Spotlight on Student Success

This "Wordle" graphic depicts the character and frequency of the most commonly asked reference questions received by reference librarians to date in 2011. Words like "Help, Finding, Books and Articles," reflect many of the important ways that our Libraries' services and collections support student success.

Even with the extraordinary access the digital environment provides, finding authoritative, scholarly information can be a challenge for students, and information literacy has been recognized by many leading educational institutions as an essential 21st century learning outcome.

With President Lefton's strategic focus on student success, it is a good time to review some of the Libraries' key student success services. The Libraries' Reference & Instructional Services represent a continuum of services designed to support and instruct students inside and outside of the classroom.

Key Reference Services

• **Ask a Librarian**: Immediate reference services in-person, on the phone, via email and through instant messaging.

• **Personalized Research Consultations (PeRCs)**: One-on-one appointments with reference librarians for assistance and instruction in finding information for course assignments.

• **Reference by Appointment (RBA)**: Specialized research consultations with subject librarians to meet the advanced and in-depth information needs of undergraduate and graduate students.

If your students report they can't find needed material or you feel the quality of the information used is wanting, please direct them to the Library to receive guided direction to finding what is needed.

EXCELLENCE *in Action*

Libraries' Instructional Services

"Academic librarians are well positioned to provide leadership and expertise to outcomes associated with information literacy."[1]

The Libraries also work in collaboration with faculty and programs to help support information literacy outcomes within the curriculum. This collaboration is lead by subject librarians working with the instructors and courses in their assigned departments. Subject librarians will provide direct classroom-based information literacy instruction, provide web-based and printed learning aids and consult on assignment and course development. In an effort to articulate information literacy throughout the undergraduate curriculum, the Libraries' instruction program follows a hierarchical framework of three levels:

Level I: Orientation--Aids students in their transition from high school to college by reducing anxiety toward academic libraries and college-level research and creating awareness of key library services and resources.

Level II: Basic Skills--Focuses on basic information skills and resources to reinforce outcomes related to identifying information needs, formulating search strategies, accessing needed information, evaluating information and using information ethically.

Level III: Discipline-Specific Skills--Builds on Level II by applying these skills within the context of the student's major field of study, with focus on introducing discipline-specific resources, advanced searching, the scholarly communication cycle and critical evaluation.

Contact your subject librarian to discuss how we might work with you to support the development of information literacy skills in your course--whether in-person or online. [*http://www.library.kent.edu/subjectlibrarians*]

[1] Kuh, G. D., & Gonyea, R. M. (2003). The role of the academic library in promoting student engagement in learning. *College & Research Libraries*, 64(4), 270.

Inside this Issue

Resource News

Wharton Research Data Services

The Libraries now subscribe to WRDS for all eight campuses. WRDS is a comprehensive internet-based data management system that allows researchers to retrieve information from financial, economic, and marketing data sources such as CRSP, Compustat, and Audit Analytics.

Information and support for WRDS can be found at *http://libguides.library.kent.edu/WRDS*. To obtain information about access, click on the "Accessing WRDS" tab on this library guide. Training opportunities from Wharton Research Data Services will be announced soon.

InCites for Research Analytics

The University now has access to *InCites*, a research evaluation tool from Thomson Reuters. InCites analyzes institutional productivity based on citation data from Web of Science. There are two components. Global Comparisons allows a user to rank and compare countries and institutions, examine a specific research discipline, and analyze data aggregated to the national and institutional level. Research Performance Profiles provides research performance analysis and citation metrics for the institution or for individuals and groups of individuals.

InCites is a collaborative purchase by University Libraries, the Division of Research, and the Provost's office. You can access it from the Libraries' list of research databases under "I" for *InCites*. If you have questions about using the database or would like to arrange group training, please contact Carolyn Radcliff in the Reference and Instructional Services Department at radcliff@kent.edu.

Ancestry Library Edition

Ancestry Library Edition is a well-known genealogical database covering U.S., Canada and the U.K. It includes census records, vital records, immigration records, family histories, military records, court and legal documents, directories, photos and maps.

This resource is made available through Libraries Connect Ohio, a partnership that includes OhioLINK, OPLIN, and INFOhio. It is available on all eight campuses, but only on-campus use is possible. No offsite authentication is available for this resource.

