ENCOURAGING STUDENT SUCCESS
Greetings,

This fall, Pattee Library and Paterno Library spaces feel especially energized, perhaps because of highly anticipated space transformations recently completed and others now in progress.

In August, we opened a new, University-licensed Starbucks Café, a long-desired expansion of food and beverage service in our largest location. Adjacent to it is the aptly renamed MacKinnon’s Lounge and our global news resources space, all on Paterno Library’s first floor. These well-received changes were necessary precursors for our now-active renovation of the Collaboration Commons and the Central Atrium expansion.

A 40-foot mural commissioned by Starbucks and designed by Penn State School of Visual Arts alumnus Brian Kappel depicts a line from Moby-Dick: “What I’ve dared, I’ve willed; and what I’ve willed, I’ll do!”

This signature initiative within our broader Libraries 2020 Vision for Innovation not only will result in more bright, open spaces conducive to students’ participatory teamwork, but it also gives us an opportunity to provide similar spaces for several of our employee teams. Soon, departments focused on encouraging students’ success and for providing support and services for data-driven research will be co-located near public areas where they will provide instruction and assistance.

We have moved into our new Conservation Centre, where we have dedicated state-of-the-art facilities for conservation of rare and damaged items in our collections. We also will provide this valuable service and hold training events here for others across Pennsylvania as an outreach initiative.

Since our last newsletter, a new immersive-technology classroom concept is taking shape. We hope to share more about it soon. We also have installed matching virtual reality stations at University Park and the Lofstrom Library at Penn State Hazleton, where a pair of librarians are collaborating on research examining how to use this technology to benefit undergraduate students’ understanding of certain scientific concepts.

In short, we are doing what we always do — anticipating and addressing the needs of students and faculty for their current and future learning, productivity, and research success. We are excited to show you our innovation in progress and to learn about innovation to come from our students’ and employees’ collaborative spaces. After all, we are able to deliver these because of your enthusiastic support for our vision.

With many thanks,

Barbara I. Dewey,  
Dean of University Libraries and Scholarly Communications
Scholarships and Awards

Adma Hammam Shibley Memorial Scholarship
David James Witmer, senior, philosophy and English: “Library scholarships have enabled me to do more academic research in and outside of my major.”

Ava Faltz-Miller Scholarship
Caroline Ackiewicz, senior, history and English: “I plan on getting master’s degrees in history and library science so I can become an archivist. Because of Penn State library scholarships, I can save money for graduate school.”

Cynthia Joyce Trustee Scholarship
Hans Park, English, senior (not pictured)
Danay Cooks, sophomore, undergraduate studies
Tessa Guarino, sophomore, nutritional sciences: “I am so thankful to be awarded a library scholarship because it has been crucial to my success here at Penn State. Without these generous funds, I would struggle financially in many ways, and most likely would not be able to afford my education here!”

Irene Cheng Memorial Award
Emily Fessler, sophomore, business administration, management and business: “The thoughtfulness of the Libraries and the scholarship donors is truly appreciated. This award will help me continue to focus on my academic studies and pursuing a dual degree.”

Martha Conner Memorial Award
Ally Ward, sophomore, musical arts: “Libraries scholarships are important to my education because they enable me to be at Penn State and be connected to the resources that will help me succeed.”

Mayo-Alessandri-Esther Family Undergraduate Scholarship
Zakiyyah Johnson, sociology (not pictured)
Michela DiMeglio, sophomore, communication sciences and disorders: “The Libraries scholarships are so important to me — not only do they help me financially with school, but they have opened my eyes to the incredible library and resources we have here at Penn State. Everything we need is at our fingertips thanks to those who dedicate their time and effort into making this library so accessible for all students.”
Brianna Ferrara, sophomore, economics (not pictured): “Libraries scholarships have enabled my path toward being the first person in my family to earn a college degree by believing in my work and financially supporting me along the way!”

Temple Family Undergraduate Scholarship
Irene Schaible, junior, biology; “Libraries scholarships have enabled me to enrich my experiences outside of the classroom through research and studying abroad.”

