

W I N T E R 2 0 1 5

the Library News

The CSU East Bay University Libraries Newsletter

Message from the Dean: Homecomings and New Beginnings

Joining the CSU East Bay community as the Dean of Libraries has been like coming home for me. I spent much of my youth in the shadow of Warren Hall, playing football for Moreau High and riding my bike up the steep hills of D Street to deliver the *Daily Review*. Since then, I've been to Berkeley and Rochester for my education and have worked at several University Libraries around the Bay Area. After 20 years away, rediscovering the campus in my old back yard has been gratifying. Every day as I drive up the hill to go to work, I feel proud that I am making my small contribution to the education of my friends and neighbors, the most diverse student body in the continental United States.

I arrived at a momentous time for the university. On August 17th 2013, two days after I moved into my office across the street from good old Warren Hall, the building was imploded as an earthquake hazard. For the library, the removal of Warren has opened up radical new perspectives. Where we once had a dark hallway filled with reference books, we now have dramatic windows looking out over San Francisco Bay. I believe that the expansive view from the new library windows symbolizes the changing role of the library on campus. No longer is the library primarily a storehouse of books waiting on the stacks just in case they are needed by students and scholars. Although we still have hundreds of thousands of printed books, the library now provides access to a vast array

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Remodeling the Living Room

The library is a much-loved and well-used living room for the CSUEB student body. Per student, the CSUEB library is visited more often than any other library in the CSU system. On any weekday during the quarter, you will see hundreds of students throughout the building reading, writing, relaxing, drinking coffee, using computers, or working together in groups.

Like any 43-year old living room in constant use, the library is showing its age and was long overdue for upgrades in 2014 when the demolition of Warren Hall gave us an opportunity to address some of these needs. New windows facing west with dramatic views over the bay are the most striking change and are immediately noticed by visitors walking into the lobby, but there were many other upgrades in 2014 that improved the environment where students spend so much of their time:

Collaborative study lounge: Right next to the lobby windows, the library created a new group study area where students can work together on tables surrounded by whiteboards. The lounge also features soft chairs and couches for quiet reading and contemplation.

New roof: Over the summer, the library roof was replaced. The old roof was leaking, but now our collections and students are safe when it starts to rain.

New paint: The wood paneling in the lobbies was looking dark and drab, so we painted the walls with a lighter color to take advantage of the new light coming in through the library windows.

New computers and furniture: We upgraded all 180 public computers and installed new, more ergonomic furniture.

Keep visiting the building and the newsletter to see how we transform our space into a 21st century library!

After!

Before...

After!

Before...



Streaming Video: From the Library to Your Laptop

The library is always looking for new ways to deliver educational content to students and faculty, and streaming video is one of the fastest growing tools in our toolkit. We are building a diverse collection of educational videos that are available to CSUEB students and faculty wherever they have an Internet connection.

For many years, the library has maintained a collection of VHS and DVDs. A teacher can check out a traditional video to show her students in class, or a student can visit the library to watch a video on a viewing station in the library. Streaming video makes access much easier. Now, instructors can embed a streaming video from the library in their BlackBoard course or point students to the library catalog where they can find educational videos on a wide range of topics, from

films about Cesarean delivery, to examples of apartheid era South African propaganda, to histories of nudity in Western art.

The library gets its videos from several sources:

Films on Demand supplies the library with over 19,000 hosted videos on every academic subject.

Kanopy hosts over 8,000 videos available to CSUEB students and faculty.

NBC Learn Higher Education includes approximately 14,000 short clips from recent and historical NBC news broadcasts.

In addition to collections provided by external vendors, the library works closely with Campus ITS to provide **locally hosted** streaming videos from our existing collection of VHS and DVDs.

The library not only provides videos created by others, but librarians are also creating their own videos to teach students how to use library databases, how to do scholarly research, and many other topics.

Streaming video is another way the CSUEB library is using technology to provoke, inspire, and education our students.



Information Literacy: A Gateway to Knowledge

Twenty-first century students swim in a boundless sea of information. Through Google, Twitter, Wikipedia, Netflix and thousands of other sources, millions of bytes of information are produced and distributed every day. One of the primary goals of the library faculty at CSU East Bay is to introduce and encourage information literacy among our students in order to foster their ability to navigate this deluge of information at the university level and beyond.

Over the last twenty years we have developed a thriving and effective Information Literacy (IL) program that consists of a required LIBY1210 course for freshmen and library instruction sessions within research courses.