Qualtrics for Surveys

Qualtrics is a Web-based survey tool now available for all KSU faculty, staff, and students. It is made available through a site-wide license provided by University Information Services. *Qualtrics* can be used to build, distribute, and analyze online surveys and polls with an easy-to-use interface. Customization options allow for the use of logos and colors of choice. Data can be exported into a variety of formats. Go to *http://kent.qualtrics.com* and sign in with your Flashline username and password.

New Look for RefWorks

RefWorks has created a new interface that uses more of the Web 2.0 functionality seen in other resources. The same operations are available in both the Web 2.0 and "Classic" interfaces. Once logged in, you can change the interface you are using by going to the upper right-hand area of the page and clicking on RefWorks 2.0 or RefWorks Classic. Contact us at library@kent.edu if you have any questions.

Women Writers Online

This collection contains more than 320 texts published by women authors between 1526 and 1850. It is possible to search the full-text of these works or to browse by author/date/title.

Zoological Record

Web of Science is the new provider for the Libraries' subscription to *Zoological Record*. The search interface is the same as that used for the *Citation Indexes*. Online access covers 1978 to present. Access from 1870-1977 is available through the printed indexes in the Libraries' collection.

iSeek Skills Assessment

iSeek Skills Assessment is a new addition to the Libraries' subject resource listing for "Scholarships, Grants, and Employment Resources." *iSeek* offers an assessment to match skills with occupations and was created in partnership with the state government of Minnesota. The page linking this and related resources can be accessed at: *http://www.library.kent.edu/professionalresources*.

Update on Library Services

SearchOhio Expands Borrowing Opportunities

OhioLINK users can now search and request items from the SearchOhio central catalog. This catalog represents the holdings of nineteen public libraries in the State of Ohio, including 9.5 million popular books, DVDs, and CDs. Similarly, SearchOhio users are now able to borrow academic materials through OhioLINK.

This cooperative arrangement allows for easy sharing of materials statewide and capitalizes on the investment made in both academic and public library collections. To access the resources available in the SearchOhio central catalog:

- do a search in the OhioLINK Library Catalog.

- click on the SearchOhio icon you see in the in the OhioLINK toolbar. This will re-execute your search in the SearchOhio central catalog.

- click on the title of an item of interest. You will see a link to "Request this title". You will then be led through an online requesting procedure that will allow you to select your pick-up location as you do for KentLINK or OhioLINK materials.

The SearchOhio central catalog is also directly available at: *http://ohpir.westervillelibrary.org/*. Loan periods differ from KentLINK and OhioLINK.

Locating KSU Dissertations & Theses

A number of changes have occurred over the recent past with regard to KSU dissertations and theses. Here are some tips for locating them:

- KentLINK serves as an index for all theses and dissertations done at KSU. To search by academic department, do a TITLE search using one of these formats: "ksu masters theses" OR "ksu dissertations". Note: the plural form is required.

- Electronic dissertations have been accepted since Fall 2004 and have been mandatory since Fall 2006. Electronic theses have been accepted since Fall 2006 and became mandatory in Fall 2011. These are contributed to the OhioLINK ETD Center (*http://etd.ohiolink.edu*).

- The *Dissertation Abstracts* database indexes all dissertations and theses deposited with them. The full-text of all KSU dissertations published from 1997 forward are accessible from on-campus computers.

Student Yearbook Now Available Online

The *Chestnut Burr* was the Kent State University student-produced yearbook, published from 1914 through 1985. Whether you want to a take a "walk down memory lane" or trace the history of any number of of KSU events, organizations, and traditions, the yearbooks are a vital historical source.

University Libraries is pleased to announce that the yearbooks are now available in digital format online. You can browse yearbooks by date or search for a name or term across all yearbooks. You can also download individual yearbooks as a pdf or e-book file, including a Kindle format.

This project was completed through participation in a Mass Digitization Initiative offered through the LYRASIS library consortium. The Digital Burr portal is located at *http://www.library.kent.edu/burr/index.php* . To explore this and a number of other digital archival collections, please see our Digital Collections page at *http://www.library.kent.edu/digital* .

