

SUNYergy, SUNY Libraries Working Together  
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<http://www.sunyconnect.suny.edu/sunyergy/default58.htm>

“Everything has to come to an end, sometime”  
L. Frank Baum, The Marvelous Land of Oz

Please note, Vol. 15 No.3 is the last issue of  
SUNYergy: SUNY Libraries Working Together

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## ITHAKA & POTSDAM: FACULTY SURVEY

by Jenica Rogers (Potsdam)

In the spring of 2013, SUNY Potsdam's College Libraries ran the pilot local survey version of Ithaka S+R's long-running national Faculty Survey. We administered the same survey instrument used in the national survey to our faculty, and in doing so, we got a dataset about their beliefs about scholarship, libraries, and teaching with technology and information resources that is directly comparable to the national results.

So how did that happen? I was invited to participate in the first local survey pilot in large part because in 2011 I blogged about my strong reaction to the Ithaka 2010 Library Survey, in which library directors' opinions are sought and compared to the faculty survey. I then shared those thoughts at an ACLTS panel at ALA in 2011, and as a result began an ongoing professional conversation with Roger Schonfeld, Ithaka's Program Director for Libraries, Users, and Scholarly Practices. In 2012, he invited Potsdam to participate with a handful of other campuses in their pilot for a local version of the survey.

My experience with the survey has been extremely positive. For a campus my size, the survey cost \$5000, and the Libraries and the academic deans partnered to fund it. Because of our small campus faculty population, an expedited Institutional Review Board application was necessary due to the potential for reverse identification of respondents based on demographic data. However, expedited review is complex but not onerous, and gives the survey legitimacy in the eyes of other campus researchers. Soliciting participation was no easier than for any other assessment activity, but we achieved 30% participation through blast emails, solicitations at campus governance meetings, and requesting that the deans facilitate communications. Ithaka provided a basic report with charts and tables for all data points in the instrument, as well as the full dataset for both Potsdam's survey and the national result set. Review and analysis of those results will then be done at Potsdam.

Though Ithaka delivered our results in April, I've fallen prey to the traditional problem of assessment: now I've got the data, but the time to do something with it is elusive. Assessment is always far more work than you think it is. As of early July, I'm working with a library

staff member, Alex Gomez, to more fully analyze our data. Alex and I are collaborating to prepare several reports for campus use: a Libraries report, an Academic Affairs report, and a faculty/technology development report.

A small sample of results and uses from each area:  
Libraries.

Where 63% of national faculty say they start their research at their library's online catalog or a specific online database, 75% of Potsdam respondents do; and only 18% of our faculty start their research on the open web vs 34% of national respondents. On a different question, comparing results shows that while only 61% of national respondents prefer print books for in-depth reading cover-to-cover, more than 80% of Potsdam faculty still prefer print. These and other data points will be a part of our discussion at this summer's Library Staff Retreat, and will help us to frame our outreach and services to faculty as we embark on our next strategic plan.

Academic Affairs.

The survey asks a series of questions about what kinds of intellectual resources faculty assign to students -- (31% of Potsdam faculty "often" assign scholarly articles to lower-division undergraduates vs 25% of national respondents), how often they use various online teaching tools (45% of national faculty make lectures available online for upper-division courses, vs 32% of Potsdam respondents), what kinds of projects they assign to students (55% of Potsdam faculty "often" or "sometimes" assign audiovisual or digital media projects, vs 41% of national respondents), and more. How the deans and Provost will choose to use this data is yet unknown, but it's a rich resource as we consider the future of our curriculum, faculty development needs, and our readiness for initiatives like Open SUNY.

Faculty/technology development.

