



Ball State University Libraries Newsletter

Special Points of Interest

- Philip C. Repp Accepts Position as Vice President for Information Technology
- Grant-Supported Projects Build Digital Resources for Teaching, Learning, Research
- Embedding PDF Files and Media Players in CONTENTdm Records
- New *Library Materials Request Form* Improves Communication with Faculty Members



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THE LIBRARY INSIDER
DECEMBER 2008
VOLUME 6 ISSUE 12

The Ball State University Libraries Newsletter, The Library Insider

disseminates information about our Libraries' programs, services, and collections that support academic excellence and curriculum solutions for students, faculty, and the university community.

Our objective is to provide uniformly gracious, friendly service to all and to apply an extensive range of technologies that assist our learning community members in their use of education-critical information to advance scholarship and learning.



The Bookmark Café at Bracken Library

The Café offers a range of *grab and go* options such as bottled beverages, Seattle's Best brewed coffee, soups, sandwiches, salads, and breakfast items.

The Café is a popular meeting place on campus.

Campus Community Experiences Cultural Diversity at Bracken Library

The Ball State University campus community enjoyed the sights, tastes, and sounds of other cultures on Friday, November 7 at Bracken Library during the International Festival. Sponsored by the Rinker Center for International Programs, international students from 25 countries decorated tables in Bracken's lobby with items from their homelands, offering students, faculty, staff, and community visitors a chance to visit with them about various customs from around the world.

The annual celebration of cultures at Ball State has been a tradition for more than 50 years. Its purpose is to raise awareness about the diversity of international students attending Ball State.

Participants said that the turnout and interactions with American students were positive. The all-day event was attended by more than 600 people, including classes from Burriss Laboratory School and community visitors.

Dr. Arthur W. Hafner, Dean of University Libraries, said that the Libraries' were happy to host this event for the second consecutive year to promote international awareness and to help campus community members learn about the customs and traditions of Ball State's international students.

Kue Ziao, a graduate student from China, said the international festival is a window to all international students through which we can see and experience different cultures. He said that each year he meets new friends and learns something new at the festival.

Inasi Nilanka, a graduate student from Sri Lanka agrees. "Most people do not know about Sri Lanka, and I am proud to be a Sri Lankan," she said. "The International Festival is one of the best opportunities to tell about my country's culture and beauty, and I also learn about other countries!" Inasi's presentations resulted in many people saying they were interested in visiting Sri Lanka someday.

Visitors to the library sampled tea from Japan, coffee from Iraq, chocolates from Germany, a meat dish from Russia, and rice from India, to name just a few. A fashion show held at noon highlighted both modern and traditional dress from several countries.

From the Rinker Center for International Programs, Debra L. Goens, Interim Director of International Student Services, and two graduate students, Ramia S. Badri from Iraq and Vijay Mandadi from India, organized the event. The event was co-sponsored by University Program Board and Bracken Library.

Photos from the day can be viewed at www.bsu.edu/library/festival/international08. ■



Festival participants were from these countries:

- | | |
|--------------|-------------|
| Argentina | Kenya |
| Barbados | Nepal |
| Botswana | Pakistan |
| Brazil | Palestine |
| Burkina Faso | Panama |
| China | Peru |
| Ethiopia | Russia |
| France | South Korea |
| Guyana | Sri Lanka |
| India | Taiwan |
| Iraq | Turkey |
| Jamaica | Uruguay |
| Japan | |



Personnel at the University Libraries wish the Ball State community and our Friends Best Wishes for a Happy Holiday Season and a Happy New Year!



Dean's News

Arthur W. Hafner, Ph.D.

The University Libraries Complete Another Excellent Semester

Ball State University's Final Examination Week is in progress and the whole campus feels different. For the past few weeks, students are busy in the Library completing term papers and group projects, meeting in study groups to review notes and quiz each other, finalizing research for creative projects, and also taking online final examinations.



It is very satisfying as a librarian and administrator to see our students and faculty using the Libraries during finals as well as throughout the semester. This activity shows that the University Libraries are a destination for research, learning, and friends. The constant use of the University Libraries' extensive resources (personnel, collections, technology, spaces for studying, meeting rooms) reassures our Libraries' professional and paraprofessional personnel of the value and importance of our **fundamental service objective** to support students' pursuits of academic success and greater personal awareness as well as our faculty's endeavors for the creation of new knowledge, classroom instruction, and enhancement of academic learning outcomes. ■

Joyous warm greetings for the coming New Year 2009 — wishing you and your family good health, happiness, prosperity, and success.

在新年2009到临之际，请接受我真诚的祝福。祝愿您和您的家人在新的一年里身体健康、合家欢乐、事业有成、万事如意！(Chinese)

謹賀新年。あなたと、あなたのご家族の健康とご多幸を慎んでお祈りいたします。(Japanese)

2009년 새해를 맞이하여, 항상 건강과 행복이 당신 가정에 충만하기를 기원합니다. 새해 복 많이 받으세요. (Korean)

Meus melhores e mais calorosos votos para o Ano Novo de 2009. Desejo a você e a sua família saúde, felicidade, prosperidade e sucesso. (Portuguese)

Mis mejores deseos de felicidad para el Año 2009. Deseo a Usted y a su familia buena salud, alegría, prosperidad y éxito. (Spanish)



University's President Selects Vice President for Information Technology

Philip C. Repp accepted the position of Vice President for Information Technology, a position which encompasses providing leadership for the Teleplex Services (including Indiana Public Radio-National Public Radio and WIPB-Public Broadcasting Station), University Computing Services, and the University Libraries. The Vice President is also a member of President Jo Ann Gora's cabinet.



Mr. Repp, who was recently recognized by *Campus Technology* magazine as one of its 2008 innovators of the year for the development of Ball State's Digital Corps, has held a variety of administrative positions at Ball State, including interim Vice President when Dr. H. O'Neal Smitherman vacated the position 13 months ago, and Associate Vice President for Information Technology prior to that beginning in 2002.

He joined Ball State in 1981 in the Department of Art. He has served the University as department chairman, associate dean of Sciences and Humanities, and director of the Visualization, Animation and Imaging Lab.

Mr. Repp was a contributing author of two digital technology grants from the Lilly Endowment totaling \$40 million. He now will help oversee implementation of a new \$17.7 million Emerging Media Initiative meant to focus and accelerate the university's expertise in the field while spurring economic development through innovation, technology transfer, and the enhanced skills of a 21st century workforce.

Dr. Gora commended Mr. Repp for his work with the David Letterman Distinguished Professional Lecture and Workshop Series, which will help bring nationally recognized media professionals to Ball State. He assisted with the Emerging Media Initiative, which stemmed from a \$17.7 million Lilly Endowment grant and will go toward improving media programs at Ball State. He also led the university's digital media storage project in collaboration with Network Appliance, which received an award from InfoWorld as an example of outstanding enterprise, innovation, and information technology leadership. As well, he spearheaded the campus-wide strategic planning process for the Office of Information Technology.

