The Best of Both Worlds

“I was a computer science major at Louisiana State University, LSU, but I went there on a music scholarship. I loved music, but I was also fascinated with computer science and technology. I wanted both.”

A natural talent is how one can describe Reese Manceaux, who discovered the gift of music in middle school when he won first place in the very first band competition he entered. Playing the saxophone was an accomplishment that later earned him the title of being ranked first in the state in high school, which led the Louisiana native to several scholarship offers to various colleges. This honor was something he accepted, but on his terms. “I was a computer science major at Louisiana State University, LSU, but I went there on a music scholarship. I loved music, but I was also fascinated with computer science and technology. I wanted both,” says Manceaux, the Technology Support Analyst in Digital Initiatives.

Although some may view computer science and the arts on separate ends of the professional spectrum, Manceaux explains the combination as one that complements his skills and abilities when he assists faculty, staff and students in his position at the library. He says, “I see a correlation between what I do in my job and music. It’s creativity. I use the creative side that I’ve developed with my music knowledge to help me figure out solutions to problems as I work with patrons on gathering data for their research.”

Other than his father playing the guitar, Manceaux isn’t certain of where his music ability originated, but he is sure of his passion for it and what he feels when he’s playing music.
While the big event this fall is the chaos of the overhaul of the 1st Floor, everyone has been working at peak efficiency on dozens of projects. For the first time, this newsletter includes the highlights of the department/unit reports, which demonstrate the diversity of important activities underway. I will mention a variety of brief items of interest.

At the October 7th All-Staff meeting, Bob Price presented the new Mission, Vision, and Values statements, which were finalized by the Strategic Planning Committee based on the work done by the faculty and staff at the summer retreats. We are mastering the new NinerTalent personnel system and are picking up speed with hiring. In addition to Chris Allman, our new Collections Maintenance Specialist (highlighted in this issue), we are at the interview stage for Brad Arnold’s second Collections Maintenance Specialist, for the University Archivist, and for the Executive Assistant. We will be advertising soon for the Associate Dean for Special Collections and the Scholarly Communications Librarian.

Donna Lanclos will coordinate a Student Advisory Committee that will be organized by Carrie Nowell, the SGA representative on the Faculty Advisory Library Committee. The Student Advisory Committee will help us gather input from students related to our services, collections, and spaces. We hope the Student Advisory Committee will also help us with events, spread positive information about the Library among other students, and articulate library needs to other campus groups.

We finally have a Scope and Budget for the Visualization Lab on the 2nd Floor, which has been in the planning stages for several years. We hope to have the Lab up and running in spring 2016.

On October 14, a representative sample of the campus population was invited to take the LibQUAL+® Lite web-based and normed questionnaire to document perceived satisfaction with library services, collections, and facilities. We can compare our results to those of other comparable libraries. The questionnaire also invites open-ended comments that will provide specific insights into attitudes toward our library. The Assessment Committee will summarize and analyze the results for all of us to review.

According to Beth Martin, Access Services has made some exciting improvements in services since the beginning of the fall semester. Laptop check-out moved upstairs to the main desk when the north desk closed. But Access Services is everywhere with the Roamers combing the building and answering questions wherever they occur.

ILL has some exciting new services that make life easier for students and faculty. When ILL receives a request, they always check to see if the item is available in our catalog. Previously, if ILL found the item in our collection, they would cancel the request, send a note to the patron that the item was in the library, and recommend the patron retrieve the item to check it out or place a hold. This required extra work for our patrons.

Now, if ILL finds that a requested item is available in our collection, they place a hold for the patron. Holds are automatically routed to the Collections Maintenance and Patron Services team for processing and delivery.

