



# ACRL Washington Newsletter

Spring 2006, No. 58

## President's Message *by Jessica Albano*

**ACRL WA Newsletter**  
Spring 2006, No. 58

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When I began writing this message last Saturday, the old adage "what doesn't kill you makes you stronger" kept popping into my head. In fact, I just kept typing that phrase over and over again. Two days later, I realize that the weather temporarily clouded my memories of my term as President of ACRL WA. Saturday was a gloomy day dominated by wind and rain. Today, as the sun shines bright, one word continues to pop into my head - Hooray!

Hooray ...

... I met so many interesting librarians from Washington and Oregon. I look forward to many future meals and collaborations with you.

... I had the pleasure of working with some truly wonderful colleagues who not only helped organize the conference, but listened to my ideas and turned them into better realities, worked through the registrations until the early morning hours, and answered my last minute pleas to bring the handouts that were left in the photocopier in Seattle, bring speakers so everyone could hear the videos ....

... ACRL WA hosted a fall conference that was not only fun, but provided everyone with opportunities to share their knowledge and expertise in many areas of librarianship ranging from collection development to instruction.

... I played a new game that I can't wait to take to the Fall 2006 conference in Menucha. (You will have to attend the conference to share in the fun!)

I am sure there are more Hoorays in me, but you get the idea. As my term comes to an end, there is still plenty to do. The outgoing and incoming board members will meet in May to further develop the Webmaster board position description, discuss ways to increase membership in our association, and begin planning for the many conferences to be held in the Puget Sound region (2007 ALA Midwinter conference, 2008 WA and OR joint fall conference, and 2009 ACRL National conference). There is still room on our agenda, so please contact me if there are issues that you would like me to bring

before the board.

Okay, I cannot resist one last Hooray for the members of the Washington State chapter of ACRL for it is each and every one of you that makes this such a pleasant and rewarding professional organization. I look forward to continuing my participation and seeing all of you in October 2006 at Menucha.

**Jessica Albano**, outgoing President



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## **Featured Library: Microform & Newspaper Collections, University of Washington Libraries** *by Jessica Albano*

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The mission of the University of Washington Libraries is to connect people to knowledge for life. The physical presence of the University Libraries stretches from Friday Harbor to Tacoma. Somewhere near the middle, on the ground floor of Suzzallo Library, the Microform & Newspaper Collections is heavily grounded (Literally! One microfiche cabinet can weigh up to 500lbs) and committed to connecting people to knowledge for life.



The

Cabinets containing microcards, microfiche, and microfilm.

microform collection consists of items on microcard, microfiche, and microfilm. The "micro" nature of the holdings allows more than six million items to be kept in this relatively small physical space.

Experts believe that microfilm lasts for 500 years...assuming that the film is never used and is kept in the best of environmental conditions.

Despite the possibility of such a long shelf life, the microform and newspaper materials are collected and maintained for use by people in the University of

Washington community and beyond.

The holdings support research in the humanities, sciences, and social sciences. A few of the major microform collections available include Early American Imprints, Early English Books, ERIC documents, German Baroque Literature, Pre-1900 Canadiana, Black Literature 1827-1940, and Landmarks of Science.

Extensive holdings of national and international newspapers on microfilm are housed here, with the London Gazette, 1665, being the oldest.



Gem track microfilm cabinets as viewed from within

### **Microform readers, printers, and scanners**

While they show signs of heavy use, readers are available for viewing microcards, fiche, and film. The printers sometimes jam and they only accept dimes, but they will print copies from the various microformats. The newest machines in the area are two scanners that will produce digital facsimiles of the images on microfilm and microfiche.

### **Current and historic newspapers**

McNews staff has the unique opportunity to experience history as it unfolds. On any given day, we look at the front pages of more than two hundred foreign and domestic newspapers. Once processed, these "current" newspapers are placed on the shelves for the public to read.



Current newspapers

Some newspapers are more "current" than others - the New York Times, Seattle PI, and Seattle Times arrive daily while the Hindustan Times, New Light of Myanmar, and Vientiane Times arrive months after publication. In the past, Library of Congress Field Office newspapers from India and Sri Lanka traveled by surface mail (ship), arriving rather moist and reeking of some sort of pesticide spray. Sometimes we were greeted by the occasional unusual bug, and once a really huge spider crawled out of the newspapers.

The Headlines collection and historic newspapers collection contain print newspapers from the Pacific Northwest and across



the nation.

Holding a newspaper commemorating the death of President Abraham Lincoln (even if the newspaper is protected in mylar) or a bound volume of Bremerton Sun issues printed during World War II seems to excite people of all ages. Newspapers provide a unique opportunity to connect people with the knowledge and events of the past.



Bremerton Sun historic newspaper collection donated by the Kitsap County Historical Society and Museum

Individuals, libraries, organizations, and publishers have donated print newspaper gifts as small as a single newspaper issue to complete runs of a newspaper to the Microform & Newspaper Collections (McNews). While space is limited, we do our best to accommodate these valuable and irreplaceable resources.

### **Preserving newspapers for future generations**

If I had a dime for each time someone said "Using microfilm makes me sick to my stomach" or "I hate using microfiche," I would be able to purchase the digital Chicago Defender for the Libraries. Since I cannot (and would not) charge our patrons, I remind them that we would not have access to these materials if they were not available on microform. People would have to travel far and wide to reach the originals. Digitization is changing these issues of access; however, microfilm continues to be the means to preserve materials.

McNews staff is committed to preserving and providing access to historic and current newspapers. We subscribe to newspapers on microfilm produced by commercial vendors, as well as produce microfilm of over 60 newspapers through the University Libraries Microfilming Program. Materials filmed through this program are available for purchase by libraries and researchers through our duplication service <http://www.lib.washington.edu/mcnews/duplication/>.

Our commitment to microfilming remains strong, we are exploring the world of digitized newspapers. We hope to participate, along with the Washington State Library and other libraries across Washington state), in the National Digital Newspaper Program <http://www.loc.gov/ndnp/>. Through this program, newspapers published in each state will be digitized and made available through the Library of Congress Web site for free. While digital newspapers cannot reproduce the feeling one gets when holding a newspaper with headlines that scream that a president has been shot or the United States is at war, they can be delivered to homes with a computer and internet access.

While no one seems to remember when Microform & Newspaper Collections first opened - it's just always been here - most agree that it will continue to serve the

University of Washington community and beyond by connecting people to knowledge for life.

**Jessica Albano** is the Communication Studies Librarian on the University of Washington Seattle campus and the Assistant Newspaper Librarian in the Microform & Newspaper Collections.



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## Regional News

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### Central Washington University

#### Personnel News

**Gavin Spomer**, an Ellensburg resident since 1990, has been hired as an Information Technology Specialist 4 in the Systems Department of the James E. Brooks Library. Previous to his beginning his position at Central Washington University on January 17th, Gavin was the Technology Associate for the Ellensburg Headstart Program.

**Cheri Bader**, Serials Department, retired from her position of Library and Archives Paraprofessional I on March 6th.

Cheri, who began her employment in the Central Washington University Library in November, 1984, plans to travel extensively, spend quality time with her grandchildren, and begin a weaving business.

#### Announcements

**Anna Creech**, Serials and Electronic Resources Librarian, has published a review entitled "Webjunction" in Volume 66, No. 8 (2005), pg. 606 of *College & Research Libraries News*. Anna also has had an article accepted for publication in *Against the Grain*. The article will be published in the April issue and concerns the challenges faced

by serials librarians as publications have moved from print to online formats.

**Dieter Ullrich**, University Archivist, announced that the Archives Department had received a grant of \$8,600 from the Washington State Preservation Initiative to microfilm the Central Washington University student newspapers which date from 1916 to 2000.

