

**APPENDIX ONE**  
Areas of Responsibility  
*Reference/Instructional Services*

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- CONTENTdm Collections Update 2012-2013, New Departments & New Collections
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- Liaison Example of LibGuide for course Support
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*Reference/Instructional Services*

**Brief Description:**

QuestionPoint Survey Feedback from Love Reference Desk shifts

**My Role:**

Each semester I cover the Love Reference Desk, and answer questions that come in through the QuestionPoint Chat service, with a regularly scheduled shift once during the week, one Saturday and one Sunday, and split the Wednesday evening shift with David Tyler, Toni Anaya, and Bob Bolin. At the end of any chat or IM session – patrons have the opportunity to complete a brief survey regarding their experience.

**Significance/Impact:**

I personally enjoy getting the survey responses throughout the year, as I feel it keeps me informed about my performance to the most important person, the patron. I have only received positive responses for my service and appreciate the validation that I am providing good customer service for our patrons.



**QuestionPoint - Survey Received [Question #5650974]**  
**AskALibrarian** to: jgraybill3  
Bcc: Jolie O Graybill

05/27/2010 12:50 PM

A survey has been completed for Question ID:5650974

Institution Name: LINCOLN (UNebrLinc\_A)  
Institution ID: 10299

This was the first time I used this service:  
Positive or Yes

Was the service easy for you to locate?  
Positive or Yes

Were you satisfied with the answer to your question?  
Positive or Yes

Would you use this service again?  
Positive or Yes

How did you find out about this service?  
Surfing the net

Additional Comments:



**QuestionPoint - Survey Received [Question #6069750]**  
**AskALibrarian** to: jgraybill3  
Bcc: Jolie O Graybill

10/27/2010 10:11 AM

A survey has been completed for Question ID:6069750

Institution Name: LINCOLN (UNebrLinc\_A)  
Institution ID: 10299

This was the first time I used this service:  
Negative or No

Was the service easy for you to locate?  
Positive or Yes

Were you satisfied with the answer to your question?  
Positive or Yes

Would you use this service again?  
Positive or Yes

How did you find out about this service?  
Library Website

Additional Comments:



**QuestionPoint - Survey Received [Question #5712802]**  
**AskALibrarian** to: jgraybill3  
Bcc: Jolie O Graybill

06/21/2010 10:30 AM

A survey has been completed for Question ID:5712802

Institution Name: LINCOLN (UNebrLinc\_A)  
Institution ID: 10299

This was the first time I used this service:  
Negative or No

Was the service easy for you to locate?  
Positive or Yes

Were you satisfied with the answer to your question?  
Positive or Yes

Would you use this service again?  
Positive or Yes

How did you find out about this service?  
Surfing the net

Additional Comments:  
Jolie was really helpful.



QuestionPoint - Survey Received [Question #4799956]  
AskALibrarian to: jgraybill3  
Bcc: Jolie O Graybill

09/10/2009 02:07 PM

A survey has been completed for Question ID: 4799956

This was the first time I used this service:  
Positive or Yes

Was the service easy for you to locate?  
Positive or Yes

Were you satisfied with the answer to your question?  
Positive or Yes

Would you use this service again?  
Positive or Yes

How did you find out about this service?  
Library Website

Additional Comments:

I was very impressed with the professionalism and helpfulness of the librarian I talked to. He/she seemed to go out of the way to track down some information and got me a contact that I needed. I appreciate all the help!



**QuestionPoint - Survey Received [Question #4914483]**

**AskALibrarian** to: jgraybill3

Bcc: Jolie O Graybill

10/14/2009 12:16 PM

A survey has been completed for Question ID: 4914483

This was the first time I used this service:

Positive or Yes

Was the service easy for you to locate?

Positive or Yes

Were you satisfied with the answer to your question?

Positive or Yes

Would you use this service again?

Positive or Yes

How did you find out about this service?

Library Website

Additional Comments:

Quick and courteous response that was very helpful



**QuestionPoint - Survey Received [Question #4914379]**

**AskALibrarian** to: jgraybill3

Bcc: Jolie O Graybill

10/14/2009 01:13 PM

A survey has been completed for Question ID: 4914379

This was the first time I used this service:

Positive or Yes

Was the service easy for you to locate?

Positive or Yes

Were you satisfied with the answer to your question?

Positive or Yes

Would you use this service again?

Positive or Yes

How did you find out about this service?

Library Website

Additional Comments:

What a cool way to have access!!! The website is well organized.



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**Brief Description:**

Example of recent reference question via phone that I received while on the Reference Desk.

**My Role:**

While on the Reference Desk, I am responsible for assisting patrons requiring assistance while in the library, answering the phone, and QuestionPoint questions that come in via Chat, IM, or text. I work diligently, with enthusiasm to provide high-quality reference service through one-on-one interaction with the wide variety of patrons.