When the item is changed from an ILL to a hold, the patron receives a notice from ILL that the item was located and that they will be notified when the item is ready for pickup. Faculty members will receive a notice saying that the item was located and they will receive the item based upon their delivery preferences (this is office delivery, home delivery or in-library pickup). Faculty members make a delivery choice when they request an item and we use their desired delivery method.
**Collection Development and Electronic Resources**

- Working with Technical Services to fine tune the purchasing of streaming video.
- Attended the Gold Rush webinar to learn more about the system that ASERL might use for print retention project.
- Started reviewing possibilities for an ERMS, including demoing Ebsco ERM Essentials.
- Hosted Charlotte Initiative (Mellon Grant Meeting) at Center City.

**Collection Access and Outreach Services**

- For recently published books that we cannot get through Interlibrary loan, and that fit the criteria for cost, we will send a purchase request to Collection Development. A rush request is then sent and the patron is notified as soon as the book is received. The average time is five days.
- Much work has been spent this month on committee organizing, and holding (or attending) the first meetings of several committees (Steering, Outreach, Communications, Strategic Planning).
- Promoted and scheduled several webinars for Atkins Staff.

**Digital Initiatives**

- Server Room Relocation: hybrid approach with some services moving to AWS and working with ITS on some services residing within L36. Our target is to vacate the current server room by the end of the semester.
- Digital Signage identification and worked with Classroom Support to utilize Four Winds Interactive.
- Re-design of Intranet Site

**Information Commons**

- Sara started weekly reference in Robinson Hall.
- Mendy met with CCNE accreditation team regarding the Doctor of Nursing Practice program; program accredited after their visit.
- Amanda offered research consultations to CTI students at a 3-hour CTI-sponsored Writing Jam at Center City.

**Library Administration**

- Anne attended Designing Libraries conference at NCSU and took photos of Hunt and Hill Libraries (in Atkins Renovations shared Google Drive folder).
- Planning underway for Staff Focus Group around help/service points in the Library, scheduled for mid-October.
- Consultant, Susan Hewitt, is working with Direct Reports.
- Strategic Planning Committee met for the first time. Bob Price was selected as chair. Teams for Mission, Vision, and Values met to complete those pieces of the Strategic Plan.

**Special Collections**

- Working with Advancement on acquisition of Mecklenburg County survey maps collection.
- Conducting pilot project on developing procedures for working with vendors on digitization of audio assets on obsolete magnetic media (oral history interviews and Charlotte Boys Choir recordings).
- Hosted visit from conservator from the North East Document Conservation Center.
Donna Lanclos

I am the Associate Professor for Anthropological Research.
I have worked for Atkins for six years.
I am originally from various places, mostly California. My father was in the USAF and we moved around.
In my free time I like to read comics, science fiction, fantasy, and mystery novels—any novel, really.
Many people don’t know that I was a distance swimmer in high school (200m and 500m races).
The last book I read was The Princess Bride. The last movie I saw was Ant Man.
When I was younger I wanted to be a palaeo-anthropologist. I wasn’t far off.
If I had three wishes they would be paid off debt, endless budget for travel, and a good life for my kids.

Monika Soler Correa

I am the Interlibrary Loan Borrowing Assistant.
I have worked for Atkins for one year and two months.
I am originally from San Salvador, El Salvador.
In my free time I like to read, listen to music, watch movies, and spend time with my family.
Many people don’t know that I have traveled cross country twice and have lived in all regions of the United States except for the Midwest.
The last book I read was a book on Simon Bolivar. The last movie I saw was Tim Burton’s Corpse Bride.
When I was younger I wanted to a medievalist, a historian, or a librarian.
If I had three wishes they would be infinity of wishes, end all wars and violence, and end the stigma of mental illness.

Sara DeWaay

I am the Arts & Architecture Librarian.
I have worked at Atkins and The Charles C. Hight Architecture Library for one year and two months.
I am originally from Minneapolis, Minnesota-don’tcha know.
In my free time I like to be crafty. I like to bake, sew, quilt, weave, make bobbin lace, and can food.
Many people don’t know that I lived at Hogwarts...or at least lived where Harry Potter was filmed (Alnwick Castle).
The last book I read was The Hours Count by Jillian Cantor.
When I was younger I wanted to be Laura Ingalls Wilder.
If I had three wishes they would be to travel wherever I want, starting with Mongolia; to ensure that basic needs like food, shelter, and healthcare are available to everyone; and that every week had eight days so that every week we could have 3-day weekends.
Allman Joins CAOS

I am originally from Charlotte. I’ve lived here all my life other than when I moved away to go to college. I graduated from East Carolina University in 2012 with a history degree. Before coming to Atkins I worked in reference and circulation for the Charlotte Mecklenburg Public Library. I started working in CAOS on September 8th as a Collections Maintenance Specialist.

