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Library and Information Technology at Bucknell University

FALL 2015
Vol 8 Issue 1

Summer Projects Enhance Library Services and Course Development

■ *by Carrie Pirmann, Social Sciences Librarian* | carrie.pirmann@bucknell.edu *and Carrie Johnston, CLIR Postdoctoral Fellow in Digital Scholarship* | carrie.johnston@bucknell.edu

Over the summer, Research Services and ITEC undertook many projects that enhanced not only our physical spaces and collections, but also allowed students to serve an integral role in course development.

Research Help Area Redesign

Data from the Measuring Information Services Outcomes (MISO) survey indicated that students had difficulty recognizing the importance of the Research Help Area on the library's main floor. Research Services staff undertook a planning analysis to redesign the area to make it more inviting and convey its importance as a learning space. To this end, we have acquired new, movable furniture that can be configured in any number of arrangements to facilitate either one-on-one or group appointments with students.

Focus on Teaching and Outreach

Teaching remains a core activity in Research Services, and our instructional program continues to grow each year. In the 2014-2015 academic year, Research Services and Special Collections/ University Archives librarians taught 261 sessions, reaching over 5,000 students. Building on our success from last year, we continue to have embedded librarians in the Residential Colleges and work closely with faculty who are teaching Foundation Seminars. This year, Research Services librarians worked with the College Core Curriculum Coordinator to create a day-long workshop that facilitated faculty participants' exploration of information literacy learning outcomes specific to incoming first-year students. In order to increase our outreach efforts, librarians also participated in training for the Residential Colleges Junior Fellows, who serve as a bridge to first-year students.

Collections Assessment

In anticipation of future changes to the main floor of the library, Research Services librarians also used the summer months to conduct a thorough review of the reference collection. Through this process, a number of titles were relocated to the circulating collection where we anticipate they will see increased use.

ITEC Summer Grants

This summer, with support from the Andrew W. Mellon Foundation, Library and Information Technology awarded five student-faculty Research Project Grants, which supported the implementation of digital scholarship and pedagogy across disciplines. Among the student-faculty collaborations was Suné Swart '17, a computer science major, and Tom Beasley (Classics), whose project, "Visualizing Networks in the Ancient Mediterranean," used GIS mapping to visualize political, economic, and religious networks in the ancient world. Working on this project, Suné learned how to code in HTML and JavaScript, and notes, "It was really cool

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BucknellLIT

BucknellLIT

From The Vice President For Library And Information Technology

Library services and enterprise technology enhance the academic and residential experience at Bucknell. On the academic side, we are working with faculty in all disciplines: we have embedded librarians in Residential Colleges, and librarians partnering with faculty to teach information literacy skills (one of the university's educational goals). Our instructional technologists and librarians are partnering with faculty on course redesigns, working with faculty and students on summer research projects, and offering workshops for faculty.

On the enterprise side, we are working with our colleagues on processes and systems for making data-informed institutional decisions. We are working to increase access to reliable and actionable data, align multiple systems, and optimize business processes.

A primary question for us is how faculty, students, and staff value our services. To answer this question, in Spring 2015, Bucknell University was one of twenty-eight institutions to participate in the Measuring Information Service Outcomes (MISO) Survey. The MISO Survey is a web-based quantitative survey designed to measure how faculty, students, and staff view library and technology services in higher education. Our response rate was excellent: 65% by faculty, 58% by staff, and 40% by students.

The MISO Survey helps Library and Information Technology identify the services that are important to our users, service areas where we're doing well, and areas where change or improvement is needed. Overall, Bucknell's Library and Information Technology services and resources compare favorably with other MISO institutional participants. We have also determined action plans for the areas that need improvement. We will use this survey every few years to ensure that Library and Information Technology continues to achieve the highest standards for all the services we provide to the campus community.