**Patrick McLaughlin**, Collection Development Librarian, and **Daniel CannCasciato**, Head of Cataloging, attended a joint meeting of the Orbis-Cascade Alliance Steering Committees and the Alliance Executive Committee at Washington State University Vancouver campus on March, 8th. CannCasciato is on the Summit Cataloging Committee and McLaughlin is on the Collection Development and Management Committee.

In November of 2005, the Archives Department, received the Rufus Woods Papers from the Woods family of Wenatchee, Washington. An endowment of \$30,000 from the Woods family which accompanied the papers will be used to process, preserve, and document the collection.

**Anna Creech**, Serials and Electronic Resources Librarian, has been elected to the position of Member-At-Large on the Washington State Chapter of ACRL Board.

**Dieter Ullrich**, University Archivist, published an article in the Chattanooga Regional Historical Journal, Volume 8, No. 2 (December, 2005), pages 181-218. The article is entitled "Right must and will succeed: Excerpts from the letters of Sergeant Edmund Burke Wylie, Company K of the 31st Iowa Regiment."

### ***CWU Friends of the Library News***

The Spring General Meeting and Luncheon of the CWU Friends of the Library will be held on April 20th at the Bar 14 Restaurant at noon.

The annual CWU Friends of the Library Booksale was held in the Brooks Library on November 2nd and 3rd. Over 1300 dollars were collected from the sale which will go to purchasing books and other material for the library collection.

The Fall Meeting and Luncheon of the CWU Friends of the Library was held at the Palace Restaurant on October 18th. **Marji Morgan**, the new Dean of the College of Arts and Humanities, was the featured speaker. Marji discussed the importance of the library for the arts and humanities areas.

*submitted by Dr. Patrick L. McLaughlin*

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**Eastern Washington University**

**Personnel**



**Eilleen Miller** joined Eastern Washington University April 3 as an Instructional Services Librarian. Ms. Miller earned her Masters in Library Science from Rutgers University in 1996 and an undergraduate degree in German Area Studies from the University of Washington. She most recently served as an Assistant Professor/Instructional Services Librarian at the University of Illinois, Springfield. She brings to EWU a strong knowledge of Blackboard online instruction, as well as experience team-teaching in various disciplines.

The EWU Libraries also heartily welcomes **Julie Miller** as Associate Dean of Libraries. Julie comes to us from Western New Mexico University in Silver City, New Mexico, where she most recently served as the University Librarian (including one year as acting director). Julie acquired her M.L.S. from Kent State University and holds a Ph.D. in English Language and Literature from Ohio University and Master of Arts in English from Wright State University, in Dayton, Ohio. She comes to Eastern with librarianship experience in public, special and academic libraries. Welcome Julie!

**Dave Nelson** retired the end of December after many years with the EWU Libraries as a Reference and Instruction Librarian, Head of Information Services. However, he is still with us for a transitional period on a part-time basis. We are currently recruiting to fill Dave's vacant position, as well as a new Learning Resources librarian position.

### **EWU Friends of the Library Upcoming Events**

The EWU Libraries just held its annual book sale and is mid-stream sponsoring its annual bookmark contest. Each spring the EWU Friends of the Library hold a "Make Your Mark" bookmark contest, where participants design an original 2-1/2" x 7-1/2" bookmark. The winner receives a \$50 gift certificate and the winning entry is distributed campus-wide and used for special events throughout the year. This years contest runs from April 3 through May 12.

The EWU Friends of the Library will also once again host a Books2Eat event. Our version of this international event (see [www.books2eat.com](http://www.books2eat.com)) is casual, with entries from all interested individuals, regardless of expertise in decorative baking. Each entry is an edible cake, cookie, pie, etc., with a literary theme identifiable to the observer. All who attend the event have the opportunity to vote for their favorite before we slice up the entries for all to enjoy. Books2Eat is May 24, 2006.

*submitted by Carol King*

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### **Green River Community College**

We are excited to report that due to an increase in our database funding (from the Student Technology Fee) we've had to create a more sophisticated database listings page. We now have so many databases that we have both an alphabetical list and a

"by subject" list.

In February, the library started its own blog. The blog will be used to disseminate library news to all our users. It will be used to announce new products and programs, changes to the library hours, the arrival of the latest Oprah book club selection, etc. <http://holmanlibrary.blogspot.com/>

For the second year, two of our librarians have participated in vanpooling and carpooling. In addition to saving money on gas and wear and tear on our vehicles, it is a great way to network with other faculty on campus! Our first year of vanpooling was funded through a grant received by our college.

This spring a representative from our library attended disaster preparedness workshops. Our goal for this year is to have a completed disaster preparedness plan and training activities. Workshop participants learned that if you do nothing else, at least acquire lots of plastic for emergencies!

*submitted by Brenda Philip*

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## Highline Community College

**Tony Wilson**, the long-time coordinator of the college's Library Technician program, is retiring after 40 years at the college. During this time, Tony worked in the Highline Community College Library for about 20 years, before becoming coordinator the Library Technician program.

Starting next year, the Library Technician Program, which had been part of the college's Arts and Humanities Division, will be absorbed into the Library, with the library staff sharing coordinating and teaching responsibilities. To prepare for this transition, one of our faculty librarians, **Dana Franks**, has gotten release time to work on evaluating and revising the program's curriculum, meeting with representatives from area library employers to see what skills they are looking for in library technicians, etc.

*submitted by Jack Harton*

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## Renton Technical College

**Eric Palo**, Library Director at Renton Technical College, is joint author with **Kathy Petersen**, Human Resources Analyst with King County government, of a chapter on human resources management in community college libraries that appears in *It's All*

*About Student Learning: Managing Community and Other College Libraries in the 21st Century*, just published by Libraries Unlimited.

*submitted by Debbie Crumb*

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## **Skagit Valley College**

**Mindy Coslor**, Associate Dean of Library Services was accepted and participated in the Harvard Graduate School of Education Programs in Higher Education. The goal of this innovative program is to increase the capacity of library directors to lead and manage.

The library received a Statewide Library Marketing Initiative Grant which provides a professional onsite consultant to individual libraries to develop their own local marketing and implementation plan.

*submitted by Margret Mills*

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## **University of Puget Sound**

**Lori Ricigliano**, Associate Director of Information and Access Services for Collins Memorial Library, was honored as Staff Member of the Year at the 32nd Annual Staff Recognition Luncheon held January 13, 2006. The award is given to an individual who has exhibited excellence in her work life at Puget Sound and has enhanced the institution through her service to students, faculty, other staff members and/or the wider university community. Lori was nominated by staff, faculty and students who described her as knowledgeable, dedicated, creative, thorough, and conscientious. This marks the first time any library staff member has received this award.

*submitted by Karen Fischer*

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## **University of Washington, Bothell/Cascadia Community College**

### ***Publications:***

**Venta Silins** co-authored the "Directory of Historical Textbook and Curriculum

Collections" with the Ad hoc Historical Textbook and Curriculum Collections Directory Committee, Education and Behavioral Sciences Section, Association of College and Research Libraries, 2005.

**Cascadia Community College Faculty Development Workshops:** **Julie Planchon Wolf** and **Mark Szarko** co-presented "Enhancing Teaching with Technology: Introduction to MERLOT and Learning Objects." **Amanda Hornby** and **Venta Silins** co-presented "What Did the Students Say? The 2004 Campus Library Survey and Faculty/Librarian Collaboration in Instruction" at Cascadia Community College, September 2005.

