

Word from the stacks...

Special points of interest:

- > Book Donation from Mr. & Mrs. Hartman
- > Library taking an active role on going green
- > Upcoming events: Authors Gary Rose, Ana Badkhen, and Julie Jason
- > Patent & Trademark Presentations



Starbucks Library Café

New Library Service Demonstrates Increasing Use

Keep those questions and inquiries coming!

During the summer the Library introduced a new online question-and-answer service, LibAnswers

libanswers.sacredheart.edu

This is the service that responds to the "Ask A Librarian" block on the library's homepage. Library users have asked numerous questions (for example, "Whats the difference between an autobiography and a memoir?") and librarians have sent out their answers. Most answers are also recorded in LibAnswers and available to other users –except those questions of a personal or private nature per policy.

From the librarian's side of the desk, however, LibAnswers also helps the library to track how many questions have been asked in all formats (in person, via email, via telephone, via LibAnswers, etc.), when they're asked, how long a librarian spent with a user (whether in person or not), and what kind the question is –directional, database assistance, printing, general reference, etc. LibAnswers itself (a new service) scored 116 new questions from 192 inquiries and 384 views of answers.

For all other kinds of reference services, it's no surprise to librarians that the number of questions leapt up in September after the renovated library opened.

From September to December librarians counted a total of 5,684 questions. What's more revealing is the number of those questions or conversations which took longer than 10 minutes to transact. From September to December 822 questions took from 10-20 minutes and 113 questions took from 20-30 minutes or longer. Simply averaging those lengths as 15 and 25 minutes, 252 librarian hours were spent on those longer questions alone.

Someone once said to me, "Since you're a librarian, you must like to be alone" –well, no I don't, and it doesn't work out that way in any case. The Library wants the company, and its getting it!

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Donation of Hartman Holocaust Book Collection

FAIRFIELD, Conn. – Sacred Heart University is the recipient of a collection of books on the holocaust as a result of a gift from Dr. Geoffrey and Renée Hartman. The couple amassed a collection of scholarly works on the subject as a result of their work on the Holocaust Survivors Film Project.

Dr. Hartman was born in Frankfurt, Germany in

1929 and was placed on Kindertransport to England in 1939. He was reunited with his mother in the United States in 1945. He attended Queens College and earned his doctorate at Yale University. He taught at Yale for almost 40 years before retiring as Sterling Profess of English and Comparative Literature. Through Mrs. Hartman's work on the Holocaust Survivors Film Pro-

ject, Dr. Hartman recognized the value of survivor testimonies. With the support of A. Bartlett Giamatti, president of Yale in 1981, almost 200 testimonies were deposited at the Yale's Sterling Memorial Library. Since then, the Fortunoff Video Archive has grown to include well over 4,000 testimonies.

The Hartmans selected

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Going Green: The Library's Partnership with Better World Books

Question: With shelves at 100% capacity, how does the library cope with all the new books needed to update the collection?

Answer: The library withdraws certain books when they become out-of-date or in irreparable condition.

Books become "out-of-date" for a variety of reasons. In some disciplines (humanities, history, literature) books hardly ever become truly out of date. In the sciences, business, and technology out-of-date books can become seriously misleading books for un-

"To date, BWB has re-used or recycled over 69 million books and raised over \$10 million for libraries and literacy."

aware readers. For example, several years ago, the Health Sciences Librarian removed nursing texts

from previous decades which made no mention of HIV because it wasn't known when they were published.

The Library only withdraws humanities and history books when they are too damaged by use or abuse to be used or obviously duplicate other materials.

Where do these books go? The Library has partnered

with Better World Books (BWB) to re-sell or recycle many withdrawn books in a socially aware, ecologically sound cooperative project. Since 2002 BWB evolved a unique business plan: an online market for used books coupled with a built-in social benefit: supporting literacy. Even better: these sales prevented books from entering landfills, saving trees, water usage and production of greenhouse gases.