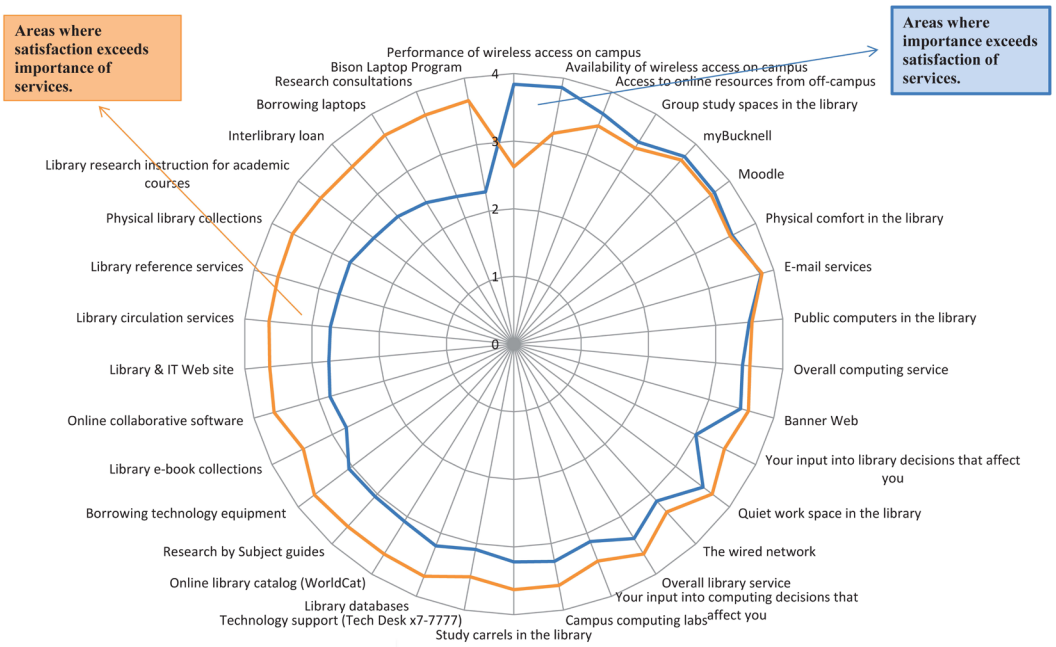
On the following page, you can see MISO radar charts that compare the importance of and satisfaction with Library and Information Technology services. We are using the assessment data for our planning efforts and for allocation of resources.

If you have any questions about Library and Information Technology, or our participation in the MISO survey, please contact me at: **param.bedi@bucknell.edu**

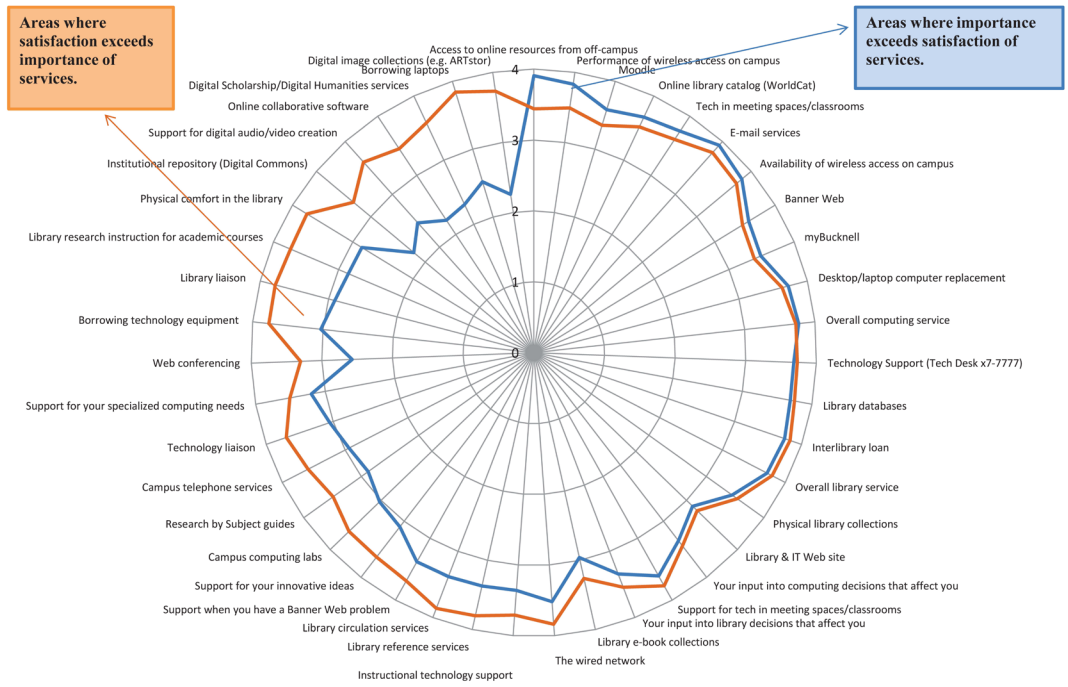
Cheers, *Param*

Radar Charts Comparing Importance and Satisfaction of Services

Students



Faculty



How to read the charts:

1. Questions of Importance and Satisfaction are plotted in a circle.
2. Mean scores are presented in the chart.
3. Discrepancies between importance and satisfaction are the blank areas between the blue line and orange line.

