

ELIHU BURRITT LIBRARY NEWSLETTER



From the Desk of the Library Director – Association of College & Research Libraries 2019 Conference – Cleveland, Ohio

By Dr. Carl Antonucci, Jr.

On Thursday, April 10th, 2019 I joined Renata Vickrey, University Archivist & Outreach Librarian, and Viviana Nicholas, Adjunct, Department of Communication, CCSU, to facilitate a roundtable discussion at the Association of College & Research Libraries (ACRL) 2019 Conference. The title of this year's ACRL Conference was "Recasting the Narrative," and it included more than 500 programs on topics of interest to academic librarians. We were honored to be selected to facilitate this roundtable discussion – only 36% of proposals were chosen for this conference. The title of our roundtable discussion was: Marketing Academic Libraries – Garnering University Support via Patron Satisfaction. Our proposal was based on a feature article that was included in the August 2018 issue of *Marketing Libraries Journal*. The article, entitled: "Marketing Academic Library Usage: A Connecticut Case Study," was based on a comprehensive market research project conducted by graduate students in Professor Ben Tyson's Campaign

Continued on page 2

TABLE OF CONTENTS

In This Issue:

From the Desk of the Library Director	1
The Human Library at CCSU	1
Congratulations to the 2019 Elihu Burritt Library Research Awards Winners!	2
New Library Database – Introducing Kanopy	3
Writing Center Tutors in the Library	3
Developments in Libraries, Archives, and Museums: From Digital Repositories to Artificial Intelligence	4
A New Face at the Reference Desk	6
Donors to the Burritt Library Fund	7

Newsletter Editors:

Nicole Rioux & Mary Jo El-Hachem

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The Human Library at CCSU

By Susan Slaga-Metivier



CCSU Professor William "Bill" Mann and students Anna Fossi and Eve Galanis present their "book" to two "readers."

The Human Library returned to the Elihu Burritt Library for the second year in a row. This year's Human Library was held on April 3 and April 4. Nineteen members of the CCSU community volunteered as human "books" to share their personal stories and experiences.

The Human Library event started in 2000 in Copenhagen and was designed to build a positive framework for conversations that can challenge stereotypes and prejudices through dialogue. Since the inception of the Human Library event, hundreds of libraries all over the

Continued on page 6

Congratulations to the 2019 Elihu Burritt Library Research Awards Winners!

By Nicole Rioux

The Elihu Burritt Library is proud to announce the winners of the 2019 Research Awards, senior Helena Swanson and freshman Jonathan Kryzanski! Helena's paper, "Perceived Control and Academic Performance: The Mediating Effect of Good Nutrition," and Jonathan's paper, "Cognitive Benefits of Language Learning," both showcased the winners' impressive dedication to the research process. Helena and Jonathan will be honored with an award at the University-wide Research and Creative Achievement Day (URCAD) ceremony on May 7th.



"From the Desk of the Library Director," continued from page 1

Planning, COMM 507, course that took place in the fall of 2017. The article was co-authored by Viviana Nicholas (a graduate student in the course at the time), Renata Vickrey, Carl Antonucci and Ben Tyson.

The description of our discussion was as follows:

To kick off the roundtable discussion, a case study of a comprehensive market research project conducted at a modest sized, urban university, will be briefly described. The project assessed students, professors, and community members' attitudes and behaviors regarding past and intended future use of library services. Research findings helped library administrators develop plans for promoting services with these patrons. Research methods will be described. The case study should stimulate discussion among roundtable participants about their own marketing research methods and outcomes. The efficacy of these activities in achieving greater patron satisfaction and university support for library services will be discussed.

The roundtable discussion went very well and was attended by 15 academic librarians from across the United States. We were able to talk about our findings and show how we used this study to come up with a marketing plan for the Burritt Library. We also were able to talk to participants about marketing efforts at other academic libraries.



