Test Your Knowledge

- What is OPD?
- What is the oldest item in Special Collections?
- Who was Elmer Henry Garinger?

Answers page 6

Inside this Issue:

- Take Note: A message from the dean
- Department News
- Staff Profiles

Extra! Extra!
Send your news!
deads@uncc.edu

Doing What it Takes to Meet User Needs

“And when my supervisor would ask if I wanted to take on something new, I always gave it a try.”

Give her a challenge and she accepts it, making it her own, even if it is something that is totally new and out of her comfort zone. Versatility, maybe, but others have viewed this “take-charge” attitude as a way to showcase what she can do based on what she has brought to Atkins Library: her education, confidence and the ability to turn a blank canvas into a masterpiece of service. She learns what she needs to get the job done.

“I started here in 2008 and my supervisor at the time was very much in tune to my skills and abilities. I was very fortunate to have a manager who gave me the opportunity to learn new things. And when my supervisor would ask if I wanted to take on something new, I always gave it a try,” says Beth Scarborough, Instruction Associate for Research and Information Services.

And that is exactly what the former English teacher has done. She’s taken on new projects, making her main focus in the library hard to pinpoint. Hired as the evening supervisor for the

See Doing what it takes on page 4

Birthdays

July

16 Beth Martin

August

3 Donna Lanclos
14 Carol Bellamy
18 Donna Gunter
18 Renee Moorefield
22 Rachael Winterling
27 Chesney Klubert
28 Sara DeWaay

BACK TO SCHOOL

Classes Start August 24th
Library-Wide Committees Formed

In early August, our dean invited each Atkins Library faculty and staff member to volunteer to serve on library-wide committees.

“Committee work is performed during your workday. It helps us build teamwork, remain engaged, learn new skills, practice interests that we can’t perform in our normal position, and improve our services, facilities, collections, communication, etc. Committee work is intended to be a rewarding experience for all participants.”—Anne Moore

Faculty and staff are working together as a team on the following library-wide committees. Committees represent all areas of the library.

See a list of Committees on page 6
Julie Pullen
I am the Interlibrary Loan Lending Specialist.
I have worked for Atkins for a year and a half in Circulation and four months in my current position.
I am originally from Charlotte.
In my free time I like to write, read, and spend time with family.
Many people don’t know that I donate my hair every two years.
The last book I read was *We Need to Talk About Kevin* by Lionel Shriver.
When I was younger, I wanted to work for NASA.
If I had three wishes they would be to find a way to cure depression, to have artistic talent, and that there was national free access to health care.

Sharon Reichard
I am the Director of Public Relations and Communications.
I have worked for Atkins for two years and eight months.
I am originally from Lynchburg, Virginia.
In my free time I like to work in my yard and spend time with my dog.
Many people don’t know that I worked in television news for the first eight years of my career.
The last movie I saw was *Inside Out*.
When I was younger I wanted to be a veterinarian.
If I had three wishes they would be a long, healthy life for my mother, a loving home for every unwanted animal, a few million dollars to build and endow no-kill shelters and to travel all over Europe.

Abby Moore
I am the Education Librarian.
I have worked for Atkins for one year.
I am originally from Afton, New York, the boonies of upstate.
In my free time I like to hike, bike, read, and see live music.
Many people don’t know that I am an identical twin.
The last book I read was *Bone Gap* by Laura Ruby.
When I was younger I wanted to be a fashion designer (ha!).
If I had three wishes they would be that my dog would allow me to sleep until 8am on the weekends, that people were kind to each other and that I owned a beach house!
Doing what it takes continued from page 1

Information Desk, Scarborough has seen her job evolve over the past seven years. She began helping students with research and answering all kinds of questions to assist with directions, how to locate resources as well as how to use specific computer software, and help with the multiple trouble shooting issues that the frantic college student experiences when their paper is due in twenty minutes.

Now, with less emphasis on desk time, Scarborough’s responsibilities include a variety of tasks such as instruction, and being the contact person for U.S. patents and trademarks as well as the expert on Endnote. “I teach classes on Endnote, mostly to graduate and upper level students. I’ve developed partnerships with professors where they contact me to teach the citation management software to their Ph.D. students. Working with Endnote was one of the tasks that my former supervisor asked me to do. I had to learn the program because I didn’t know anything about it. I sought out all kinds of training that would help me do my job, which was teaching classes on Endnote. It was extremely challenging, but I became an expert on it,” says Scarborough.

But that was only the beginning. Scarborough is also the representative for the United States Patent and Trademark Resource Center where she works with the public by providing access to patent and trademark information and assistance to patrons using the databases. There are 81 Patent and Trademark Resource Centers in the United States. Atkins Library is one of two centers in North Carolina.

“Like Endnote, I didn’t have any prior experience with patents and trademarks before taking on this task. The subject was really foreign to me. I have a bachelor’s degree in history and at first, I felt very uncomfortable because I didn’t have an Engineering background. I really believe in training and education and that is how I am able to assist patrons by pointing them in the right direction and showing them how to complete searches to do their research on patents. I give them what they need in order to apply for trademarks,” says Scarborough.

Scarborough maintains her level of expertise by attending an annual, week-long training session in Alexandria, Virginia. She says, “One of the requirements of being a United States Patent and Trademark Resource Center is to attend training each year. The training is from 8am-5pm. A packed week of information that keeps representatives aware of any changes, updates or new legislation that affects patents and trademarks. We also learn about information that pertains to the many databases that are available for users. This training is crucial for the service that our library provides because our patrons expect accurate information from us,” says Scarborough.