= Importance

= Satisfaction

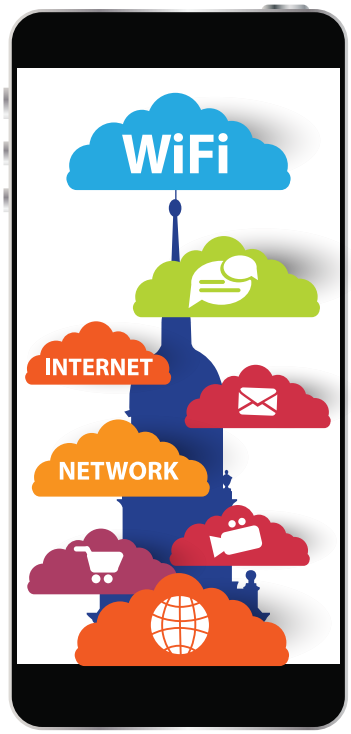
Campus Gets Significant Wireless Upgrades. Everyone Rejoices.

■ *by Bud Hiller, Manager of Technology Desk* | dhiller@bucknell.edu

Everyone wants wifi, and everyone uses wifi, and everyone expects wifi to be everywhere, and when wifi isn't available, everyone is angry. Bucknell staff and students have high expectations for on-campus wireless coverage, so I spoke with Stephanie Farnsworth, one of Bucknell's network administrators, to find out what Bucknell has been doing about wireless, and what we can expect in the near future.

Bud: What have we done in the past year to improve wireless coverage?

Stephanie: We had a consultant do an audit of our wireless configuration and make recommended changes to improve performance. Several buildings were upgraded from 802.11N to 802.11ac, the newest wifi standard. This includes Dana, Breakiron, the Computer Center, the Post Office, 7th Street Cafe, the Art Building and O'Leary; and we upgraded and expanded the coverage in Swartz Uptown. The Library was upgraded last year.



Several residence halls had their wifi coverage vastly expanded, including Larison, Harris, the Gateways, and the Special Interest Houses. We also just expanded the center section of Kress Hall and have a plan in place for the rest of the building as soon as equipment becomes available. We began that process after Fall Break. The new Student Apartments opened this past August. We installed a total of 116 access points there including outdoor wireless that blankets the quad.

Bud: Tell me about the actual wireless access points that we're using.

Stephanie: The newer model APs we're installing are the newest wifi standard 802.11ac. This standard provides increased speeds, higher speeds at longer distances (you can be further away from the AP and get a faster connection), less interference from other wifi devices, an increased number of clients supported by a single access point, and the ability to send the same data to multiple users simultaneously (thus improving performance).

We will also be auditing all of our currently installed equipment and making changes to the orientation of them to make sure they are mounted according to current industry best practices.

Bud: What upgrades do you have planned for the coming year?

Stephanie: We plan to extend coverage to the Dana Engineering quad.

Roberts Hall will be closed for renovations after this semester. When it is finished being remodeled, it will have vastly expanded wireless coverage. We're adding approximately 90 access points to that building alone. We also plan to install 200-300 access points in Kress, Trax, McDonnell, and the half of Swartz that isn't complete yet.

Over fall break, Biology and Rooke were upgraded to 802.11ac. We have a plan in place to swap out the [ceiling] access points in Vedder Hall with new 802.11ac access points that are designed to be wall mounted; upgrading them to the newer model will improve performance. We will be installing these in Smith Hall as well.

The Langone Center is slated to have some major renovations done and when it reopens, Bostwick Cafeteria and the entire first, second, and third floors will have vastly increased wireless coverage, more in line with what we have on the ground floor.

We will also be performing more wifi signal surveys and making the appropriate adjustments to improve the performance of our existing access points and filling in holes as we find them.