Outstanding Undergraduate Thesis Award
1st place: Benjamin Black ‘18, international affairs and Asian studies (center), 2nd place: Nicholas Capri ‘18, history and economics (right), 3rd place: Sumit Pareek ‘18, chemical engineering, with Peggy Johnson, dean, Schreyer Honors College (far left) and Barbara I. Dewey, dean, University Libraries and Scholarly Communications

Irene Schaible, junior, biology; “Libraries scholarships have enabled me to enrich my experiences outside of the classroom through research and studying abroad.”

Temple Family Undergraduate Scholarship
Irene Schaible, junior, biology; “Libraries scholarships have enabled me to enrich my experiences outside of the classroom through research and studying abroad.”

Data Visualization Award, Graduate Exhibition
Soledad Sanchez Valdez, M.F.A. candidate, School of Theatre
Presentation title: “The Scenic Design Creative Process”

M.G. Whiting Indigenous Knowledge Student Research Award
Marie Louise Ryan, Ph.D. candidate, Department of Geography; research title: “Land, Labor, and Agency: Traditional Seed Systems and Outmigration in Lamjung, Nepal”
Johann Strube, Ph.D. candidate, Department of Agricultural Economics, Sociology, and Education; research title: “Understanding Land Ownership and Sovereignty Through Wild Rice Around Lake of the Woods”
Megan Griffin, M.S. candidate, Department of Agricultural Economics, Sociology, and Education; research title: “Growing Resistance: A Gender Analysis of Efforts to Preserve Maya Maize in Yucatan”

The Heart of the University 3
For students who wish to enrich their classroom experience, almost no opportunity offers more hands-on learning than internships. Real-world application of knowledge enables students, whether undergraduate or those earning advanced degrees, to experience a fully immersive training, with oversight by professionals who are committed to their educational needs.

A University Libraries Bednar internship can offer active and collaborative learning opportunities in a student’s field of study and a potential competitive edge in the workforce. Created from an endowment established in 2000 by Marie Bednar and her husband, Donald Hamer, Bednar internships enable undergraduate juniors and seniors to gain career experience in their field of study while earning academic credit and also supporting and enhancing the capabilities of the University Libraries.

Benjamin Rowles, a 2015 Bednar intern and 2018 graduate with an English degree, believes his internship was a helpful addition to his education and post-graduate career that differentiated him from other candidates in interviews. During his internship, Rowles and another Bednar intern, Michelle Shade, completed a research project examining the linguistic practices in the online fantasy roleplay game World of Warcraft, which they were asked to present at the 2016 Digital Humanities Conference in Krakow, Poland — the only undergraduate students to present research at that conference.

“We were very grateful to our Libraries internship for making that achievement possible,” said Rowles. “The opportunity to complete a substantial research project full-time over the summer improved my writing and analytical skills, which have been essential in all of my subsequent internships and in my current job.”

In some instances, a student's experience as an intern broadens the scope of learning within her or his field of study in surprising ways. Olivia Kuzio, a Bednar intern during both her junior and senior years, said the internship made all the difference in how she approached her classroom education, because it helped her bridge the gap between the theoretical and the applied. Kuzio, who earned a bachelor's degree in chemistry in 2017, was fascinated with art history since having taken a class in her freshman year, and was determined to find a way to continue to study both chemistry and art history.

“The Bednar Conservation Internship gave me the opportunity to do exactly that — I was able to see and experience how
the abstract science-y stuff that I was working out on paper for classes or cooking up in a fume hood for labs is very practically utilized in the methods of preserving library and archival materials,” said Kuzio, who worked under the guidance of the Preservation, Conservation and Digitization Department during her two years as an intern. “I was so fortunate to have had this experience because it showed me that there is a way for me to — and an entire field in which I can — continue to work at this intersection of science and art.”

Kuzio is pursuing a Ph.D. in color science at the Rochester Institute of Technology, a decision she said was heavily influenced by her internship, which caused her to seek further opportunities to pursue her dual interests.