***E-Learn Conference:***

**Julie Planchon Wolf** co-presented "Developing Online Teaching and Learning Resources that Engage Faculty" with UWB nursing faculty **Carol Leppa** and UWB educational technologist **Andreas Brockhaus** at the E-Learn 2005 World Conference on E-Learning in Corporate, Government, Healthcare, and Higher Education in Vancouver, B.C. October 2005.

***ACRL NW Conference:***

**Natalie Beach** and **Jennifer Sundheim** (UW, Tacoma), presented "Building for the First Two Years - What are Hallmarks of Collections for First and Second Year College Students?" **Sarah Leadley** was also co-facilitator of a workshop discussion, "From Here to Eternity: The Long Road to Information Literacy/Competency for Students in Higher Education" at the ACRL Washington/Oregon Conference, October 2005.

***ALA Midwinter Conference:***

**Leslie Bussert, Doreen Harwood, Amanda Hornby, Suzan Parker, Venta Silins, Mark Szarko, Julie Planchon Wolf, and Katie Whitson** attended ALA Midwinter Conference in San Antonio, TX, January 2006.

***Online Northwest Conference:***

**Alyssa Deutchler** attended the Online Northwest Conference in Corvallis, OR, February 2006

***Information Literacy in Washington Community and Technical Colleges Grant workshop:***

**Leslie Bussert, Sarah Leadley, Suzan Parker and Julie Planchon Wolf** attended the day-long workshop on "Creating, Collaborating and Implementing Authentic Assessments in Teaching" at Highline Community College, February 2006.

***Staff Appreciation Award:***

**Mary Yutani**, Reserves Coordinator, received the University of Bothell Staff Appreciation Award for 2005.

### ***New Appointments:***

- **Barbie Herbst**, Library Technician III in Reserves 3/1/2006

### **Completed Service:**

- **Kaijsa Calkins**, Reference and Instruction Librarian 11/30/2005

*submitted by Suzan Parker*

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## **University of Washington, Seattle**

### ***Events***

- William Dietrich, journalist and historical novelist, gave a presentation entitled "Two Roads to Reality: Journalism, Fiction, and the Future of Writing" at the Suzzallo Graduate Library on March 10th. The event was part of the UW Libraries Blom Lecture Series, which is supported by the UW Libraries and the UW Alumni Association.
- Marcie Sillman, local host of the National Public Radio program All Things Considered, spoke on changes in public broadcasting as part of the Friends of the UW Libraries Annual Meeting held on January 27th in the Suzzallo Graduate Library.

### ***Exhibits***

- "The Smallest Witnesses: The Conflict in Darfur Through Children's Eyes" Odegaard Undergraduate Library, February 1-22, 2006. - The exhibit, which has traveled throughout the world and been featured in the New York Times and on NPR, featured 27 drawings by children from Darfur who escaped air raids, ground attacks and ethnic cleansing in Sudan.  
<http://hrw.org/photos/2005/darfur/drawings/>
- "Charles Darwin; His Voyage of Discovery", Health Sciences Library - The display contains books by Darwin from the Natural Sciences collections and UW Special Collections, texts from the Burke Museum and a caricature of Darwin from an 1871 issue of Vanity Fair, on loan from a Department of Biology emeritus faculty.
- Calligraphy Exhibit, East Asia Library, through March 10, 2006 - an exhibit of Chinese calligraphy by Sheung Chung Ho, formerly the head of the Chinese Literature Department at Hong Kong Chinese University.

### ***Grants***

- The National Endowment for the Humanities (Reference Materials Program) has awarded the UW Libraries a grant totaling \$325,000 to develop an innovative database featuring the pre-eminent collection of Russian architectural photographs developed over the past four decades by Prof William Brumfield of Tulane University.

### ***New Appointments, Promotions & Reclassifications***

**Elinor Appel**, Reference Librarian (50%), Reference & Research Services Division, 1/1

### ***Resignations***

**Deborah Raftus**, Reference & Instruction Librarian, OUGL, 2/28.

**Carmine Rau**, Reference & Instruction Librarian, OUGL, 2/28.

**Ye (Dianna) Xu**, Chinese Studies Librarian, East Asia Library, 3/31.

### ***Retirements***

**A. Gerald Anderson**, Nordic Area Librarian, Reference & Research Services Division, 12/31.

*submitted by Jennifer Sundheim*

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## **University of Washington, Tacoma**

### ***Displays***

#### **Winter Lights**

Throughout the months of December and January, the Library was lit with 20,000 white lights.

These lights brightened the darkest winter days and the spirits of the campus community. In addition, we featured snow and winter scenes on the bulletin boards. Many thanks go to **Katie Monks**, student employee, for putting up the lights; **Terri May**, reference assistant, for the Art & Science of Snow display, and **Megan Watson**, media technician, for the Winter Scenes display.

#### **Black History Month Quilt**





winter lights display

## Displays

For February and March, the Library is hosting wonderful displays of quilts and historical information regarding the art of quilting, the

designers, the quilters, and their stories. Part of the display stems from the celebration of Black History Month and highlights "Quilts: Storytellers, History Keepers". In addition there are stories and photographs of local quilters and their quilts.

Many thanks go to **Marcia Monroe**, circulation lead, who researched the information, gathered the quilts, and created the displays. The Library also thanks the generosity of UWT and other community members who are sharing their one-of-a-kind quilts with us. Marcia was able to gather so many quilts that she is rotating them on a weekly basis so we can see them all.



Quilt Exhibit

1. The Underground Railroad Quilt. Loaned by, **Stephen T. Wilson**, MSW, ACSW and UW Seattle Faculty
2. Tree of Life Quilt by **Marjorie Stewart** mother of **Dana Clark**, Supervisor, UW Tacoma Media Services
3. Quilts made by UW Tacoma Faculty and Staff: **Dr. Karen Landenburger**, UW Tacoma Nursing **Dr. Nita McKinley** and

daughter, Francie Nevill, UW Tacoma IAS **Gwen Lewis**, UW Tacoma Library Reserves Technician **Kjersti Johnson**, UW MLIS Graduate Student and UW Tacoma Reference Assistant



Marcia Monroe

4. Quilts made by an African American quilter: **Ms. Freddie Smith**, Tacoma, Washington artist and quilter Poisson Last Voyage of the Columbia Market Day Cafe du Jour African Villagers
5. Faith Ringgold display: Oil on Canvas painting by artist, **Jason Powell**, son of **Dana Clark**, Supervisor, UW Tacoma Media Services

### ***Meetings & Presentations***

#### **South Sound Librarians meeting @ The Evergreen State College Library**

The February meeting of the South Sound Librarians was hosted by the Librarians and Staff at The Evergreen State College Library. About 30 Librarians from around the South Sound attended. We were graciously greeted by TESC Library Director **Lee Lyttle** while enjoying delicious snacks. **Randy Stilson**, College Archivist and Records Manager, then led us on an interesting behind-the-scenes tour of their building's renovation project.

Getting down to business, **Carolyn Aamot**, Gifts Manager, UW Seattle, and **Jennifer Sundheim**, Collection Manager, UWT, gave presentations on gift collections. Jennifer has also set up a 'Gifts Network' on the South Sound Librarians website for the purpose of being able to easily connect donors and their gifts with appropriate libraries.

In addition, Librarians **Ernestine Kimbroe** and **Jules Unsel** gave a presentation on their highly successful internship program entitled Information Landscapes. Two of their interns shared their experiences of developing and conducting library research projects



South Sound Librarians

which are based on the goal of determining the impact of computer technology on higher education and learning, thinking, creating, and knowing.

