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University of Texas at El Paso Library Newsletter

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University of Texas at El Paso Library Newsletter

Special points of interest:

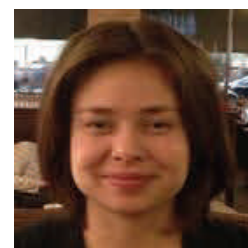
- Library staff changes
- Summer staff training
- New library resources
- Library staff on the News
- Did you know?
- 2013 BRLA Workshop
- MaRCS
- Sierra

Hello again!

We are very pleased that you can join us for another issue of the UTEP Library newsletter! There have been so many things going on since the June issue went out. With the busy start of the Fall 2013 semester and regardless of all the construction going on, we've managed to stay just as active and dedicated to our students, faculty, and staff. Read on to see if you need to catch up!



Sebastian Diaz, Head Administrative Services, sdiaz@utep.edu



Sol M. Lopez, Serials Cataloger, smlopez@utep.edu



Library Staff Changes

Patricia Carrete is the new, night shift, Library Assistant I in Circulation. She is a recent UTEP graduate. She has been employed as a student for over 2 years at Circulation.

John Padilla was promoted to Library Assistant II in Electronic Resources; he has been employed since 2011 in M&M.

Carmen Tavaréz was promoted to Library Assistant II in

Cataloging. She has been employed as an administrative assistant/office manager at Texas Western Press since 1997.

Mr. Robert Oropeza has been appointed as Library Assistant II in the Media and Microforms unit. He has a B.A. in Interdisciplinary Studies (2012) and previously was the M&M Specialist for the last 2 years.

Maria Teresa Torres is planning

for retirement this December 2013. She started as a work study in 1976 and has been in several departments within the library (M&M, Documents, Cataloging, Bindery, and Circ.). Her last and current position is Library Assistant III in Circulation. She took part in the "Big Move" to this location from the Geology Bldg. in 1984. She has seen 5 library directors come—con'td

Library staff changes –con'td

and go! She helped setting up the first ILS NOTIS. She states, “I want to thank the library staff for all their support throughout the years (37+ years). I will miss each and every one of you.”

Lastly, a farewell party was given to **Rosario Ortega** who retired in September. Rosario had just received her 20th year service award. She began working in Serials and took part in the big Serials department shift from the 2nd floor to its present location. She later worked in Circulation and had been there since 1995.

She says she has learned a lot, mostly of people, from working all these years in Circulation. She states, “You meet so many different people from all walks of life in customer service...that it just makes the job interesting and a little different every day.” Her words include, “I found helping people who really appreciated your help to be very rewarding.”

Congratulations to Patricia, John, Carmen, and Robert on your promotions!

And thank you Maria Teresa and Rosario for your hard work, dedication and legacy you leave the library with!



Building on team-building skills at our library

A total of 25 library staff members attended Dr. Linda Brown's training on team-building skills on August 15. Staff sat in on discussions on listening insights that touched on factors such as gender, culture, perception, perspective, personality type, and generational differences in achieving effective communication. A large portion of the workshop covered varying personality types and categorized four main types: Gold, Orange, Blue, and Green. Assertiveness and ethical problem-solving was addressed in the latter half of the day where staff were able to exchange thoughts and practice using assertive

vs. aggressive language, perception checking, defensive communication styles, resolving conflicts in the workplace, and using concrete vs. abstract language, to name a few styles.

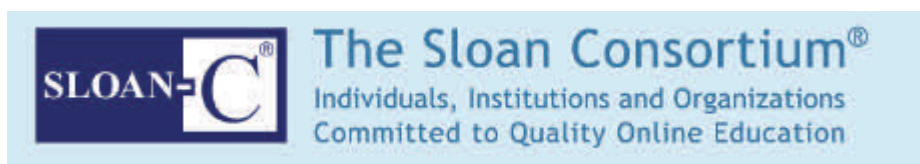
Dr. Linda Brown provides frequent workshops organized through HR on personality insights, effective communication strategies for the workplace, and customer service training. For more information on HR trainings, go to [UTEP Human Resources Training & Development](#).

Overall, the training was evaluated

positively by staff per HR, and a delicious buffet by UTEP Catering was served and greatly enjoyed!



New online teaching resource for UTEP staff and students



[The Sloan Consortium \(Sloan-C\)](#) is the leading professional online learning society devoted to advancing quality e-Education learning into the mainstream of education through its community. Sloan-C is dedicated to providing access to high quality e-Education to individuals, institutions, professional societies and the corporate community. Originally funded by the Alfred P. Sloan Foundation, Sloan-C is now a non-profit 501(c)(3), member-sustained organization.

Library resources added for new FY!

- U.S. Bureau of Investigation Case File Archives
- Digitalia Hispanica
- Romanticism Redefined: Pickering & Chatto and The Wordworth Circle (Alexander Street Press)
- Stratfor: Global Intelligence
- Annual Reviews
- Oxford Bibliographies Online (OUP)
- Docuseek2
- EdITLib: The Leading Digital Library Dedicated to Education & Information Technology
- Insight Media Digital: Education for the 21st Century (Video-on-Demand)



Library staff on the News

- **Abbie Weiser** published two articles in *Password*, Journal of the El Paso County Historical Society, titled ““Think-Talk-Write Texas Centennial in 1936”: Historical Memory and the Texas Centennial in El Paso and the Border Region” (Winter 2012 issue), and “Mining and Supporting Industries in Chihuahua during the Late Nineteenth and Early Twentieth Centuries: An Environmental History Perspective” (Summer 2013 issue).
- From utepnews.com on September 5, 2013, **Harvey Castellano** and a team of instruction librarians **Elizabeth Torres**, **Angela Lucero**, and **Les Arms**, appeared in an article: [UTEP Part of Team Measuring Value of Library Services](#) on their involvement in ACRL’s Assessment in Action: Academic Libraries and Student Success project.
- **Juan Sandoval** was featured in El Paso Inc. on September 15, 2013 in an article “[Inside the Sandoval Collection](#)”. His collection will be displayed 9/22/13 to 2/17/14 at the El Paso Museum of Art in [An Expansive Regard: Selected Works from the Collection of Juan Sandoval](#).
- Congratulations to **Debjani Muchopadhyah** for obtaining an MBA from UTEP and graduating this December 2013! Congratulations to **Jason Moore** for also graduating from UNT this December 2013 with an MLS!
- Congratulations to **Roland Padilla** and **Jane McGuigan** for winning the Employee Excellence Awards for 2013!