October 2015 — Author Gives Praise to Library Staff

October 12, 2015

Dear Dean Moore:

What a wonderful library you have!

It was a privilege to visit last week and talk about my book, Carolina Israelite: How Harry Golden Made Us Care about Jews, the South, and Civil Rights. I have addressed groups around the country, and while all the readings have been great experiences for me, the panel at Atkins Library was by far the most rewarding.

Dawn Schmitz and her staff are creative, energetic and shockingly well organized. Sharon Reichard did a masterful job of event planning and marketing. Maggie Bailey created seriously cool programs and posters. Valinda Pierce makes catering look easy. Your Facilities folks—Mark Reynolds and Lee Jefferson—were patient and expert in making sure all the sounds and lights did what they were supposed to do.

I was especially pleased and honored that you attended the event—the demands on your time are enormous, I am sure.

I have long known that Atkins staff is made up of talented, highly professional folks, but this visit gave me a chance to see their expertise in a new way.

Once again, with feeling: What a wonderful library you have!

Thank you very much for hosting me. I am hoping I will have opportunities in the future to visit and use the Library and Special Collections for a new book project that I have in mind. Stay tuned!

All the best.

Kimberly Marlowe Harnett

September 2015 — Rita Johnston co-authored a white paper through the DLF, Digital Library Federation, titled, Best Practices for Google Analytics in Digital Libraries. The purpose of this white paper is to provide digital libraries with guidelines that maximize the effectiveness and relevance of data collected through the Google Analytics service for assessment purposes.

Johnston’s work with DLF was featured in a conference in October. The session, Collaborative Efforts to Develop Best Practices in Assessment: A Progress Report, was livestreamed from the University of British Columbia Library on October 26th.
And Manceaux has been doing more than just helping library patrons for 21 years. With a master’s degree in Library and Information Studies from UNCG and a master’s degree in music from Winthrop University, Manceaux shares his talent with others by teaching music, something he’s been doing on and off since 1999. “This semester I’m teaching a saxophone quartet class here in the music department. Over the years, I’ve also taught high school students various instruments, both privately and through the local schools. Through my teaching, I’ve learned that anyone at any age can learn to play an instrument, but it’s having the discipline, the ability to accept constructive criticism and the motivation to practice that will make a good musician. I was lucky to have a computer science background to go along with my love for music. I often tell my students that you really have to love music to expect to make a living on the profession alone and you have to really be the best at what you do to make it to the top,” says Manceaux.

Considering Manceaux’s resume, he’s met the requirements of “being the best at what he does.” The accomplished musician, who plays numerous instruments such as the piano and all the woodwinds of flutes, oboes, bassoon, clarinets and saxophones, he plays professionally with the Charlotte Symphony, Greenville Symphony, CPCC, Theatre Charlotte and other local theatres. Manceaux recently finished the production of “The Addams Family” with the Piedmont Players Theatre in Salisbury, NC. The performance took place early-mid October. In this production Manceaux was responsible for playing four instruments in the orchestra. November 13-22 is Manceaux’s next production. He will be playing flute and clarinet at CPCC Theatre for “The Phantom of the Opera.”

Access Services now pulls holds on third shift to shorten the time from request to checkout, which means they pull holds 3 times in a 24-hour period.

Access Services and Security staff no longer have to check IDs as individuals enter the Library between Midnight and 7:30 a.m. because the campus population can now swipe their 49er Card at the Main and North entrances to the building.

The holidays are just around the corner!