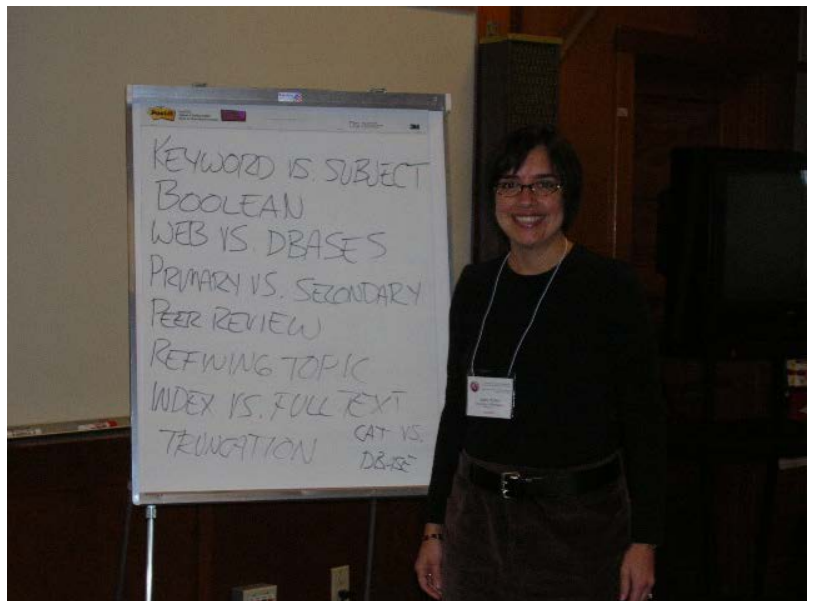
A sincere thanks to all The Evergreen State College Library staff

and all the attendees who made this meeting a huge success. The next South Sound Librarians meeting will be Friday, May 19th ,1 p.m. at St. Martin's College Library. For more information on the South Sound Librarians group, please contact Anna Salyer at 253 692-4448 or [anna3@u.washington.edu](mailto:anna3@u.washington.edu).

### **Lighting the Fire: Using Metaphors in Library Instruction**

**Emily Keller**, Coordinator of Instructional Development, gave a superb presentation on the use of metaphors in information literacy instruction at the Odegaard Undergraduate Library on the UW Seattle campus.

Academic libraries are replete with complex, unfamiliar tools and search concepts that are difficult to communicate to students. Metaphor and analogy in library instruction can be powerful tools for connecting with learners and helping librarians leap past the frustrations of trying to explain sources and techniques using our profession's often cryptic terminology. Metaphor and analogy can also help librarians shift from an emphasis on conveying tool-based information to teaching concepts and strategies that are applicable to a variety of research tasks.



Emily led participants in exploring the possibilities for using metaphor and analogy to enhance teaching and student learning in the classroom, at the reference desk, or in any instructional communication. We also discovered how and why the connections

between metaphor, analogy, teaching and learning are so practical and effective. Participants learned approaches for generating metaphors and analogies for library instruction, and created a collective toolbox of metaphors and analogies that we already use.

## ***Collection News***

### **Flight Line index**

The Flight Line index is the newest addition to UWT Library's Maps collection. Working in collaboration with **Anne Zald**, the head of the Maps collection on the Seattle campus, the UWT Library now has access to 17 flight line indexes representing portions of 11 photo projects for Pierce, King, Kitsap, and Thurston counties. Once areas have been identified, the original photographs may be requested through the catalog and brought to Tacoma via the courier service. The Flight Line index is housed in the Maps/Atlas area of the UWT Library.

We are especially indebted to Anne Zald for her time and talents in writing the grant that purchased the index materials for our library. Anne and maps librarian, **Matt Parsons**, also came to Tacoma to train our staff on their use. This was truly a time that we couldn't have done it without you! Thanks Anne and Matt!

### **Collection Shift**

As part of the campus-wide planning to prepare and welcome First Year Students this Fall, the Library is shifting 10,000 volumes of its collection to make room for new lower division materials. A small storage area under the Snoqualmie Reading Room was identified as a usable space and has undergone renovation and remodeling to prepare it for use as shelving space. With new shelving and lighting installed, the staff will soon begin the shift.

*submitted by Anna Salyer*

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## **Washington State University**

### ***Departures:***

**David Buxton** has left WSU to take the position of Associate Director for Library Services at the Baker Library, Harvard. His previous position was as director of the Cooperative Academic Libraries in Spokane. David holds an MSLIS from Simmons.

**William Jarvis** is retiring from his position as the Libraries Knowledge Manager.

**Don Hilty-Jones** is retiring from his position as the Circulation Supervisor for the Owen Science and Engineering Library.

**Kathleen McGreevy** is retiring from her position as the Secretary for the Humanities



and Social Sciences Reference Work Area.

**Alice Spitzer** will be retiring from her position as a Humanities Reference Librarian a position she has held since 1975.

**Nancy Spitzer** is retiring from her position as an Administrative Assistant in the Library Instruction Office.

**Sharon Walbridge** has retired from her position as Assistant Director for Administration and Organizational Development, previously she had worked at wide variety of places, including, OCLC, Western Michigan University, Pennsylvania State University, Antioch College, Wright State University, University of Wisconsin, and the Oregon State Library.

***Arrivals:***

**Mark O'English** has accepted the position of Science Electronic Resources Librarian. His previous positions were Temporary Social Sciences Librarian at Washington State University and Reference Librarian at Neill Public Library. Mark received his MLIS from the University of Washington and holds Bachelor's Degree in Mathematics from Oregon State University.

***Transfers:***

**Cindy Kaag** has accepted the position of Interim Director of Libraries. Her previous position was Interim Assistant Director of Public Services and Outreach.

**Beth Lindsay** has accepted the position of Interim Assistant Director Public Services and Outreach. Her previous position was Head of Library Instruction.

*submitted by Joel Cummings*

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## **Whatcom Community College**

For many years, Whatcom Community College prided itself in being the "college without a campus." Before we owned buildings, we conducted our classes in "storefronts" around the county and in 1973 the "library" and bookstore were housed in a retired bookmobile. Originally, the library was called the Learning Resources Center and we relied on agreements from Western Washington State College (now University) and the public libraries in the county to accommodate our students' needs for library materials. We have come a long way from there, with a beautiful library building and a collection that the college has been committed to building as well. In the year 2000, the library set a goal of doubling the size of the collection from 20,000 volumes to 40,000 volumes by the year 2010. Well, we are halfway there! In October we added the 30, 000th volume to the collection, and we are celebrating that accomplishment by

holding an event called "Beyond 30K: A Celebration of Volumes," on April 18th. The 30,000th book that was added to our collection is a collection of poems titled *Afflicted Girls*, by Nicole Cooley, and Nicole has accepted our invitation to visit us for our celebration. We are pleased to have her here for the event, and she has been invited to visit some of our classes on campus and a local book club and she has also agreed to read from her book at the 30K event. We are looking forward to a day (and evening) of poetry, music, refreshments and guests from the community.

Also this quarter, the library hosted a Teaching, Research and Performance (TRAP) seminar for the campus community titled "Immersion Experience and the Information Literacy Grant." This seminar, held in the library, was an opportunity for the librarians to present to staff, faculty and administration the action plan we have developed for our Information Literacy program, the services that exist now for collaboration with other departments, and the opportunities available for collaboration with us to incorporate information literacy skills into their disciplines. This seminar was well-attended and we were pleased with the participation and the discussion that followed.

In November, we hired **Sally Sheedy** as our new part-time faculty librarian. She is a welcome addition. In an informal e-mail, Sally suggested that the ideal candidate for this job should be "a computer-savvy librarian who likes people, plays the penny whistle, contra dances, likes logic puzzles, and collects pens, sewing notions, cake decorating tips, and boxes." At the risk of sharing too much, I suspect Sally was trying to stack the deck in her favor.