Surprise Results from Circulation Study

OhioLINK and OCLC Research have released the result of a joint study of OhioLINK circulation to better understand the usage patterns of books in academic libraries and support further research in this area. The study analyzed the circulation data of books and manuscripts from 2007-2008.

The data used in the report were from a collaborative OCLC-OhioLINK Collection and Circulation Analysis project that joined OhioLINK circulation data with WorldCat bibliographic records to produce a base file of circulation records for nearly 30 million different books. The size of the combined collection and the number and diversity of participating institutions make this by far the largest and most comprehensive study of academic library circulation ever undertaken.

Perhaps the most fascinating result of the study was a test of the "80/20" rule. Librarians have long espoused the belief that 80 percent of a library's circulation is driven by approximately 20 percent of the collection. The analysis of a year's circulation statistics from this study indicates that 80 percent of the circulation is driven by just 6 percent of the collection.

The report is available at: *http://www.oclc.org/research/publications/library/2011/2011-06r.htm* .

...more from the Libraries

University Libraries "Embraces" Its New Look

Recent renovations and a new branding campaign at University Libraries on the Kent campus are attracting attention. The state-of-the-art Math Emporium and the "Fab Fourth" floor lounge and learning environment are a big part of this transformation. Dean Bracken has said that "The Kent State University Library is much more than for books. It's also a place for students to engage in active learning."

To help identify this new phase for University Libraries, Dean Jim Bracken sought to refresh the Libraries' image beyond the University Library building. The goal was to develop a consistent brand look and feel to represent the library as the warm, welcoming place it is for university and community members to study and learn. A local public relations and marketing agency, AKHIA, was brought in to create that look.

The new "Embrace" brand was officially unveiled at Homecoming in October and is being introduced throughout University Libraries. The abstract mark has five separate parts in different colors, representing distinct parts of the Libraries' mission. All promotional pieces regarding events and services will include the new logo and look while encouraging students and community members to "Embrace" the Library and all it has to offer.

The rebranding follows University Communications and Marketing guidelines and will be used in conjunction with the Kent State logo.

"City of Kent, Early Traffic Light" (early 1900s). From the Kent State University Special Collections and Archives Centennial Collection.

Library Collection Update

Now that the Spring/Summer collection move is complete...

The dust has settled on the construction of the Math Emporium and the Library "Fab Fourth" student lounge, and it's time to take a moment to assess where we are with the library collections that have been moved.

As of this writing, the University Library's in-house general book collection is housed on the 7th, 8th, and 9th floors of the University Library. The journal collection is on the 5th and 6th floors. Included in the journal collection are the bound journals from the Chemistry/Physics branch library, and both the bound and current journals from the former Math/Computer Science branch library. The Math/Computer Science Library is gone. The Chemistry/Physics library still exists and includes current journal issues, reference materials, and the chemistry/physics book collection.

University Libraries now houses 588,000 books at a nearby commercial document storage company called Assure Vault. Books were sent to storage if they met either of these two criteria: 1) publication date pre-1990 with fewer than 10 total lifetime circulations, or 2) publication date from 1990-1999 with fewer than 5 total lifetime circulations. Books remained in the library stacks if they were serials, oversize, published after 1999, non-circulating, juvenile literature collection, or materials specially requested to remain by faculty.

Off-site books remain available in KentLINK appearing with the location: "Off Site Storage – Request Online." Request the item on KentLINK, and you will be alerted by email in one or two days when it is available for pickup at the Circulation Desk. Remember that when placing a KentLINK request, you can optionally choose delivery to your office or dorm by selecting the pickup location: "Kent - My Departmental Office/Dorm."

So, what has become of the books moved to Assure Vault? And, how have they been used in the seven months from April through November? Of the 588,000 books now housed at Assure Vault: 3,981 books (fewer than 1%) have been checked out, used, and returned to Assure Vault; 2,636 books with publication dates after 1999 that were mistakenly sent to storage have been returned and permanently reassigned to the library stacks; and 6 books that have circulated from Assure Vault three times since April have also been permanently reassigned to the library stacks. We plan to continue these reassignments for post-1999 books and any books that are checked out a third time from storage.