Mr. Repp said that he looks forward to advancing the university's new technologies and emerging media missions and facilitating the use of advanced technologies in teaching, learning, and research.

Among his accomplishments during 2008, Mr. Repp assisted the University Libraries in obtaining a large donation for the Helen B. and Martin D. Schwartz Special Collections and Digital Complex which will be completed in 2009 at Bracken Library, purchase of technology for public areas of the Libraries, and he has supported expansion of the Archives and Special Collections through renovation of facilities. ■



Digital Initiatives and Special Collections News

by John B. Straw, Assistant Dean for Digital Initiatives and Special Collections

Grant-Supported Projects Build Digital Resources for Learning, Teaching, and Research

The Ball State University Libraries have received several Library Services and Technology Act (LSTA) digitization grants over the past five years to develop digital resources to support the academic pursuits of Ball State students and faculty. These grants have made it possible for the Libraries to provide 24/7 access to rich research materials for the citizens of Muncie, the state of Indiana, and scholars around the world.

As a result of the current LSTA digitization grant, the University Libraries have acquired a BookDrive DIY scanner that is being used to digitize deteriorating minute books of women's organizations and diaries of local women as part of the Middletown Women's History Digital Collection project.

This high performance book scanning platform allows personnel to scan the fragile pages of the volumes in a safe manner that protects the historical documents and provides a high quality digital image.



The scanner is like a double copy stand with two digital cameras set at 90 degree angles so that books can be photographed in a cradle rather than laid flat like they would be with a traditional flatbed scanner. This "cradling" protects the spines of fragile books by putting less stress on them.

Items being digitized with the book scanner for the LSTA grant project include:

- Muncie Business and Professional Women's Club History, 1919-62, and scrapbook, 1919-36
- Altrusa Club scrapbook, 1933-45
- *Story of the Life and Character of Lida A. Ryan*, 1902
- Mina McCormick diaries, 1933-34
- Grace Arthur school memory book, 1926-32
- McRae Club minutes, 1904-11
- Riverside Culture Club minutes, 1913-28
- Women's Universalist Missionary Association minutes, 1923-42
- Women's Franchise League programs, 1914-17

The book scanner will be used for future digital projects to scan rare books, atlases, and other items in the University Libraries' rich special collections that it would not be possible to scan without the benefit of this grant-funded equipment. As a result, look for many exciting new types of digital resources to be available in the Digital Media Repository. ■

Glimpse of History Found in Muncie Civic Theatre Programs Digital Collection

Students, faculty, and researchers can get a glimpse of the cultural history of Muncie through a digital collection of theatre programs now available in the Ball State University Digital Media Repository, <http://libx.bsu.edu>, a project of the University Libraries.

The Muncie Civic Theatre Programs digital collection consists of 241 programs of plays presented between 1931 and 1986 and between 1996 and 2005. The programs are part of the Muncie Civic Theatre Collection housed in Archives and Special Collections that also contains photographs, scrapbooks, and other items that will be added to the digital collection in the near future.

The Muncie Civic Theatre was founded in May 1931 and funded by William H. Ball, a second generation member of the Ball Family and an avid theatre supporter. The first play presented was *Dulcy* and it premiered on December 15, 1931, at the Masonic Temple Auditorium. In 1961, the Muncie Civic Theatre moved to the Hoosier Theatre, also known as the Star Theatre.

Examples of play programs in the collection include *Anastasia* (1957 and 1982), *Any Wednesday* (1967), *Bell, Book, and Candle* (1953), *Camelot* (1979), *The Late George Apley* (1947), *Meet the Wife* (1933), *Moonshine* (1941), *The Remarkable Mr. Pennypacker* (1958), and *Showboat* (1974).

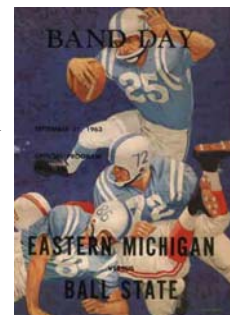
For more information, contact John B. Straw, Assistant Dean for Digital Initiatives and Special Collections, JStraw@bsu.edu, 765-285-5078. ■

Striving for Perfection: Cardinal Football through the Years on Exhibit in Bracken Library

by Lajmar D. Anderson, Archives and Special Collections Supervisor, and Carolyn F. Runyon, Archivist for Digital Development and University Records

Join the Ball State University Libraries in celebrating the Cardinal football team's perfect 12-0 regular season by examining historical photos, yearbooks, and ephemera from the University Archives and Special Collections. These items will be on exhibit in the Bracken 1-East display cases beginning December 10, 2008.

The display will focus on the history of football at Ball State, including the teams, the games, the marching band, the mascot, and homecoming celebrations. ■



Highlights from November 2008 at Ball State University Libraries

Copyright & Intellectual Property Manager and Special Assistant to the Dean, Fritz Dolak



- Presenter in mid-November for the Instructional Telecommunications Council national professional development audio conference, *Complying with the TEACH Act and Copyright Issues in Distance Education*

Collection Resources Management Sharon A. Roberts, Assistant Dean



- Enhanced Library Materials Request online form now available for use by academic departmental library representatives and others who select materials for the Libraries' collections
- Garnett Mystery Collection of nearly 3,000 books by women authors now completely cataloged and available for circulation on Bracken 1-East
- Digitization-for-hire partnership with Anderson University to process digitally and perform optical character recognition on 1881-1907 issues of *The Gospel Trumpet* newspaper completed
- New book scanner installed and ready for use with LSTA grant-funded Women's History Collection and other designated collections
- Cataloging completed for the Julia Mattern gift collection of music scores and for books in the Historic Children's Books Collection
- French Revolution Pamphlet and Fisher WWII Scrapbook collections in the Digital Media Repository expanded with another 40 and 279 digital images, respectively
- 800 metadata records for the DMR's Museum of Art Collection enriched and standardized

Digital Initiatives and Special Collections John B. Straw, Assistant Dean



- The *Muncie Civic Theatre Collection* was made available in the Digital Media Repository. This digital collection consists of 241 programs of plays presented at the Theatre from 1931 through 1986, and will provide research materials for students and scholars in various disciplines including theatre, history, and cultural studies
<http://libx.bsu.edu/collection.php?CISOROOT=/MunCiv>
- The exhibit *Native America at the Crossroad: Resources Celebrating Native American Heritage Month* officially opened on November 12. The display is a collaborative project among Archives and Special Collections, Educational Resources Collection, Geospatial Resources and Map Collection, and the Ball State Department of Anthropology
- Author Stan Huseland donated audiotapes of interviews with 29 prominent Indiana political and business leaders, including former governors Otis Bowen and Edgar Whitcomb, Lt. Gov. John Mutz, and current U. S. Senator Richard Lugar. These interviews will be digitized, transcribed, and made available in the Digital Media Repository for learning, teaching, and research