We are also feeling the loss of a pivotal player in our well-oiled machine. **Gillian McLeod**, systems librarian and library faculty chair, has left us to fill the position of head librarian at the Vancouver (B.C.) School of Theology's H.R. MacMillan Theological Library, what she described at one time as her "dream job." At the time of this writing, the position left vacant here is unfilled.

*submitted by Kiki Tommila*

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## National Library Week Bake Sale Fundraiser *by Brenda Philip*

It started as trying to find a way, other than the usual book display or posters, to mark National Library Week, and it ended with a bake sale which raised \$635 for the Hurricane Katrina Library Relief Fund. Along the way, it resulted in a level of fun and teamwork that we don't often experience in our library, and it increased our campus profile.

On April 6, 2006, to celebrate National Library Week, the Green River Community College Library hosted a bake sale. Our bakers and sellers included library staff members and their families and Library Advisory Committee members. Our buyers included some of the over 2000 students a day that pass through our library, and staff and faculty who rarely come in our direction. It felt good to be having pleasant transactions with our students, rather than asking them to be quiet. We worried that we would confuse patrons by selling them food when we don't allow eating in the library, but that wasn't a problem.

We learned that even though Hurricane Katrina was eight months ago, Washingtonians are still sympathetic to the cause.

We were thanked numerous times for the effort it took to put on a bake sale, and time after time buyers donated their change, including one young woman who refused her \$9 in change. We had a faculty member buy goodies to take back to his students, and we had two nursing students arrive with a cart and \$15 to spend on items to take back to their classmates. We created a powerful PowerPoint presentation that documented the almost unbelievable damage to libraries in the Gulf Coast Region. Not only did we raise money, but we raised awareness.



In case you are considering hosting a bake sale at your library, we will share some of what we learned:

you can never have too many brownies, Rice Krispie squares, or

chunks of fudge;

- sugar free items sell quickly;
- some people hope to find "healthy" items at a bake sale;
- there is always someone who recently forgot to bake a birthday cake for a loved one; and
- although many people like chocolate, many people want something other than chocolate



We had people asking if we would be selling again the next day. We were too tired for that, but we do think we will host another bake sale in the future. We've already got some other causes in mind.

**Brenda Philip**

Green River Community College

[bphilip@grcc.edu](mailto:bphilip@grcc.edu)



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## Digital Instruction: A Brief Overview of Technology and Tools

*by Michael P. Smith*

Those of us working public service desks in our college libraries have certainly noticed that our user base is becoming increasingly more savvy with information technologies. Our users are more comfortable interacting with technology, and that shows through increased use, and satisfaction with, digital reference services.

This increase in the level of sophistication of our users provides us with an opportunity to provide a new service to our users: digital instruction. We can combine our proficient user base with innovative new tools to reach a larger audience with workshops, bibliographic instruction, and library orientations. Taking cues from the gains made in distance education, we can provide instruction to our users on their own schedule.

Digital Instruction has more overhead during the creation process, but requires almost no staff time to deliver once completed. A well-designed presentation can add tremendous value to the service we provide to our users, and the upkeep on such presentations is minimal; once a particular session is created, it can function until the topic changes. A digital tour of the library, for instance, can serve until major changes are made to the library or its collections. Lastly, delivering the content digitally still allows for keeping metrics and receiving feedback through server logs and contact forms.

I'd like to stress that I don't think that providing digital instruction is a replacement for in person instruction any more than digital reference is a replacement for regular reference services. It gives us another way to reach our users and to increase the level of service we can provide to them.

With that in mind, I'd like to introduce a few tools that could be used to provide digital instruction that will reach a maximum number of library users with differing skill sets.

## Captivate from Macromedia

Captivate is an application for creating online tutorials. One of its primary functions is to capture what happens on a computer screen, and allow that video to be synched up with audio that you record. This tool is excellent for creating demonstrations of how to use online tools, giving the user a direct visual display of where to find links or objects on screen, and how to navigate applications. I work at the information desk at Allen Library,

and I often take phone calls from users who have difficulty accessing our databases from off-campus using the proxy server. A small, simple video of the process would be a valuable visual aid for teaching such a skill to our users. Captivate creates movies in Macromedia Flash format, which has a tremendous installed base (NPD 2005).

This technique is called "Screencasting," and the Wikipedia entry on the subject (<http://en.wikipedia.org/wiki/Screencast>) has a number of links to other kinds of software that can create this kind of content.

### **Producer from Microsoft**

Microsoft Producer 2003 combines Windows Media (both video and audio) with PowerPoint presentations. It allows you to synch up your video or audio with PowerPoint Slides, and also allows you to create the audio or video at different sizes for different types of internet connections. It requires the user to have Windows Media Player 9 (which is standard with all versions of Windows XP) and either Netscape or Internet Explorer. It embeds the presentation on a web page. The presentations allow the user to pause and fast forward, and to skip ahead to other slides, and the audio will automatically re-synch. It has a low learning curve, and provides helpful wizards for developing presentations once the component parts (either audio or video and PowerPoint slides) are assembled.

The University of Washington Information School uses Producer in its distance learning mode, both for presentations by students as well as by the instructors for lectures. It is free for license holders of PowerPoint 2003 or PowerPoint 2002.

### **Podcasting & Digital Audio**

Podcasting is the common name given to digital audio files delivered via the RSS 2.0 specification. Its strength lies in that it allows users to subscribe to that RSS feed and have their RSS application automatically download new audio content when it is updated. There is a slight technological challenge involved in setting up the RSS feed (which requires an elementary knowledge of XML), but there are many examples available online. For instruction purposes, a "Library Tip of the Week" or a "Ask a Librarian" podcast might be a wonderful way to reach out to our users and to inform them of the services the library provides.

While the strength of podcasting is in the syndicated deliverable, another use of digital audio would be for creating self-guided audio tours. A carefully designed tour would allow our users to download an audio file, load it on to their personal audio player (such as an iPod) and get a walking library tour on their own schedule.

The technology used for podcasting and creating digital audio are available for free, but there are commercial products available. A great resource to look when creating your own podcasts would be to look at the del.icio.us tags "podcast" and "howto," found at <http://del.icio.us/tag/podcast+howto>.

### **Digital Video**

The problem with providing actual video online has been a problem of what format to provide those files in. While Windows Media (WMV) and Quicktime (MOV) can be found on nearly every computer made in the past two years (around 85% and 65% respectively) (NPD 2005), they do present a usability challenge for those on slow internet connections. Streaming servers of Windows Media and Quicktime can be difficult to set up and use.

Also, in order to reach our full audience, digital video should be provided in both formats. A new format, Flash Video, also known as FLV, is becoming more prevalent due to video aggregation websites such as Google Video (<http://video.google.com>) and YouTube (<http://www.youtube.com>). Flash Video is strong because of its seamless interface and ease of embedding such video in context with webpages, and all modern web browsers have Macromedia Flash software pre-installed. FLV also works across platform, even reaching Linux and Macintosh users. Flash video does not have the fidelity of other video formats, but its wide installed user base and ease of use make up for that low fidelity.

## **Links**

How to Create Your Own Podcast: <http://radio.about.com/od/podcastin1/a/aa030805a.htm>

ffmpeg Home Page: <http://ffmpeg.sourceforge.net/index.php>

Video and Audio Streaming with Flash and Open Source Tools:

<http://klaus.geekserver.net/flash/streaming.html>

Yahoo! Podcasts: <http://podcasts.yahoo.com/publish>

Screencast - Wikipedia: <http://en.wikipedia.org/wiki/Screencast>

Microsoft Producer:

<http://www.microsoft.com/office/powerpoint/producer/prodinfo/default.msp>

Macromedia Captivate: <http://www.macromedia.com/software/captivate/>

## **References**

"Screencast" Wikipedia entry. Available at <http://en.wikipedia.org/wiki/Screencast>. Accessed 26 March 2006.

