

Spring 2014

Library Ledger

University of Southern Maine Libraries

Follow this and additional works at: <https://digitalcommons.usm.maine.edu/libraryledger>



Part of the [Education Commons](#), and the [Library and Information Science Commons](#)

Recommended Citation

University of Southern Maine Libraries, "Library Ledger" (2014). *Library Ledger*. 17.
<https://digitalcommons.usm.maine.edu/libraryledger/17>

This Book is brought to you for free and open access by the USM Libraries at USM Digital Commons. It has been accepted for inclusion in Library Ledger by an authorized administrator of USM Digital Commons. For more information, please contact jessica.c.hovey@maine.edu.

Library Ledger

USM Libraries

The latest news from Gorham, Lewiston-Auburn & Portland Libraries

What is Rapid ILL?



The Interlibrary Loan Department of the USM Libraries is excited to announce that we are now participating in the RapidILL system.

RapidILL is the latest initiative in our mission to provide USM patrons with the fastest and most wide-reaching access to materials outside of the USM Library collections. Rapid was initially created by Colorado State University as a quick, efficient article requesting and delivery system after a flood destroyed a large portion of their library collection in 1997. In the years since, over 200 university, college, medical, and research libraries have joined the Rapid system, with all participants committed to a 24-hour turnaround for article requests. USM's involvement in RapidILL allows us to provide unparalleled service to our patrons and the results of this upgrade have been immediate.

We began utilizing Rapid for our article requests in November 2013. Thus far there has been a **700%** improvement in the average turnaround time for filled article requests—from 3.5 days to just 12 hours—and a 95% fill rate for requests within the Rapid system. On many occasions we have seen articles arrive and be delivered to our patrons in less than one hour!

Because Rapid works within the same ILLiad system we have been using for resource sharing for many years, there are no changes to the request process. USM patrons still place article requests directly from their ILLiad accounts, and high quality digital scans of those articles are delivered to the “Electronically Received Articles” folder for easy viewing, printing and saving in PDF format. The only change is that the article

will reach you even faster. Place your article request now at illiad.usm.maine.edu to find out how fast Rapid really is! Contact the Interlibrary Loan Office for more information (288-8449).

Article by Matt LaJoie



**YOUR SUCCESS IS OUR
JOB!**

**MAKE A RESEARCH
OR TUTORING
APPOINTMENT TODAY!**

Volume 8, Issue 2

Spring 2014

Faculty 100
Grad 50
Undergrad 25
Staff 25
Alumni 20
Courtesy 20

How many items can you
check out at a time?



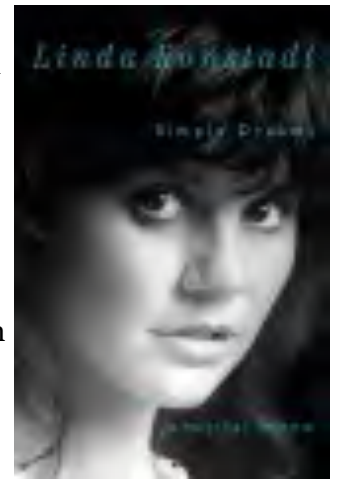
Inside this issue:

Rapid ILL	1
Book Review	2
Dear Crabby	2
In Brief	2
Gorham: The Trau-	3
Library Hours	4
Learning Commons	4



Book Review

Linda Ronstadt's *Simple Dreams: A Musical Memoir* is a wonderful story of her eclectic career. Beginning with her childhood in Tucson, AZ, we learn of her musical heritage, early Catholic education, and her love of horses. After a brief time in college, she headed to California to begin the singing career she had planned from the age of four. The memoir continues with amazing stories of her times, the performances, recordings, tours, and collaborations, even stepping out from the world of rock into Gilbert and Sullivan's musical *Pirates of Penzance*. She took on the vocal and acting challenges with grace, learning from those with whom she shared the stage, including George Rose and Patricia Routledge from British musical theater. Afterward, she tackled the *Great American Songbook*, working with Jerry Wexler and Nelson Riddle. She especially enjoyed working on shows with the Mexican songs from her childhood, including the wonderful music, dance, and costumes.



The book is filled with pictures from her family and various stages of her career. There is no mention of her Parkinson's diagnosis in the book, but she has talked about it since the book's release. She retired from singing in 2009, and she seems content in retirement from the tone of her book and recent interviews.

Review by Elizabeth Phipps

Sage Advice From Dear Crabby



Dear Crabby,

Back in the fall, my roommate said she'd tell me her "Top Ten" reasons to use the USM Libraries, but now she's graduated and gone back to Fiji, and she forgot to tell me! I know that you have thousands of online journals that I can access for free using the barcode on my USM card, as well as hundreds of databases that I can search to figure out which articles I need. I know that library staff are available to answer my questions by phone, chat, or email 7 days a week via the "Ask Us" button on the library home page. I know about your streaming video, and that Interlibrary Loan staff can get me materials from libraries all over the world, usually at no charge. But that only makes six, and how do I know what order to put them in? What did my roommate know that I don't?