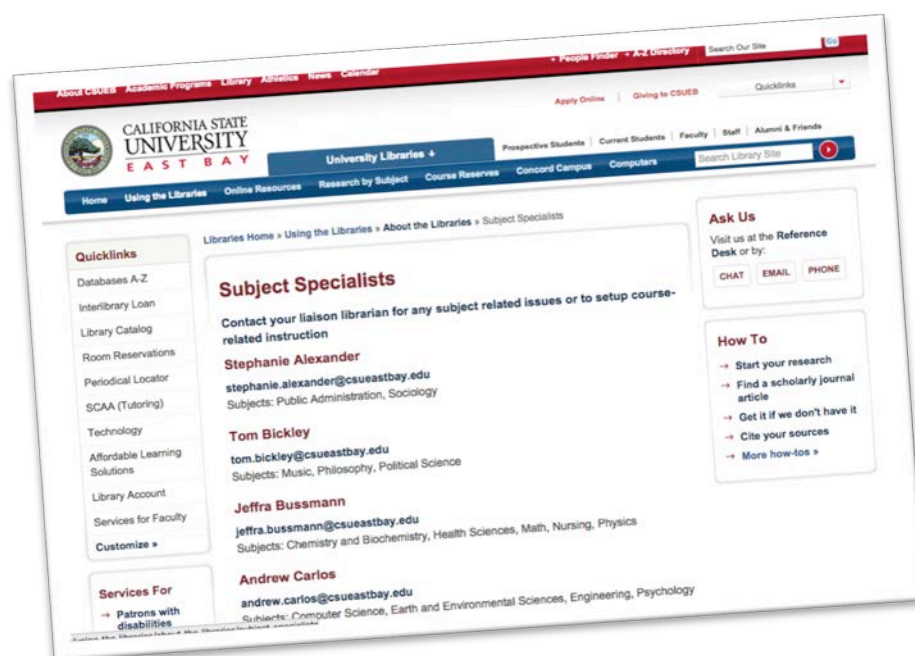
Last year, the library taught over 50 sections of LIBY1210, which prepares students to successfully complete the research needed to complete college-level papers and presentations. Subject specialist librarians taught over 80 course-integrated IL sessions in their areas of expertise, serving over 2500 students. These sessions support research assignments for courses in all departments, and can be tailored to support the information needs of a specific class.

CSUEB's groundbreaking IL program is aligned with both the Association of College and Research Libraries (ACRL) Information Literacy Standards and the Association of

American Colleges & Universities (AAC&U) Information Literacy Value Rubric for Assessment and has been shown to improve the academic success of our students.

For more information about the library's information literacy program, please contact Diana Wakimoto at diana.wakimoto@csueastbay.edu or Tom Bickley at tom.bickley@csueastbay.edu.

To see the list of our subject specialists, please visit our website at: <http://library.csueastbay.edu>.



Affordable Learning Solutions at CSUEB

The high cost of required textbooks is a growing burden on CSU East Bay students. Textbooks that students need for classes can cost up to \$250 or more. On top of rising fees and living expenses, buying textbooks is a hurdle that makes it difficult for students to learn and succeed.

Under the leadership of Librarian Aline Soules, the library is addressing this problem through our Affordable Learning Solutions (AL\$) program, which offers students and faculty several alternatives to expensive textbooks.

For students, the library hosts a “Textbook Tips” web page that gives them advice about taking “a bite out of textbook costs.” The tips include using one of the free online textbooks written by a few CSU East Bay professors, renting books from the bookstore, or checking the library catalog for textbooks. Since 2010, we have increased the number of textbooks available in the library by purchasing copies of the most expensive books to put on reserves, where students can check them out for a few hours.

For faculty, the library participates in statewide initiatives to make it easier for instructors find and assign low-cost reading materials. Every year, we receive grants from the CSU system to help faculty develop courses with inexpensive texts. The California Open Educational Resources Council (<http://icas-ca.org/coerc>) gathers peer reviews of open educational resources (OER) textbooks to help faculty decide which affordable textbook to choose. There are about 100 reviews available now and the goal is to provide 450 reviews of 150 books

by the end of 2015. Faculty can also search for OER textbooks directly in MERLOT (<http://www.merlot.org>), the CSU-sponsored Multimedia Educational Resource for Learning and Online Teaching.

If you would like to help us make reading more affordable for East Bay students, please contact Aline Soules (aline.soules@csueastbay.edu) for more information.

Profile: Paula Kapteyn, Coordinator of Access Services

Paula Kapteyn has been working in the CSU East Bay University Library since September of 1985, making Fall 2015 the anniversary of her 30th year of service and making her our most senior staff member.

In her first job here as Fines Desk Supervisor, it was Paula’s responsibility to handle all aspects of the overdue, billing, and replacements processes. Her responsibilities now encompass coordinating the entire Access Services department. She handles the department’s daily operations, is the resident expert on the software that runs our online catalog, trains her colleagues, and oversees the department’s financials.