For specific questions on the wifi upgrades, feel free to email Stephanie and her colleagues at: **network@bucknell.edu.**

Orientation 2015

Every August, Library and Information Technology hosts the entire first-year class for an Orientation event called Library Unbound. This year, we had all 900+ students in the library on a balmy Thursday evening, where they learned about the services and resources our division has to offer. They also rocked out to the sounds of DJ Alex, enjoyed the balloon creations of artist Lanny Lee, had their picture taken with Bucky the Bison, snacked on 100 dozen Dunkin Donuts, and much more.

Check out the video of this fun tradition:
tinyurl.com/libunbound15

Scholarship Reception

This year's Faculty Authors reception took place in the Library's Traditional Reading Room on October 7. The event, which celebrates books and book chapters written by Bucknell faculty in the past year, recognized 40 submissions from 30 faculty members in 16 departments. Speakers included Felipe Perrone (Computer Science), Paula Closson Buck (English), Bastian Heinsohn (Languages, Cultures and Linguistics), and Rivka Ulmer (Religion).
facultyauthors.blogs.bucknell.edu

New Library and Information Technology Staff

CARRIE JOHNSTON, CLIR Postdoctoral Fellow in Digital Scholarship

Carrie Johnston joined Library and Information Technology in July as the CLIR Postdoctoral Fellow in Digital Scholarship. She partners with students and faculty to explore emerging technologies to foster innovative digital research. Carrie comes to Bucknell from Quincy University in Illinois, where she was a Visiting Assistant Professor of American Literature. She has a Ph.D. in English and American Literature from Southern Methodist University, where she worked with special collections librarians to digitize rare materials of a corporate archive for web publication. She also holds an M.A. from Florida Atlantic University and a B.A. from Tulane University, both in English and American Literature. Her current book project, *Incorporating Indians*, explores the interplay between corporate enterprise and female labor in the southwestern United States. A native of Texas and Louisiana, Carrie is looking forward to learning more about the region by collaborating on Bucknell's *Stories of the Susquehanna Valley* documentary series, and through her hobbies, traveling and hiking.

COURTNEY PADDICK, Librarian for the Arts and Humanities

Courtney Paddick joined Library and Information Technology in August as the Librarian for the Arts and Humanities. She comes to Bucknell from Central Washington University, where she served most recently as the Academic and Research Commons Librarian. Prior to this, Courtney worked as Project Archivist at the Chimpanzee and Human Communication Institute on Central Washington University's campus. Courtney is originally from Binghamton, New York. She earned a B.A. from Colgate University with a concentration in Religion and minor a in Jewish Studies, an M.S.I.S. from the University at Albany, and an M.A. in History from Central Washington University. In her new role, Courtney is excited to be contributing to the liberal arts experience of Bucknell students and immersing herself in the many cultural and learning opportunities on campus. In her spare time, Courtney is looking forward to exploring all central Pennsylvania has to offer, watching bad reality TV, and cheering on the Seattle Seahawks with her husband.

Simonne Roy's
Plein Air France and Pennsylvania

Bertrand Library is pleased to showcase the work of artist Simonne Roy with her exhibit, ***Plein Air France and Pennsylvania***. Ms. Roy's plein air paintings focus on the quality of light (influenced by the season, weather, and time of day) and how it affects the elements of a landscape. The viewer is pulled into the scene through her composition and use of color to express the emotions elicited by the subject. Her featured works include scenes from Bucknell's campus, the central Pennsylvania region, and other well-known Pennsylvania landmarks such as World's End State Park. Visitors will also enjoy beautiful scenes from French locations such as Provence, Touraine, and St. Antoine du Rocher. A reception and gallery talk celebrated the opening of Ms. Roy's exhibit on September 25, 2015. Visitors can see her paintings through January 22, 2016 in Bertrand Library's second floor gallery.

To see more of Ms. Roy's works, visit: **simonneroy.com**

Presenting: Library and Information Technology

Professional development is key to any successful organization. Library and Information Technology staff represent Bucknell each year at many conferences and professional meetings. Below, you will find selected presentations and publications of our staff from the academic year 2014-2015. A full list of Library and Information Technology publications and presentations can be found at: **bucknell.edu/x89084.xml**

Param Bedi, Matt Gardzina, and **Emily Sherwood**: "Digital Scholarship at Bucknell University – It's about Student Engagement." *DLF: Digital Library Federation*. 23 Feb 2015. Web. **diglib.org/archives/7828**

Param Bedi and Jason Snyder: "Making a Difference: Moving Your Organization from Transactional to Transformational." EDUCAUSE Review Online. 16 March 2015. Web. **er.educause.edu/articles/2015/3/making-a-difference-moving-your-organization-from-transactional-to-transformational**

Nancy Frazier and Kathleen McQuiston: "One Size Does Not Fit All: Collaborating with Faculty to Build Information Literacy Skills in Our Students." PA Forward Information Literacy Summit, Penn State University, University Park, PA. July 2014.