In sum, the project so far has proven very effective in terms of the library collections, while at the same time yielding space to the Math Emporium and the Fab Fourth student lounge that would have cost $7million in equivalent new construction. Send your questions about the collection move project to Tom Klingler, Assistant Dean, University Libraries, at tk@kent.edu.

A Note from the Dean
Jim Bracken, Dean of University Libraries
jbracke1@kent.edu

Data-driven Decisions about the Uses of Library Space
Can you please help me with data?

The decision to invest in the Math Emporium now located on the Library's 2nd floor was data-driven and strategic. Data showed that the number one course at Kent State that prompted students to drop out was basic math. Some 3,700 annually were at risk. The Math Emporium was created to address this need and help students succeed.

Likewise, the decision to put UCommute on the Library's fourth floor, I have learned, was based on data about commuter student retention. Data showed that commuter students were 10% less likely to stay at Kent State than residential students. UCommute services were devised to change this situation and help commuter students succeed at Kent State. This data-driven approach to determining how we best use our space makes lots of sense.

So, what will be the next "Math Emporium"? Is there any predictive or even suggestive data that can help us try to program more soon-to-be-empty space (floor five and maybe six) in the Library? After we retain students who had trouble with math and after we better connect with commuters, what other segments of the student population do we seem to be most at risk of losing? Are there things that we can do in our space to help?

How about foreign languages or English composition? After math, what course or subject is the next biggest threat to student retention at Kent State? We could readily enlarge the Writing Commons to a full floor. I have learned that use of this service located on Library's 4th floor has nearly doubled this semester.

How about graduate students? Would creating a "graduate commons" space where grad students could better connect with each other help improve Kent State's graduate programs? Follow this link to see the graduate student space recently opened at the University of Washington: *http://commons.lib.washington.edu/*.

Does anything indicate a need for greater media or technology literacy? University of Akron's Bierce Library just opened several new high tech spaces where students can simply play with (and learn to use) new technologies. Follow this link to see one of Akron's "Learning Studios": *http://www.uakron.edu/libraries/bierce_scitech/services/*.

Are there any areas or programs that Kent State students have shown particular dissatisfaction that we could try to improve if we moved them into a Library space?

Any of these ideas for alternate uses of library space resonate with President Lefton's number one strategic goal of ensuring student success. Each must intend to help students succeed.

The evolution of libraries from collection-centered spaces to user-centered spaces continues. This in no way diminishes the importance of the Library's space for storing and accessing print and digital collections. Kent State Libraries still annually adds many print volumes (about 12,000 in 2010) while at the same time spending an increasing portion of its acquisitions budget on digital content (72% in 2010). We will always need to have spaces for print and digital resource access, plus spaces for their users, along with spaces for the library staff and our array of student-centered services. Of course, there is no blueprint or roadmap to tell us how to achieve the optimal mix.

Our goal should be to create Library spaces that would give the university the greatest strategic value starting with ensuring Kent State student success. So, what can help the greatest number of students succeed at Kent State?

Tell us. We're listening.

FRIENDS' CORNER

Civil War Era Acquisitions in Special Collections and Archives

The Department of Special Collections and Archives recently has acquired two additions to its Civil War era collections. The first is a collection of forty-four American Civil War patriotic and propagandistic envelopes. These envelopes were a popular fad in both the North and the South during the war. Envelopes included political cartoons, illustrations, and patriotic symbolism, and are graphically striking. This collection, which includes a wide range of subjects, enhances the existing small collection of Civil War patriotic envelopes already housed in Special Collections and Archives.

The second acquisition relates to the Abraham Lincoln assassination collection. It is the autograph album of Jonathan Knight (1842-1866), son of prominent Philadelphian Edward Collings Knight, Sr. The album includes 40 autographs, dating from 1861-1866, and includes a tipped in admission ticket to the military proceedings against the Lincoln assassination conspirators. The ticket is signed by Major General David Hunter, who was appointed by President Andrew Johnson as president of the military commission charged with investigating the Lincoln assassination. The album includes a number of other prominent Civil War era autographs.

More information on Civil War materials held in Special Collections and Archives can be found in our collection guide: *http://libguides.library.kent.edu/civilwar* .

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