In addition to addressing any face-to-face reference questions while fulfilling my reference desk obligations, I monitor the QuestionPoint Chat/IM service and answer the Reference Desk phone. Recently, I received a call from the executive administration support staff for the Department Textiles, Clothing & Design. This employee was being asked to compile a list of citations by faculty members in similar departments from the new CIC Big 10 schools and had no idea where to start. I asked quite a few questions to establish starting point, due date, etc. – this also happened to be the day when the LifeRay Content Management System malfunctioned and the library website was affected. I explained this to the employee, and after I named the resources needed to accomplish the task, explained that I would send the links for all the resources via email following our conversation, and that she was welcome to contact me again with any questions or clarifications she might need.

I worked collaboratively with experienced librarians initially while on the Love Library Reference Desk and I now assume responsibility for desk shifts as lead librarian. I worked with Tracy Bicknell-Holmes to write an article on our experience with Chat/IM reference and the placement of the Widgit, this article is scheduled for publication Spring 2012 in *College & Undergraduate Libraries* journal.

**Significance/Impact:**

The significance of this example relates to UNL joining the new conference and how this affects faculty and staff alike. This particular staff person needed to compile an extensive list of citations for faculty at all the different institutions in similar departments, and needed to do so as efficiently as possible. UNL Libraries resources can assist with this large task. Once the citation compilation is complete, faculty in our textiles department should be able to determine where they stand in comparison, and the school will have a sense of how the department compares in the conference. Future impact would be a possible increase in publications, or a shift in journal submissions to different journals due to information gathered here.

## Library resources for Faculty Citation Search

Jolie O Graybill

to:

rsamuelson1

01/28/2011 02:22 PM

Bcc:

Jolie O Graybill

[Show Details](#)

Hi Rosanne,

I would definitely take some time to familiarize yourself with [RefWorks](#), once you create an account (anyone affiliated with UNL may create an account) you can go to the "Help" tab and view tutorials that will explain how to use RefWorks. Each tutorial video (you can turn the sound off and just read the text too) is a couple of minutes long, and you can go back and view as many times as you need for refreshers. You can create as many folders as you want -- I would probably, for your project, create a folder for each faculty name from each institution (for example, I might name one folder JGraybill-UNL for Jolie Graybill from UNL, TGraybill-Penn for Terrance Graybill from Penn State, etc). That way, you can track per individual, but also per institution. The resources I highlight in the next paragraph all work very easily with RefWorks and allow you to export the items you locate from your folder to your RefWorks account.

Next, I would visit the [E-Resources](#) tab on the Libraries Homepage. Currently, if you scroll down the page, you will find "Subject E-Resources" and under Interdisciplinary Studies you will find "[Textile, Clothing & Design](#)". Right now we have two resources listed, however, I believe you will want to focus on the second resource "Textile Technology Index". In addition, when we spoke over the phone -- the name you gave me, I was able to find a couple of pieces through one of our extremely broad-based resources, "[Academic Search Premier](#)". You can actually search both databases at the same time if you select the "Choose Databases >>" in blue near the top of the web page. You may also want to check in [WorldCat](#), short for World Catalog and a resource that may help you as well. Just an fyi, many faculty serve as editors for books, or write chapters that get included in books -- so WorldCat may help find those. You may find you want to delineate between article, book chapter, and books for your list. And lastly, don't be afraid to use Google Scholar or even Google -- I personally find it helpful in many cases.

Let me know if you have any questions,

Jolie

Jolie

**Jolie Graybill**

CONTENTdm Coordinator – Assistant Professor

University of Nebraska-Lincoln

319 Love Library

Lincoln, NE 68588-4100

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**APPENDIX ONE**  
Areas of Responsibility  
*Reference/Instructional Services*

**Brief Description:**

Libraries Scanning Presentation

**My Role:**



I created a basic scanning presentation for library faculty and staff in preparation of new fall semester. It covered some of the pieces of information necessary to assist patrons who are in need of scanning, or to answer questions from patrons regarding scanning.

**Significance/Impact:**

Significance of this event was to prepare faculty and staff who regularly interact with patrons at various Reference Desk service points to answer questions or assist patrons in need of scanning while in the libraries. This session prepared attendees with information about where patrons can scan in the libraries, what kind of scanning equipment options exist, what types of files are created, and how to deal with text versus color art for scanning.



## THE SKINNY on SCANNING

John Graybill  
University of Nebraska Libraries  
19 August 09

### What you should know about Scanning

- Know your output device – print or digital
  - » What's dpi, ppi? Pixels per inch.
  - » Image Resolution or New Year's Resolution?
- Know your screen size and settings
  - » Locate in Windows Display area
  - » Popular screen size settings:  
640x480, 14 inch monitors: 800x600, 15 inch monitors
- Do I have to do Math?
  - » Basic math: 6x4 photo at 180 dpi –  
(6 inches x 180 dpi) x (4 inches x 180 dpi) =  
1080 x 720 pixels






### .JPG, .GIF, .TIF, .PNG, HUH?

- Know your image
  - » Is it a photograph? Is it a graphic? Is it line art? Print?

