



A New Library For A New Generation By Christine Winnick

On January 15th students got together for a focus group to talk about their hopes for the new library. During the lively discussion that took place between eight undergraduates ranging from freshmen to seniors in various majors, the students answered questions and offered opinions about several areas of library activity. The most pressing concern for students was having “comfortable chairs!” Another student wanted to ensure there would be “long, wide tables,” and suggested individual lighting because she is a visual learner, while another student asked to keep the carrels for privacy. These basic concerns for quality furniture are obvious bedrocks for a productive student study life, however, as technology increasingly becomes a part of academic work and superior research, students need and rely on technology.

A “well-trained tech person” who is regularly available, more reliable printers and copy machines with the option to pay through their student accounts would decrease wasted time trying to figure out Slug Cards. More power outlets scattered throughout each floor for laptop users was another suggestion. Using and managing technologically based services, such as the library website was a topic of discussion as well. While students realize there is a plenitude of useful information on the website, many are not sure how to access that information. They

suggested YouTube-style online video tutorials should replace poorly attended workshops held at the library to learn about research skills and available services.

There was agreement that more and better signs were necessary to enable fast and efficient navigating through the physical building. Additionally, other visuals such as color coded signs, larger maps as well as noticeable and easily understood explanations of library services would make it less cumbersome to get to the book or service they needed.



A major point of discussion was security concerns. Knowing that the UCSC library is a place for community members and students alike to delve into their intellectual interests, students grappled with ways to maintain free, accessible knowledge while also preserving

their own safety, particularly at night. Several did not know about the on-campus security escort service and those who did had never used it because of the inconvenience. Thankfully, nighttime security guards were recently hired for both the Science & Engineering Library and the McHenry Library.

Noise regulations and food and drink polices were also on students minds. While everyone found cell phone calls disruptive and rude, students would appreciate spaces to talk in groups. Group study rooms equipped with projectors and whiteboards would also be useful for student organizations.

The students were very excited about the prospect of the Global Village Cafe as long as there were also “comfortable couches!” There was also a consensus that even an office supply vending machine or a place to buy school supplies would be extremely appreciated by students. Perhaps the World Café could provide this service?

One matter of significant value to this generation of students, was that the building would support environmental conservation. While an entirely “green” building would be ideal, using energy efficient light bulbs and more natural light by having couches face windows was also urged*.

*The new McHenry Library will have all these green features and many more.

Meeting the \$8 million Challenge

By Astrid von Soosten, Library Development

The energetic sound of construction noise cannot escape any daytime visitor to McHenry Library. Following the direction of the noise, the visitor will soon find an almost finished new wing attached to the existing building – the McHenry Library Addition - to be completed later this year. During spring break the entire McHenry Library - 850,000 volumes, all audio and video materials, all offices and service desks, and every piece of equipment and furniture will move into this new wing and leave the old wing empty for much needed renovation and seismic upgrading.

If you think moving an entire library is a challenge, let us share with you another one that we are about to undertake. Private support has become an increasingly important factor in funding public education. The McHenry project, while granted significant state funding of approximately \$88 million, is no exception and will not be the facility we hope for without it. Fundraising from private sources has been going on for a number of years. To date, the Library has raised \$4.25 million, and is charged to secure a total of \$8 million in private support.

To highlight and leverage the challenging nature of our fundraising goal, we have applied for a Kresge Challenge Grant which could bring us a lot closer to our total goal of \$8 million. The Kresge Foundation is one of the few foundations in the country that fund capital projects, applying a very high standard to non-profit organizations that seek their support. Going through the Kresge application process has been very enlightening, reminding us what a fabulous and generous donor base is already supporting the library. We are now tasked to broaden this donor base even more, and we hope that every Friend, friend, user and lover of McHenry Library will be on our team and help us identify, cultivate and befriend more library supporters than ever. Once Kresge has notified us of their decision, the McHenry Expansion and Renovation Capital Campaign will get into full swing. The remaining \$3.8 million will be raised with or without the Kresge award and will elevate the new McHenry Library from a pedestrian to a state-of-the-art 21st century facility.

