From the Library Director... 

In our last newsletter, I wrote that we would be participating in a quality survey during the Fall 2008 semester. We survey the UT Tyler students and faculty to learn about users’ perceptions and expectations of library service and quality. This survey, called LibQual™ was administered in partnership with the Association of Research Libraries (ARL) and is recognized as the leading tool for measuring the overall quality of services provided by academic libraries.

The survey results help administrators dedicate staff, funds, and resources toward improving service areas where the library is not meeting users’ needs and expectations. As part of its on-going efforts to enhance the quality of library services at UT Tyler, the Library will administer LibQual™ every three years. LibQual™ measures three areas: service, physical facilities, and information resources.

We continue to be gratified by the positive comments we receive regarding the service our librarians and staff provide. Comments from this year’s survey included “I’ve always found the library staff helpful, courteous, and caring” and “By far, the greatest resource at our library is the staff.” While there were positive comments regarding our collections and access to our many online resources, such as “Great Library. Has everything I need for teaching and advanced research” and “I like that I can research from home! The online access is great!”, there were also a lot of comments regarding the redesign of the Libraries web pages. Since our library website had not been redesigned in many years, we anticipated this and have been making modifications based on user feedback.

The majority of comments regarding the physical facilities came from our undergraduate population. While graduate students and faculty were the most vocal regarding access to our online resources, our undergraduate students are significant users of our physical space too. The most frequent complaint centered on noise. While the physical architecture of the building limits some solutions to noise, we continue to seek ways to improve the facility and adapt our space for both quiet, individual study and group study.

With the addition of doctoral programs to the University, the Library has added three new librarian positions to the staff. Our librarians are information professionals that work with students and faculty to teach information literacy skills and ensure that the library collections and services meet their research needs. The addition of these librarians will enable us to strive for continued improvement in meeting the needs and expectations of our users. Thank you to each of you who took the time to complete the LibQual™ Survey. To see the complete report and our response please visit the Library website http://library.uttyler.edu/libqual/.

Special Points of Interest:
- Library Hours for Spring Finals Week Announced.
- New Exhibit at UASC.
- Library Landscaping

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The UT Tyler Robert R. Muntz Library, in cooperation with the Poetry Society of Texas, would like to invite our students, faculty, staff, and friends to share in a special evening of recognition and entertainment.

Please join us for the Annual University of Texas at Tyler Student Poetry Awards Ceremony. This is our capstone event for National Poetry Month. For 2009, our featured keynote speaker is Award-winning poet Mr. Budd Powell Mahan of Dallas, Texas. Mr. Mahan has served as president of the Poetry Society of Texas and the National Federation of State Poetry Societies. He is well-known for his generous dedication to the larger community of poets as well as for his heartfelt writing. Mr. Mahan will read from his works as well as offer some thoughts on poetry.

The Annual University of Texas at Tyler Student Poetry Awards will be held in Braithwaite Hall on Tuesday April 28, 2009. There will be a reception and book signing by the author from 6:00pm to 6:45pm in Braithwaite Lobby. For the reception, please call 903-566-7165 for complimentary reservations. The main event starts at 7:00pm.

All the events are free and open to the public. This program is made possible by a generous grant from the UT Tyler Friends of the Arts.

Vicki Betts Publishes Essay in History Book


The essay examines efforts of individuals, private organizations, cooperatives, state government, and finally even the military to provide necessities for the dependents of soldiers called to war. It also highlights efforts of the wives and mothers to help themselves, occasionally seizing food and cotton by force if necessary.

The Seventh Star also includes two essays by former UT Tyler history faculty member James Smallwood: “The Impending Crisis: A Texas Perspective on the Causes of the Civil War” and “Prison City, Camp Ford: Largest Confederate Prisoner-of-War Camp in the Trans-Mississippi.”

The Seventh Star is available in the library. You can currently find it in New Books shelf on the second floor of the library. The book’s call number is E580 .S43 2009. After a brief period of time, the book will be moved to its permanent location in the General Stacks on the third floor of the library.
The late 1970s were not good years for Texas Eastern University. Low enrollment and fiscal issues were threatening to close the school. Fortunately, the option for TEU to join The University of Texas System was in the works. Thirty years ago, on March 28, 1979, the regents decided to support the merger, the Texas Eastern Patriot covered the story in the issue dated April 12, 1979:

"After giving a brief history of TEU, Regent H. J. McKenzie said he favored the merger, because it would ‘offer more prestige from a degree standpoint, increase enrollment to fill surplus space, get funds from the UT system we cannot get from general tax funds, and build a better university instead of letting ours ultimately be shut down for lack of students,’ he said."

This article and others are currently on display in the UASC reading room (LIB 107) as part of the UASC’s latest exhibit, “Mastheads and Headlines: Student Publications at UT-Tyler”. Along with some attention-grabbing headlines, the UASC will present the six different iterations of what is now known as the Patriot Talon. Selected editorial cartoons and a printing plate from the very first issue are also featured.