NPD Group. (2005). Macromedia Flash Player Penetration. Available at [http://www.macromedia.com/software/player\\_census/flashplayer/version\\_penetration.html](http://www.macromedia.com/software/player_census/flashplayer/version_penetration.html). Accessed 29 March 2006.

## **Michael P. Smith**

MLIS Candidate

The Information School

University of Washington





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## **Geocaching in the Libraries: House of Stories** *by Maureen Nolan, Matthew Parsons, and Stephanie Wright*

What do a global positioning system (GPS), squirrels, stairways and elevators, a research database, maps, flying ravens, a giant book and a copper clock have in common? A bad dream? The latest thriller? If you guessed the UW Libraries, you're only partially correct. Add in the element of stealthy sleuthing and a rewarding prize and you have the first ever UW Libraries geocache!

What is geocaching (pronounced "geocashing"), you ask? Simply put, geocaching is a treasure hunt using a GPS unit. It has become a worldwide activity and for some, an addiction. Participants hide caches of little treasures or tokens, then provide simple or elaborate clues and a set of GPS coordinates (latitude and longitude) to lead searchers to the reward. The cache is generally comprised of a box containing a logbook for searchers to leave their comments and some kind of small reward left by the cache owner for those that find it. Searchers may also leave a new token after taking one, which makes for some interesting finds for later searchers. Caches can be inside or outside, simple or easy to find, tiny or huge. According to the Geocaching website ([www.geocaching.com](http://www.geocaching.com)), "as of March 22, 2006, there are 246,758 active caches in 221 countries."

There are 6,266 caches listed for the UW's 98195 zip code, alone. Matthew Parsons, a librarian in the Map Collection introduced two of the Natural Sciences Librarians (Maureen Nolan and Stephanie Wright) to geocaching and many a lunch hour was soon spent hunting for caches on campus.

Then, after reading an article about Linda Musser, Head of the Fletcher L. Byrom Library who placed a geocache inside Penn State's Earth and Mineral Sciences Library, the three UW librarians decided to hide a cache in one of the UW Libraries. Although the cache begins conventionally with GPS coordinates, this cache has additional clues which leads searchers on a tour through the library and offers an opportunity to use research databases and the UW Libraries catalog.

This geocache, named "House of Stories," went "live" on the Geocaching.com website on February 17, 2006 and has been found at least 20 times. Comments from the cache's log include:



*"Thanks for a very original puzzle. We had a great time."*

*"This was one of my favorite caches in some time. Fun research that brought back many memories (all good ones of course). Thanks for the great cache!"*

*"This was MUCH more fun than I thought it would be. Thanks for the treat!"*

*"This is a great cache in my opinion."*

*"Well thought out, but boy was the cache a humdinger to find."*

*"Wow! This was a phenomenal cache from start to finish. Thank you so much for a cleverly complicated cache that is now one of my favorite Seattle hides."*

*"What a truly lovely cache! Each WP [way point] a delight and the final a wonderful surprise!"*

*"I've spent many, many happy hours in places much like the final's hiding spot. Thanks much for the hide."*

You can read all the logs (caution, includes spoilers) on the Geocaching.com website. If you are inclined to find the cache yourself, you can do so by following the clues found below.

(If you don't have a GPS, you can use this alternate web page which tells you the location of the starting point: <http://www.lib.washington.edu/maps/geocache.html>.)

### **House of Stories**

N 47° 39.353

W 122°

18.529 UTM:

10T E

551900 N

5278285

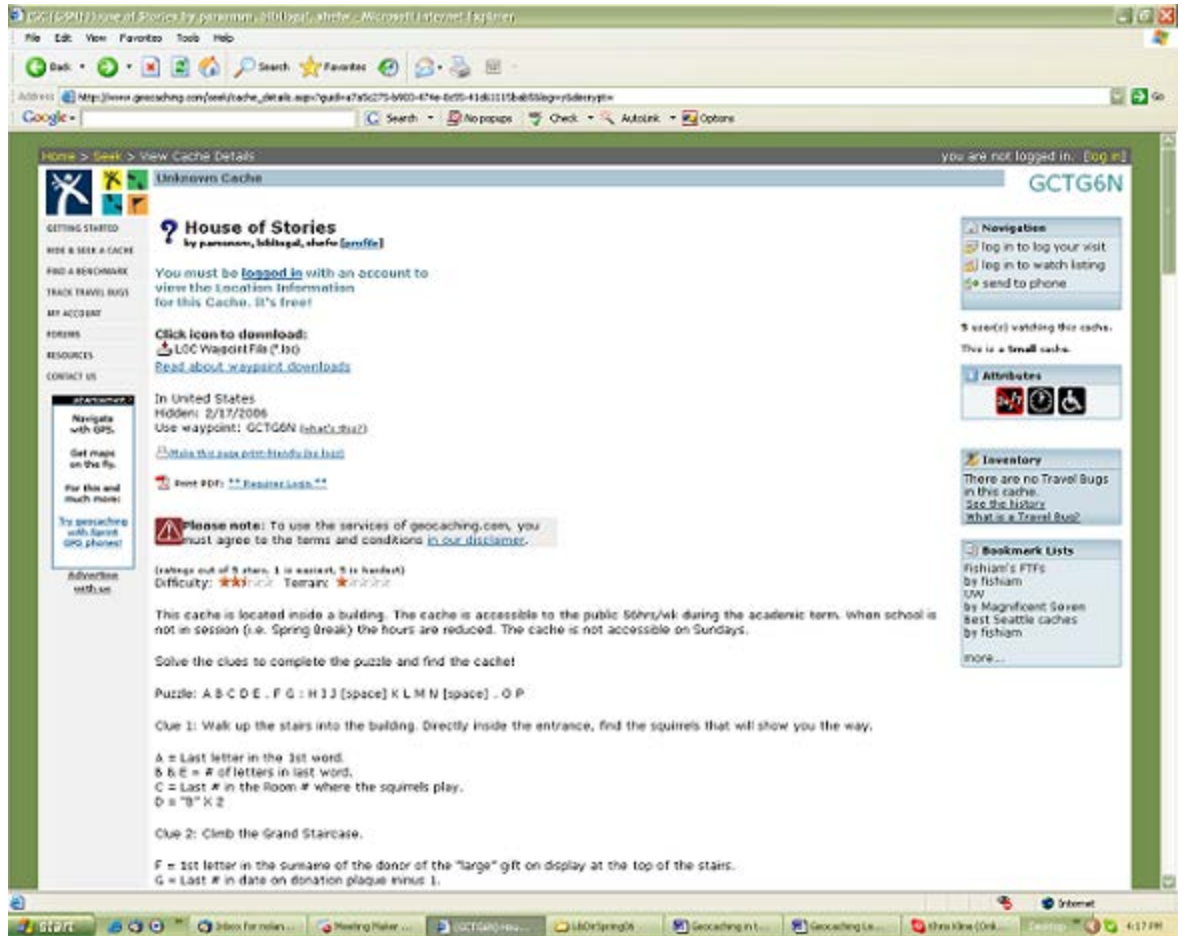
This cache is located inside a building.

The cache is accessible to the public

56hrs/wk during the

academic

term. When school is not



in session (i.e. Spring Break) the hours are reduced. The cache is not accessible on Sundays.

Solve the clues to complete the puzzle and find the cache!