- Geospatial Resources and Map Collection hosted an Open House on November 19 to celebrate GIS Day. Visitors learned how GIS is being used by various students and faculty and within departments at Ball State and discovered ways to obtain access to both in-house and online GIS tutorials and datasets
- Maps from 25 countries were provided by the Geospatial Resources and Map Collection and featured in booths at the International Festival, held in Bracken Library and sponsored by the Rinker Center for International Programs
- The Drawings and Documents Archives installed an exhibit on *Westwood: A Muncie Neighborhood Through The Years* in the College of Architecture and Planning Building
- More than 35 students, faculty, and community members attended a program sponsored by the Library Friends on November 12 at Bracken Library featuring Dr. Kenan L. Metzger, Assistant Professor of English at Ball State, who spoke on *Indigenizing the Academy: A Call to Move from the Eurocentric to En'owkin*

Public Services

Suzanne S. Rice, Assistant Dean



- Created electronic copyright permission forms for use with online course reserves
- Borrowed 2,153 items for BSU students and faculty and loaned 2,502 items via Interlibrary Loan
- Added four public computer PC workstations in the Architecture Library
- Added four Epson Powerlite S6 data projectors to the circulating equipment collection in the Educational Resources Collections
- Answered 562 questions via *Ask A Librarian: Live Chat*, a 60% increase in live chat use over November 2007
- Conducted 53 course-related library instruction sessions, including outreach sessions to student groups from Delta, Blue River Valley and Eastern Hancock high schools
- Participated in a panel discussion sponsored by the Office of Teaching and Learning Advancement entitled *Wikipedia – Good or Evil?*
- Created a counter browsing display to promote newly arrived compact discs in the Music Collection

Library Information Technology Services, Bradley D. Faust, Assistant Dean



- Provided access to the RapidWeaver Web site editing software on the Libraries' Mac computers
- Installed Archivists' Toolkit, an open source software application, on staff workstations in Archives and Special Collections for evaluation as a means of enhancing management and manipulation of archival resources and increasing access through production of Encoded Archival Description finding aids that meet national standards
- Released an updated Citation Linker to provide easier access from citation information to online full text available from the University Libraries ■



Profile: Sandy K. Duncan, Interlibrary Loan Assistant

Sandy K. Duncan, Interlibrary Loan Assistant, began working at Ball State University Libraries in 1987 after two years of part-time employment in the Foreign Language Lab in North Quad. When she began working at the University Libraries' Interlibrary Loan Services, it was part of the reference department. Two years later, she worked in Library Instruction, now called Instructional Services, and later returned to Interlibrary Loan Services in 1991.

When speaking about changes she has seen in the area, she said that computers have most greatly impacted the way interlibrary loan services operate. She recalls there were only two computers in the office in the early 1990s whereas all of the staff have a computer today. In those times, most of the articles arrived by mail and personnel handled the articles about three times to prepare them for pick-up by students and faculty. Today, a large percentage of articles are delivered electronically directly to the requestor's desktop via the Libraries' ILLiad service.

Sandy said another noticeable difference is the increase in the amount of material requested by students and faculty, perhaps because the Internet has made the availability of resources more visible and easy to obtain.

"I love that we have the opportunity to help people get information for their research, and today we can get it to them faster," she said. "I consider getting the materials quickly to be the most important part of borrowing through Interlibrary Loan."

In her spare time, Sandy enjoys bowling, golfing, swimming, and reading. She and her husband, David, have two daughters: Traci, a school teacher who lives in Colorado with her husband Jeb, and Toni, a brokerage firm employee who lives in Minnesota with husband Troy. They have two children, Lincoln, aged six, and Zoie, aged five.

Sandy enjoys her work in Interlibrary Loan Services and said that she is thankful to Ball State University for the benefits, including fee remission since both daughters graduated from Ball State under that program.

Recent Quotes about the University Libraries Reported in *The Ball State Daily News*

"I always come to the library throughout the semester, and then during Finals Week everyone comes and takes all my spots. There are so many people it's like a social occasion. It's like they think it's Club Bracken."

Luke M. Boggess, junior, responds to the question, "What stresses you out the most about Finals Week?" Dec. 12, 2008, pg. 9.

"It's coming to that time of the semester where everyone is living at their second home, Bracken Library."

Anonymous student letter to the editor, Dec. 10, 2008, pg. 4. ■



Chat Widgets Increase Number of Reference Questions at the Libraries

by Stacy B. Chaney-Blankenship, Information Services Librarian

In an effort to provide better services to our students, faculty, and staff, Information Services librarians at Ball State University Libraries have placed chat widgets on the Web site.

Chat widgets are a way for students and faculty to send instant messages directly from a Web page. Widgets do not require an account with a chat service provider nor do they depend on chat software being installed on the user's computer station. Rather, chat widgets are put in place by the Web page creator. The user, who is assigned a "guest" account by the chat service provider, can interact with the widget provider directly from that page. In this case, personnel at the reference desk are contacted by students and researchers from the Libraries' Web page.

The ever-popular chat service provides an easy way for users to get help from a librarian, and widgets can increase chat use by putting the service directly within the context of the Libraries' Web site and making it easy for users to ask research questions.

The Ball State University Libraries have Wimzi widgets on the main *Ask a Librarian* page at www.bsu.edu/library/askalibrarian, on the Libraries' Articles and Databases page at www.bsu.edu/libraries/databases/index.php, within the Libraries' online subject guide system at <http://bsu.libguides.com>, and on the Libraries' MySpace page.

It did not take long for students and others to begin using the widgets. The University Libraries' statistics on chat use increased immediately following implementation. The first widget went live on the *Ask a Librarian* page in late August 2007, and the following month showed a 33% increase in chats overall.

Another chat widget on the Articles and Databases page has accounted for 5% to 10% of all chat sessions received at the Bracken Library Reference and Information Desk since the widget's introduction in September 2008.

In November 2008, sessions that originated from chat widgets accounted for 68% of the more than 400 total chat sessions overall. These chats are received at the reference desk in conjunction with other chat questions being sent from the users' own AIM, MSN Messenger, and Yahoo chat accounts to our chat accounts, all with the username *BSULibrarian* and managed at the desk using Trillian software.

For more information, contact Stacy B. Chaney-Blankenship, Information Services Librarian, SBChaney@bsu.edu, 765-285-1101. ■

Hours During Finals Week

Mon.-Thur.	Open 7 a.m., Close at 3 a.m.
Friday	Open 7 a.m., Close at 9 p.m.
Saturday	Open at 9 a.m., Close at 6:30 p.m.
Sunday	Open at 10 a.m., Close at 3 a.m.



News Update from Public Services

by Suzanne S. Rice, Assistant Dean for Public Services

The University Libraries Enhance *Roll Out the Red* Customer Service Bibliography

Ball State University personnel have been participating in *Roll Out the Red*, a campus-wide training initiative promoting a positive and effective spirit of customer service. All Libraries' personnel, including student assistants, are participating in the online, interactive modules and engaging in unit discussions about ways to adapt lessons learned toward improving the Libraries' already strong record of customer service.