Working with patents and trademarks led Scarborough to her involvement with the Charlotte chapter of SCORE, an organization that helps people get started with small businesses in the Charlotte area. “I’ve partnered with local business organizations such as SCORE by providing outreach to the local businesses. I attend community monthly meetings and share information with them on how the public can come to Atkins Library to use our resources for their small businesses and networking endeavors. These two components of my work really go hand in hand because of my knowledge of patents and trademarks,” says Scarborough.

Scarborough with Darrell Bonapart at a Small Business event.

See Doing what it takes on page 6
The students are returning! We will welcome 28,000 students including nearly 3,400 freshmen and 3,000 transfer students to UNC Charlotte on August 24th for the fall 2015 semester. Atkins Library will be instantly busy as you know far better than me. Everyone in the Library is engaged in service to students, faculty, and staff. We are all responsible for providing the highest possible level of service and for creating a welcoming and positive environment that encourages students to return over and over. One less than satisfactory customer service interaction can turn a student off to the Library for his/her entire academic career and cause a faculty member to describe their experience to students and other faculty. So we all represent the Library in every interaction.

We have several exciting events planned for Week of Welcome, including Tea & Cookies at Atkins during Move-In Weekend on Friday, August 21, and Saturday, August 22, from 10 a.m. – 3 p.m. Parents and students can cool off, have refreshments, and learn about the wonders of Atkins Library. Judy Walker is organizing the Resource Fair for the Graduate School Orientation on Saturday, August 22, at tables on the Ground Level inside the Library Café. The event will run from 1:15 – 2 p.m. and will include building tours. Atkins will also participate in the first ever New Student Convocation on Monday, August 24 at 11 a.m. in the Dale Halton Arena. Some of the faculty will attend and participate in the processional. That afternoon, we will host a scavenger hunt with 8 stations distributed throughout the Library (featuring 3D puzzles made on our 3D printer) between 1:30 – 4:30 p.m. Students who complete the “tour” will receive a prize and also be entered into a drawing for gift cards to Starbucks and the bookstore. Also on Monday, the 24th, the Day of Convocation, we will participate in an academic resources outreach fair from 3-5 p.m. on the walkway between Atkins and King. Along with Atkins there will be tables from Multicultural Academic Services (MAS), Office of Disability Services (ODS), Office of International Programs (OIP), University Career Center (UCC), and University Center for Academic Excellence (UCAE). On Tuesday, August 25, from 11 a.m. – 1 p.m., we will staff tents near the North Entrance, have games, provide information, distribute giveaways, and introduce some of the Paws for Exam Therapy dogs. Atkins is working hard to engage with our incoming students, so they will make the Library their new home away from home.

Along with the excitement of the students returning in hordes to visit Atkins Library, new carpet will be installed on the first floor in the common areas beginning on September 11 for about two weeks. The offices and study rooms will be carpeted beginning October 9 until they finish. While this project will be disruptive, carpeting will occur after 8 p.m. and end at 4 a.m. each weekday and will run from noon – 8 p.m. on Saturdays. The installers will not work on football Saturdays or any Sundays. Please note that the pods will be removed permanently at the beginning of September and computers will be moved to upper floors shortly before the project begins.

Chair and table furniture samples will be brought in the first week of the semester for faculty, staff, and students to try out and comment on. Draft plans of the furniture and equipment layout for the first floor will be shared with Atkins Library faculty and staff as soon as they are available for comment.

*Take Note* continued on page 6
Take Note continued from page 5

After the re-carpeting of the first floor, we will continue to use some of the old furniture, but with new computers, while we await delivery of the new furniture and completion of other modifications such as enclosing a graduate/quiet study room on the west side and replacing dry erase boards with glass. We hope that painting will occur as well.

It is important to emphasize the tremendous participation of our faculty and staff in the two Strategic Planning retreats and the first and second floor planning Charrette. We got to know one another better. We generated tons of fresh ideas. And we got underway on planning for our future. We will have more of these stimulating brainstorming opportunities as we delve more deeply into planning for our service points and renovations throughout the building. We have had an overwhelming response to the call for volunteers for the new library-wide committees. I look forward to seeing the enhancements throughout the Library that will come from faculty and staff participating in important activities that interest them and allow them to explore their talents while helping us provide ever-improving services and facilities.

—Anne

Library-Wide Committees

- Art, Exhibits, & Displays
- Assessment
- Communications, Marketing, & Signage
- Outreach, External Programming, & Events
- Popular Reading/DVD Collection
- Public Services
- Safety & Disaster Response
- Staff Development & Activities
- Steering Committee
- Strategic Planning
- Web Advisory
- WMS/WCL

Test Your Knowledge

Answers:

- Office of Proposal Development
- The office provides consultation services to faculty who are developing grant proposals
- Sumerian Clay Tablets
- A member of the North Carolina General Assembly and the first Superintendent of Charlotte Mecklenburg Schools

Doing what it takes continued from page 4

Non-traditional is the norm for Scarborough. Her evening work schedule and working mostly with higher level students as well as community patrons bring a sense of enjoyment. “I feel that my job is different and my role at Atkins allows me to be a life-long learner. I have to continue to learn in order to do my job. My job is very rewarding. With Endnote classes, patents and trademarks and local business outreach, I’m constantly educating myself in order to give my patrons what they need,” says Scarborough.