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Founders Keepers Newsletter 2013-12-15

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Founders Keepers

Upcoming Events

FLA Holiday Party Dec. 18

Friends Social Jan. 23

FLA Expands Membership

The members of the Founders Library Association voted to extend membership to employees of the University who work in UL but are not employed by the Libraries. This was a recognition of the fact that we consider University employees in this category as part of our library family and have welcomed them to our events. Formal membership allows them to support FLA projects in the same manner as UL employees have for a long time.

And what is coming up? The Holiday Party! FLA Committee members and volunteers will be setting up the staff

lounge on Tuesday, Dec. 17 at 1:30 for the party, which will be on Wednesday, Dec. 18, 11:30-2. The party will include a raffle of donated items, and the proceeds go to the Northern Illinois Food Bank and the DeKalb Animal Shelter. Donations directly to these charities are also being collected.

In January, FLA is sponsoring an Operation Write Home card-making event for troops overseas. Troops appreciate hearing from us all year long, not just during the holidays, so watch for announcements of this event! All your efforts are appreciated.



Sending Holiday Cards to Recovering Soldiers, by Mona Strausberger

When filling out your holiday cards this year, consider sending one to this address:

A Recovering American Soldier
c/o Walter Reed Army Medical Center
6900 Georgia Ave. NW
Washington, DC 20307-5001

They would really appreciate hearing from you!

Information You can Use from Technical Services! By Jana Brubaker

Recent headings changes in Voyager

Veterans, Disabled **changed to** Disabled veterans

Veterans, Disabled, in the civil service **changed to** Disabled veterans in the civil service

Blind-deaf women **changed to** Deafblind women

Weight lifting & Training **changed to** Weight training

Jou-jan (Tatar tribe) **changed to** Ruanruan (Asian people)

Breast feeding **changed to** Breastfeeding

Breast feeding promotion **changed to** Breastfeeding promotion

Breast feeding in literature **changed to** Breastfeeding in literature

Suckling **changed to** Breastfeeding

Birds, Protection of **changed to** Birds \$x Conservation

Akha (Asian people) **changed to** Akha (Southeast Asian people)

Kaw people **changed to** Akha (Southeast Asian people)

Architecture and the handicapped **changed to** Barrier-free design

Architecture and the physically handicapped **changed to** Barrier-free design

Don't forget to check out any library materials you have in your office! This is an enormous help when we are searching for "lost" materials.



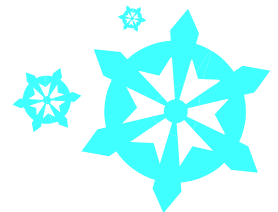
Shelving Turn-around Study

This fall, the time for materials to get from check-in at circulation to back on their home shelf location was checked, and the improvement was fabulous! Last fall, materials took 2-3 times the 4-day period we had set as the default in the catalog, and some materials never made it back to their home location because our shelves were so packed that there was no room for them. This year, all materials were returned to their home locations, and most in under the 4-day default time period.

This is not a feat accomplished by any one unit; it took the combined efforts of all the subject specialists to move materials to storage and discard duplicates, additional resources allocated for student shelvees, stacks maintenance to shift materials, facilities to set up additional shelving, circulation to manage the shifting to storage, technical services to change locations and change or delete records...it takes, not a village, but a whole library!

Those who have never worked in a library don't understand the intricacies of our systems, but we know that rarely does

one unit accomplish a major task without the assistance of several others. The complexity of library systems is part of what makes working in a library so interesting; the people that work in a library is what makes the work so enjoyable! Thanks to all of you for helping us address a systematic problem so quickly and successfully.



Local Requests Turned on in Voyager Catalog

The Requests feature in Voyager was turned on for NIU patrons to request that materials in NIU Libraries' collections be placed on hold. To use this feature, the patron must login to the catalog, search for the item, and click on the Request tab. The patron can choose at which library the item will be held.

Items are retrieved each morning, so most requests will be available for pick-up the following

business day by 3pm. If items are not picked up that day, an email reminder will go to the patron's NIU email account that the item is available.

If an item is not on the shelf but is available at another IShare library, the Request is turned into an IShare request automatically. If an item is not available in another IShare library, the patron is notified.

Patrons can check the

status of any Request by logging into My Account in Voyager.

This is also the way that patrons at the branch campuses now request materials from University Libraries. They no longer use Interlibrary Loan for this purpose.

Thanks to all who participated in the testing of the Requests function! Your efforts were key to our being able to offer this service to our local patrons.



Customer Service Workshops Discussion Point

One point of discussion at the Customer Service workshops was why we care about customer service in an academic library. There were plenty of answers, but most came down to this: we care about the success of our students and faculty in their scholarly pursuits because we understand that academic libraries are not the "on-the-side support services" they were once viewed as. The research skills taught and supported in aca-

demical libraries are at the core of higher education. No program of study can prepare an individual for a thirty- or forty-year career without that person knowing how to research issues that arise and keep up-to-date with developments in the field. Information literacy—the skills and concepts involved in the determination of information needs and the identification, retrieval, evaluation, and ethical use of that information—is

central to the education of students in every major field of endeavor. In fact, information literacy education should begin before formal education and be continued in a seamless manner, much as reading is taught. Information literacy is closely related to digital literacy, but information literacy is focused on the academic needs of students, not their entire digital life.

Even an answer to why we care about customer

service that is as simple as "because it is our job," is shorthand for the deeper explanation of how we fit into the educational mission of the university.



The Last Word...

...is to enjoy the holidays break! And don't forget to submit items for the newsletter by Jan. 7!