Along with the other enduring records of UT-Tyler, the UASC holds a full run of student newspapers which researchers may access at any time. In addition, the UASC is currently working to process the records of the aforementioned regent, H.J. McKenzie, as part of the Harold J. McKenzie Papers. McKenzie was an engineer and a former president of the Cotton Belt Railroad, as well as one of the original regents for both Texas State College and Texas Eastern University.

The exhibit opens to the public on Monday, April 27, 2009.

Archival Assistant, Brandy Monts (M.A. History, UT-Tyler, 2009), created this exhibit and contributed to this article.

Remember
Free Coffee/Tea/ Hot Chocolate during at the Library during Finals Week.
7:00pm-1:30am

Library Hours
Finals Week
Sunday  1pm-2am
Monday 7:30 am-2am
Tuesday 7:30am-2am
Wednesday 7:30am- 2am
Thursday 7:30am-2am
Friday  7:30am-5pm
MUNTZ LIBRARY FOOD POLICY EXPLAINED

—Vandy Dubre, Instruction and Distance Education Librarian

In the library we have a policy that **no food is allowed except in the first floor break room**.

We have this policy for very good reasons.

First, damage to the beautiful new furniture and the computers is costly. There have been many occasions where a computer keyboard has gone haywire (typing in all caps or funny symbols) and will not correct. This happens because someone has eaten over the keyboard which shorts the circuits, usually when all the computers are full and so late at night the computer lab is closed as is our computer department. The poor student is stuck. Second, trash and crumbs attract bugs and rodents. Once inside the library they eat books and spread disease. It is very costly to fumigate a four floor building.

Third, spilled drinks can possibly short the electric tables: not to mention ruining the nice new furniture. No one wants to sit at tables covered in someone else’s trash or in chairs stained by possibly a coke (or could that be something else?). In the past, before we bought new chairs, some students fell asleep in the lounging chairs and were horribly bitten by ants which inhabited the chairs due to the food crumbs.

These are all very real and costly reasons why we have a no food policy in place. While we want you to feel comfortable, please remember that this is not just your library. It belongs to every one on campus. Please respect the furniture, your fellow students, and this space as we try to make your study time safe and clean.

Please note that we do allow covered (non-alcoholic) drinks. **You can have a drink as long as the container has a lid.** Open containers are only allowed in the library first floor break room.

Responding to Student Needs: Library Acquires New Furniture

—Vandy Dubre, Instruction and Distance Education Librarian

For the past few years the library staff has taken note of space use in the library. We noticed the lack of plugs for student laptops (not an idea when the building was first constructed in 1982), study carrel usage, and the need for better relaxed seating. Since then we have worked to improve the furniture to better suit the needs of the students since a new building is not in the plans. We added new student computer desks in the reference area. Now we have added new tables on the second, third and fourth floors that have reading lamps and power plugs for laptop use. The new study carrels give even more desk space without the dark boxy feel. We hope you will enjoy these new additions to the library as we strive to make this a place you can study and relax.
Most of you by now have seen the construction to the library landscape. New sidewalks, outdoor study areas, and a water feature will soon welcome visitors and students to the library. This is the vision of both the library director and a private donor, who have worked tirelessly to see these plans put into motion. Plans include a patio area complete with power outlets for laptops, ideal for outside study or meetings. One more bright change is the sidewalks leading to the front entrance will now be at an ADA approved gradient and easier to navigate. The work is scheduled for completion before the long summer session begins.
MUNTZ LIBRARY HIRES TWO NEW LIBRARIANS

The Robert R. Muntz Library hired two new librarians this Spring semester. We had some time to learn a little bit about them, and this is what was shared.

Margo Duncan comes to the library from the UT Tyler Department of Communication where she worked as an Administrative Assistant. Margo has a BA in Art History and a BS in Photography from Northern Arizona University. She has an MLS from the University of Arizona. Margo will work as a reference librarian, and she will serve as the subject liaison for the departments of biology, chemistry, communication, and mathematics. She is looking forward to helping our students, faculty and staff. We are very happy to have her at the library.

Jennifer Pacenza graduated with a Masters of Arts in Literature and a Master of Science in Library Sciences from the University of North Texas. She now lives in Tyler with her son Raymond and her dog June.

Our new librarians, Jennifer Pacenza and Margo Duncan.

We now offer online virtual reference via chat. Click on the link in our website for “Ask a UT System Librarian,” and you can get reference help online librarians located throughout the University of Texas System. The direct link is http://www.lib.utsystem.edu/students/ask.html.

According to the Pew Internet and American Life Project, the share of adult internet users who have a profile on an online social network site has more than quadrupled in the past four years – from 8% in 2005 to 35% at the end of 2008. (http://www.pewinternet.org/Reports/2009/Adults-and-Social-Network-Websites.aspx)
What starts with an I and ends with a Y?

In an effort to assess our total holdings, cleanup problem item barcodes, call number maintenance, and overall stacks cleanup, the Cataloging and Circulation Departments are undertaking the biggest, the ugliest, and probably one of the most worthwhile projects we have EVER undertaken. The project starts with an I and ends with a Y!!! Have you guessed it? Well, if you guessed INVENTORY you are so right!!! Since mid February of this year, 76,004 items have been pulled from the shelves, scanned, dusted and re-shelved. The Cataloging, Circulation staff and student workers are working tirelessly to inventory our “stuff” as quickly and accurately as possible. We started on the 3rd floor of the Library in the Stacks area. Our plan is to inventory every item with a barcode assigned to it. This project will continue thru the summer and hopefully end before or during the Fall 2009 semester.