Dan Heuer: "ILLiad, GIST, and EBL: How Bucknell University's PDA + DDA Collection Development Model Gives Patrons What They Want, While Saving the Library Hundreds of Thousands of Dollars a Year." ILLiad International Conference, Virginia Beach, VA. March 2015.

Diane Jakacki: "Bringing Digital Tools into the Classroom: A Case Study Using the Map of Early Modern London." Modern Language Association Annual Meeting, Vancouver, BC. January 2015.

Carrie Johnston: "Creating Digital Humanities Collaborations Using Library Special Collections." Digital Frontiers Conference, Dallas, TX. September 2015.

Kathleen McQuistion and Matt Gardzina: "No Book, No Problem: Exploring New Frontiers Using Multimodal Course Materials." EDUCAUSE Learning Initiative Annual Meeting, Anaheim, CA. March 2015.

Jamie Piperberg and Bud Hiller: "Rise of the Mobile Devices: Leveraging Smartphones at the Tech Desk." Student Technology Conference, Houghton, MI. June 2015.

Eric Smith: "Security Presentations That Keep Your Campus Awake at Night." Coalition of Liberal Arts Colleges (CLAC) Annual Meeting, Easton, PA. June 2015.

Jason Snyder and Kathleen McQuiston: "Librarians, Instructional Technologists, and Faculty: A Collaborative Partnership for Teaching Information Literacy and Technological Competency." Association of College and Research Libraries Annual Conference, Portland, OR. March 2015.

James Van Fleet: "Grand Challenge Scholars Program at Bucknell University." Union College Engineering and Liberal Education Symposium, Schenectady, NY. June 2015.

Chris Weber and Eric Smith: "Disaster Recovery Site Exchange Initiative." AICUP Member Meeting, Hershey, PA. June 2015.

10-GIGABIT-PER-SECOND INTERNET ACCESS BEYOND PENNSYLVANIA AND AROUND THE WORLD

On September 1, Bucknell joined Internet2, a consortium of nearly 300 U.S. higher education institutions connected by the nation's largest and fastest coast-to-coast research and education network.

Membership in Internet2 will extend Bucknell's 10-gigabit-per-second internet access beyond Pennsylvania and around the world. That access will allow Bucknell faculty and student researchers to upload and share large data sets in nearly real time, and provide remote access to an array of instruments and resources.

Bucknell UNIVERSITY

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Introducing Patrick Newhart ’18: Executive Intern

patrick.newhart@bucknell.edu

Being part of the Undergraduate Executive Internship Program on campus has changed my perspective on many things at Bucknell. Applying to this program as a first-year student, I was attracted to the opportunity to be a liaison between the students and administration at Bucknell. Currently, as the intern working directly with Param Bedi, Vice President for Library and Information Technology, I have learned about many different projects within Library and Information Technology. It is a unique opportunity because I get to work directly with Param and other executive teams within the division and act as a student advocate.

In my first semester as an intern, I have worked on different projects such as soliciting student feedback about all aspects of campus that relate to L&IT, learning about the Bucknell Enterprise Risk Management program, and creating dialogue between students and L&IT. My current project is an initiative to better inform and educate faculty and students about library resources.

I hope to develop a stronger relationship with the campus community and to get the word out about the many resources available. I can’t wait to see what I am able to do for the division and throughout all of campus.

(continued from P1)

to see all of Professor Beasley’s ideas for his application become real from us just chipping away at the project each day.” In another project, Amber McDonnell ’17, a theatre and economics major, worked with Jan Knoedler (Economics) to develop course materials for ECON 418, American Economic History. Amber learned how to work with GIS software, and says that the research “was an opportunity to get closer to a faculty member and learn how to use a program I would not otherwise have gotten the chance to use.” Amber continues to work on the course implementation this fall, and Suné is presenting her research in venues such as the Susquehanna Valley Symposium and Bucknell’s upcoming Digital Scholarship Conference.

For a full list of grant recipients and projects funded, see the Bucknell Digital Initiatives website: **budi.bucknell.edu/2015/05/06/2015-summer-grants-awarded**