-counter. Since the renovation in 2015, the small electronic sensors that count visitors at the Cooley Science Library have been unreliable. After many unsuccessful attempts to troubleshoot the issue, Colgate University Librarians took it upon themselves to come up with a better way to count.

Installed in January 2018, the new devices are built with RaspberryPis, a computer whose design is entirely open-source, to monitor the doorways at Cooley. Open-source software processes the data and counts visitors entering or exiting the building. Once processed, the images are removed from the device's memory so no images are ever stored. This new method has an advantage over the older systems formerly used at Cooley and currently used at Case-Geyer. Rather than simply incrementing a counter that is read once per day by a staff member, the RaspberryPi records the time that each visitor passes through the door. The resulting data can help librarians better track the busiest times for both buildings and adjust staffing to our students' needs.

The sensors—really mini-computers—were built from scratch in the Libraries, so librarians had to come up with a way to enclose and mount the camera. Nothing available on the market was both small and sturdy enough, so the libraries turned to ITS for help. 3D printing to the rescue! Working with Instructional Designer Doug Higgins, librarians were able to design and produce their own custom camera mount which points the sensors exactly where they are needed.

Some fine-tuning was required to “teach” the software how to count visitors, but they are now reliably keeping track of how many students, faculty, staff and visitors come and go. Librarians are now working on setting up five more RaspberryPis to install at Case-Geyer over the summer.

Editor's note: Mark's initiative and ingenuity made this project happen. His RaspberryPi homegrown solution is saving Colgate a very substantial amount of money compared to commercially available gate count systems. I would like to second our appreciation to ITS staff for their collaboration with Mark to make this slick solution a reality.
-Steve Black, interim University Librarian