



Cartouche

THE NEWSLETTER OF THE WAIDNER-SPAHR LIBRARY, DICKINSON COLLEGE

FALL 2008

NEW LIBRARY & INFORMATION SERVICES WEB

The Library's Web site is a crucial portal to the online catalog, numerous databases, electronic journals and other content. It also offers information about the library and access to services such as interlibrary loan. This spring, Library & Information Services (LIS) embarked on a complete overhaul of our Web site to better organize this growing amount of information.

Since our Web site serves our students, faculty and other users, we decided to let their needs drive the redesign by conducting extensive usability tests.

Done in three phases, the usability testing consisted of a student survey, a series of "card-sort" tests and hands-on testing to analyze how easily users could find information on the site.

Faculty members from all three academic divisions and students from a cross-section of academic years participated. The result is a site that integrates the Web sites of the Library, Academic Technology Services ("Teaching & Learning"), and User Services/HelpDesk ("Technology").

During the redesign, we created a clearer library menu system. The new library menu



includes a "Services" section divided into services for students, faculty and staff, visitors, and alumni and friends. This new section was developed in response to the usability tests. We also added a more prominent "Ask a Librarian" site with contact information for our subject-specialist liaison librarians.

News and events are highlighted on the right side of the page.

Feedback on the new site from our students and faculty has been positive, indicating that our attempt to create an easier-to-use site has been successful. We welcome additional feedback to further improve the site.

Faster than a Speeding Courier: RapidILL Delivers!

When flood waters devastated their library's collection, the interlibrary loan staff at Colorado State University continued to provide service to the university's patrons by arranging to obtain resources quickly from other libraries. This experience gave birth to RapidILL, a speedy document-delivery system based on software developed at Colorado State and implemented through an agreement among 120 member libraries.

This July, through a grant from the Central Pennsylvania Consortium, Waidner-Spahr Library joined RapidILL and incorporated their rapid approaches into staff workflow. This means that our library users benefit from fast article delivery; it also means that time saved by our ILL staff can be redeployed to fulfill requests for material from our collections made by other libraries' users.

If you haven't noticed anything different in the way you re-

quest articles, that's the way it should be. What we hope you will notice is the improvement in delivery speed. In our pilot month as a RapidILL member, 15 requests for articles placed by library users were filled by a RapidILL member library and sent directly to the user *in less than 10 minutes from the moment the request was sent*. This is accomplished in part because the RapidILL system has built a database of over 80,000 electronic journal articles. The Ra-

pidILL system queries this database as well as the holdings of member libraries—all without staff intervention. In addition, all RapidILL articles are delivered electronically, which should make the Green Devil smile.

RapidILL is one of several initiatives attempting to remedy delays that hinder resource sharing among libraries. To keep things moving as quickly as possible, include an ISSN and publication year in your citation, and RapidILL will do the rest.



Peasants at market in Giessen, Germany, 1890.

LIBRARY LAUNCHES FLICKR ACCOUNT

Last year the Dickinson College Library established an account with Flickr, a popular Web site for sharing photographs. The account currently features photos of the Waidner-Spahr building and library-sponsored events as well as more than 200 images from Dickinson's Special Collections. These historic images include photographs of the 1893 World's Columbian Exposition, 19th-century Germany and the Carlisle Indian School.

In its first 10 months, the account received 30,000 hits and now enjoys an average of 1,000 visits each week. The site also has generated inquiries from individuals interested in using the college's unique images in their research. To increase access to the college's rich historical resources, staff members plan to add photographs from Special Collections that have wide appeal. You can view the images at www.flickr.com/photos/dickinsonlibrary.



Students upon arrival at the Carlisle Indian School, 1879.

