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## Founders Keepers Newsletter 2016-02-15

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# Founders Keepers

## Update on the Technology Support Desk, by TJ Lusher

### Upcoming Events

- March 13-20: Spring Break
- April 17: Honors Day
- May 5: Classes End
- May 6: Reading Day
- May 7, 9-13 Final Exams

When the Technology Support Desk was established, the Libraries and DoIT agreed that each would hire two full time staff members (four FTE in total) for the TSD. However, the Libraries were not able to obtain permission to hire help desk staff. Thus, DoIT has carried the staffing burden for the TSD. DoIT is now facing a situation where they are not able to operate the TSD with full time staff. The TSD staff consists of students and extra-help, which are limited to 20 to 25 hours per week.

The lack of full time TSD staff resulted in fewer service hours during the 2015 fall semester. As this situation continues and with the restriction on the number of hours students and extra-help can work, DoIT is suspending the TSD's hardware repair service (laptop screen replacements, motherboard replacements, etc.) on business and personal computer hardware of NIU faculty, staff and students. This change is effective immediately.

The TSD core duties, which will continue to be offered, are:

- \*Walk-in Password Reset assistance.
- \*Email support for Students, Staff/Faculty, Retirees and Alumni.
- \*Enterprise application support: Blackboard, MyNIU, Pharos, Citrix, O365, etc.
- \*Answering general computer/technology questions.
- \*Phone/Smartphone pick-up/drop-off point for DoIT (or other services previously done in person at TS114).
- \*Virus/Malware removal assistance for students.

## Libraries Web Site Statistics, by TJ Lusher

A session is defined as a group of interactions one user takes on a website within a 30 minute timeframe (30 minutes is Google's default timeframe).

Libraries Website Statistics – January 1 to January 31, 2016	
Name of Site	Number of Sessions*
American Archives: Documents of the American Revolution, 1774-1776	1,424
Huskies Commons	1,006
Illinois During the Civil War, 1861-1865	248
Illinois During Gilded Age, 1866-1896	2,040
Lincoln/Net: Abraham Lincoln Historical Digitization Project	5,157
Mark Twain's Mississippi	351
Nickels and Dimes: From the Collections of Johannsen and LeBlanc	788
Prairie Fire: The Illinois Country, 1673-1818	99
Regional History Center Digital Collections	141
Southeast Asia Digital Library (SEADL)	732
ULib (Libraries website)	30,055

## UNIV 105: Research and Information Literacy in the Digital Age, by Larissa Garcia

Did you know that in addition to bibliographic instructions (aka BIs), the library also offers a one-credit course on library and information research? **UNIV 105: Introduction to Library and Information Research** provides a framework for the research process and a broad overview of information literacy concepts. While previously defined as the ability to locate, evaluate, and effectively use information in a variety of formats, *information literacy* has evolved to also consider the impact of technology on accessing, creating, and sharing information.

Developed and taught by library faculty, UNIV 105 was first offered in fall 2012; as of this spring 2016, more than 250 students have enrolled in the course. Special sections have been requested for collaborations with other university departments; sections have been offered for Honors students, for Research Rookies (undergraduate students matched with faculty mentors in their major to conduct small-scale research projects), and as part of themed-learning communities (TLCs), a grouping of two or three courses from across disciplines taken in conjunction to examine common themes.

In addition to these collaborations, UNIV 105 is also offered in a variety of formats. We have conducted both face-to-face and hybrid sections (delivered mostly online with some in-person class meetings). This semester, we are offering the first completely online section. The popularity of this format of delivery is evident in the near maximum capacity enrollment. Other changes may also be considered so that the course could potentially fulfill a possible “first year experience requirement” at the university in the future.

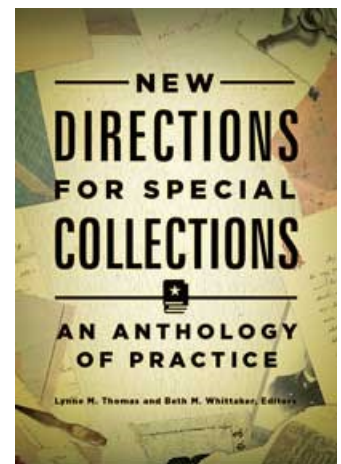
One volunteer is needed from each division (Public Services, Collections & Technical Services, and Technology Initiatives & Support Services) to plan and manage the Student Appreciation Party on April 13. Please contact your Associate Dean to volunteer.

## Book by Lynne Thomas

Lynne Thomas, Curator of Rare Books/Special Collections, and Beth M. Whittaker of University of Kansas Libraries have edited *New Directions for Special Collections*, which is now available for pre-order from Libraries Unlimited. More information can be found

at <http://www.abc-clio.com/ABC-CLIOCorporate/product.aspx?pc=A5008P>.

Congratulations, Lynne!