Instructional Services Librarian, Lisa J. Jarrell, recently visited the list of recommended supplemental readings on the *Roll Out the Red* Web site and offered the user-friendly idea of adding links to the Libraries' online catalog, CardCat, for each of the titles in the collection.

Personnel from a number of areas helped to check the list, prepare rush orders, and catalog titles not already in the collection. Links were then added to the bibliography for quick access. Included titles are the following:

- *Exceeding customer expectations: what Enterprise, America's #1 car rental company can teach you about creating lifetime customers* (Kirk Kazanjian, 2007)
- *Exceptional customer service: going beyond your good service to exceed the customer's expectation* (Lisa Ford, David McNair, Bill Perry, 2001)
- *How customers think: essential insights into the mind of the market* (Gerald Zaltman, 2003)
- *The likeability factor: how to boost your L-factor & achieve your life's dreams* (Tim Sanders, 2005)
- *The loyalty advantage: essential steps to energize your company, your customers, your brand* (Dianne M. Durkin, 2005)
- *The milkshake moment: overcoming stupid systems, pointless policies and muddled management to realize real growth* (Steven S. Little, 2008)
- *The Nordstrom way: the inside story of America's #1 customer service company* (Robert Spector, Patrick D. McCarthy, 2000)
- *Small giants: companies that chose to be great instead of big* (Bo Burlingham, 2007)
- *Social intelligence: the new science of success* (Karl Albrecht, 2006)
- *Student success in college: creating conditions that matter* (George D. Kuh, et al., 2005)
- *Treat your customers: thirty lessons on service and sales that I learned at my family's Dairy Queen store* (Bob Miglani, 2006)

The online list of customer service recommended readings, including CardCat links, can be found at:

www.bsu.edu/rolloutthered. If the title you want is already in use, with a few quick clicks library users who log in (with a username and password) to use CardCat have the option of placing a hold and being notified when the title is ready for use.

For more information, contact Suzanne S. Rice, University Libraries' Assistant Dean for Public Services at SRice@bsu.edu, 765-285-1307.

Library Tour Familiarizes Fraternity Members with the University Libraries' Resources

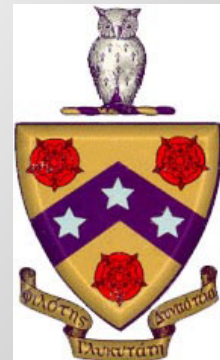
Erin S. Gabrielson, Information Services Librarian, gave a tour of Bracken Library to a group of Phi Gamma Delta fraternity members in partial fulfillment of a new requirement from the Interfraternity Council that members participate in academic activities in their university community.

Along with viewing highlights of the Libraries' Web site, Erin gave the group a visit to the Educational Resources Collections, the Music Collection, the Reference Learning Center, Government Publications, Archives and Special Collections, the Geospatial Resources and Map Collection, and she also oriented them about the Libraries' bound and current periodicals, microforms, and the general collection.

Afterwards, Phi Gamma Delta members correctly identified where they would find different materials ranging from government publications to reference books to current periodicals and DVDs. The fraternity members agreed that the tour and visit was productive.

Based on the success of the visit, Information Services librarians are exploring ways to offer regular in-depth library orientation sessions to all of the Greek organizations on campus as well as other interested groups.

For more information, contact Erin S. Gabrielson, Information Services Librarian, ESGabrielson@bsu.edu, 765-285-1101. ■



Dance Program is Part of Cultural Experience at Bracken Library

On December 10, students from the Department of Theatre and Dance performed a few selections from *The Devil Made Me Dance* in Bracken's lobby.



Students and faculty took a welcomed break from studying and researching to enjoy the performance.

During the academic year, the Libraries provide several opportunities for students to publicly perform selections from theater or dance and for students to perform music as part of a group or individually. These opportunities help to support the creative endeavors of our students and faculty and are part of the Libraries' objective to promote the humanities, particularly the performing arts. ■



Ball State University Libraries Update University Archives' Web Pages

by Carolyn F. Runyon, Archivist for Digital Development and University Records

Ball State University Libraries recently improved user discoverability of University records, images, ephemera, and publications by revising the University Archives' Web site. The redesigned site features the following improvements to help students, faculty, staff, and community researchers have access to Ball State University historical information:

- Consistent site navigation and design
- Web 2.0 social bookmarking tools such as **del.icio.us** and **digg**
- W3C Web Standards compliance for improved searching and handicap accessibility
- New institutional historical narratives and timelines
- Updated records management directions and forms

Future improvements for the Web site include the creation of new timelines that visually illustrate Ball State University historical events and leaders in addition to the integration of a site-wide search tool. Visit the new home page at www.bsu.edu/libraries/archives/urecords.

BALL STATE UNIVERSITY EDUCATION REDEFINED

The screenshot shows the Ball State University Archives website. At the top, there is a navigation menu with links for ABOUT, ADMISSIONS, ACADEMICS, CAMPUS LIFE, ATHLETICS, NEWS, CALENDAR, and GIVING. Below this is a header for 'University Archives' with a sub-header 'University Libraries'. A search bar is present, and there are several tabs for navigation: Find, Help, Resources, Collections, News, and Library Links. The Resources tab is selected, showing a list of links including 'Articles & Databases', 'Ask a Librarian', 'Ball State Virtual Press', 'BSU Libraries Laptop Printing', 'CardCat', 'Cardinal Scholar', 'Copyright and Intellectual Property', 'Course Reserves', 'Digital Commons', 'Digital Media Repository', 'DVD/VHS Collections', 'Friends of Bracken Library', 'Giving to the Libraries', 'Help', 'Hours and Calendars', 'Interlibrary Loan', 'Libraries' Internet', 'Media Finders', 'Mobile Access', 'My Library Account', and 'Previous Homepage'. A central image shows a building, and text below it reads: 'Part of the University Libraries Digital Media Repository. To see more BSU images, visit the Ball State Campus Photographs Collection.' To the right, there is a 'Location' section with contact information for the Archives and Special Collections, including the address, hours, and contact details.

For more information, contact Carolyn F. Runyon, University Libraries' Archivist for Digital Development and University Records, CFRunyon@bsu.edu, 765-285-5078.



University Libraries Update the CitationLinker

by Katie Bohnert, Library Technologies Support Analyst

The University Libraries unveiled an updated version of CitationLinker in early December. Designed to work seamlessly with [FindIt@BSU](http://www.bsu.edu/libraries/findingit), CitationLinker, an ExLibris product, allows students and faculty to locate available online full text using citation information. The new version is available at http://sfx4.exlibrisgroup.com:3210/bsu/az/?&¶m_perform_value=citation.