New Databases

Although the library's numerous books and print journals continue to be well used, scholarly resources are increasingly available in digital format, enabling students and faculty members to conduct much of their research online. With millions of journal articles, documents, books, films and musical works available via the Internet, Dickinson librarians are constantly evaluating resources to ensure that we provide the most authoritative and current research material representing all aspects of our educational mission. The new databases acquired during the 2007-08 academic year include:

- American Civil War: Letters and Diaries – a collection of diaries, letters and memoirs on almost every aspect of the Civil War written by politicians, generals, slaves, landowners, farmers, seamen, wives and spies.
- Bibliographie der Deutschen Sprach- und Literaturwissenschaft (BDSL) – a comprehensive German international bibliography of published works on German language and literature and Germanic studies.
- Early English Books Online (EEBO) – a collection of digital images of works printed in England, Ireland, Scotland, Wales and British North America between 1473 and 1700.
- Literature Criticism Online – reprints of thousands of historical and modern essays on all eras in world literature.
- JSTOR Health and General Sciences – a collection of journal articles from important historical scientific journals and top current publications in the health sciences, with published scientific research dating as far back as 1665.
- Oxford Islamic Studies – an authoritative source on Islam, containing thousands of reference entries, chapters from scholarly and introductory works, Quranic materials, primary sources, images and timelines.

As these few examples demonstrate, the library's collection reflects the breadth and depth of Dickinson's curriculum. These rich resources encourage students to develop information retrieval skills and a critical approach to information. A complete list of Dickinson's databases can be found at: <http://lis.dickinson.edu/Library/LISDatabases/index.cfm>.

Because these databases are available to Dickinson by limited subscription only, off-campus access is available only to current students, faculty members and staff. However, any of the library's resources can be used by anyone who visits the library building, and the Dickinson College librarians are happy to advise new researchers on the best sources to use to complete a project.

Current Collaborative Projects

The Dickinson College librarians frequently assist faculty members with exciting and innovative research projects. By incorporating new technology with traditional research approaches, they help create dynamic and effective learning environments.

For example, Digital Services Librarian Mark Wardecker and Associate Professor Catherine Beaudry of the French and Italian Department collaborated to bring the “City of Light” to life for students in this fall’s Paris Seminar. In this seminar Beaudry projects selections of Victor Hugo’s *Notre-Dame de Paris* onto a screen and supplements these readings with maps and images of Paris landmarks. To integrate all of these materials and make them accessible to students outside of the classroom, Wardecker developed interactive maps of Paris, which he and Beaudry then embedded into a wiki containing the text of Hugo’s novel. Whenever students encounter a famous landmark in their readings, they can easily see its location on the map and open a window containing an image of the landmark and links to supplemental information in French. The Hugo Wiki can be viewed at: http://itech.dickinson.edu/libwiki/index.php?title=Hugo_Lecture_3.

Another exciting and significant digital

project involving the collaboration of the library staff and other members of Library and Information Services (LIS) is Associate Professor Matt Pinsker’s House Divided project. College Archivist Jim Gerencser, Acting Associate Director for Library Collections Chris Bombaro, Special Projects Coordinator Rafael Alvarado, Multimedia Developer Brenda Landis and Web Programmer Ryan Burke have helped Pinsker and his co-director, Associate Professor John Osborne, build an extensive research database tracing the events leading up to the U.S. Civil War. The site’s mission is to use “Dickinson College as both a window and a starting point ... to help illustrate how the Civil War came, why it was fought so bitterly, and ultimately how the nation survived.” Through its biographies, photographs, primary-source documents, maps, contemporaneous newspaper accounts and bibliographies,



House Divided focuses on the many Dickinsonians who influenced the events of the mid-19th century. LIS staff have supported the project by building a reading list, supporting its technological needs and announcing the project’s landmarks via physical and virtual displays in the library. One physical display currently heralding the project in the library traces the daring escape of a slave from Virginia to Pennsylvania. The House Divided project is available at <http://housedivided.dickinson.edu/main/>.

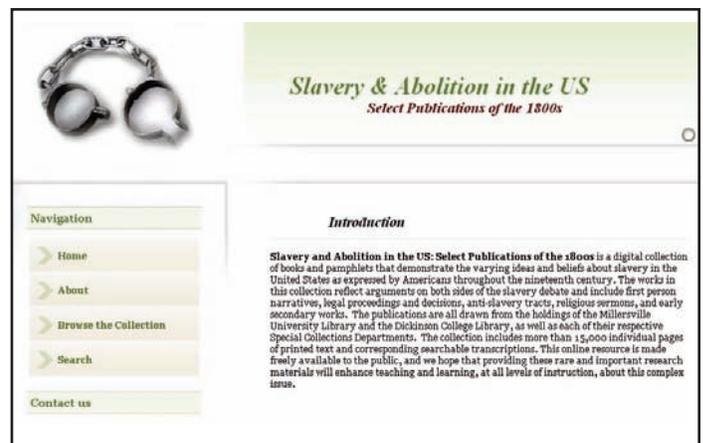
Digital Slavery Project Unveiled

The library recently helped launch a new digital project on the history of slavery in America. The Web site, “Slavery & Abolition in the US” (<http://deila.dickinson.edu/slaveryandabolition>), is the result of a collaboration between Dickinson’s Archives & Special Collections Department and the Special Collections Department at Millersville University.