“My internship prepared me for graduate studies by exposing me not only to the physical side but also to the digital side of preservation. Had I not been able to see firsthand the efforts involved in the digitization of library materials, I wouldn't have known that this is a facet of preservation that, moving forward in the Information Age, will be critical to providing access to collections,” said Kuzio.

Most of all, Kuzio is grateful for the network of professionals that her internship helped her establish. “Without their help and guidance, navigating as I continue to work toward a career in science applied to conservation would surely be impossible.”

Bednar and Hamer’s connections to the University Libraries and Penn State are longstanding. Bednar served as a faculty librarian and cataloger for 25 years at Pattee Library, as well as a department head. She is a 1983 alumna of Penn State with a master’s degree in comparative literature. Hamer, a 1968 Penn State alumnus, was chairman and founder of State College, Pennsylvania, company State of the Art Inc., a leading supplier of film resistive components to the biomedical, communications, aerospace and defense industries. He was named a Penn State Distinguished Alumnus in 2000.

For almost 20 years, Bednar interns have brought new skills and fresh perspective to the work they do for the University Libraries. In 2018-2019, 10 students have accepted Bednar internships across various departments within the Libraries. If you would like to make a difference by broadening a student’s educational horizons through internship opportunities, consider a gift to the Bednar Internship Endowment and join in a longstanding tradition of University Libraries stewardship.
Make our dreams come true! The following items are on the Libraries’ Wish List. Your tax-deductible donation will help us better serve our students, the Penn State community, and the world.

**What is the Wish List?**

University Libraries faculty and staff have identified items that would have the most immediate impact on students — sign language interpreters, a particle counter, travel grants, and a braille embosser are just a few examples. These items have become our Wish List.

The current list is available online at [https://libraries.psu.edu/about/give-libraries/wishlist](https://libraries.psu.edu/about/give-libraries/wishlist). Gifts from our Wish List create unique opportunities well beyond the Libraries’ doors to impact students across multiple disciplines.

**The Wish List in Action**

Late in 2017, Nancy Clawson saw our Wish List and “purchased” a summer photography project through the Architecture and Landscape Architecture Library. The goal was to have someone photograph important local architecture, and Architecture Library Assistant, Tatjana Neuberger, took on the challenge.

Tatjana was born in Croatia and has an undergraduate degree from the Julius Maximilian University in Würzburg, Germany, where she studied political science and art history. She snapped more than 1,000 photographs of architecturally significant buildings both on and off campus. She has now begun to choose her best images to be cataloged while she contemplates a possible career in library science.

“Although we have done many things to document local architecture, we have never tried doing our own field photography, largely because our normal funding is used to keep staff in the library to help people,” Henry Pisciotta, arts and architecture librarian and head of the Architecture and Landscape Architecture Library, said. This gift made field work outside the library possible while allowing Tatjana to practice her photography.

**This Fall’s Wish List Hot List**

**De-Stress Fest: $1,300**

Students rely on the University Libraries for much more than books, technology, and room to work. During finals week, when stress is at an all-time high, the University Libraries’ University Park locations host a three-day De-Stress Fest.

More than 6,000 students each semester stop by De-Stress Fest for free snacks, drinks, games, and most important — a place to recharge and refocus.

**Muscular Dissectible Leg Model: $3,000**

Future nurses, physical therapists, doctors — they all rely on anatomical models for the hands-on learning that is critical to their success.

With 27 removable pieces, the muscular dissectible leg model replicates the human leg’s most important muscles, blood vessels, and nerves.

To grant a wish among items listed on this page, or to view other opportunities, please visit our website at [https://libraries.psu.edu/about/give-libraries/wishlist](https://libraries.psu.edu/about/give-libraries/wishlist) or contact Wendi at wak109@psu.edu or 814-863-5449.
1. At the University Libraries’ annual University Park Open House — held this year on Sept. 5-6 — students check in at the Starting Line in Pattee Library’s Franklin Atrium, hosted by staff and faculty volunteers, for helpful tips, directions to various stops, and strands of festive blue and silver beads.