The new CitationLinker features a more streamlined appearance than the previous version. Additionally, the form accommodates Digital Object Identifiers (DOIs) and PubMed IDs (PMIDs). These unique numbers have grown in use and acceptance in the past few years, and users who have a DOI or PMID (used in PubMed databases) do not need any other citation information to find their articles. If users do not have a DOI or PMID, they can still enter other citation information to use the form.

Another key feature of the updated CitationLinker allows users online to locate [FindIt](http://www.bsu.edu/libraries/findingit)-enabled journals or eBook titles either by title or by subject category. Searching by title is much easier with the AJAX Auto-Complete feature. As users type titles, a preview list of results appears, which they can use to select a title or to get ideas for other searches. The category tab also features subcategories, and encourages exploration of journal and eBook titles.

Members of the Link Resolver Technology Expansion Working Group who implemented this new version of CitationLinker are James W. Hammons, chair, Katie Bohnert, Lisa J. Jarrell, Scott R. McFadden, and Matthew C. Shaw.

Bracken Library Offers Temporary Learning Spaces for Displaced Classes

During the early hours of November 19, a fire broke out in the LaFollette Residence Hall complex. Alarms sounded, the 2,000 residents were safely evacuated, and the fire extinguished. Damage was limited to the basement which included seven active classrooms.



Rachel Baumgartner a graduate assistant who is teaching English 103, used a classroom at Bracken after her classroom was displaced.

The search for temporary classroom space was on and the University Libraries were able to offer emergency space for several English classes through use of library instruction rooms and the Bracken Library Forum Room.

"The space at the library is fabulous. Meeting at the library enhances the concept of learning," said Dr. Adrienne L. Bliss. "Critical thinking is learning about interacting with the world and when class is held at the library, you have everything you need. There are maps, technology, comfortable spaces, and even orange juice should you want it."

The classrooms which currently are being used at Bracken Library are Classrooms 1 and 2 (lower level), BL-009 (lower level), Rm. 104, Rm. 225, and open space in the New Books and Bestsellers area.



Workshop Addresses Usefulness of Wikipedia

by Lisa J. Jarrell, Instructional Services Librarian, and Brenda L. Yates Habich, Information Services Librarian

Wikipedia, the free online encyclopedia with entries contributed collaboratively by users, is the source many of us love to hate. It covers a multitude of topics and is a popular resource for college students. While convenient and useful in several ways, the information it provides is often unreliable and incomplete.

The use of *Wikipedia* in college research papers raises many questions about its suitability for serious research. How do students use the information from *Wikipedia* in their research papers? Should faculty allow students to cite information from *Wikipedia* in their bibliographies? How is *Wikipedia* a useful research tool?

These questions were addressed in a workshop for faculty members entitled, “*Wikipedia: Good or Evil?*” held in mid-November. The workshop was a collaborative effort with Dr. Greg Siering, Teaching Technologies Coordinator with the Office of Teaching and Learning Advancement.

Faculty members from various departments participated in a discussion of these issues with the workshop leaders. Some faculty expressed concerns about students’ use of *Wikipedia*, such as:

- the appropriateness of citing encyclopedias of any type in college research papers
- the lack of authority and credibility of *Wikipedia* information
- students’ resistance to search for information beyond that found in *Wikipedia*
- students’ lack of exposure to original research not available in *Wikipedia*

Faculty members and workshop leaders agreed that there are times when using *Wikipedia* is appropriate, as for example, when students may be in the beginning stages of a project since it may provide background information, help with spelling, and serve as a source of information on popular culture topics.

Many workshop attendees stressed the importance of evaluating the information found in *Wikipedia* and emphasized the importance of evaluating all the information that students use in their research papers. Everyone agreed that *Wikipedia* can be a great place for students to begin to track down additional resources that are often linked from *Wikipedia* entries.

The librarians on the panel discussed electronic resources available from the University Libraries that provide an alternative to *Wikipedia*. Faculty can encourage their students to use the University Libraries’ collections of electronic reference resources for easily accessible background information. These sources include:

- *Gale Virtual Reference Library*
- *Oxford Reference Online*
- *Credo Reference*

Many good ideas developed about how they might be used in the classroom.

Each of these resources provides full-text access to encyclopedia entries as well as other types of reference books (dictionaries, atlases, almanacs, etc.) Many of the entries include bibliographies and suggestions for further reading and are linked to other types of information, such as images.

To explore these reference resources, visit the University Libraries’ Articles & Databases page,

www.bsu.edu/libraries/databases/index.php?tab=all.

For more information, contact Lisa J. Jarrell, Instructional Services Librarian, LJJarrell@bsu.edu, 765-285-5356, or Brenda L. Yates Habich, Information Services Librarian, BHabich@bsu.edu, 765-285-1101. ■



Embedding PDF Files and Media Players in CONTENTdm Records

by P. Budi Wibowo, Head of Digital Library and Web Services

The University Libraries have been receiving many “how-to” requests since adding the Middletown Oral History Collection to our CONTENTdm-based Digital Media Repository. Many institutions are interested in displaying both PDF and audio assets on the same page. When we first put the collection up, we had two records for each interview. One record was for the transcript and the other described and linked to the audio object.

This arrangement was not user friendly as site visitors might not realize we had multiple records for the same interview. This article describes a process to combine the PDF document and a media player on the same CONTENTdm item page.

First of all, you need to make sure that your audio/video files are web accessible, either by means of streaming or progressive download. In this article I’ll describe how we embed Windows Media Player in CONTENTdm. However, if you prefer other media players such as Flash, QuickTime or Real Player, you can still adopt this approach.

These are the required steps needed:

- Add a metadata field with either the URL or simply the filename of your media, without the extension as the value.
- Index your collection
- Locate desc.all for a corresponding collection to find what tag is used for the new field
- Turn on a switch to enable PDF to be viewed within a browser in `sty_global_style.php`
- Modify `basic_view.php` to insert your preferred media player

For complete technical details, please refer to <http://tinyurl.com/embeddedmediaplayer>.

For more information, contact Budi Wibowo, Head of Digital Libraries and Web Services, BWibowo@bsu.edu, 765-285-8032. ■



Architecture Library Inventory Project a Success

by Amy E. Trendler, Architecture Librarian

Reviewing a library's collection from time to time is a good way to make sure items are in the right places and that any missing items are located or evaluated for repurchase. This past summer, Architecture Library personnel completed a project to inventory the collection of approximately 27,000 books and bound journal volumes.

With the help of James W. Hammons and Marc A. Woods in Library Information Technology Services (LITS), a process was developed that made use of the inventory feature in Workflows, the integrated library collection management system used by the University Libraries. Each week during the project, items checked out from the Architecture Library were marked as inventoried. Library staff then scanned the barcodes of items on the shelves to mark these items as inventoried. As items were scanned, Workflows alerted staff to items that were in incorrect locations and items on the shelves that had been marked as missing. Items that were incorrectly located on the shelves and "missing" items were checked-in and reshelfed.