This is a clear and key use of the data, as questions about research and teaching with technology are scattered throughout the topic sections of the survey. Of interest to me is that while about 75% of both national and Potsdam respondents both say that it's extremely important that they have "More time to learn about digital research activities and methodologies" and "Help in understanding how digital research activities and methodologies could be thoughtfully integrated into my research", when it comes to the need for "Technical support and advice on

implementing digital research activities and methodologies in my research”, 91% of Potsdam respondents rated this Extremely Important, vs 78% of national faculty. Clearly, there is a strong national need for better faculty support in digital research methodologies, and we have a bigger than expected gap at Potsdam. These data will help our Teaching and Learning Technology Roundtable and our new Instructional Development Center frame our goals for faculty support.

As I noted earlier, my experience with this project has been extremely positive. It was easy, Ithaka was lovely to work with, and the data are well-presented and usable. In the future, I would be very interested in comparing our Potsdam results to datasets from other SUNY comprehensive colleges, or the SUNY system in general, if that data were available. With the current data, I can compare our results to our national peers, but if we’re to continue working in concert as our notion of systemness evolves, ought we not be comparing ourselves to each other, as well? The potential is there, and this is an extremely useful tool on that path.

## SUNY & EDS

The SUNYConnect Discovery Systems Task Force unanimously recommends the EBSCO Discovery Service (EDS). The group's other recommendations are that EDS should be a core SUNYConnect service and that the SUNYConnect-wide 360 (360Core, 360Link) license end June 30, 2014. The Task Force evaluated EDS as having the most appropriate content in its index, the sophisticated subject indexing sought by academic libraries, the top relevancy ranking algorithm and a search interface used and known across all types of SUNY libraries.

Discovery Systems Task Force recommendations:

1) After review of the four leading discovery systems, the task force recommends EBSCO's EBSCO Discovery Service (EDS) system due to its:

- o Comprehensive content with enough depth and breadth to meet the needs of all SUNY campus libraries
- o Transparent, first-rate relevance ranking
- o Familiar, customizable, user-friendly interface
- o Best pricing of the services reviewed

2) The task force recommends that EDS be adopted as a core SUNYConnect resource for the following reasons:

- o Reduced individual campus costs due to consortial power
- o Allows for an equitable distribution of resources between large and small campuses
- o Provides a common set of resources across the SUNY system
- o Allows for System-wide support (Aleph record management) and shared staff resources for implementation, training and best practices

3) The task force recommendation of EDS has implications regarding link resolver software as well; EDS includes their LinkSource software as part of the system and part of their package. Therefore the task force recommends a phasing out of 360Link and replacement with the EBSCO LinkSource product.

The SUNY Office of Library and Information Services reviewed and endorsed the group's recommendations.

The SUNY Council of Library Directors discussed these recommendations at their April meeting. A survey of SUNY campus participation in an EDS implementation was conducted. Fifty SUNY libraries opted to participate in the (SUNY-wide) EDS license for three years (SUNY fiscal year 2014-15 and

onward). The issue of EDS as a core service was taken off the table. SUNY libraries not currently opting to participate will still have the option to join in during the three year period, however.

Library directors at the 50 campuses have been surveyed regarding their general time frame for implementation as well as their designated campus contact for that activity. The agreement with the vendor includes implementation and system support services. SUNY acknowledges EBSCO's willingness to commence implementations prior to July 1, 2014. Communication vehicles are being established to facilitate communication and the sharing of expertise related to this system and its implementation.

As mentioned, EDS includes A-to-Z journal listing, knowledgebase and an openURL link resolver. SUNYConnect has a 2013-14 license for these software systems (currently called EBSCO A-to-Z/LinkSource). Migration to these systems prior to EDS implementation is recommended. Campuses opting to use a different link resolver will need to license that software on their own (as of July 1, 2014).

Thanks to the SUNY Task Force, the SUNY library directors and the vendors for their efforts in this regard.

## SUNYConnect and LINK RESOLVERS

The SUNY - EDS arrangement results in transitions related to SUNYConnect's OpenURL link resolve (and related components). Serials Solutions' 360 (360Core, 360Link) have been licensed through June 2014. EBSCO's A-to-Z/LinkSource has also been licensed.