Puzzle: A B C D E . F G : H I J [space] K L M N [space] . O P

Clue 1: Walk up the stairs into the building. Directly inside the entrance, find the squirrels that will show you the way. A = Last letter in the 1st word. B & E = # of letters in last word. C = Last # in the Room # where the squirrels play. D = "B" X 2

Clue 2: Climb the Grand Staircase. F = 1st letter in the surname of the donor of the "large" gift on display at the top of the stairs. G = Last # in date on donation plaque minus 1.

Clue 3: Take the elevator (or the stairs by the elevators) down one floor. H = Floor # you're now on.

Clue 4: Exit the elevator and go to the right. Stop at the public PC. Using the Research Database: Library Literature & Information Science, search for a book review written by Matthew Parsons in 2005. Click on the record listed. I = 2nd letter in the 2nd word of the Journal Name. J = # of letters in the 2nd word of the title of the book reviewed. K, L, M, N = The first 4 numbers of the Accession Number of the record.

Clue 5: Return to the elevators and take the stairs down two floors. Turn right to find the flying ravens and the copper clock. O = First letter of month the clock was restored. P = Fourth # in the year the clock was restored.

Clue 6: Do an about face and find a PC (white ones are for use by the general public). Open a web browser and search the UW Libraries Catalog by "Call Number" (drop-down box) using the number you've just completed in the puzzle format above. Go to the location listed in the record, find the item listed in the catalog record, and follow the instructions from there.

### Geocaching Glossary

**FTF** - First to Find. Used to describe a user or geocaching experience where one is the first to find a cache once it goes "live".

**Geomuggle** - Sometimes just called "muggle" based on term from the Harry Potter series. A geomuggle is a non-geocacher. Geocachers try to be discreet and not draw geomuggle attention to caches while they are hunting, which is not always easy to do, depending on the location.

**Hitchhiker** - An item that is placed in a cache with instructions for travel to other caches, such as Travel Bugs and Geocoins. These items are trackable through the geocaching website via identification numbers.

**Spoiler** - A spoiler is information that can give details away and ruin the experience of something. For example, telling someone the end of a movie before they see it. In geocaching, a spoiler gives away details of a cache location and can ruin the experience of the hunt.

**TFTC / TFTH** - Thanks for the cache / Thanks for the hunt (or hide). Usually found in logbooks or website logs. A courteous response from geocachers to those who took the time to hide a cache.

**TN / LN / SL** - Took nothing / Left nothing / Signed the logbook. Also found in logbooks or website logs to indicate geocachers actions upon finding a cache. Various combinations of the abbreviations are frequently used together. For example if a geocacher did not take or leave an item in a cache but signed the logbook, he or she may write TNLNSL.

**Travel Bug** - A Travel Bug (or hitchhiker) is a trackable tag that you can track on Geocaching.com. The "hitchhiker" is then carried from cache to cache (or person to person) and you can follow its progress online.

**Maureen Nolan, Matthew Parsons, and Stephanie Wright**  
University of Washington



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## History Day: Successful High School/University Cooperation

*by Gail Egbers*

For each of the last 5 Januaries Bethel High School National History Day students have made a road trip to nearby Pacific Lutheran University to do research.

These students are a treat to work with since they are so highly



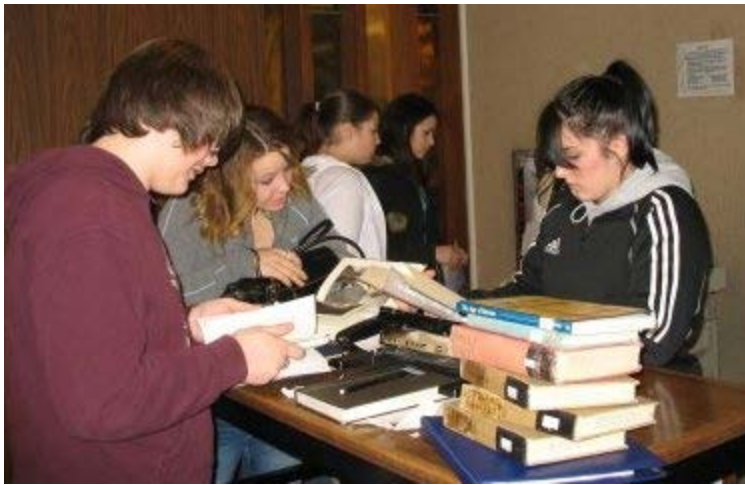
book heaven?

motivated. It is gratifying to see high school students doing in-depth research by reaching beyond their local resources. For many of them, this is their first trip to a university library and they get quite excited at all the resources. I overheard one student (with her arms full of books) say, "this is book heaven". (We smile because our collection is small compared to research institutions.) We know these students will use our library for other high school projects and some of them will decide to attend PLU.

History Day is an organization dedicated to making "every day History Day". There are regional, state, and national contests where "students present their work in original papers, exhibits, performances and documentaries" (<http://www.nationalhistoryday.org/NHDOverview.htm>).

To prepare for these contests, students





Thank heavens for photocopiers!

do rigorous research including work with primary and secondary documents and visits to museums and libraries. The students may work alone or in a group.

Bethel students consistently excel at the History Day Contest. In 2005 they won the Washington Superintendent of Public Instruction's "Most Outstanding School" traveling trophy. The Senior Group Exhibit also won first in the state and third in the nation with their exhibit "Radio Free Europe: The Key to

Raising the Iron Curtain." While announcing this honor, Bethel teacher Jim Sawatzki sent me an email, "Gail: Our success begins with you!!!"

Mr. Sawatzki coordinates the visit with me. He is enthusiastic and fun to work with. His energy infects the students and he is responsible for much of their interest. And, as is obvious, he is willing to share the glory. He provides me with the topics in about mid-December so I have adequate time to prepare a handout for the students. In early January Sawatzki accompanies his students to PLU.

This year there were about 50 students in 2 classes who came on 2 different days.

The 2006 theme is "Taking a stand in History". Some of the topics the Bethel students are addressing are: "The Pullman Porters Strike: Standing for Equality through Economic Justice", "The Battle of Algiers: Terrorists against Colonialism, France against Terrorism", and "Lenny Bruce: Foul-Mouthed Prophet of the First Amendment".

The Bethel students spend a morning with me showing them how to use the library resources. I discuss the differences between Library of Congress and Dewey Call



Gail Egbers helping individual student

numbers, explain the physical arrangement of our library, and where the help desks are. I talk about how they will probably not find a book specifically on their topic, and that they will need to look at journals in addition to books. The students have used the ProQuest products that are in all Washington libraries but they are not familiar with the additional ProQuest products such as the historical New York Times or the other

databases to which we subscribe.

The students are introduced to a huge amount of new information in this one-hour presentation but they tend to pay attention because they are so invested in their topics.



Reference Librarian Susan McDonald shows students how to use microfilm

Having worked on their topics for about a month, they have an idea about the type of information they will need. Of course, they are often surprised by the resources we have. They begin thinking they are going to need a lot of books and end up heavily using periodicals resources. (They also enjoy the espresso stand.)

After the main presentation the students are off to start their research. Mr. Sawatzki and I spend time with individuals who request help. Many of the students need to focus their overambitious topics.

Since they have such a variety of topics, I spend some time with individuals to show them additional resources. The students usually leave with photocopies and call numbers of resources they wish to explore in more depth.

They individually return to PLU (on their own time) to use the print and electronic resources. PLU library staff members are aware that they will be coming in and have a general idea of the resources they will need for their History Day Projects.



Working hard.



Bethel students getting assistance from PLU Student Worker.

The timing of this research visit works well for us at PLU. In January many of the university's students are studying off-campus so the library is quieter than it would be at the beginning of second semester, and I have fewer instruction sessions with the PLU community. Jim Sawatzki reached out to us and suggested this partnership; due to our wonderful experiences with the high school students we hope it continues.