2. At the Eberly Family Special Collections Library in Paterno Library, students learn how to access and utilize many rare and unique artifacts for academic and research purposes by interacting with the collection and exhibit items on display.

3. Participants in the self-guided Open House tour can complete activities to get acquainted with the many resources available in the subject libraries, such as the Life Sciences Library, and meet the librarians and staff who specialize in each subject.

4. The full tour in 2018 included nine stops — five in Pattee Library and Paterno Library and one stop each at the Architecture and Landscape Architecture, Earth and Mineral Sciences, Engineering, and Physical and Mathematical Sciences libraries, housed across the University Park campus.
6. Students who complete five stops of the Open House tour receive a Libraries-branded water bottle and are eligible for one of four grand prizes. Those students who complete all nine stops of the tour also receive a Penn State University Libraries T-shirt, available in two design options.

5. Each tour stop engages students with activities or brief presentations to highlight the Libraries’ services, with additional options to tour the stacks in Pattee Library’s Middlemas Arts and Humanities Library and participate in games and activities.

7. Librarians and staff members are available at each station to meet students and offer research tips and resource options and help students learn more about on-site and online resources.

8. Open House is a great way for students to meet new friends — while they get to know the Libraries’ spaces — in a relaxed, fun atmosphere. The basic tour can be completed in an hour, and students may take both days of Open House to complete visits to all tour stops for either the basic or full tour.

9. At the Finish Line, students receive their prize(s) based on level of participation and a certificate of completion, which many may submit to instructors for course credit, if assigned to attend. Each year, thousands of students complete the tour by swiping their ID cards at each stop along the way.
Middlemas Arts and Humanities Library

Penn State’s subject library with the most print items in its collection also encompasses a vast range of subject areas and spaces in Pattee Library.

The general collections in Pattee Library’s George and Sherry Middlemas Arts and Humanities Library arguably cover the widest range of subjects across the University Libraries. Its materials are housed in Pattee Library’s second and third floors, the Stacks, and in its most popular space among students, one of their favorite places for quiet study, the Paterno Family Humanities Reading Room.

Subjects on its shelves range from archeology to U.S. and world history, plus languages and literatures, philosophy and religion, fine arts and photography, feature films and music. Also included are general reference works, such as dictionaries and directories, and bibliographies. Its greatest collection strengths — buttressed by Penn State’s history of faculty research excellence and academic program preeminence — include American literature, art education, Byzantine studies, Civil War Era history, landscape architecture, and Pennsylvania history.

The library’s namesakes are Sherry Petska Middlemas and her late husband, George, who passed away in June. He volunteered as a Library Development Board member and pledged the couple’s gift to name the library in June 2000. At the time, George said they recognized the value of a liberal arts education, and he was excited that their gift combined his passion for the University Libraries and also ensured support for important library resources for College of the Liberal Arts students and faculty.

The library’s strength of history collections integrates well with the College of the Liberal Arts’ George and Ann Richards Civil War Era Center. George Middlemas established and funded the Warren W. Hassler Civil War Era Libraries Collections Endowment in 1998, in honor of a Penn State history professor and his research specialization, to support the purchase of library materials related to Civil War study. Its materials cover the era preceding the war as well as the war’s impact on subsequent generations, and include primary and secondary sources about Atlantic World slavery and emancipation, religious and social movements, women’s rights, immigration, Western expansionism, and labor studies.

“The library serves as the heart of any university and especially for the humanities,” said William Blair, the Walter L. and Helen P. Ferree Professor of American History and director of the George and Ann Richards Civil War Era Center. “Having had support from George Middlemas has made Penn State a more attractive place to work for faculty and provided resources for students that have enriched both the graduate and undergraduate experience. We have benefited greatly from his generosity.”