When asked what has changed since she first began working here, Paula noted that the library has expanded our service to include a larger community of users, including offering more services for community members and joining the popular Link+ program.

Paula has also witnessed

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Spotlight: NEW! SCAA Writing Center

College student writers are often faced with challenges in writing as they learn not only the subject matter within their prospective fields, but also the critical thinking skills needed to navigate their way and position themselves within the discipline. President Morishita's Convocation Address in September 2014 announced the creation of the Writing Center under the Student Center for Academic Achievement (SCAA) as an initiative to support faculty and students in these challenges in writing at CSUEB.

The SCAA Writing Center will begin by housing the Graduate Writing Associates (GWA) program, in which graduate students are trained in Writing Across the Curriculum (WAC) pedagogy and writing tutoring skills, including tutoring second language writers. WAC pedagogy views writing as both a tool for learning and problem-solving (writing-to-learn) as well as a means to become literate and communicate within a particular discipline (Writing in the Disciplines).

A GWA is paired with a faculty member to collaborate on integrating writing assignments that foster critical thinking in course content based on the context, audience and purpose of the task, as well as provide on-on-one conferences with the students in the course. Although the GWA and faculty member do not share the same field, students will have focused support in the subject matter from the instructor complemented with support in writing from the GWA. Some may say that GWAs can be compared to traditional teaching assistants who



grade papers and generally aid the professor in running the course. The GWAs of the SCAA Writing Center, however, do not have the evaluative responsibility of assigning grades and therefore play a wholly supportive role for both faculty and students.

WAC and Writing in the Disciplines is often driven by the expertise of faculty in their respective fields as well as the perspective of students attempting to enter those fields, whether temporarily or for life-long goals. Therefore the GWA program and the SCAA Writing Center will provide a venue for faculty, staff, and students to begin and/or continue conversations about writing not just as a means of communication, but also as a tool for learning and engaging ideas.

If you would like to know more about the SCAA Writing Center and the GWA program, please contact the SCAA Writing Center Coordinator, Helen Ly (helen.ly@csueastbay.edu).

New Faces in the Library

Stephanie Alexander

Stephanie Alexander was appointed Social Sciences and Assessment Librarian in August 2014. She is the liaison to Sociology and Social Services and Public Administration, works with students at the reference desk, teaches sections of LIBY1210 and is a member of a number of campus committees. Stephanie holds an MS in Information from the University of Michigan and a BA in Mass Communication from the University of California Berkeley. Previously, Stephanie was Digital Services and Instruction Librarian at the College of San Mateo, Reference and Instruction Librarian at the University of Southern California's Leavey Library, and Associate Faculty Director for Reference Services at the University of Colorado Boulder. Stephanie has served on a variety of national committees within the American Library Association, including ACRL and RUSA. She is a member of the ACRL's Assessment Competencies Task Force and a subject editor for *Resources in College Libraries*. Recent publications include articles in *portal: Libraries and the Academy* and *Reference Services Review*.



Helen Ly

Helen Ly is the Writing Center Coordinator at the Student Center for Academic Achievement (SCAA). Helen is a proud CSUEB alumnus, earning her BA in English and MA in Teaching English to Speakers of Other Languages (TESOL). After teaching as a Graduate Teaching Associate for the English Department, Helen taught oral English at Jiangxi Normal University in Nanchang, Jiangxi province in China for a year before returning to CSUEB as a staff member. Her research interests include second language writing, writing center scholarship, and intercultural communication. She looks forward to working with and learning from faculty and students in the upcoming Graduate Writing Associates (GWA) program as one of the initiatives to bring Writing Across the Curriculum (WAC) back to campus. Helen enjoys collecting acronyms and getting lost in libraries.

New Faces in the Library

Bryan Morales

Bryan Morales is a Class of 2011 alumnus of California State University East Bay with a Bachelor of Science in Business Administration. While pursuing his degree, he worked in the University Library as a student assistant for Access Services. After graduation, he worked for three years in the corporate office of a cosmetics company with responsibilities in inventory management, purchasing, and inventory control. He is excited and delighted to have the opportunity to return to the library and Access Services team where he will be coordinating the student assistant personnel and overseeing stacks management.