~Stymied in Standish

Dear Stymied,

If your roommate was a big library user, she may have known a LOT that you don't. I'm guessing that she knew that we have group study rooms that can be reserved online via our website, that they have white boards for group projects and that tutoring services are offered in the Learning Commons on all three campuses in many popular subjects! That would bring it up to eight or ten depending how you divvy it up. But that's just the beginning. As to what order you put them in—it really doesn't matter! *Really, Stymied, do me a favor: start using the libraries and make your own Top Ten List!*

~Crabby

BRIEFLY

250 FACULTY
PROFILES LIVE IN
DIGITAL COMMONS!



188 ONLINE GUIDES!



OVER 50,000 EBOOKS



400,000 VISITORS TO
OUR 3 LIBRARIES IN
2013



Feedback

[www.usm.maine.edu/
library/contact-us](http://www.usm.maine.edu/library/contact-us)

Gorham Library: The Trauma & Recovery

Sometime during the early morning hours of a frozen Saturday morning on January 4, a heating pipe broke a joint and hot, steamy water flowed out of the videoconference room on the second floor of the USM Library in Bailey Hall. The water, full of soot, took a sharp left, then ran down the first two aisles, flowed into the study area, then turned again and ran along the far wall. It stripped the wax from the floor and undermined the ceramic tiles. The hot water seeped through the second floor and landed on the computer tables in the Commons. It also came through the walls in the office areas and the group study rooms. There was an inch of water on the second floor, and the steamy environment of a tropical day throughout the library.

Thanks to prompt action by USM Facilities management teams, the water was cleaned up quickly. ServiceMaster used forty fans and several dehumidifiers to dry out the space, and there was no real damage to the books in the stacks. A few volumes on display and in the office were damaged, as well as four computers and other equipment.

Work has already begun to repair the carpet tiles on the first floor. The floors and the walls are being cleaned and the abatement process has begun for the study pod area and the group study rooms. Painting will be scheduled for break periods, with a larger project of replacing the second floor being planned for the Summer.

The Library has been providing full service since classes began. As work progresses, there will be some areas out of service. There should be minimal disruption. The Library staff is used to working around construction, and the students have always been very understanding. There may be times when the Library will need to close but the campus community will be notified well ahead of time.

“It could have been so much worse,” is a phrase heard often these days. The efficient and timely response of DFM, the work of ServiceMaster, and the cooperative teamwork of all who addressed the initial emergency helped contain the damage. That same team effort will get us through the reconstruction and there will be a rejuvenated second floor to show for it.

Story by Ed Moore



Spring 2014 Library Hours

USM Library Addresses

Glickman Family Library
314 Forest Avenue
Portland Maine 04101
(207) 780-4270

Gorham Campus Library
Bailey Hall
Gorham, Maine 04038
(207) 780-5345

Lewiston-Auburn Campus Library
51 Westminster Street
Lewiston, Maine 04240
(207) 753-6540

Glickman Library

Sunday	10:00 a.m.-11:00 p.m.
Monday-Thursday	7:45 a.m. - 11:00 p.m.
Friday	7:45 a.m.- 8:00 p.m.
Saturday	10:00 a.m.- 8:00 p.m.

Gorham Library

Sunday	12:00 p.m.-11:00 p.m.
Monday-Thursday	7:45 a.m. - 11:00 p.m.
Friday	7:45 a.m. - 8:00 p.m.
Saturday	11:00 a.m. - 7:00 p.m.

Commons at LAC Library

Sunday	Closed
Monday-Thursday	8:00 a.m.-8:00 p.m.
Friday	8:00 a.m.-4:30 p.m.
Saturday	9:00 a.m.-3:00 p.m.

Text us a question@

(207) 482-0344

*[usm.maine.edu/
library](http://usm.maine.edu/library)*

*See Library hours for **exceptions** and changes at:
usm.maine.edu/library/location-and-hours

From the Learning Commons

During the fall semester, the Learning Commons partnered with the Chemistry Department for a pilot model of academic support. Five students were hired by the Chemistry Department to be Teaching Assistants for one of the “gateway” courses, Chemistry 113. These students served in two other capacities: the facilitators of the recitation (aka group practice) sessions, and Chemistry tutors in the Learning Commons. The pilot was a tremendous success! The average exam score among the 100+ students in the course

increased by approximately 20 points. Additionally, students from Chemistry 113 came in droves to work with the tutors, credited in large part to the relationship and familiarity established between the tutors and students via the TA. For Spring 2014, this model will continue for Chemistry 113, and is being expanded to include Chemistry 115.

The partnership between the Learning Commons and the Math Department has continued as well. For the spring semester, a new layer of academic support is being offered to students in Math 9, Math 101, and College Algebra

via Google Communities. Students in all of the sections of these courses will be invited into one Google Community. Tutors will post weekly “events” such as study groups held in the Gorham and Portland Learning Commons. Students can choose to accept the invitation to attend, and have reminders automatically put into Google Calendar. Tutors will also disseminate helpful resources such as Khan Academy videos and study tips. Lastly, tutors will inquire each week about any concepts that students may find particularly challenging. *Contact Paul Dexter at 780-5577 for more information.*