Circulation Department welcomes . . .

. . . our newest Library Assistant, Lori Wages. With 11 years of experience with the Irving Public Library Circulation Department, many years of experience in customer service, via private industry, Lori comes to us with great experience and a heart for customer service. Lori spends her free time with her husband and three beautiful children, ages 5, 12, and 13. With the kids involved in school sports, much of her time is spent on the fields, giving her just a tiny bit of time to read, which she loves to do! Raised in Quitman, Texas, Lori currently resides on Lake Palestine, just outside of Chandler, Texas.

ILLiad makes its debut January 8 at the Robert R. Muntz Library!

ILLiad, our new online interlibrary loan system, is used by over 900 Libraries and the numbers are growing. Why would you use ILLiad? It saves time! Currently enrolled U.T. Tyler students, faculty and staff can set up their ILLiad account, by using their U.T. Tyler email and U.T Tyler Username one time. Once registered, you can submit your ILL requests online and track your requests online. Copies of materials that are delivered to our ILL office electronically, will be available for electronic retrieval from your ILLiad account. In other words, you can get an article in electronic form, via your account once it arrives. Another great feature of the system is that, in most cases, citation info from the Library databases will automatically populate or “fill in” your ILLiad ILL form. That in itself it a great timesaver! We currently have 356 U.T. Tyler users who have requested 1,251 items from other libraries. If you have any questions and/or would like assistance in setting up your ILLiad account along with a demonstration of the software, please do not hesitate to call the Interlibrary Loan Office at 566-7396.
Reference Q&A

—Angel Rivera, Reference and Outreach Librarian

On the library’s website, there is a list of librarians who serve as departmental liaisons (http://library.uttyler.edu/liaison_directory.html). I would like to take this opportunity to tell our readers what a liaison librarian does. Librarian liaisons are librarians assigned to the campus academic departments. A librarian liaison can offer the following services:

We can help with materials selection for the library in support of the curriculum. While we do remind faculty that the budget situation is tight in terms of materials, we do take requests and suggestions from the faculty. Faculty members can submit their requests and suggestions at any time via their liaison librarian. The liaison librarian keeps lists of requests to order as soon as funds become available. In addition, librarians do make selections of materials in their subject areas to supplement faculty requests as well as support the university curriculum.

We provide specialized library instruction for your classes. Do you want your students to have better skills with research for your classes? Are they just not using the best resources available for your assignments? Then you should consider letting your librarian liaison provide a library instruction session for your classes. We create a class sessions tailored to your specific subject needs whether it is undergraduates or graduate students. We can also consult with faculty and discuss strategies for instructional support. We assist in helping create better research assignments. Instruction is available in the library’s new teaching laboratory, or the librarian can come over to your classroom.

We serve as library resource persons for your students. Your liaison librarian is happy to work with your students. Do they need a little more research assistance? Maybe they need help narrowing a topic? Perhaps they can use some advice on what resources to use? Or they need some assistance evaluating websites? We can do that and more for your students. Just tell your students to come see us. They can set up appointments for research consultations with their liaison librarian.

We can also do seminars and demonstrations for faculty. If there is a particular library resource you need a little help with, we can help. We provide demonstrations and instruction for databases and library resources. We can do them here in the library, or we can come to your office and show you how to use some of the newest databases. We can also assist with specific research requests in your subject areas.

We can help faculty stay up to date about library resources as well as provide assistance with current awareness services. We can help you stay current in your areas of interest and teaching endeavors with various current awareness tools. From TOC alerts to blogs to feed readers, we can hook you up. Ask us how.

You can find a list of the librarian subject liaisons on the library’s website at this link:

HTTP://LIBRARY.UTTYLER.EDU/LIAISON_DIRECTORY.HTML
Robert R. Muntz Library Hours

Our regular hours are:
M-Th: 7:30am-Midnight
F: 7:30am-5:00pm
S: 9:00am-6:00pm
Su: 1:00pm-Midnight

Please visit the library website (http://library.uttyler.edu/) or the library blog, The Patriot Spot (http://uttylerlibrary.wordpress.com), for information on holiday and special hours.

Some Upcoming Events at the Robert R. Muntz Library

Traveling exhibits from Humanities Texas

- August 17, 2009 to September 11, 2009: “Legacy of the Middle East.”
- September 21, 2009 to October 17, 2009: “Voces Americanas.”

All Humanities Texas Exhibits are free and open to the public. These displays are made possible by a generous grant from the UT Tyler Friends of the Arts.

During the month of September 2009

- September Project Activities, including a film showing and discussion. Film to be announced.
- Banned Books Week, featuring a library display and our Annual Banned Books Readout. This year Banned Books Week is September 26 to October 3, 2009. Visit our website or the library blog, The Patriot Spot, for details.