Jen Nguyen

Jen Nguyen began as Director of the Student Center for Academic Achievement (SCAA), the university tutoring center located in the library, in September 2014. She helps train tutors to work with CSUEB students of all backgrounds in math, science, and writing on campus, fully assesses and plans SCAA's programs and work as a center, and collaborates with organizations across the campus to close the campus academic achievement gap. Jen's journey to CSUEB and SCAA began in

her hometown of Houston, Texas -- she was raised in an enclave of the city that looks and feels exactly like Hayward. Like many CSUEB students, Jen is a first-generation college student, attending undergraduate and graduate school at Georgetown University, where she worked extensively in the university Writing Center. Prior to working at the SCAA, Jen was a College Counselor for underserved students at Jefferson High School in Daly City and was the lead researcher in a national study of the transitional experiences of first-generation freshman at Georgetown. She sees a lot of herself in her tutors and tutees. Outside of working at the SCAA, Jen writes short fiction and non-fiction, loves to read, and is a huge fan of (almost) every sport.

New Faces in the Library

Sharon Radcliff

Sharon Radcliff is the new Business and Economics Librarian. She has a BA, and MLIS from UC Berkeley and a MA in English Composition from SFSU. She is currently doing her dissertation research in the EdD program in Learning and Instruction at USF. Her research involves studying the effects of teaching argument and information literacy using images. She has been at CSUEB since September of 2013. She helps students at the reference desk, provides consultations and instruction sessions for business students, buys books and chooses business databases for the library, and teaches sections of the LIBY1210 course. She helped organize “Money Smart Week @ The Library” in 2014, which included workshops, presentations and displays relating to financial literacy for students, staff and faculty. She looks forward to organizing it again this year!



Message from the Dean

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of online resources, including ejournals, ebooks, streaming video and audio. Today's CSUEB student has immediate access to a much larger and more diverse collection of resources than did her predecessor of 20 years ago, both within the library building and while using the digital library from her computer at home. Moreover, the library has become a vital hub of learning on campus with a vigorous information literacy program that teaches students how to navigate the glut of information available in the digital age, a peer-tutoring center – the Student Center for Academic Achievement – where students teach each other how to write and do math, and a Learning Commons that provides technical expertise and support to students.



I am enjoying the challenge of leading the library in this era of transition and growth, and I look forward to meeting all of you in the years ahead. Please stop by and say “hello” sometime so that I can

John Wenzler, Dean of the Libraries introduce myself and show you the new CSUEB Library.

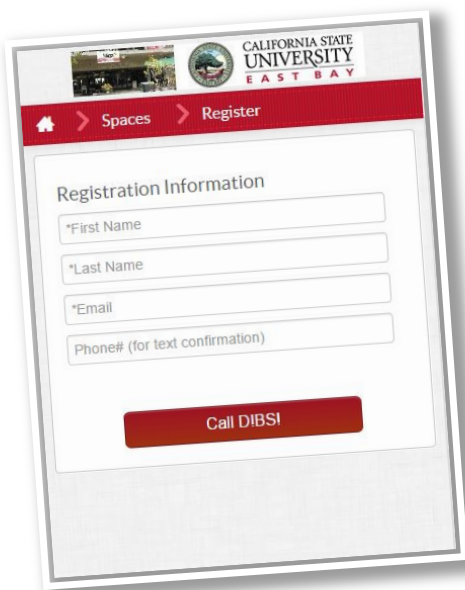
Profile: Paula Kapteyn, Coordinator of Access Services

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how the campus has grown, with new buildings being built and some (notably Warren Hall) coming down, and how the student body has become more diverse. She observed how computers have changed many things, including how departments are run and what classes we offer here. Over time, there has also been an increase in the number of majors students can choose from, and the focus of the curriculum has turned toward science, technology, engineering and math (STEM).

According to Paula, the most satisfying elements of her career have been working with good people, getting to know the students, and being able to help people. "It's been a rewarding experience working here," she said. "We have a very close working relationship in Access Services, which I treasure. I've learned a lot and taught a lot. I like being able to give back." In the future, as she heads toward retirement, Paula is looking forward to spending more time volunteering, traveling, and spending more time with her husband.

In the meantime, Paula will continue to dedicate herself to the efficient and effective inner workings of the CSUEB Library. Paula can be reached at 510-883-4905 or at paula.kapteyn@csueastbay.edu.



Calling D!BS...

The nine study rooms on the Upper Mall of the CSUEB library are a hot commodity! Now, students can reserve them online using D!BS: <http://csueastbay.evanced.info/dibs>. Launched in Fall of 2014, D!BS is designed so students can find and reserve a room with their mobile devices. After making a reservation, a student gets a reminder text message from D!BS 15 minutes before her reservation starts and 15 minutes before the end of her reservation. Each student is allowed to reserve a room for one hour per day to give everyone an opportunity to use one.

On a Library Study Room!

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University Library, CSU East Bay

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Hayward, CA 94542

[Recipient]

Address Line 1

Address Line 2

Address Line 3

Address Line 4