IMAGE	OUTPUT FILE
Photographs	.JPG
Graphics, or line art	.GIF
Webpage	.PNG
Text	.TIF

- Smaller is better, loading and memory
  - » Larger images are slow to load
  - » Larger images are slow to email
  - » Double scan resolution = memory > x4






### Line Art, Grayscale, Fish Scale?

- Best Practices
  - » for a drawing? a graphic? a document?




	PHOTO IMAGE	GRAPHIC, LINE ART
Properties	Photos are continuous, bit color or bit gray, no text, few lines/edges	Graphics are often solid colors, with text, lines, or sharp edges
Best Quality	.TIF or .PNG	.TIF or .PNG
Smallest File Size	.JPG works	.TIF, .GIF, or .PNG
Max Compatibility	.TIF or .JPG	.TIF or .GIF



- Magic Numbers, Magic Bullet
  - » 72 dpi for web
  - » 300 dpi for print

### This is how we do it. . .

- Identify your to be scanned object, determine output

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**Brief Description:**

MidSemester Check General Library Presentation

**My Role:**

For the MidSemester Check event, Richie Graham, Scott Childers and I split the sessions and presented general library information to students in attendance. In advance of this session, I assisted with identifying relevant and engaging topics and assisted in the editing process of the proposal submitted.

**Significance/Impact:**

Significance of this event was sharing some of the key library resources that students might find helpful for completing assignments and having a successful semester at UNL. Students were able to discover services, such as InterLibrary Loan and learn how to set up an account.

October 2, 2009

Jolie Graybill  
Digital Media Services  
N220 Love Library  
Lincoln NE 68588-4100

Dear Jolie:

Thank you for presenting two sessions at the University's Mid Semester Check event held Sept. 16, 17, 21, and 22, 2009. The 41 students who attended your sessions on Monday Sept. 21 learned about discovering databases, journals, books, and images in one search through Encore, experimental web technologies showcased in the *BetaZone*, and tools for viewing, creating, and locating non-print, non-text resources in Media Services. Your explanations of the Libraries' electronic resources and services were engaging and informative. You engaged the students by asking them questions about their experience with citing and using libraries, and they appreciated learning about texting a call number to a cell phone. Your expertise with Media Services and the Libraries was evident.

When I approached you in April about participating in Mid Semester Check, you offered some ideas about topics for the presentation. You also contributed to editing the proposal.

The University's Office of Undergraduate Studies considers Mid Semester Check an important retention tool for first-year and transfer students. Nearly 1,300 students attended the event. Your willingness to present two sessions is appreciated by OUS and the University Libraries.

Sincerely,



Kate Adams  
Undergraduate Services Coordinator

cc: Kay Logan-Peters

## Mid Semester Check Schedule September 21, 2009

6:00 pm Welcome Megan Collins, Student Government President Auditorium

6:05 pm Session I Presentation on Academic and Life Issues  
Topics: Academics, Finances, Engage, Connect, Balance Auditorium

### 6:35-6:55 pm – Session II

Research – Just do it!	Centennial A
Financial Planning	Centennial B
Academic Success	Centennial C
Student Advice	Centennial D
UNL Libraries: online and on camera	Centennial E
Preparing for Professional Schools	Centennial F
Finding Success in the Large Classroom	Ballroom

### 7:05- 7:25 pm – Session III

Surviving College Math  
Time Management  
Academic Opportunities & Support  
Student Advice  
Study Abroad? Me?  
Technological Tools for Success  
Next Step Spring Semester

7:30 Refreshments

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### Second Group Arrives

7:00 pm Welcome Megan Collins, Student Government President Auditorium

7:05 pm Session I Presentation on Academic and Life Issues  
Topics: Academics, Finances, Engage, Connect, Balance Auditorium

### 7:35-7:55 pm – Session II

Research – Just do it!	Centennial A
Financial Planning	Centennial B
Academic Success	Centennial C
Student Advice	Centennial D
UNL Libraries: online and on camera	Centennial E
Preparing for Professional Schools	Centennial F
Finding Success in the Large Classroom	Ballroom

### 8:05-8:25 pm – Session III

Surviving College Math  
Time Management  
Academic Opportunities & Support  
Student Advice  
Study Abroad? Me?  
Technological Tools for Success  
Next Step Spring Semester

8:30 Refreshments

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Please note: There will be scanners to check you out at the end of Session III. The list will be sent to your College's Dean's Office. You will receive an evaluation in your email tomorrow morning. We request you complete the evaluation yet tomorrow.

Thanks for Attending  
Office of Undergraduate Studies and New Student Enrollment