Services at the Library—Did you know?

It may surprise library staff and resident departments that the **UTEP operators** are located in the library. The campus phones are manned by students taking calls from on campus and off campus 8 am to 5 pm Monday through Friday, in a room in the far corner of the Technology Support Center.

In August 2012, growth in the numbers of students (and alumni!) and the nearly 30,000 calls received, prompted the operators’ manager, Melanie Thomas, to seek options for handling calls. Since last November, all callers are directed to an automated directory service called Speech Attendant which asks callers to name the department or employee they are trying to reach. Previously only calls from campus extensions were directed to Speech Attendant, but the system was already in place to take many more calls – even more than the 30,000 expected each August and January.

During regular business hours a real person is still available to callers, but with the help of Speech Attendant the operators can better assist individual callers needing personal assistance to find a building, report a new office extension, or just needing UTEP’s address. With multiple phone listings open on their computers and maps pinned to the walls, these brave souls cheerfully answer each call they receive.

Note: For more information about the operators visit the [Operator Services Catalog page](#) To update your phone number on the www.utep.edu directories, or to report an incorrect department or employee extension email mthomas@utep.edu. Submitted by **Melanie Thomas**, TSC Manager.

BRLA Fall Workshop in Las Cruces, NM.

The BRLA Fall Workshop was held Saturday, October 5th, 2013 at the Doña Ana Community College in Las Cruces, NM. The sessions were co-sponsored by REFORMA and TLA District 6. The workshop held a variety of sessions in different areas of librarianship: from Spanish and Latino Children's Literature by Oralia Garza de Cortes, a Latino children's literature specialist; the Metadata Manual: a Practical Workbook by Ingrid Schneider from NMSU Library; Weeding 101: Weeding for Everyone by John Sandstrom from NMSU Library; and Supporting Health Literacy @ the Library by Aimee J. Camp from EPPL. A few UTEP staff attended as well: Gracie Galvez, Claudia Rivers (presenter), Joy Urbina, Debjani Mukhopadhyay, Sebastian Diaz, and Sol Lopez. The workshop is truly the ideal opportunity to learn and network with librarians from the area!



What is MaRCS at the Library?



The Mathematics Resource Center for Students (MaRCS) was once called TLC (Tutoring Learning Center), which supported by Student Support Services with an array of academic disciplines Math, Writing, History, and ESLO. TLC was founded by Dr. Harvey and Development Education thirty years ago and was once housed at the Union Center. It is now located on the second floor of the Library in Room 218. MaRCS provides a walk-in, face-to-face tutoring service for all undergraduate and some upper level graduate mathematics courses. This is a free service for all UTEP students. The tutors are undergraduate and graduate students who have mastered the content to better assist the students in achieving their academic success. Our tutors can help student's understand the material content and guide them through the solution of typical exercises. However, tutors are NOT permitted to work the student's homework assignments or take-home exams for them. The goal of tutoring is to supplement the lecture and textbook material to help students master the mathematics they need in order to succeed in their educational goals and future career. Library Room 218—747-5366. Submitted by: Charlotte F. Polando.

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THE UNIVERSITY LIBRARY

Mission Statement

The library provides innovative and high quality services, programs, and resources that support UTEP's stated mission of education, research, scholarship, and community service. The library provides access to a wide range of print and electronic information resources that meet the individual needs of its users in its multicultural university community and the U.S. – Mexico Border Region.

Campus-wide News links

[UTEP On the Move](#)

[UT Benefits News](#)

[UTEP News](#)

Sierra, Friend or Foe?

As my first catalog transition, I would say Sierra was a success in a smooth transition without blowing up any of our records. I had been preparing myself for another clean-up project once the conversion had taken place, but alas, no such project is even in sight. Cataloging in the new system has also been a smooth transition with only minor hiccups in setting up permissions, but thanks to Kathy Poorman, Nancy Hill, and MAJOR kudos for Lisa Weber for quickly assisting everyone in correcting those.

The biggest problem seen in Sierra by Technical Services was the Create Lists feature. Aside from the constant freezing, lists continuously gave an error that made this cataloger, for the first time, need her stress ball to keep from throwing her computer monitor. Moreover, the same lists from Millennium didn't transition properly. Certain lists had to be re-worked to search for the same items, a different way in Sierra. With this came, an opening of can of worms that improved how statistics are collected and searched for by the Cataloging Department. The best thing about this was the statistics lists in particular were looked at again and debated on whether or not the same limitations still qualified. With the start of a new fiscal year, statistics will hopefully be more accurate than before.

For a first transition, I am impressed on how close Millennium and Sierra are, especially when you consider the function and appearance between Anzio and Millennium. Sierra is proving to be better in several areas, but slower in processing data. Hopefully, by giving up more processing time, we are getting better results. Now all that is needed is an update that will allow us to change the color scheme to something other than brown or black and white.

Submitted by: Joy Urbina, Copy Cataloger and UNT MLS graduate student