 Funds from the Middlemas Program Endowment for the Arts and Humanities Library have enabled assistantships for graduate students to work with library faculty on collection projects related to art, music, and literature, and to purchase shelving, furnishings, and supplies that improve accessibility and usefulness of the collections.

A former art history graduate student whose library assistantship was supported by Middlemas Program Endowment funds has since enjoyed a successful career in arts librarianship. Funding from endowments also has enabled librarians to acquire and license large-scale digital collections, such as historical newspapers, that provide students and faculty access to primary materials.

The library also includes the Walter and Doris Goldstein Music and Media Center, which provides collections of more than 9,000 DVDs, 27,000 sound recordings, and 50,000 music scores used for teaching, learning, and research, and are available for borrowing by students, faculty, and community members. Its online collection includes streaming video and audio as well as digitized versions of music scores. The Center’s collections and services also intersect beyond the arts and humanities to other fields of study, whose students and faculty integrate films into their teaching and learning.

To better support today’s students and faculty in several rapidly growing areas of study, librarians have identified strategically significant opportunities to grow collections in Asian studies, Arabic languages and literatures, Middle Eastern studies, Latin American studies, and Spanish, Italian, and Portuguese studies. Future areas of focus also may include Native American history, reflecting an emerging area of faculty scholarship. Additional support would build on the strong collections made possible by the generosity of donors such as George and Sherry Middlemas.
Our new column looks at the many ways the Libraries’ technology-based services and resources impact students’ academic success

Often, the Libraries’ impact on students, faculty, and other visitors goes unnoticed because of the conveniences provided through today’s technology. Because online operations often work in the background, users may be benefiting from library resources and services and not even realize it.

The learning management system Canvas and online consultation services, including the Ask a Librarian, serve important roles for Penn State students’ access to resources and assistance.

Canvas
Canvas is a “learning management system,” a type of online platform that simplifies the way instructors and students connect to course content, and to each other, by gathering digital tools and resources into one place. Penn State has used a learning management system for more than 15 years. Some alumni may remember ANGEL, a similar platform used until 2015.

Canvas accommodates digital information, from documents including the course syllabus and submitted assignments, to grades, quizzes, announcements, discussion forums, and more. Significantly, it also can include links to e-books and digital or scanned print articles — provided from the Libraries’ catalog — for required reading, replacing some textbooks and individually purchased course packets.

“Technology and digital platforms are an essential part of today’s collegiate experience,” Torrie Raish, online learning librarian, explained. “Even for traditional residential students, almost all of their classes have some online presence and many are considered hybrid or blended. The learning management system houses most courses and is an easy way for students to begin using the library.”

In Canvas, students’ and instructors’ seamless access to library content — first called digital reserves, now known as e-reserves — was made possible by library technologists’ ongoing updates to the Libraries’ website and librarians’ strategic licensing of online content for the catalog. The Libraries’ investment in e-books and e-journals, which are licensed by annual subscription, helps students avoid the cost of purchasing textbooks, e-books, or printed course packets themselves.

As the University was preparing its transition to Canvas, a multiyear process completed in December 2017, librarians and technology staff worked closely to refresh online Library Guides and migrate them to Canvas. They also went a step further by making a special request with Canvas developers that has proved to be pivotal in increasing students’ engagement with library resources.

The result: Not only does Canvas include a section titled “Library Resources,” which features a librarian-curated Library Guide connected to every Penn State course or subject of study listed in Canvas, but Penn State librarians also have a dedicated role, distinct from the instructor role in Canvas. That way, librarians can participate in course discussions, add instructional videos, and connect students more effectively with links to primary resource materials tailored for that course. They also can collaborate with an instructor to “embed” themselves virtually within a course.

“Since the librarian role was created in Canvas, librarians have been added to more than 17 research-intensive courses to assist students at their point of need,” Raish said. “In addition, the Library Resources tab has significantly increased the use of our Library Guides and, I like to say, has made it more convenient to use the library than it is to use Google for their information needs. One faculty member who has an embedded librarian even commented that the group work of students has improved since the librarian was added to the course.”