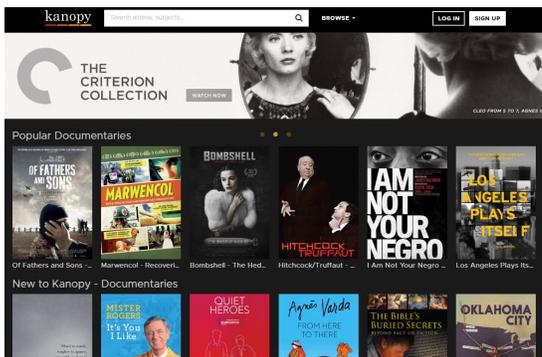
L to R: Viviana Nicholas, Dr. Carl Antonucci, and Renata Vickrey at ACRL

TIMELESSConnections
FRIENDS OF THE LIBRARY
Friday, September 27, 2019 • 5:30 - 8 P.M. • Burritt Library, 1st floor

Awards/Recognition of selected donors to the Friends of the Library
ENTERTAINMENT, HORS D'OEUVRES & APPETIZERS — CASH BAR

As I have discussed in earlier newsletters, one of the goals of the Elihu Burritt Library Strategic Plan is to "Expand the Library's reach through broader engagement with the campus community and beyond." Connecting with our library supporters is one way to accomplish this goal. Please save the date for a special Friends of the Elihu Burritt Library Event. On Friday, September 27, 2019 we will have a special event to recognize selected donors to the Friends of the Library. More details will be sent out regarding this event in the near future.

New Library Database – Introducing Kanopy *By Kristina Edwards*



<https://www.kanopy.com/>

At the beginning of the spring semester, the Burritt Library started a pilot program for Kanopy, a streaming media service. We were fortunate enough to set aside some funding to test out the patron driven acquisitions model for Kanopy, which allows us to provide access to multiple films but only purchase licenses for those films that have been watched more than 4 times by members of the CCSU community. This model allows us to provide broader access to films for the purpose of supporting curriculum while making sure that we are using funding effectively given our current fiscal reality.

The pilot has been very successful in keeping with the minimal funding that we have to provide access to Kanopy while still providing access to films that we have not been able to provide the CCSU community until now. To ensure that Kanopy is used as a tool to support curriculum, our marketing of the product has been limited. An email was sent out to faculty to make them aware of the new service and placed on our list of databases available to the CCSU community. Students, faculty, and staff can use the service both on and off campus (using their BlueNet login). The films cover a variety of subject areas such as politics, marketing, literature, and biology.

In the first month and a half, more than 185 films have been played from the collection by the CCSU community with one year licenses being purchased for only 13 films. This means that we were able to access more than 172 films without having to purchase access or a license, which would have cost CCSU anywhere from \$20,000-\$50,000 annually. The patron driven acquisitions model allows faculty, staff, and students the freedom to explore content to find materials rather than being restricted to a specific set of films provided by a subscription. The other services that currently offer access to streaming video like Films on Demand or Alexander Street Press are only available through a subscription, which may not cover the broad access needed here at CCSU or would have restrictions on how the content could be used.

We are excited to be able to provide this new service to the CCSU community and hope to work with members of the CCSU community to make sure that it is financially sustainable and truly meets the curriculum and research needs for Central Connecticut State University.

Writing Center Tutors in the Library *By Nico Telesca*

Thanks to a new collaborative program between Elihu Burritt Library and the CCSU Writing Center, the library now hosts a writing center tutor on the second floor on Tuesdays and Wednesdays from 6-8pm, allowing students to receive writing help even if they can't come to campus during daytime hours. Writing center tutors can help with any part of a written assignment, from the first ideas to the very last citation, and are well-versed in the standards of writing across the disciplines. As finals approach, students can drop in and take advantage of this valuable resource, no appointment necessary!



Developments in Libraries, Archives, and Museums:

From Digital Repositories to Artificial Intelligence *By Sharon Clapp*

In the fast-paced digital world, librarians work hard to keep up with the latest trends and technologies. Throughout the month of March, I took some time away from the office to attend the Northeast Code4Lib Conference at Smith College, the New England Regional Developers' Summit (NERD Summit - truly!) at UMASS Amherst, and the Stanford University Libraries' LDCX (LibDevConX) for technology specialists from cultural heritage institutions.