As of July 1, 2014 SUNYConnect will not be directly licensing such OpenURL software as the EBSCO components are included in their EDS offering. If a campus chooses to license a product from another vendor, they will need to do so via a separate arrangement. (As always, if there is sufficient interest from a number of campuses in this regard, OLIS can assist in those negotiations.)

EBSCO is establishing initial A-to-Z/LinkSource set ups for campuses, and as those initial configurations are completed, campuses are notified about administrative access and additional information. It should be noted that EBSCO is in the process of upgrading and re-branding their software. Circa January 2014, the A-to-Z listing will be called PubFinder and LinkSource -- FullText Finder.

## BUFFALO "OPENING MINDS, INSPIRING TOMORROW": SUNYLA 2013

Thanks to Buffalo State, conference organizers, presenters, and vendors for a fine SUNYLA 2013 "Opening Minds, Inspiring Tomorrow".

Your editor chose

"Open SUNY Update" (Carey Hatch, System Administration)

"EBSCO Discovery, EBSCO ebooks and Source Databases"

(Jim Kropelin and Amy Levine, EBSCO)

"We need a Creative Commons expert, and you're it.

Congratulations! Here's what you need" (Sarah Morehouse, Empire)

"Altmetrics: Assessing Research in the Online Academy"

(Dean Hendrix, UB),

"Meet Them Where They Are: Patron-Driven Ebooks in a Multi-Type Consortia" (Kate Cunningham-Hendrix, UB; Joe Riggie, Erie; Jennifer Smathers, Brockport)

"That was then, this is now: Transforming Shared Services"

(Maureen Zajkowski and Maggie Horn, OLIS; Sandy Card, Binghamton; Marianne Muha, Buffalo State; Angela Rhodes, Delhi; Cindy Francis, Genesee).

But, in other contexts he might have been intrigued by, drawn to ...

"A Tale of Two Repositories" (Joshua Beatty, Plattsburgh; Kim Myers, Brockport)

"Attitudes towards and uses of electronic books at Alfred University" (Ellen Bahr, Brian Sullivan and Fang Wan, AU)

"Bracketology: Tips for a March Madness Style Bracket at Your Library" (Alvin Dantes, Oneonta)

"Be Kind - ?? Unwind: Finals Week Stress Relief @ Your Library" (Karen Gelles, Farmingdale; Jennifer Drake, Cortland; Carrie Fishner, Delhi; Susan Lieberthal, Suffolk; Lauren Marcus, New Paltz; Kathleen Quinlivan, UB; and Pauline Shostack, Onondaga)

Keynote speaker David Wiley presented a provocative address:

"Reclaiming Open: The Many Benefits of Truly Open Education".

And, he gets points for quoting Whitman and his attention to other animals [not] "demented with the mania of owning things".

Wiley made a strong argument for librarians and instructional designers partnering to highlight the need and facilitate the use of open educational resources.

The SUNY Librarians Association takes us to the University at Albany next June 11th.

## DOES the LIBRARY WORK with my MOBILE DEVICE?

### The EMPIRE STATE COLLEGE LIBRARY MOBILE INVENTORY PROJECT

by Heather Shalhoub (Empire)

Questions from online library users, both faculty and students, started to come in more frequently in regard to using library resources with mobile devices. A resource that compiled the answers to this question was necessary. We needed to gather information from library resource vendors including directions for use, links to mobile information and compatibility as well as support information for various mobile devices. In order to fully address these questions, the Empire State College online library created the Mobile Inventory Project.

The goal was to create a way for users to educate themselves to use their mobile devices with the online library. We have a non-traditional student body in terms of age and many of our students work full-time. Their main way of accessing the library is through the internet, so mobile device access is important to them. Library articles and e-books could be read on the train to work or sitting outside on a lunch break, not just sitting in front of a computer or with a stack of printed articles.