Viewed another way, “Canvas is the ‘home base’ for both online and in-person students,” Amanda Clossen, learning design librarian, emphasized. “Having a library presence in a place so central to the academic life of students is vital.”

Online Consultations
Holding research consultations online has become a standard means of communication for librarians, students, faculty, and others, including the professional world. “Technology is critical to learning in higher education today,” Raish said. “Al-
though there is still a digital divide, for our distance students, technology is the only way to provide them an equivalent experience to residential students.”

Raish often is the first librarian contact for more than 17,000 Penn State World Campus students studying online and several thousand more resident students who complete at least part of their education online. She provides virtual, one-on-one assistance to students using video-streaming technology like Skype, Google Hangouts, or the University’s preferred platform, Zoom.

It’s clear that online learning is not a fad. Babson Survey Research Group reported that more than 6 million students took one online course in 2016. Raish pointed out an important trend for Penn State: More than 40 percent of Penn State’s World Campus undergraduate students still reside in Pennsylvania. In other words, online students are choosing their local online school.

Ask a Librarian
A similar online-first consultation service on the Libraries website, Ask a Librarian is accessed through a small blue tab that persistently but discreetly floats on the screen’s right side. Also found at libraries.psu.edu/ask, Ask a Librarian offers help via online chat, email, text message, and phone. Students also can request an in-person or virtual meeting with a librarian. Librarians and reference staff from many Penn State library locations contribute to the success of Ask a Librarian, and someone is available to help most hours of the day.

Feedback from students and others offers plenty of evidence why the service is beneficial, as a sampling of Fall 2017 and Spring 2018 responses attest:

“Super helpful! Found what I needed and showed me a service I didn't know about.”

“Super helpful! I had been trying to find that first article for almost an hour and she found it in less than 5 min.”

“I've chatted several times with questions and have always gotten quick responses. This is a wonderful service!”

“Very useful! Its 12 AM, someone actually helping me!”

“As usual, PSU Librarians ROCK! I watched the video on the recommended website, and it's a treasure! I wish I'd asked this question several years ago. Thank you for literally leap frogging my research capabilities.”

Tom Reinsfelder, head librarian at Mont Alto Campus Library and Ask a Librarian coordinator, said, “The number of students who walk into the library and ask for help is limited. By contacting the library through technology, it is often easier, faster, and more convenient. Students seem much less reluctant to seek assistance this way.

“Today’s students, and others, expect to be able to conduct business and find answers to questions online — and when they get stuck, they want to be able to get help,” he added. “We can very quickly and effectively connect students and researchers with the specialists and experts across the University Libraries who can best answer their questions.”

Technology-based services such as Canvas, Ask a Librarian, and live-video online consultations require significant University-wide and Libraries investments. But the benefits — including efficient, effective academic support and one-on-one engagement with library experts — prepare students to excel in and beyond the classroom.

For Ask a Librarian data from Fall 2017 and Spring 2018 semesters, see “Facts and Figures” on page 15.
Shale Play: Poems and Photographs from the Fracking Fields
by Julia Spicher Kasdorf and Steven Rubin

In the parlance of the oil and gas industry, “shale play” refers to a region exploited for its natural gas by means of hydraulic fracturing and horizontal drilling — transient industrial processes that often occur far from the populations that benefit from them. Penn State professors Julia Spicher Kasdorf and Steven Rubin explore the small towns, farms, and forests of Appalachian Pennsylvania to gather the stories of these places.

Escaping Wars and Waves: Encounters with Syrian Refugees
by Olivier Kugler

While on assignment between 2013 and 2017, often for Doctors Without Borders, Olivier Kugler interviewed and photographed Syrian refugees and their caregivers in camps, on the road, and in provisional housing in Iraqi Kurdistan, Greece, France, Switzerland, and England. Escaping Wars and Waves is the astonishing result — a graphic novel that brings to life the improvised living conditions of the refugees and the stories of how they survived.

