



# INSIDE ARTHURLAKES LIBRARY COLORADO SCHOOL OF MINES

## Library and CASA Tutoring Partnership Promotes Academic Success

For several years, The Center for Academic Services and Advising (CASA) has been providing a popular and thriving tutoring service for first-year and upper-class students. The tutoring staff consists of Mines sophomores, juniors and seniors that are proficient in all core classes and multiple upper level courses. For much of CASA Tutoring's history, the Arthur Lakes Library has been and remains an integral part of the tutoring program's success.

In 2010, Colin Terry, then Student Development & Academic Services Coordinator approached the Library seeking space for the tutoring program. Patricia Andersen, Public Services and Assessment Librarian found a small space on the lower level of the Library, near the Preservation and Collection Management sections. There, a maximum of 3 tutors per hour worked in 4-hour shifts on Sunday-Thursday nights. Despite the cramped conditions, the Library quickly established itself as the most popular tutoring site on campus.

In 2014, recent renovations in the Student Center resulted in the tutoring program losing one of its venues forcing a search for another large space on campus. CASA Academic Advising

Coordinator Brad Lindberg, Library Director Joni Lerud-Heck, Head of Research Services Lisa Dunn and Patricia Andersen responded to the challenge by repurposing the Reference Room space to respond to this need and enhance the new single-service

point Info Desk. Funds from two alumni donors enabled CASA to purchase modern furniture for the new space. The resulting expansion and improved furnishings now accommodate up to 6 tutors per shift with more room for students to work on their homework.



*CASA tutors prepare for an upcoming session*

The CASA Tutoring program continues to flourish as evidenced by increasing numbers of students using the service every year. As sophomore Biochemical Engineering major Brody Bills stated, "The tutors were very helpful, friendly and there for the students.

I did better in Calc 3 than I thought possible." During the 2014 academic year, over 2,375 tutoring instances occurred at its two locations in the Library and at the CASA Study Hall. Tutoring times have also been extended to include daytime hours. The Library is committed to continue to support CASA Tutoring which helps facilitate high academic achievements for current and future Mines students.

# interview

## New Single-Service Point Info Desk Streamlines Your Experience at the Library

### The Editor's Interview with Lisa Dunn, Head of Research Services

#### What prompted the creation of the single-service point in the Library?

A single-service point is an ongoing academic library trend in response to changing user behaviors and institutional priorities. In 2012, the Library explored options for repurposing space on the main floor of the building in response to user needs and I began to plan for a single service point to provide better service.

#### What philosophy/goals were adopted for the project?

The basic philosophy was a more user-friendly environment. Users could get one-stop service no matter what type of information they needed. We also retained the ability to assist users who needed more in-depth research support.

#### Who worked on the project?

Initially, I worked on the concept with Patricia Andersen and Library Director Joni Lerud-Heck. Once we determined that it was feasible, we asked for feedback from both Circulation Staff and Reference Librarians. From that point it was a collaborative effort.

#### What input if any was gathered from other departments on campus or library experts?

In addition to a review of the literature, I looked at future forecasts for academic libraries and spoke with many of my peer engineering librarians. On site, I had the benefit of considerable feedback from staff and direct observations of user/staff interactions.

#### How long did it take from the initial decision to implement the single-service point to the debut of the new configuration for the public?

The Info Desk concept was formally proposed in Summer 2013. We included renovation of the area around the entrance to support user research, and the Info Desk debuted in March 2014.



#### What were the best moments about the project?

The best moments for me were seeing people's faces when they discovered that they could get their questions answered when they walked in the door. The new environment and ability to provide better support for students and faculty was very energizing for me.

#### Greatest challenge?

Anticipating and welcoming change was relatively easy compared to fully implementing it. I had to break old routines and approach research assistance in a new way.

#### Who benefits from the single-service point configuration and why?

The greatest beneficiaries of a single-service point are the students. They're our primary on-site user population. Our interactions with users have gone up over 50%, and we're seeing a significant increase in queries from faculty in the library. I think the staff also benefit from increased interaction with our students and faculty.

---

## Library Website Redesign Delivers Quick Access to Research

The Library's website is the gateway to information and services, and must be kept current and fresh. After a comprehensive review, Library staff agreed there was a need for a website overhaul. Several goals were identified comprising improving navigation, content, and mobile device compatibility. Laura Guy led the effort, and the new site launched in June 2014.

Library staff began working with Campus Web Services staff in the fall of 2013. Web Services provided essential advice and technical support. Staff also worked with Savvior, the company that provides the software that runs the campus website. Savvior's help was instrumental in designing new functionalities for the home page. The Library Director was presented a list of recommendations and approved funds for the

*continued on following page*

# spotlight on staff

## New Faces in Circulation

European traveler, history buff and cycle enthusiast, Michelle Bontrager was hired as the new Circulation Coordinator in April 2014. Before her arrival at the Arthur Lakes Library Michelle pursued a varied career from managing the public reading room at the US-EPA Superfund Records Center to owning a tea shop in the Highlands neighborhood of Northwest Denver. One of her first library jobs was as a work-study student with the Mennonite Historical Archives at Goshen College, Goshen Indiana. There she processed materials for preservation.