At that time (ca. February 2012), most libraries had a mobile website but did not address how online library resources work with mobile devices. Instead, this was information more common to public library websites.

I gathered instructions and links to mobile device information from each library resource vendor. If anything was available, I added it to my repository. Once the information for all of the library resources was gathered, I started testing each resource on our mobile devices (iPad, Motorola Xoom, Kindle and Kindle Fire).

The iPad was the most user-friendly with library resources though the Kindle and Kindle Fire were also easy to use. There were technical complications with the Motorola Xoom that knocked it out of the running before I could get any testing done.

I then collaborated with the lead web designer to figure out the design and layout needs for the webpage I was going to create. Once the page was built, the big decision was what to name it and where to place it on the library website. The librarians worked together and came up with the title,

“Using the Library with Mobile Devices.” Right now, this page is listed under the Services tab on the library homepage and is also linked to from many of our library subject guides.

The Mobile Inventory webpage is comprised of a landing page with 3 informational pages in the menu.

- Apps for Library Collections
- Tips & Support for Mobile Devices
- Alphabetical List of Library Resource Mobile Information

The page went live in September 2012 and has been updated on a regular basis. It has been well received by users and librarians needing to answer the questions from users. It is getting traffic, though most traffic comes from librarian referrals during reference interactions. The challenge with the webpage has been getting users to find it on the website. Hopefully with continued use and discovery, the page will get more attention and visits. Another option is moving it to another spot on the library website.

In June 2013, I presented on this project at the SUNY Librarians Association annual conference. Take a look at the "Does the library work with my mobile device" presentation, and please feel free to contact me with any comments or questions. at [heather.shalhoub@esc.edu](mailto:heather.shalhoub@esc.edu).

#### SOME (MOSTLY FUN) USER REQUESTS of the SUNY DIGITAL REPOSITORY

We strive to make our libraries' online services such that they enable our patrons to get right to the material of interest. And, there are times that additional insight into the use of these services comes when that is not the case. The we-hear-about-things-only-when-they-are-broken situation.

This can be said for the SUNY Digital Repository as well. We do know that actual repository materials have been viewed more than a quarter million times in the past nine months. These are the successful users and successful library uses we don't always hear about. They are successful because you've put the URL for that SUNY Press title in your catalog and the user is seen as coming from a SUNY IP address. Successful because the repository content is found via major search engines and much of that is freely accessible to the world.

Here are some examples of repository usage where the librarian is asked to intervene. Sometimes it is simply access issues (that get resolved), sometimes special accommodations are made

to allow for educational use of an item, and other instances (for instance non-SUNY interest in SUNY Press works) where copyright and licensing issues result in pointing the user to Google Books, WorldCat, the publisher or other alternatives.

Some of those SUNY Press requests have come from  
Lecturer in Ancient History (Brasenose College, Oxford, UK)  
Philosophy student Delhi University, India  
PhD candidate at the University of New South Wales in Sydney Australia  
PhD researcher at University of Surrey, UK  
PhD student from Argentina  
Student from Taiwan  
PhD student, School of International Relations of the  
Saint-Petersburg State University,  
Russian writer working on a forthcoming volume in "The United States  
Holocaust Memorial Museum's Encyclopedia of Camps  
and Ghettos"  
Student from China  
Visiting Lecturer at Alexandru Ioan Cuza University, Iasi, Romania  
University of Kassel, Germany  
Researcher in Spain  
Student from Poland  
Student from Indonesia  
Masters-level student from Uganda

Requests for visual resources have come from The Atlantic Monthly, scholars in Italy and Russia among other locations.

Requests of a less fun nature tend to revolve around authors seeking the removal of their dissertation (which is done per the particular campus' policy) or perhaps someone is aghast when they "google" their name and find past youthful transgressions revealed in decades-old school newspapers.