The Powerless Church and Other Selected Writings, 1955–1985
by Ivan Illich
Foreword by Giorgio Agamben, assembled by Valentina Borremans and Sajay Samuel

Dalmatian-Austrian philosopher, Roman Catholic priest, visiting Penn State professor, and radical cultural critic Ivan Illich (1926–2002) is best known for polemical writings such as Deschooling Society and Tools for Conviviality, which decried Western institutions of the 1970s. This collection brings together Illich’s shorter writings from his early publications through the rise of his remarkable intellectual career, making available works that had fallen into undue obscurity.
Exhibits

Into the Woods: Nature in Your Library
Through February 11, 2019
Diversity Studies Room, 203 Pattee Library

*Into the Woods* pays tribute to turn-of-the-century women conservationists and naturalists who helped ensure that the natural world would be protected for future generations. The exhibit highlights the work of Mira Lloyd Dock, Rachel Carson, Florence Augusta Merriam Bailey, and Rosalie Edge, among others, who championed the protection and preservation of the U.S. forest, its wildlife, and botanical wealth. Visitors also can learn about the history of Penn State’s forestry program, established in 1903, among the first in the country.

A Full Course: Encounters with Food
Through January 13, 2019
Eberly Family Special Collections Library, 102 Paterno Library, and Sidewater Commons, first floor Pattee Library

To survive and thrive, we must all consume food every day; eating is, therefore, a truly universal human experience. Beginning with this basic fact, the exhibition considers the more contested and continuing questions surrounding food: where does it come from, what and how do we cook and eat, and what role does food play in our collective imaginations? Books, manuscripts, posters, and ephemera on view offer a feast for the eyes and food for thought by examining our various experiences with food, from producing and selling it to preparing and eating it.

Coming in Spring 2019

MLK Jr. Commemoration Student Poster Designs
Sidewater Commons, first floor Pattee Library

In January and February, Pattee Library once again will display poster design entries for the 34th annual Martin Luther King Jr. Commemoration at the University Park campus. Penn State students in the graphic design course “GD 400: Time and Sequence” create posters based on the MLK Commemoration planning committee’s selected theme, and student committee members select one to be made into prints and buttons distributed in advance of MLK Commemoration Week.

The Future is Now
Diversity Studies Room, 203 Pattee Library

*The Future is Now* will take an inspirational look at technological innovations within the University Libraries, exploring what it means to be a leading 21st-century research hub. From virtual reality to adaptive technology, the exhibit will highlight some of the state-of-the-art services, software, and hardware that are reshaping and redefining the traditional academic research library experience.
Aug. 20: New Starbucks Café opened in Paterno Library
Just in time for fall semester caffeine fixes, this 2,800-square-foot hot spot opened for business. It is a full-scale, University-licensed and -operated franchise open seven days a week while classes are in session, with hours convenient for students’ academic and study schedules, from mornings through late evenings. It offers fresh bistro boxes, sandwiches, salads, healthy snacks, pastries, and a wide range of beverages. Adjacent (not pictured) is the newly relocated MacKinnon’s Lounge, as well as the global news resources area.

Sept. 13: Annual Donor Reception
Heartfelt thanks to all University Libraries supporters during the past year, and to the more than 150 guests who helped us celebrate milestones, the Libraries 2020 Vision for Innovation, and our newest Library Leaders for their generous contributions: Bruce E. Blausen (left photo, far right) and Jennifer P. and Michael S. Hahn (right photo, far left; he attended with son Alex, center). They were recognized by Library Development Board Vice Chair Sue Paterno, Chair Scott Steinhauer and Dean Barbara I. Dewey.

Football Friday Library Tours
Alumni and friends of the Libraries kicked off home football game weekends with these three interactive tours. Each tour began at 3:30 p.m. and lasted approximately 90 minutes. To reserve your tour spot for 2019 dates, contact Sarah at sac210@psu.edu or 814-863-7718.