The Washington State History Day Contest it is May 6, 2006, at Green River Community College.



**Resources:**

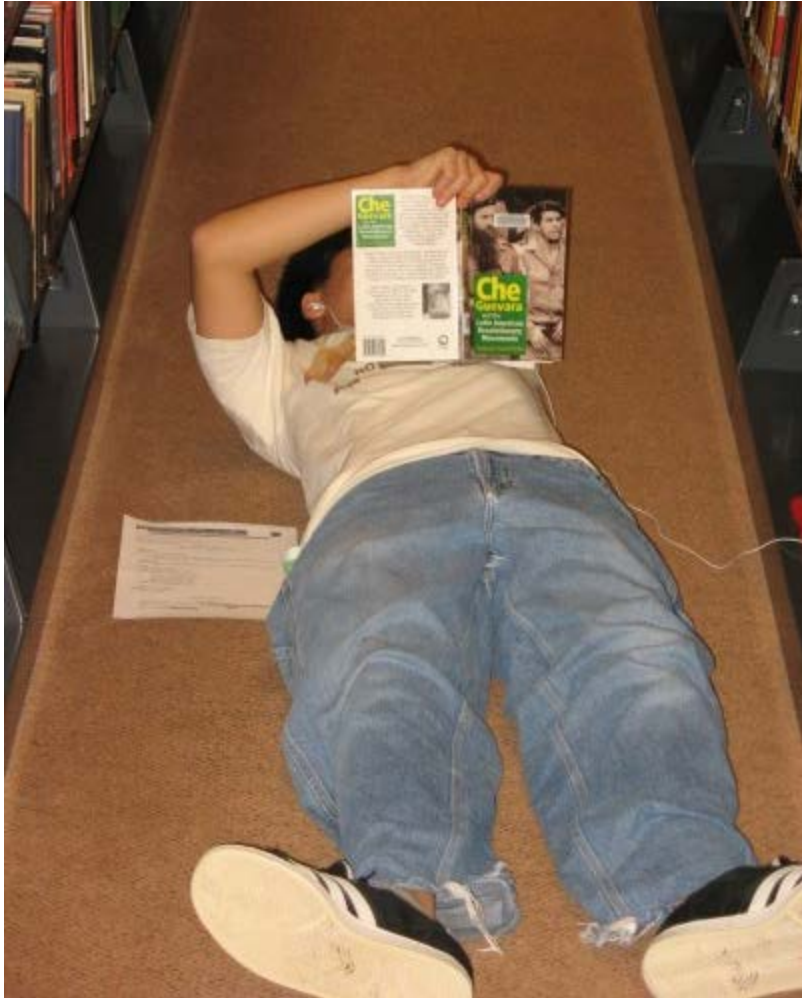
Bethel High students dominate History Day:

[http://www.bethelsd.org/news/news\\_detail.php?id=574](http://www.bethelsd.org/news/news_detail.php?id=574)

History Day: <http://www.washingtonhistory.org/wshm/education/history-day/>

National History Day: <http://www.nationalhistoryday.org/>

Sawatzki lands state award: <http://www.bethelsd.org/content.php?id=345>



Getting comfortable in the stacks

**Gail Egbers** is Instruction Librarian  
at Pacific Lutheran University

Photos by Jim Sawatzki



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## **Get Your Login On! A Technology Basics Series: Collaborating to reduce technology barriers at Edmonds Community College** *by Nicholas Schiller*

One of the most frequently asked questions at the Edmonds Community College library reference desk is, "Can you help me log in to a computer?" Our students have varying levels of technical proficiency and for many of them creating and remembering complex usernames and passwords is a new and daunting requirement. Some of their passwords expire on a regular basis and need to be changed. This catches many off-guard and may temporarily restrict access to their accounts. Students must also remember multiple usernames and passwords to access multiple on-line services. Many confuse their campus network login, their Blackboard login, their enrollment services (registration, grades and unofficial transcripts) login, and their login for off-campus access to the library's online resources. This issue is being recognized across campus and librarians are not alone in recognizing login proficiency as a barrier to student success.

Faculty and staff in several units have identified login issues as a barrier to student success and decided to address the issue. In fact, several efforts at training and support are already in place across the departments. Taking care not to compete with or overlap these existing programs, some the librarians, Student Services staff, and Academic Computing Staff got together to try and find a solution.

During our first meetings, we realized right away that our original focus on login issues was a little narrow. After hearing stories from several different departments about the kinds of barriers students faced, we decided to expand our login project into a technology basics project. We kept a focus on the various online accounts students need to access, but rather than limiting our efforts to successfully logging in, we broadened our outcomes to include basic technological proficiency. We specifically targeted students who might not have the confidence or experience with technology to understand and follow written instructions.

We decided to take a two-pronged approach in addressing our areas of concern. First, we offered a series of seminars the first week of the quarter. The various collaborating

units each created a seminar to address a specific area of need. Academic Computing Services presented an overview of the students' network accounts, the library offered a session on basic file management and another on accessing online library resources, Student Services offered a session on online registration and how to access Student Services online, and the Technology Resource Center (faculty technology support) offered students a sessions on effectively using Blackboard. Secondly, we opened the library instruction room for drop-in support for students with login issues the first week of the quarter. Before and after the scheduled sessions faculty and staff from the participating units were available to give hands-on assistance and instruction on an as-needed basis.

Our publicity campaign included emails to faculty, sandwich boards, handouts at student advising sessions, web advertising on the home pages of the library, Blackboard and Student Computer lab websites, and flyers, signs and announcements in the library.

After completing our week of intensive technology support, we assessed how our experiment fared. Overall, we were satisfied with the success of our project. Students who attended were able to get hands-on support in the areas they needed and were able to demonstrate proficiency in accessing their student accounts before they left. We also created some tutorial materials that will be available on-line to help students who did not attend the seminars.

Our biggest disappointment was with attendance. None of the sessions were particularly well attended. While this meant that there was an abundance of hands-on help for each student that did attend, attendance did not warrant the level of staffing we provided. Considering the low attendance, we found two likely reasons for the low turn out. First, most of the students during spring quarter were returning students who were now very familiar with the College's online services. Second, this spring the library provided a new computer lab assistant who was also able to help students with the various logins. While we realized that holding the workshops in spring quarter might result in a low turnout, we also thought that starting this experiment during spring quarter would give us an opportunity to prepare for the Fall and what we anticipate will be a large population of new students who are unfamiliar with the College's online systems and login processes.

Faculty response to the technology basics series was very favorable and several reported gratitude for being able to refer students to us. Also, in the process of collaborating with several units to create this project, the participating faculty and staff were cross-trained in supporting access issues pertaining to other units. This will likely increase our ability to help students at the moment of need without referring across campus for support. As we go forward with in future quarters, we will likely adjust our staffing levels and increase our marketing efforts. Specifically, we are hoping to take a more targeted approach with our publicity campaign and are considering targeting new students with emails and mailings and placing the publicity on the screensavers for the student access computers.

Despite less-than-stellar turnout, this project has created a lot of interest going forward. The collaboration between the various units was very encouraging and will

only strengthen our individual support efforts in the future. Faculty members have responded favorably and we expect more referrals in future quarters as word-of-mouth and our marketing efforts increase. Finally, there was a great deal of satisfaction in the effectiveness of our support of the students who participated. Students who dropped in for support were able to get the help they sought and demonstrate proficiency in accessing and using their online accounts at Edmonds Community College and our learning objectives were met. In future quarters we will be able to repeat this project in a more efficient and sustainable manner.

**Nicholas Schiller**

Part-Time Reference Librarian  
Edmonds Community College