Publishers send permission requests periodically; Cortland has received some of the more interesting versions of these:

- \* a Berlin Germany based publisher wrote "would like to use [a repository image] in a design about the history of rock and pop"
- \* "My company would like to know if we could use the attached image for use in an issue of our monthly magazine...We would love to use this image as a reference to show kids how to make a conga line. For a brief background, the magazine is sent to churches across the country for use in Sunday school classes."

Cortland granted permission in both cases.

In these pages, Onondaga's Jeff Harr wrote "the library is bigger than anything we think it is". The depth and breadth of repository requests reveal this as well. Sometimes the requests also reveal views of current human drama and pathos: "I'm a doctor and a lecturer; please, I need to use your library because we lack the updated research in my country. Thanks" [from Mosul, Iraq]

Or, simple human joys (in this case fulfilled by Stony Brook University) --

"First, thank you all for the work digitizing the Statesman. My husband ...and I have been waiting 30 yrs to see the cover of him staring up at the camera in the middle of the big housing 'riot'

"This picture has been part of our family lore for decades, and I plan to send the link to my half sister ...who just graduated from Stony Brook last spring. She too has heard of this cover for years.

"If there is any way to get a decent print of this page could you please let me know? I would love to get it framed and give it to ...for his ... birthday. We still talk about the time he got trapped in the crowd and ended up on the Statesman cover.

"Thanks again. Good work all. Those archives really take us back!"

## ADDITIONAL SUNYConnect UPDATES

### ESF STP.

SUNY College of Environmental Science and Forestry switched to production with the SUNYConnect LMS as scheduled on May 14, 2013. Thanks to all who played a part in making this happen.

### New Databases.

The following databases are now available to all SUNYConnect participants:

Applied Science & Technology Source  
Education Source  
Humanities Source

All of these provide additional current full-text content versus what was in the previously available resources. Applied science (290+), education (280+), humanities (160+) additional full-text titles beyond what was available in previous SUNYConnect databases. In addition, these "Source" files also make available titles indexed as part of Applied Science & Technology Index Retrospective: 1913-1983, Education Index Retrospective: 1929-1983 and Humanities Index Retrospective: 1907-1984.

### OVIC.

Thanks to the following SUNY libraries, the Opposing Viewpoints database has been renewed through June 2014 and is available to all SUNYConnect institutions:

Adirondack, Albany, Alfred, Alfred University, Binghamton, Brockport, Broome, Buffalo, Buffalo State, Cayuga, Cobleskill, Columbia-Greene, Corning, Delhi, Dutchess, Empire, Erie, Farmingdale, Fredonia, Fulton-Montgomery, Genesee, Herkimer, Hudson Valley, Jamestown, Jefferson, Mohawk Valley, Monroe, Morrisville, Nassau, New Paltz, Niagara, Old Westbury, Oneonta, Onondaga, Orange, Oswego, Plattsburgh, Potsdam, Purchase, Rockland, Schenectady, Stony Brook, Suffolk, Sullivan, SUNYIT, Tompkins Cortland and Westchester.

[Editor's note: As of August 1, 2013 Opposing Viewpoints has been licensed by the New York State Library as a NOVEL database available to all of New York for minimally a three year period. Campuses, please stay tuned for more information about any payment credits. Thanks to the NYSL!]

## FOCUS on SUNY, SUNY LIBRARIES and SUNY LIBRARIANS

[Editor's note: This is just a sampling of items of note about our colleagues and their libraries; SUNYergy editors will consider others that you send in for inclusion in upcoming issues; Congrats! all]

### 2013 Friend of SUNYLA

"I nominate John Schumacher for the Friend of SUNYLA Award for 2013. John has been a strong advocate for SUNY libraries and I can think of no one more deserving. ...John first joined SUNYLA [Executive Board/Council] in 1999 as the OLIS rep and in 2001, upon the retirement of David Kreh took over as the UUP rep to SUNYLA. ... John has always reported back on key initiatives taking place within the state and has always communicated important details to SUNYLA members. This makes us a stronger organization and anyone who has taken the time to read John's detailed reports in the council, you can attest to his steadfastness to SUNYLA and SUNY libraries. ...SUNYLA is fortunate to have such a tenacious advocate in their ranks. Anyone who has dealt with John knows first hand that he leaves no stone unturned. I believe John embodies what we look for in a FOS award and it is high time he be recognized."