After hours, Michelle is an avid cyclist along with her husband Peter. Together they have accomplished multiple bicycle tours throughout Europe combining their passion for cycling and dining with locals. Paying homage to the past Michelle's other interests include; spinning vinyl LPs and watching classic movies.

### website story continues

improvements, including a dynamic Library calendar, a news slide show, and a research discovery platform search interface. The project took nine months from start to finish. The bulk of Library staff's efforts were planning the new home page, redesigning the site's navigation, and reworking content.

Our new home page is mobile device compatible and works seamlessly with a variety of smart phones and other devices such as tablets. The calendar gives patrons immediate access to weekly hours and provides a link to our full calendar for upcoming months. The news slide show is dynamic, attractive and provides links



After moving 23 times and working 23 jobs, new Circulation staff member, Nick Bennett is eager to plant roots at Arthur Lakes Library and Colorado. After completing his MLS degree from University of North Texas (UNT), Nick moved to Colorado



in early 2014 in hopes of finding a library position. He was hired at the Library in 2014 as a Library Technician. After completing his undergraduate degree in English Literature, Nick entered the Library and Information Science program at UNT receiving a MLS and an Advanced Certificate in Library Management. He also worked at the Engineering Library for 2 years on the UNT campus.

Colorado is providing the perfect environment for Nick's favorite pastimes which include hiking, skiing and disk golf. He also is a devoted fan of science fiction and fantasy literature.

### Transitions

Julie Carmen, COSTAR Research Librarian for the Tell Ertl Oil Depository accepted a position as Cataloging and Digital Initiatives Librarian at Central Washington University.

Roz Yocom, Circulation, retired after 18 years of service at the Library. In 2008, Roz received a President's Diversity Committee Award for her contributions to Sigma Lambda, the student GLBT organization on campus.

to additional information. Library staff works diligently to keep news fresh and exciting.

Laura's team continues to review feedback from patrons and make changes accordingly. Analytics of website usage are closely monitored. As to the future of the website, Laura commented, "Website design work is never done. We continue to receive comments and are tweaking as we move forward to deal with issues. In general the response to the redesign has been positive. Making the entire site mobile-compatible is our next priority. It is something we look forward to implementing in the future."

# thank you

## Generous Gifts: April - September 2014

### Corporate/Foundation

Above and Beyond Inc.  
ConocoPhillips  
Drewski Inc.  
ExxonMobile Foundation  
Fidelity Charitable Gift Fund  
Gmuender Engineering LLC  
O.I.T.A.F. - N.A.C.S.  
Rader Engineering Inc.  
Rocky Mountain Lift Association  
Sandia Peak Ski Company

### Individuals

Mr. George S. Boyden  
Mr. and Mrs. James Bunch  
Mr. Douglas Clyde

Mr. and Mrs. Stanley & Judy Dempsey  
Mr. and Mrs. Marshall J. England  
Mr. and Mrs. Nils Ericksen  
Mr. Jim E. Fletcher and Ms. Karen Christopher  
Mr. Aaron E. Hale  
Mr. and Mrs. Peter S. Han  
Mr. C. Lee Jones  
Mr. and Mrs. Michael Lane  
Mr. Jan W. Leonard  
Mr. Thomas Heck and Mrs. Joanne V. Lerud-Heck  
Mrs. Doris MacCannon  
Mr. Rodney W. McNeill  
Mr. Walter L. Powell  
Ms. Judith R. Sorgenfrei  
Mr. and Mrs. John & Cindy Zapotocky

## Contributors

Editor/Writer: **Wendy Shortridge**  
Program Assistant: **Christine Monroe**  
Contributing Writers:  
**Laura Guy and Brad Lindeberg, CASA**  
Photography: **CASA and Beth Zecca**  
Layout and Design: **Medulla, LLC**

## Contact Us

**online** library.mines.edu  
**email** libcirc@mines.edu  
libref@mines.edu  
libadmin@mines.edu  
**phone** 303.273.3911  
**mail** Arthur Lakes Library  
1400 Illinois Street  
Golden, CO 80401

# Make an Impact!

*Contributions to Arthur Lakes Library make us a world-class source for information in the study of engineering and applied science related to the earth, energy and the environment. Thank you for making this possible!*

**Giving to the Arthur Lakes Library has never been easier! Enclosed in this issue is a pre-addressed donor envelope with instructions and donor form included.**

**Colorado School of Mines Foundation  
P.O. Box 4005 Golden, CO 80401-0005**

visit: [giving.mines.edu](http://giving.mines.edu)  
**Joanne V. Lerud-Heck, Director of the Library**  
direct: 303.273.3690



THE PRESIDENT'S  
COUNCIL

**donors are recognized  
at the following levels:**

Member	\$1,000
Supporting Member	\$2,500
Sustaining Member	\$5,000
Investing Member	\$10,000
Guggenheim Member	\$25,000

All gifts are tax deductible as allowed by law.

**MATCHING GIFTS** : Your gift can be doubled or tripled if you (or your spouse) work for a matching gift company. Please visit our website at: [matchinggifts.com/mines](http://matchinggifts.com/mines) to determine if your company has a matching gifts program. All matching gifts count toward membership in President's Council societies.