At the end of the project, LITS staff ran a report to identify items that had not been scanned or circulated during the inventory project. Library staff checked Bracken Library, the main campus library, to search for any Architecture Library items that may have been misshelved before marking the items as missing.

Each collection area in the University Libraries receives a monthly report of missing items. Those items missing more than 90 days are eligible for repurchase. If an item is not repurchased, the record is withdrawn from CardCat, the Libraries' online catalog.

The Architecture Library staff found the process to be an improvement over checking paper lists of all the items that were supposed to be on the shelves. Scanning the barcodes of items on the shelves went quickly, meaning that more staff time could be devoted to follow-up on the missing or misshelved items.

Following the success of the inventory project in the Architecture Library, staff in Educational Resources Collections used the inventory feature in Workflows to review part of that collection.

For more information, contact Amy E. Trendler, Ball State University Libraries' Architecture Librarian, AETrendler@bsu.edu, 765-285-5858. ■



New Library Materials Request Form Improves Communication with Faculty Members

by Becky S. Sheffield, Head of Acquisitions Services, and Michael W. Twigg, Assistant Head of Acquisitions Services

Acquisitions Services and Library Information Technology Services (LITS) personnel have collaborated over the past several weeks to enhance the current Library Materials Request System (LMRS). In response to faculty requests to have more communication from the Libraries regarding the status of materials they have requested, Dr. Arthur W. Hafner, Dean of University Libraries, tasked the group with developing new notification functionality within the LMRS.

The original electronic Library Materials Request Form was implemented in 2006. This e-form replaced a triplicate paper form that had been used for at least 25 years by faculty requesting materials for University Libraries from their department's allocation of library funds. While this request form was hugely popular with faculty requestors, it did not provide the University Libraries with the ability to notify faculty members when their requested materials had arrived and were ready for use.

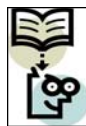
The newly revised LMRS form will automatically pull information from the Sirsi/Dynix Symphony integrated library system and present it via e-mail messages. Each requestor will receive weekly e-mails when their requested titles have been ordered and when their requests are received and are available for use. In addition to informing requestors of the status of their items, departmental library representatives will receive a monthly e-mail that will summarize the items ordered using their departmental library allocations and items that were received and are now ready for use.

Included in the enhancements is the ability to notify requestors more efficiently and quickly of requested materials that are already held by the University Libraries. This will provide speedier feedback allowing funds to be re-deployed for other requests from the department. Another enhancement expedites the Acquisitions Department's handling of submitted requests.

James W. Hammons, Tim M. Sprowl, and Marc A. Woods from LITS led the technical development while Sharon A. Roberts, Becky S. Sheffield, and Michael W. Twigg provided input and feedback regarding how faculty members use the current system and suggested enhancements needed to increase efficiency. LITS personnel have incorporated as many processes and as much streamlining as possible to make the form valuable to faculty library representatives.

The new LMRS, implemented at the beginning of December, already is proving to enhance communication with faculty and increase the effectiveness of Acquisitions Services. The new form is located on the Acquisitions Services' Web page at www.bsu.edu/library/acquisitions.

For more information regarding the LMRS, contact Michael W. Twigg, Assistant Head of Acquisitions Services, MTwigg@bsu.edu, 765-285-8030. ■



Is Your Name in a Book?

When you donate \$50 or more to the Ball State University Foundation, you are making an important contribution to the campus community! A donation to the University Libraries (Account No. 80026) allows your name or an honoree's name to be printed on a bookplate and placed in a new book.

Contact Dr. Arthur W. Hafner, Dean of University Libraries, AHafner@bsu.edu, 765-285-5277 for information.



Library 2.0 Collaboration Tools: Wiki

by Roy "Todd" Vandenburg, Part-time Temporary Special Project Developer, Library Information Technology Services

Are you collaborating with multiple people on a project, and need ways to share your work? Are you tired of tracking multiple versions of the same document across dozens of emails? If you are, then a wiki may be just the tool you need.

A wiki is a page or set of online pages, similar to a Web site, that allow multiple users to create, add, or modify their content. The most well-known wiki is *Wikipedia*, the collaborative online encyclopedia. The term "wiki" is a Hawaiian word for "fast," and setting up and using a wiki is quick and simple.

There are many different sites offering wiki services. Ball State University Libraries use the same format as Wikipedia.

For ease of use, I recommend Wikispaces at www.wikispaces.com. A basic account is free and allows you to set up one or more wikis, each with an unlimited number of pages. You create and edit pages using an editor similar to many email programs. As you work, Wikispaces automatically saves drafts of your work in the event of an interruption or technical problem.

Each page in a wiki has three additional tabs across the top. The "discussion" tab allows visitors to post messages, or respond to others' postings. The "history" tab tracks saved versions of the page, making it easy to revert to an earlier version if needed. And the "notify me" tab lets wiki members monitor changes to the page via email or RSS feed. An RSS feed is a file that provides information about frequently updated files or Web pages, such as blogs, and can be read using a tool called an "aggregator," such as Bloglines or Google Reader. I will write more on these in another article.

A wiki offers all the flexibility of a Web page without your needing to know how to write HTML code. Wikispaces offers three pre-made "themes," or you can create your own to tailor your wiki's appearance to your liking. You can embed any kind of file in a wiki page, such as graphic images, video and audio, as well as widgets for calendars, spreadsheets, polls, chat and IM, slideshows, maps, bookmarks, or any other document. Users can upload files up to 10 MB in size and store a total of 2 GB of files per wiki.

Once your wiki is created, it is easily managed through the "Manage Wiki" feature. Here you can invite people to join your wiki, manage pages and files, change the look and feel of the wiki, and much more. All Wikispaces wikis can be viewed by anyone on the Internet, although you can restrict who can change or add to your wiki. Wikispaces also provides graphs and downloadable statistics to help you track visits, what countries visitors come from, and how often messages and pages are added and deleted.

A free Wikispaces account has two minor drawbacks. Firstly, because anyone can post information to a wiki, it is vulnerable to online graffiti. Fortunately, Wikispaces' software tracks each version of a page, and you can easily revert back to a previous version with the click of a mouse. And, as the creator of a wiki, you can remove unhelpful members as needed. Secondly, Wikispaces pays for this

service by placing "Ads by Google" along the right-hand side of each wiki page. These can be turned off by subscribing at \$5 per month. Schools for grades K-12 can request ad-free wikis at no charge.

Libraries can successfully use wikis in a number of ways. For example, you can allow students, faculty, and staff to post book recommendations and reviews by using a wiki for a "reader's forum." As teachers send students to the library/media center with certain assignments, library staff can post answers to frequently asked questions to a wiki, creating a dynamic quick reference tool.

As a service-learning project at Indiana University, students in the online searching class (including me) created an extensive subject guide for the Mooresville Public Library in Mooresville, Indiana. You can check it out at <http://moorevillepl.wikispaces.com>.