## Hoverboards to be Prohibited in Libraries

It has been brought to the attention of the Administration Group that the batteries in hoverboards have been known to spontaneously combust, presenting a serious hazard in libraries. Hoverboards have been banned from a number of public locations, and the Adminis-

trative Group has made an addition to the Libraries' Code of Conduct Policy to prohibit bringing hoverboards into our facilities. All University Libraries policies can be found on the Libraries web site under "About Us."

Library users rarely read policies, but the exist-

ence of policies provides security personnel the opportunity to inform and educate users that attempt to bring dangerous items into a library or behave in a disruptive manner. If you see troubling behavior in our facilities, please contact Libraries Security at 815-753-0164.

## Getting to Know...Zak Effler

Greetings!

I joined Founders just over seven months ago as a library assistant in Technical Services. There is a severe shortage of exciting ways to describe what it is I do, though my job duties suggest I am some combination of the quiet, tax-collecting Harold Crick, the immortal, puzzle-solving Nancy Drew, and George Clooney – as a fox. These are all great things, but I prefer my Nancy Drew duties (identifying, repairing, and rebuilding publication patterns). Nancy Drew said, "that is nothing like what I do." I cried. It was a rough night.

-shakes head-

In addition to working here, I am the assistant badminton coach at DHS (starting in March),

and, after sitting down almost all day at work, it is great to have a job that requires a lot of moving around. However, if coaching isn't enough activity, there's ultimate frisbee practice all year long. Ey! Beautiful, right?

-nods-

I come home late, drape my cat over my shoulders like a scarf, and moonboy-shuffle around my undoubtedly messy kitchen to indie-dance. My cat loves it. I love it. We kiss. What? I said rice cookers and stir-fries are how I survive. Chopping vegetables – cat still on my shoulders – I put each type of vegetable into a little ceramic cup and arrange them in cooking order. It's habitual, simple, and maybe beautiful, that carefree confidence

brought on by an empty room.

-shrugs-

Harry Potter is a sizeable part of my life, and, no, I'm not going to pretend to be embarrassed by that. I listen through the books year round and occasionally write for mugglenet.com. Prior to the release of Deathly Hallows, when I was a wee lad, I landed a one-on-one with its founder because I asked a good question at a presentation he was giving. In college I founded an improv group that would perform, word for word, any part from the books that people called out. Oh, wait...

-spins on the spot-



## University Council Meeting Highlights, by Jana Brubaker

\* University Council met on February 3. President Baker is of the opinion that movement in the legislature related to the state budget is imminent. As higher education institutions, like Chicago State, become more desperate, he thinks legislators will take notice. He announced that a budget rally will take place at Barsema Alumni Center on February 11<sup>th</sup>. In other news related to the budget, we were told that WIU is draining all of its reserves and the union is fighting the layoff of about 50 staff members. EIU has laid off 79 people.

\*President Baker also talked about DeKalb being selected as one of [America's Best Communities](#), finishing in the top 15 out of 300 applications. Should DeKalb be selected as the best community, it will receive \$3 million.

\*NIU was awarded a [diversity and inclusion award](#) by the NCAA. Baker attended the awards ceremony in San Antonio in January.

\*President told us that enrollment is down 2.5% this spring semester. However, student retention is up. The lack of a state budget probably

isn't helping us on the enrollment front.

\*Dillon Domke, Speaker of the Student Association, reported that the SA is forming a student task force for Program Prioritization. If you have a student that you think would be an asset to that task force (graduate or undergraduate) encourage them to contact the Student Association.

\*Steve Buita is the new SPS University Council representative following Deb Haliczzer's retirement.



## The Last Word

Number 3 Grandchild is difficult to figure out. In church (we go to church with the daughter and son-in-law who have four children to help corral them), Daniel is likely to play with whatever he gets his hands on (the bulletin, a pen, the hymnals, donation envelopes), slide under the pew, wave at school chums, scoot along the pew on his back, gaze into the distance, inspect his pockets...pretty much anything BUT listen to the service. All of this is expected for a two-year-old, but Daniel is five. He has also been sitting

through church services since he was born since our church doesn't provide a nursery. Daniel also goes to a parochial school where he is taught prayers, hymns, and all about the service. Daniel's behavior at the age of five is not what the other grandchildren have exhibited at that age. Generally, I would say he is bright, but he pays little attention to what is going on around him. Then, at the end of the service this past Sunday, he asked me some penetrating questions about the homily that I was sure he hadn't heard a word

of. Indeed, I wouldn't have expected any of the children to have paid attention to the homily. So, how is it that distracted Daniel managed to get so much out of something I thought he was paying no attention to? We never know who is listening and when they will surprise us. There is no sign that the politicians in Springfield are listening to the problems the lack of a state budget is causing, but we can hope they surprise us soon. Or maybe I should just ask Daniel how to manage the state budget. He may know!