To date, BWB has re-used or recycled over 69 million books and raised over \$10 million for libraries and literacy. Commerce, literacy, and the environment all benefit: a triple bottom line. In 2009 BWB won BusinessWeek's Most Promising Social Entrepreneur Award.

So how does this benefit SHU Library? Since 2009 the Library has shipped 4,134 books to BWB –and BWB pays for the shipping and the containers. 1,867 books have been re-used and 2,267 have been recycled –BWB recyclers report 97% usable fiber for such things as egg cartons, building insulation, and packaging. Over a ton and a half of books (3,102 pounds) represent 36 trees, and have saved 13,167 gallons in water consumption 4,766 lbs greenhouse gases, and 7,363 KWH electricity. This is a clear ecological win.

But there's more: the 1,867 books re-used have earned \$15,764 in gross sales. After market commissions to

re-sellers (such as ABE Books) and its own expenses BWB in turn has donated 5% or \$639 to our literacy partner, the National Center for Family Literacy and returned to SHU Library \$1,912.13 (15%). That's money the Library could never have earned for itself—we don't have enough staff time to conduct an equivalent amount of book sales, and we support family literacy as a collateral benefit.

Our partnership with BWB represents a triple win: SHU Library can appropriately dispose of withdrawn materials and earn money, support environmental best practices, and support an important national literacy program. It could never do all these things by itself. This is an efficient partnership that adds social value and saves rather than costs the University's bottom line.

Support Better World Books: go to <http://www.betterworldbooks.com> and see for yourself –you might wind up buying something. Also be sure to learn about the National Center for Family Literacy, <http://www.familit.org> –and get involved!



BetterWorldBooks®

Literacy Partners:

Books for Africa at:

www.booksforafrica.org

Invisible Children at:

www.invisiblechildren.com

National Center for Family Literacy at:

www.familit.org

Room to Read at: www.roomtoread.org

World Fund at: www.worldfund.org

Featured New Resource: Web of Science



SHU Library has a new subscription to Web of Science, in cooperation with the Biology Department and the College of Arts and Sciences. You can see Web of Science at <http://0-webofknowledge.com.enterprise.sacredheart.edu>

Our Web of Science subscription has two major parts: Science Citation Index Expanded, and Social Sciences Citation Index. Coverage begins with 2007-the

present.

Web of Science basically counts and weights citations in scientific literature to determine the most influential and important articles in a given field. It can calculate how important a scientific journal is. It can calculate total numbers of citations and average numbers of citations and present a “tree” indicating how citations have influence the development of scientific research.

In addition, Web of Science gives access to the Index of Organism Names (the largest database of such names) and can search the open web for useful, public scientific information via Scientific WebPlus.

This significant new resource is a particularly useful addition for students in the Master of Science in Environmental Systems Analysis & Management program.

Donation of Hartman Holocaust Book Collection

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Sacred Heart to receive the book collection because of the work being done at the University’s Center for Christian and Jewish Understanding. The gift was given with no restriction and encompasses 600-800 volumes. “We wanted to make the donation to a University that has an active program in Christian-Jewish understanding and that would welcome our collection. The people that we talked with at Sacred Heart impressed us, so

it was an easy decision,” Dr. Hartman said. “The important thing to us is that the collection gets use. I used the books in the collection a great deal, and it gives my wife and me great pleasure to think that others will continue to benefit from them.”

“The Hartman collection is a wonderful addition to our resources and will complement the Blau collection. We are grateful to the Hartmans for their generosity,” said Peter “Gavin” Ferriby, Ph.D., University librarian.

Added David Coppola, Ph.D., vice president for Strategic Planning and Administration, “A refugee from Nazi Germany at the age of nine, Dr. Geoffrey Hartman’s journey to the United States and more than 50 years of research and writing make this gift as significant and personal as they come from a seminal and beloved scholar’s heart. We are greatly appreciative.”

–Deborah Noack, University Editor & Writer

“The gift was given with no restriction and encompasses 600-800 volumes.”