Wikispaces, Jing (*Library Insider*, October 2008) and Gliffy (*Library Insider*, September 2008) are three examples of Web 2.0 tools that students, faculty and staff have at their finger tips

when conducting online research and learning at the Ball State University Libraries or when using a home computer.

For more information, contact Roy "Todd" Vandenburg, University Libraries' Part-time Temporary Special Project Developer, RTVandenburg@bsu.edu, 765-285-8032. ■



Ball State University Libraries' Collections included in *The Indianapolis Star's* Article

The Indianapolis Star's Sunday paper (December 5, 2008) featured an article about special collections in Indiana libraries in the Arts and Entertainment section. Entitled "Libraries throughout Indiana have fascinating special collections," the article included several items from the Ball State University Libraries' Archives and Special Collections unit, such as

- the John Steinbeck Collection, the third largest in the country
- the collection of more than 2,000 propaganda posters from World War I from the U.S. and Europe
- the Middletown Studies project by Helen and Robert Lynd who engaged in an extensive study of Muncie called, *Middletown: A Study in American Culture*, as an ideal representative of a typical American small city
- the Indiana history of the Ku Klux Klan.

Accompanying the article was a poster created to help build support for the war effort. A WWI doughboy machine gunner is shown in need of ammunition with the poster text stating, "And remember ... Bonds buy Bullets!" The other poster shows support for the American Red Cross.

View the article and images at www.indy.com/posts/libraries-throughout-indiana-have-fascinating-special-collections.

For more information, contact John B. Straw, Assistant Dean for Digital Initiatives and Special Collections, JStraw@bsu.edu, 765-285-5078. ■





API Programming Extends the Capabilities of the Integrated Library System

by James W. Hammons, Head of Library Technologies

In the September 2008 *Library Insider* issue, I gave an overview of SirsiDynix Symphony, the integrated library system used by Ball State University Libraries and over 2,000 other libraries globally. This article will cover the Symphony Application Programming Interface (API) and how we use it to extend the capabilities of Symphony in order to better serve the Libraries' students and faculty.

As the term is used in this article, an API is a set of methods provided by a software vendor to allow customers to program customizations to the software or to create external "hooks" into the software. At the University Libraries, we use API to accomplish two significant tasks: to provide additional features for users of the Libraries' online catalog, CardCat, on the one hand, and to extract and process data for many purposes on the other. Both types of tasks extend the capabilities of the "out of the box" Symphony product. A detailed account of every use we make would fill this newsletter issue and more, so I will discuss only a few.

The most visible use of API is the CardCat login feature. API programming using the Perl language allows the CardCat server to check usernames and passwords in the campus-wide Active Directory database managed by University Computing Services. If these credentials are accepted, CardCat gives the user access to several enhanced options now available only by logging in: lists of items currently checked out, the ability to renew them, a listing of current recall/holds and booking requests, the ability to place recall/hold requests and look up library items and electronic reserve articles on course reserve. API-related techniques also improve other CardCat features, such as end-user messaging and many aspects of the look and feel of CardCat. These uses of API are almost transparent to users, which is the point. API helps us make CardCat work better for the convenience of our students and faculty.

By far, most API programming time is spent writing programs to produce custom reports, export data from the system, or change and update information in the system's databases. Custom reports are used every day by Libraries' staff to perform tasks such as checking if "overdue" items have actually been returned and, since late-November, flagging newly ordered titles that have been requested on hold in CardCat. These types of reports lead directly to better service.

More complex data extracts allow us to analyze in detail how the Libraries' collections and services are being used. We can see, for instance, the traffic associated with juniors and seniors borrowing laptops, the graduate student demand for books on topics such as linguistics, or how many times any particular item circulated in the first two years after purchase, and we can segment by user category, too. API data exports are also used to enhance other Libraries' efforts. For instance, many items in the Digital Media Repository are described with metadata originating in Symphony.

Finally, the Symphony API provides powerful tools for updating records in our databases. Several of the Media Finders, special Web search forms for specific sections of the collection such as the Fiction & Literature Finder and Chamber Music Finder, work thanks to special keywords added to database records using API.

All members of the Library Information Technology Services team that supports Symphony have received specialized API training. Katie Bohnert, Library Technology Support Analyst, and I have used API for many years, and Marc A. Woods, Library Support Technology Analyst, who joined us in April 2008, attended the weeklong API workshop at SirsiDynix's Huntsville, Alabama, office this October. The University Libraries made this investment in staff development to ensure continued strong support of systems and services for our users.

For more information, contact James W. Hammons, Ball State University Libraries' Head of Technologies, JHammons@bsu.edu, 765-285-8032. ■



Symphony API Training: A Personal Perspective

by Marc A. Woods, Libraries Technologies Support Analyst

In late October, 2008, I attended SirsiDynix's Application Programming Interface (API) training. It gave me insight into the power that is available to system administrators to select and manipulate database information and also how to interpret the various system logs and report outputs.

The training session, located in Huntsville, Alabama, lasted a full week. Presentations included lectures and hands-on activities using SirsiDynix's test systems. The class learned about the various databases contained within the system and how they interact with one another. In addition, we practiced pulling database records and using API tools to format, manipulate, and output the data based on various criteria. We also practiced creating custom reports and implementing them in the test systems.

Data, properly formatted, can be a great tool for library management to use, to demonstrate information regarding library materials, and the use of the collection. Therefore, it is important to know and understand the tools available. By attending the training, I had the opportunity to make a long-term contribution to University Libraries by learning to transform data into useful information. ■





An Overview of the Sixth Annual Digital Institute

by Hilde M. Calvert, Head of Collections Development

One of the many ways the University Libraries advance and promote research, teaching, and undergraduate immersive learning experiences is to offer access to an ever expanding universe of sophisticated digital information. To ensure librarians stay current and have the necessary expertise to provide guidance and assistance, the Libraries support professional development.

This autumn, I was one of 28 librarians and faculty members from universities across the United States, Canada, and Great Britain to attend the Sixth Annual Digital Institute sponsored by NewsBank Readex. The Institute's intended purpose was "... to be an educational platform for exploring challenges and opportunities facing those responsible for preserving the nation's heritage and making it available through an evolving world of digital collections."

To accomplish this, there were eight presentations on key issues confronting libraries related to digitization, with follow-up discussions by participants. Ball State University Libraries offer many of the resources and services that were discussed, follow best practices advocated to meet the information needs of students and faculty, and keep pace with the increasing amount of available scholarly resources.

One theme in several presentations was the overabundance of information resources available as a result of digitization. Too often these resources are hidden and have to be accessed through complex and disjointed discovery layers. To correct this, libraries need to provide simpler ways to find more relevant information and move towards resource integration, offer one search box, and enable personalization features and filtering of results.

Other suggestions included responding promptly to user expectations and overcoming hesitancy. The next generation of services must effectively serve a population with radically different network and privacy values and with high expectations for speed and convenience. Therefore, libraries should not let the possibility of errors prevent them from being innovative. They should dare to behave differently and should be willing to make changes in their organization and professional library practice.