[Editor's note: very much appreciated folks!]

### SUNY Chancellor Award for Excellence in Librarianship 2013

David Bertuca (UB)  
Gregory Bobish (Albany)  
Karen Cannell (FIT)  
Sandra Card (Binghamton)  
Pamela Czaja (Monroe)  
Charles Lyons (UB)  
Cynthia McKane (Jamestown)  
James Morris-Knower (Cornell)  
Erin Rushton (Binghamton)  
Beth Seelick (Westchester)  
Jane Vavala (Alfred)  
Susanne Whitaker (Cornell)

### IITG 2013

Congratulations to these recipients of Innovative Instruction Technology Grants:  
Cyril Oberlander (Geneseo) "SUNY Open Textbooks Renewal"  
Dean Hendrix (UB) "The E-Textbook Opportunity: The Time is Now for SUNY, Phase 2"  
Mark Sullivan (IDS, Geneseo) "Gift and Deselection Manager Online"

Susan P. Lieberthal (suffolk) "E-portfolios to Engage Student Veterans at Suffolk County Community College"

Purchase's Conservatory of Theatre Arts Lauded

The publication Hollywood Reporter has included SUNY Purchase as #10 in their "The Top 25 Drama Schools in the World".

"Professionally and academically, my time at Purchase has been beyond the training I could have ever anticipated." Take a look at more of these up-and-coming actors and comments about their education.

## LINKABLE LINKS

Each issue of SUNYergy provides a select listing of internet addresses that are either discussed in that issue or are particularly relevant to current topics.

SUNYConnect

<http://www.sunyconnect.suny.edu/default.htm>

SUNYConnect Support Portal

<http://wiki.sunyconnect.suny.edu/display/OLIS/Support+Portal>

SUNY Union Catalog

<http://search.sunyconnect.suny.edu/>

SUNY Council of Library Directors' web and meeting documents

<http://sclد.wordpress.com/meetings/>

SUNY Digital Repository

<http://dspace.sunyconnect.suny.edu/>

Innovative Instruction Technology Grants (w/ recipients)

<http://www.suny.edu/provost/IITG.cfm>

SUNY Press

<http://www.sunypress.edu>

Ithaka S+R 2012 Faculty Survey

<http://www.sr.ithaka.org/research-publications/us-faculty-survey-2012>

EBSCO Discovery Service (EDS)

<http://www.ebscohost.com/discovery>

EDS Support Site

<http://support.ebsco.com/eds/>

EBSCO A-to-Z & LinkSource Support Site

<http://support.ebsco.com/eds/atoz.php>

EDS Wiki (registration required)

[http://edswiki.ebscohost.com/EBSCO\\_Discovery\\_Service\\_Wiki](http://edswiki.ebscohost.com/EBSCO_Discovery_Service_Wiki)

EBSCO Full Text Finder webinar (registration required)

<https://ebsco.webex.com/ebsco/lsr.php?AT=pb&SP=TC&rID=20592412&rKey=8158e7ae8a906b23&act=pb>

SUNYLA 2013 Conference site

<http://sunyla2013.wordpress.com/>

SUNYLA 2013 presentations, etc.

<http://www.sunyla.org/annual/2013>

SUNYLA 2013 Keynote Address

<http://buffalostate.mediasite.suny.edu/Mediasite/Catalog/Full/41c3b84eae2d4ec8baff88fd56cea7b621/ea3bc5ec770f46b8987cc65f73c7d78614/41c3b84eae2d4ec8baff88fd56cea7b621>

SUNYLA 2013 canoe trip photos

<http://www.sunyla.org/annual/2013/photos>

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