<https://nerdsummit.org/>

Today's libraries, archives, and museums (a.k.a., LAMs) are staffed by people who run the systems (and sometimes write the computer code) that extends their work into the digital space. Making LAM information accessible online includes the creation and maintenance of websites, search tools, and what we have termed "digital repositories."

Digital repositories archive digitized and "born-digital" materials and make them accessible online. CCSU's library, for example, publishes many of the materials that have been digitized from our archives - e.g. from our Polish, GLBTQ, and other special collections - into a digital repository that can be viewed at <http://content.library.ccsu.edu/>.

Digital repositories are accessible through a web front-end and are searchable like other websites, but they differ from traditional websites in that they operate at a different scale and for a different purpose. Digital repositories include workflows for ingestion, cataloging, and preservation of content. Librarians, archivists, and/or museum collections specialists create metadata records for those items added to their digital repositories.

Metadata - often defined as "information about information" - is used to increase the findability of resources and materials. It must conform to specific standards to ensure that it works well with other systems and is portable. These standards may vary depending on the type of content being described or on the type of system being used.

Digital repositories and projects were at the core of all of the conferences I attended, with a particular focus on their underlying technologies and the strategies used to make them work more effectively. Many of these projects used common open source digital repository software that the LAM community develops together. A few projects worth highlighting include:

- Case Law Access Project - (<https://case.law>) from Harvard, which promises to make "three hundred and sixty years of United States case law" available for users for free (although creation of an account on the site is required).
- National Transgender Digital Archive - (<https://www.digitaltransgenderarchive.net/>) an online hub for digitized historical materials, born-digital materials, and information on archival holdings throughout the world about trans history. It is a



collaborative effort of a number of colleges, universities, nonprofits, public libraries, and private collections, based at the College of the Holy Cross in Worcester, Massachusetts.

- The Saving Data Journalism project - (<https://savingjournalism.reprozip.org/>) addresses a new digital preservation problem - how to ensure that the shiny new “websites” (which are usually interactive, data-backed web applications) created by journalism organizations to tell stories through data can be preserved for the future.

The logo consists of the words "SAVING DATA" stacked above "JOURNALISM" in a bold, sans-serif font. The text is dark blue and is centered within a light gray rectangular background.

Perhaps the most interesting developments I witnessed in the LAM space at these conferences focused on the application of artificial intelligence to digital libraries. Several organizations, such as the National Library of Norway, Stanford University, Indiana University, and WGBH Boston (public broadcasting station), are all using artificial intelligence to experiment with the automated generation of metadata, for example:

For two years, the National Library of Norway has been experimenting with AI to create a “digital librarian” for their digital library. The AI “librarian” (whom they’ve called Nancy, after the famous US librarian Nancy Pearl) would perform some of the services of classification and discovery of materials. One experiment led to the classification of one type of digitized materials with a 95% accuracy rating.

WGBH, which deals with a high volume of digitized audio-visual materials, is working with a candidate for a PhD in Computer Science from Brandeis to use Machine Learning for the extraction of data from digitized video content.

Librarians and archivists at the Stanford event discussed whether or not they should be adding information to the metadata records about how they were created (e.g., were they human- or AI-generated).

Library, archival, and museum-based digital repositories have the potential to provide large datasets that are used to train machine learning (artificial intelligence) models. Interesting questions have arisen about what it might mean for AI to learn based on materials in digital repositories. If the materials - or their assigned metadata records - come from previous eras, they may hold certain biases. Would the AI learning from those records then perpetuate biases into the future? Corey Harper, who works at the “Labs” of publishing giant Elsevier, pointed out that libraries, archives, and museums should concentrate on building high-quality datasets, with a particular focus on human-generated metadata that upholds the highest standards. “Gold standard” metadata could help produce better outcomes from machine learning efforts.

These AI experiments are currently in their earliest phases. Much of the work being done is not currently ready for primetime, but we can expect some of it to become production-ready in the next five to ten years. The need for humans to provide excellent quality metadata records on which the Machine Learning models can “train” means that the metadata specialists in our LAMs are likely to be in even more demand in the coming years.

The most important thing to take away from all of these conferences is how all librarians must continue to build their digital literacy so that they can understand, think critically about, set standards for, and work effectively with, new technologies.