We count on your support. Please contact Margaret Gordon (Tel. 459-4211, mgordon@ucsc.edu) or Astrid von Soosten (Tel. 459-5870, avs@ucsc.edu) in the Library Development Office with leads, questions and suggestions.

Editorial



1156 High Street
University of California,
Santa Cruz, CA 95064
(831) 459-5870
friends@library.ucsc.edu

Newsletter Editor:
Astrid von Soosten

Contributors:
Danielle Kane, Science & Engineering
Library
Ken Lyons, McHenry Library
Astrid von Soosten, Library Development
Christine Winnick, Library Intern

Proofing:
Suzanne Flanders

Layout and Design:
Richard Wohlfeiler

Virtually Infinite Virtual Possibilities: Second Life in Academic Libraries

By Danielle Kane, Science & Engineering Library

Most everyone has heard about Web 2.0 technologies like social networking sites, wikis, and blogs. Another Web 2.0 accomplishment is the creation of virtual worlds. Second Life (SL) (<http://secondlife.com/>) is such an online 3-D virtual world, entirely created by its residents, with its own economy and slang. Its social environment closely mimics real life such that residents can create, experiment and get inspired. In SL there is no preconceived objective; it is literally what you make of it.

I discovered SL over a year ago while searching for information on libraries and video game collections. I tried it out one weekend and got hooked on its infinite possibilities. While SL looks like a video game, it is not actually a game, because there is no game line telling you what to do. This freedom can be a bit confusing and it took me a while to figure out what my second life was going to be about. Finally, I decided to volunteer my time and services to the Caledon library. This library was created to fit a Victorian role-play community. The Caledon library is entirely virtual, and run by volunteers only. Its services are equal to that of any library in the real world. In my volunteer work with the Caledon Library, I am involved with creating and organizing collections, building displays, and streamlining access to library resources. The Caledon librarians are a resource for the Caledon virtual community and will soon begin to offer reference services. Currently,

virtual SL libraries tend to replicate traditional services but as the world grows and librarians become more comfortable with this technology, virtual services may begin to influence our real life libraries.

One of the best uses of SL is for professional development and collaboration. I have had the opportunity to attend virtual conferences and talks on various topics, without even leaving my office. Another great use is collaboration; I actually gave a presentation on SL with a colleague from UC Davis, Bernadette Daly Swanson. We prepared and practiced our entire presentation using SL and Slideshare, without meeting in person until the day of the presentation.

Libraries are exploring services in this virtual world, offering reference, creating collections, holding classes and talks. Library organizations and publishers, including ALA, Nature, and IEEE, are getting involved. Many universities are creating educational spaces within Second Life and are holding classes like Games for the Web, Field Research in SL, Virtual World Librarianship in Second Life. Other classes are covering topics like organic chemistry, hotel operations, architecture, and health, just to name a few.

While a virtual library could never replace a brick and mortar library, it may turn out to be a tool to influence and inspire a generation of students for whom gaming has become as natural- if not indispensable - as using a phone. A number of libraries and academic institutions have presences in SL but it would be a duplication of effort if every library attempted to create its own virtual world outpost. Librarians should be thinking about which unique feature they can contribute to a cohesive library presence - the Library of Congress of virtual libraries if you will. If a library wanted to use SL for a project, thought would need to be given to what the library's objectives are and how using SL can be helpful in achieving them.



At the Science & Engineering library, SL will allow us to rethink how we use the main entry space. We plan on constructing the shell of the main floor in SL and then creating service oriented modules that we can move around. We will actually be able to walk the floor in the virtual space and evaluate different configurations.

Mica Braun learning to build objects in SL

Ultimately what we find will influence future changes in how we use the main floor of the S&E library. What are the benefits of using a virtual space in such a way? Many of us who work in the building have ideas on better ways to utilize the space. By creating a virtual main floor we can see if those ideas are feasible. We get to try out new services and configurations in a cost effective way, to walk in our students' shoes, and to determine what does and does not work, before the project would continue forward in real life.