The digital collection of books and pamphlets captures the varying ideas and beliefs about slavery expressed by Americans throughout the 19th century. Works in this collection present arguments on both sides of the slavery debate and include first-person narratives, legal proceedings and decisions, anti-slavery tracts and religious sermons. The 77 titles in the collection, all published between 1787 and 1911 and drawn from the holdings of both Millersville and Dickinson, amount to nearly 15,000 pages of searchable text.

The project was funded in part by a grant from the Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, as administered by the Commonwealth of

Pennsylvania. A request for additional funding to continue the collaboration and extend the digital offerings of this resource was submitted in September.





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WHAT HAPPENED TO THE REFERENCE COLLECTION?

The library has opened up space on the main level by removing six book ranges that made up roughly one-third of the print reference collection. Over the summer, the librarians and staff members undertook the first major review of the print reference collection in many years and significantly reduced the size of the physical collection.

The print reference collection traditionally has consisted of general and specialized encyclopedias, dictionaries, directories, statistical sources, atlases and other works intended for brief consultation rather than cover-to-cover reading. However, many of these resources are now available online. The electronic versions are more

easily searched, available 24-7 and more up-to-date than their print counterparts.

Many items from the print reference collection were sent to the circulating book stacks, from which users may now borrow them. Other books were withdrawn because they were out of date and more current information is readily found for free online. Others were replaced with newer print editions or online versions (see "New Databases," page 2).

Another benefit of the collection review and stacks removal is the additional space for reading, study and special book displays.

Staff Presentations & Publications

Chris Bombaro, acting associate director for library collections, published "The Clicky Things Rocked! Combating Plagiarism with Audience-Response System Technology," in *Practical Pedagogy for Library Instructors: 17 Innovative Strategies to Improve Student Learning*. She presented "Learning Academic Integrity with Audience Response Technology" at the National Resource Center's Conference on the First-Year Experience and International Conference on the First-Year Experience.

Amelia Brunskill, liaison librarian for the sciences, presented "The Desk is Gone but We are Still Here: Marketing Our Re-Engineered Reference Services" at the 2008 Reference Renaissance.

Maureen O'Brien Dermott, assistant director for building and access services and Kate Pettegrew, circulation/reserves specialist, presented "Library Training in a Virtual World" at the 2008 Sirsi Dynix Superconference. Dermott also presented "Netflix at Dickinson" at the Central Pennsylvania Resource Sharing Conference.

Eleanor Mitchell, director of library services, presented "Library-IT Mergers: A View from the U.S." at Rebiun: Network of Spanish University Libraries, Universidad Politécnic de Valencia, Valencia, Spain. She also presented "Teaching Academic Integrity with Audience Response Technology" with Chris Bombaro at the Annual Conference on the First-Year Experience.

Malinda Triller, special collections librarian, presented "Doing Digitization In-House: The James Buchanan Resource Center," at the Mid-Atlantic Digital Library Conference.

Yunshan Ye, liaison librarian, received the American Library Association's Carnegie-Whitney Award for the book project *Research 101: China Studies*. His recent publications include "Study Abroad Students: Designing Library Services to Meet Their Needs" in *The Thirteenth Off-Campus Library Services Conference Proceedings*; "The Outreach Symposium: A Model of Library Collaboration," in *College and Research Libraries News*; and "Bridging Needs and Resources: Collaborating with the Library of Congress to Support the East Asian Studies Program at Dickinson College," in *College & Undergraduate Libraries*.

Mark Wardecker, digital services librarian, published "The Return of 'The Notorious Canary Trainer,'" a humorous article on Arthur Conan Doyle's Sherlock Holmes and Arthur Morrison's Martin Hewitt, in the *Baker Street Journal*.