Another common theme was the examination of how search tools influence the way researchers interact with text and how digital resources are enabling researchers to locate information that is almost impossible to find. One presenter used the U.S. Digital Serial Set to locate hearings about the Titanic Disaster and showed how these hearings led to recommendations for new regulations, such as requiring life boats for all passengers and regular life boat drills, moving north-Atlantic sea lanes further south, and providing 24-hour operation of radio rooms.

The University Libraries offer access to the Digital Serial Set, and librarians will gladly assist researchers in using this rich resource. The collection starts in 1789 with the American State Papers and details Congressional business through 1969. It includes reports and documents either produced or ordered by Congress, as well as presidential communications and treaty materials.

Several presenters discussed pitfalls and benefits of the Google book search. Participants agreed that this project makes vast amounts of knowledge available to a much wider audience and enables researchers to find obscure reference sources or out-of-print titles. Individual libraries no longer need to use scarce resources to purchase copies of rare books. That task can be left to centralized repositories that should continue to hold physical volumes for those scholars who need to compare multiple copies of the same edition or printing.

For more information, contact Dr. Hilde M. Calvert, University Libraries' Head of Collections Development, HCalvert@bsu.edu, 765-285-8033. ■



Ball State University Libraries' Geographic Information Systems Specialist Obtains Certification as a GIS Professional (GISP)

On November 25, 2008, Angela S. Gibson, Geographic Information Systems (GIS) Specialist in the Geospatial Resources and Map Collection (GRMC), was certified as a Geographic Information Systems Professional (GISP) by the GIS Certification Institute (GISCI).

A GISP is a person who has met the minimum standards for ethical conduct and professional practice as established by the GIS Certification Institute (GISCI). GISCI certification requires achievement in three areas: educational achievement, professional experience, and contributions to the profession.

The GISCI is the geospatial professional's institute, providing recognized leadership in the certification of professional accomplishment in the field of GIS including ethics, professional development, and education. GISPs use their skills to find solutions to geospatial questions and provide a foundation for better planning and decision-making. Further, the certification deepens the commitment to the field of GIS and helps build professional esteem through public recognition.



Since the field of Geographic Information Systems is diverse and ever-changing, the program uses a point-based system where activities are translated into points and are recorded accordingly. GISCI's certification relies on a self-documented and a peer-reviewed application as the evaluation mechanism.

Finally, all GISPs must sign the Code of Ethics before being recognized by the Institute.

For more information, contact the University Libraries' Geographic Information Systems Specialist Angela S. Gibson GISP, ASGibson2@bsu.edu, 765-285-1097. ■



Ball State Librarians Contribute to Book on *Digital Scholarship*

James A. Bradley, Head of Metadata and Digital Initiatives, and John B. Straw, Assistant Dean for Digital

Initiatives and Special Collections, contributed chapters to a new book entitled *Digital Scholarship*, published by Routledge as part of their Studies in Library and Information Science series.

The book presents ten original essays by librarians and archivists detailing both challenges and proven solutions in establishing, maintaining, and servicing digital scholarship in the humanities. The authors report progress and problems, examine new business models, new forms of partnerships, and new technologies and resources.

Bradley's chapter, "The Russian Doll Effect: Making the Most of Your Digital Assets" explains that digital artifacts will find themselves repurposed and repackaged several times over for a variety of environments, gateways, and diverse user types. He demonstrates that careful attention to metadata in the project planning stage will yield extremely flexible digital objects. His findings are illuminated using specific examples drawn from Ball State University's Digital Media Repository.

Straw's chapter, "Digital Partnerships: Collaborating to Build Digital Resources" explores issues of digital project collaborations including advantages and disadvantages, politics, pitfalls, potential partnerships, project management, communication, resource sharing, written agreements, and promotion and publicity. Examples are cited from Ball State University Libraries' experiences in developing a Digital Media Repository (<http://libx.bsu.edu>) and specifically from a Library Services and Technology Act (LSTA) digitization grant project involving multiple partners.

The volume editor is Marta M. Deyrup, Associate Professor at Seton Hall University Libraries, South Orange, New Jersey.

[Publication Information: Deyrup, Marta Mestrovic, ed. *Digital Scholarship*. Routledge Studies in Library and Information Science Series. New York: Routledge, 2009.] ■

The Library Insider

Ball State University Libraries' newsletter, *The Library Insider*, is a service of the Office of the Dean of University Libraries and is published monthly by the Ball State Virtual Press, Muncie, IN 47306.

The Library Insider supports the University Libraries' mission and fosters community on campus through improved communication with our constituencies about topics of interest in the Libraries and in academic libraries in general.

Please refer inquiries to Dean of University Libraries and Editor-in-Chief Arthur W. Hafner, AHafner@bsu.edu, or call 765-285-5277.

University Libraries' Marketing Communications Manager Susan G. Akers is *The Library Insider's* administrative editor and Kris Pittsenbarger is its proofreader.

Visit www.bsu.edu/library/virtualpress/libinsider to view an online copy of the newsletter and its archives.

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Spotlight: University Libraries' People & Events

New Assignment



Bradley C. Johnston, Access Services Evening Supervisor, effective December 1, 2008.

Presentations by Ball State University Libraries' Personnel at Indiana Library Federation's Annual Conference, Indianapolis, Indiana, November 20, 2008

- **Diane L. Calvin**, Head of Information Services, participated in a panel discussion *Let's Chat about Chat*. She described University Libraries' success with a live chat reference service as usage continues to grow for this service.
- **Stacy B. Chaney-Blankenship**, Information Services Librarian, presented a session entitled, *Virtual Pathfinders and LibGuides*. She discussed options for updating online library subject guides, including the University Libraries' use of the LibGuides system.
- **Maren L. Read**, Archivist for Manuscript Collections, and **Amanda A. Hurford**, Digital Initiatives Multimedia Developer, presented *Not Just Old News: Virtual Access to Historic Newspapers through Digitization*. They discussed the steps to make the Muncie Post-Democrat Newspaper Collection available to a global audience, including preparing the collection, digitization, Optical Character Recognition, metadata creation, and online display.
- **Scott R. McFadden**, Head of Serials Cataloging, presented *The CONSER Standard Record: A New Approach to Serials Cataloging*. The session explained the CONSER Standard Record, a minimum standard for cataloging serials, recently introduced by CONSER (Cooperative Online Serials program).
- **Matthew C. Shaw**, Collections Development Librarian, presented *Please Visit our Google Branch: Supplementing Traditional Collections with Google Book Search Project* to an audience of 70. He discussed practical ways for academic, public, and school libraries to take advantage of the digitization of millions of books by Google Inc.

Publications



Maren L. Read, Archivist for Manuscript Collections, published an article in the November 2008 issue of the Society of American Archivists Oral History Section Newsletter entitled, *Ball State University Libraries Participate in New Oral History Grant Projects*.

www.archivists.org/saagroups/oralhist/newsletters.asp. ■