• Sept. 28: Guests had an in-depth look at our student-centric Search Bar and examined the latest technologies in the Media Commons and Maker Commons. Each guest received a 3D-printed Nittany Lion.
• Oct. 12: Participants learned about the invaluable Preservation, Conservation and Digitization Department’s processes through brief demonstrations, including how to make paper.
• Nov. 9: Tour guests visited the Donald W. Hamer Maps and Geospatial Information Center, a space that features innovative technology with historic Sanborn Fire Insurance maps and much more.

Nov. 27: Giving Tuesday broke Libraries’ record!
Thanks to your support, we had our best Giving Tuesday yet. Our unofficial totals showed we raised more than $41,000 among 169 unique gifts for the Textbook and Educational Resources Endowment, nearly $10,000 above last year’s total with about 20 percent more donors! Over the past four years, you have donated $131,000 for the endowment that ensures that, regardless of financial background, each Penn State student has access to course materials they need to achieve their full potential. Thank you!
Facts and Figures

Our Ask a Librarian service, available through online chat staffed through most daylight and evening hours, and via telephone, text message, and email, continues its successful trend.

Ask a Librarian: Five-Year Communications Trends

- **Chat**
  - Fall 2013: 2,000
  - Spring 2013: 2,500
  - Spring 2014: 3,000
  - Spring 2015: 3,500
  - Spring 2016: 4,000

- **Email**
  - Fall 2013: 1,500
  - Spring 2013: 2,000
  - Spring 2014: 2,500
  - Spring 2015: 3,000
  - Spring 2016: 3,500

- **SMS/Text**
  - Fall 2013: 500
  - Spring 2013: 1,000
  - Spring 2014: 1,500
  - Spring 2015: 2,000
  - Spring 2016: 2,500

**Ask A Librarian via Chat**
- Spring 2018
  - Users (Clients) Who Rated Service: 95%
  - Total Time Chatting (Days): 46:14:38
  - Total Chat Conversations: 7,774
  - Average Client Rating: 3.76 out of 4
  - Average Wait Time: 12 seconds
  - Number of Client Ratings: 1,891

**Ask a Librarian: Interlibrary Loan questions via email, 2017-2018**
- Total Conversations: 7,774
- No response/unknown undergraduate student: Fall 2017: 10%, Spring 2018: 15%
- Graduate student: Fall 2017: 25%, Spring 2018: 20%
- Faculty/staff: Fall 2017: 30%, Spring 2018: 25%
- Penn State alumni: Fall 2017: 10%, Spring 2018: 5%
- Non-Penn State / visitor: Fall 2017: 15%, Spring 2018: 10%

**Ask a Librarian: Email requests for research consultation in-person appointments, 2017-2018**
- Total Conversations: 7,774
- In-person: Fall 2017: 50%, Spring 2018: 60%
- Phone: Fall 2017: 20%, Spring 2018: 15%
- Email: Fall 2017: 30%, Spring 2018: 25%
- SMS/Text: Fall 2017: 5%, Spring 2018: 10%

For more information about library services in Canvas and Ask a Librarian, see “Tech Knowledge” on pages 10–11.
“It’s my hope that today’s young readers will feel the powerful connection between the past and the present, and between themselves and the poets of the Harlem Renaissance. In recognizing the strength of these men and women, perhaps young readers will discover the strength of their own hearts and be that much more prepared to face the challenges ahead.”

— Nikki Grimes, during a talk given July 12 in Schlow Centre Region Library, State College, Pa., following her acceptance of the Pennsylvania Center for the Book's 2018 Lee Bennett Hopkins Poetry Award for the most outstanding American children's poetry book of the year.

Grimes’ honored book is named, coincidentally, One Last Word: Wisdom from the Harlem Renaissance.

The Lee Bennett Hopkins Poetry Award is named for the internationally renowned educator, poet, anthologist, and passionate advocate of poetry for young people. Established in 1993, the Lee Bennett Hopkins Poetry Award was the first award of its kind in the United States. The Pennsylvania Center for the Book, the University Libraries and Lee Bennett Hopkins share joint administration of the annual award, which is selected by a panel of authors, librarians, teachers, and scholars.