Zotero helps librarians list the Hartman Books



Zotero is a plug-in for the Firefox browser, and can build lists of bibliographic information to be used in lists, citations, and notes. Zotero is free, and students can use it (and some do use, especially in the Health Sciences

When the University Library received the Hartman’s gift (see accompanying article), it needed to provide an accurate title list so that all concerned could be clear about what the gift comprises exactly. Librarians conceived of using Zotero to build this list.

In order to build the list, librarians formed a “Zotero group” and built a “group library” which was actually stored in Zotero servers on the cloud. The resulting list of 890 items includes

books and pamphlets in a wide variety of languages: English, French, German, Dutch, Polish, Italian, Slovak, Hebrew, and others. The materials still need to be formally catalogued in the Library’s Enterprise library system.

The Hartman materials currently are kept secure behind the “nanawall” or glass wall at the rear of the Starbucks Library café. Some of the materials are duplicates of items found elsewhere in

the library, and some of the English-language university press books will be cataloged, contain a Hartman gift bookplate, and be placed in the regular circulating collection. Other materials are rare, fragile, or easily damaged, since they are printed on war-time acid-based paper, and these will be conserved securely so that present-day scholars and future generations may also see and use them.

INFORMATION

SPRING HOURS & NUMBERS

Mon. - Thurs. 8:00 AM - 3:00 AM
 Friday 8:00 AM - 9:00 PM
 Saturday 10:00 AM - 9:00 PM
 Sunday 12:00 PM - 3:00 AM

For more information, please call:
 Ref. desk: (203-371-7726)
 Circ. desk: (203-371-7702)

For a list of special hours please visit
 our website

CAMBRIDGE HOURS & NUMBERS

Mon. - Thurs. 9:00 AM - 9:00 PM
 Friday 9:00 AM - 4:30 PM
 Saturday Noon - 4:00 PM
 Sunday Closed

For more information, please call:
 Cambridge desk: (203-365-4872)

We are on the Web!!!
www.library.sacredheart.edu

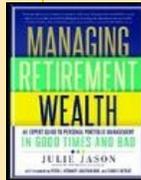
UPCOMING EVENTS:



Feb. 1, 2012 Gary Rose author of *Shaping a Nation* — Book signing at 2:00 PM at the Ryan-Matura Library — Starbucks Library Café



Feb. 13, 2012 Anna Badkehn author of *Peace Meals: Candy-wrapped Kalashnikovs and Other War Stories* — Event to take place at 3:00 PM in the University Commons at SHU



Feb. 28, 2012 Julie Jason author of *Managing Retirement Wealth: An Expert Guide to Personal Portfolio Management in Good Time and Bad* — Discussion and Book Signing at 6:00 PM at the Ryan-Matura Library — Starbucks Library Café

Patent and Trademark Resource Center Presentations



In addition to helping patrons conduct preliminary searches for Patents and Trademarks at Ryan-Matura Library, our librarians also occasionally make presentations at public libraries in this area to ensure that a wide variety of people understand the services we offer as Connecticut's only Patent and Trademark Resource Center. This fall these presentations have included *Small Business Strategies: Patents & Trademarks* (November 14, 2011, Fairfield Public Library, sponsored by Fairfield Public Library & SCORE); *Competitive Intelli-*

gence & Patents (November 10, 2011, Trumbull Library, sponsored by Trumbull Library Systems & SCORE); and *Business Roundtable: Patents & Business* (October 28, 2011, Trumbull Library, sponsored by Trumbull Library Systems). People attending these events have included small business persons, government documents, and business librarians, and inventors.

The United States Patent and Trademark Office revolutionized Patent and Trademark searching when it made the resources to this available online. Be-

cause effective Patent and Trademark searching typically involves using a classification system, non-experts often benefit from some assistance in getting started. The nation's Patent and Trademark Resource Centers are available to assist the public in getting the most out of the USPTO resources. Anyone interested in learning more about preliminary Patent and Trademark searching and the Library's PTRC resources are encouraged to contact Rob Berry, our PTRC Representative or Amy Jansen, our Business Librarian.