HVX and Mica collaborating on the LAUC-B conference presentation Projects created by UC Faculty

When I read about Second Life, it seems to be either touted as the next big thing or that it is worthless and just a game. I see SL as a launch pad, as a way to increase our knowledge and to help us build structures that are ready for the future. SL offers a morphable environment that we can mold to projects; we just need to figure out how to utilize it in the right ways. As a library, it is not only essential to understand our users and their current needs but to also try to predict those needs for the future. Over time, SL could also enable us to test new technologies and evaluate their place in services we offer.

Second Life has already open-sourced its code and work has begun on creating transferable avatars (SL 'incarnations' of players) that can move between virtual worlds. Transferable avatars are still in the early steps but are something to keep an eye on. I can envision a future where transmigrating between virtual worlds becomes a reality. Perhaps UCSC will once have its own virtual world where we can uphold privacy and our own Principles of Community, and choose to visit other worlds when and as we please.

UCSC Library Published Authors

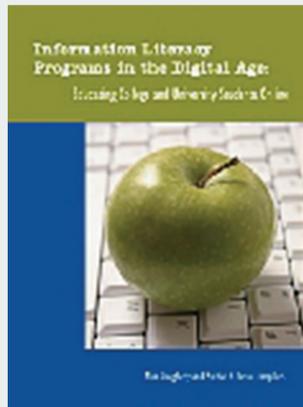
(Our librarians do not only manage content they also produce it. In this column, we will keep you posted about recent publications by UCSC librarians.)

Using NetTrail: A UCSC Online Tutorial for Undergraduate Students

By Ken Lyons

Veteran UCSC librarian-authors Debbie Murphy (McHenry Library) and Christy Hightower (Science & Engineering Library) have been joined by publishing debutant Ken Lyons (McHenry) in the recent release of their chapter in the American Library Association publication *Information Literacy Programs in the Digital Age: Educating College and University Students Online*.

The UCSC-penned chapter, "NetTrail: The Evolution of an Interactive, Self-Guided Tutorial for Undergraduates", describes the development, updating, features, and assessment of the NetTrail online tutorial. Aimed specifically at UCSC students, NetTrail (<http://nettrail.ucsc.edu>) uses a self-instructional, self-paced approach to provide undergraduates who are new to the research process an introduction to basic library and research skills. Its six self-contained modules cover the research process from initial topic selection, through library-catalogue and article-database fundamentals, to citation styles and the issue of plagiarism. The modules incorporate interactive skills-building exercises, and the entire tutorial is followed by a short self-administered quiz. NetTrail has additionally been adopted as an in-house training resource for new library staff and student workers and is now a featured resource of the UCSC Library's research instruction program.



Nonprofit Org.
U.S. POSTAGE
PAID
Santa Cruz, CA
Permit No. 32

McHenry & Science & Engineering Winter Quarter Hours January 8, 2008-March 20, 2008

Mon-Thurs	8:00 a.m. - 11:45 p.m.
Friday	8:00 a.m. - 8:00 p.m.
Saturday	9:00 a.m. - 8:00 p.m.
Sunday	10:00 a.m. - 11:45 p.m.

Exceptions:

- Monday, January 21 (Martin Luther King, Jr. Day) **CLOSED**
- Monday, February 18 (Presidents' Day) **CLOSED**
- Friday, March 14 **OPEN 8 a.m. - 11 p.m.**
- Saturday, March 15 **OPEN 9 a.m. - 11 p.m.**

Please note: McHenry Library will be closed March 16-30 due to the move. It is scheduled to re-open on March 31 in the new building.

Information Literacy Programs in the Digital Age describes significant and innovative online instruction programs, focusing on the development, implementation, and assessment of each contributing institution's online information-literacy instruction effort. By compiling the experiences of a variety of institutions and programs, the book provides a bank of knowledge that serves as a resource to other institutions currently teaching information literacy online and as a guide to those contemplating it.

So whether you are a nascent undergraduate, a community researcher, an author seeking a path through the research maze, a faculty member looking for a resource to refresh students' skills, or a librarian considering an online information-literacy tutorial, authors (and NetTrail developers) Murphy, Hightower, and Lyons feel *Information Literacy Programs in the Digital Age*, its NetTrail chapter and NetTrail itself will prove useful.

191
University Library
University of California
1156 High Street
Santa Cruz, CA 95064