A New Face at the Reference Desk *By Mary Jo El-Hachem*



The most recent addition to the Reference Department and our library team is Nico Telesca. Nico is an alumnus of Central Connecticut State University where he earned his Bachelor of Science in English Secondary Education. Nico was a student in the School Library Media Specialist program at Southern Connecticut State University during the Spring 2018 semester, when he came to the Burritt Library to complete part of the program's internship requirement. Nico continued on into the summer as an intern with the Reference Department co-teaching information literacy courses to students in the TRiO program.

Nico has since earned his certificate as a School Library Media Specialist and is currently taking courses to earn his MLIS. When asked what interests him most about libraries, Nico mentioned his excitement for new media and what it means for information literacy. He plans to write his Master's thesis on multiculturalism and makerspaces, and in the future sees himself working at the intersection of information literacy and technology. In his free time Nico does sound design work for an independent game design company.

"Human Library at CCSU," continued from page 1

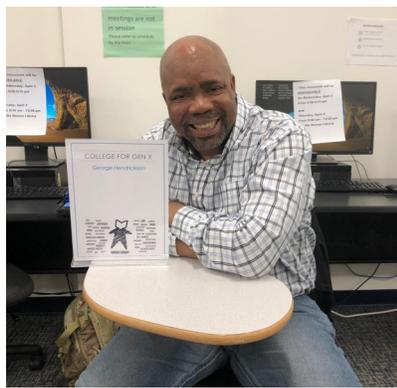
world have held their own Human Libraries. At CCSU the "books" met with people one on one or in small groups to share their unique stories and answer questions. Some of this year's titles included *Sexual Assault Survivor*, *A Trans Man's Girlfriend*, *My Life as a Carthusian Monk*, *Discovering Connecticut's LGBTQ History*, and *Before and After Hurricane Maria*.

After the event, many of the "book" volunteers said they enjoyed sharing their stories and experiences, and they learned something new about themselves or were asked questions they had not considered before. One volunteer said that even though her life seemed normal to her, it was perceived to be different by others.

The Elihu Burritt Library hopes to have the Human Library event again next year and involve more students and classes. For more information and for a complete list of the "books" we had this year please go to <https://libguides.ccsu.edu/ccshumanlibrary>.



Genesis Cintron, Yeicy Alejandro, and Abner Rivas shared their story in *Before and After Hurricane Maria*.



George Hendrickson shared his story in *College for Gen X*.



"Book" volunteers (from L to R): Karen Ritzenhoff, Steven Bernstein, and Stephen Hard

Thank you to our donors!

Your generous donations are used to supplement books purchases, journal and e-resource subscriptions. We are proud to add additional textbooks to our collection, and provide greater assistance to our students and help them to graduate.

Thank you.

If you plan to make a donation, you may do so online: <https://bit.ly/2BbXTTG>

Or by contacting Renata Vickrey at vickreyr@ccsu.edu

Donors to Friends of the Library from November 15, 2018 to April 15, 2019:

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SAVE THE DATE - A special donor recognition event, September 27, 2019!



The Devil Double Dare campaign returns this year from May 6th to May 10th! Donations will be matched dollar for dollar (\$25-\$500, for the first \$100,000 raised) by the CCSU Alumni Association.

You can donate online here: www.ccsu.edu/give

(The Elihu Burritt Library is located under the "Programs & Projects" link.)

1615 Stanley Street - P.O. Box 4010 - New Britain, CT 06050-4010

Central Connecticut State University



CCSU
ELIHU BURRITT LIBRARY



Finals Hours (05/05-05/18):

Sunday : 3 p.m. – 10:45 p.m.
Mon-Weds: 8 a.m. – 11:45 p.m.
Thursday: 8 a.m. – 10:45 p.m.
Friday: 8 a.m. – 4:45 p.m.
Saturday: 9 a.m. – 3:45 p.m.

For summer hours see the library calendar at:
<https://library.ccsu.edu/calendar/month.php>

Reference services are available when the library is open.

Call: (860) 832-2060

Text: (860) 288-8663

Email/Chat: <http://libanswers.ccsu.edu/>

Tweet: @askccsulib

Or come see us in-person on the **2nd floor!**