

# Tufts FRIENDS

OF TUFTS LIBRARIES



SPRING 2011

## TISCH LIBRARY *Student Assistants Provide Essential Support*



*“Working at Tisch means being part of a community that understands how important it is to protect and preserve ideas.”*

Christian Mueller, A12

**T**isch Library Assistant Annah Jones, A06, G11, reminisces about her student employment days: “As a student worker at Circulation, I discovered how much I loved assisting others in gathering materials for research.” This experience, coupled with her innate curiosity to find information, led her to attend Simmons College Graduate School for Library & Information Science. Jones adds, “It was the perfect fit!”

Now, as a student assistant supervisor in Interlibrary Loan (ILL), Jones, and the other Tisch Library student assistant supervisors create an environment where students’ schedules accommodate the library’s work flows and vice versa. This is essential as student assistants provide the backbone for daily library operations and allow library staff to concentrate on strategic planning, outreach, and innovation. From receiving parcels from UPS to sending out items via ILL and all of the processing, shelving, and customer service in between, student workers help to translate Tisch Library’s mission to “connect people with ideas” into reality.

Student assistants like Safiya Bobb, A11, Circulation, engage in this linkage first-hand: “Working at Tisch Library has made me feel more connected to the greater community. When I walk around the Tufts campus, people I don’t know wave to me because they recognize me from behind the desk. It’s amazing how a bond can be formed by simply checking a book out to someone.”

Michael Lueger, G13, a student worker in Cataloging, finds that being employed “in the central hub of information at a research university and participating in the organization and dissemination of that information” is a fulfilling task. Lueger’s supervisor, Deborah Grams, notes that her student workers handled 10,081 physical volumes in fiscal year 2010, attaching bar codes to and verifying correct bibliographic records for each item. “This allows the Cataloging staff to concentrate on e-resources, items with complex cataloging needs, and DCA’s collection record additions for the catalog. I am continually pleased that I



Above, Annah Jones, A06, G11, Tisch Library Assistant, Interlibrary Loan and left, Safiya Bobb, A11, Student Assistant, Tisch Library, Circulation

PHOTOS above, Amey Callahan; right, Anthony Mengelkamp

*Continued on page 8*

### IN THIS ISSUE:

Student Assistants Add Value to the Libraries: Tisch Library; Webster Family Library of Veterinary Medicine; Hirsh Health Sciences Library; Edwin Ginn Library; Digital Collections and Archives

Authors Talks 2011



## DIRECTOR'S FUND FOR LIBRARY EXCELLENCE

In appreciation and support for Tisch Library and to mark her retirement as Director, Jo-Ann Michalak and her husband Tom, also a retired academic library director, have established the Director's Fund for Library Excellence, an endowment that will provide needed funding for initiatives, projects, and events not supported by the general library budget.

Over the years, income from the Director's Fund for Library Excellence will allow the Director to initiate and support projects benefiting Tisch Library beyond budget boundaries, such as special training for staff, pilots of new services, and other strategic or entrepreneurial initiatives.

To establish the endowment the Michalaks have agreed to match dollar for dollar all gifts to the endowment received by June 30, 2011 up to \$25,000.

Friends and library supporters are encouraged to contribute to the Director's Fund for Library Excellence in appreciation of Jo-Ann's nineteen years of service to Tisch Library and Tufts University.

Contributions can be sent to:  
Director's Fund  
for Library Excellence  
c/o Tufts University Advancement  
Attention: Ellie Short  
80 George Street, Suite 300-7  
Medford, MA 02155



### *Greetings from the Chair*

As the Chair of the Friends of Tufts Libraries and the author of this column it is not an option to be speechless, but Jo-Ann Michalak's upcoming retirement is sure to bring a profound change of leadership for the Tisch Library as well as an editorship change for the Friends of Tufts Libraries newsletter.

It has been both a pleasure and a privilege to have worked with Jo-Ann. Many memories flood back from the last 20 or so years from my time as Chair of the Library Overseers and then Chair of the Friends. Eleven years ago, in the Summer of 1999, when the first issue of the Friends Newsletter appeared, I noted in my column that we were about to add the millionth volume to the Tufts Libraries' collection. Funding opportunities had been identified at each of the libraries to renovate and update space and add books and periodicals to better serve our students, and the Friends of the Tufts Libraries had donated nearly \$150,000 in support of library projects.

Thanks to Jo-Ann's leadership and the support of the Friends during these past eleven years, I am delighted to report that Tisch Library finished the compact shelving project on Level G in order to house the growing research collection. Additionally, many resources are now digital, which does not require physical space. Today, the library has almost 1,300,000 volumes and more than 38,000 e-journals, 400 e-databases, and 30,000 catalogued e-books. We certainly have come a long way. We will miss you, Jo-Ann!

**JoAnn Wellner, J63, Chair, Friends of Tufts Libraries**



### *Greetings from the Editor*

I am both excited and a little sad to be informing you that I will be retiring as Director of Tisch Library and as editor of the Friends of Tufts Libraries newsletter on June 1st. I have been the newsletter editor during the eleven years of its existence. I remember Tisch Library's celebration of the founding of the Friends of Tufts Libraries in the festively decorated then unfinished basement, now Level G, fourteen years ago.

When I started working at Tufts nineteen years ago, a Wessell Library user survey, which included faculty, graduate students, and undergraduates, indicated that the satisfaction level with the library's collections was less than 50%. Current user satisfaction with collections, services, and Tufts libraries' facilities is very high. I want to thank you, our generous Friends, for your significant role in this positive response. Today, Tufts Libraries are included in the ranks of respected research libraries, and the Tuft community views our libraries as intellectual centers of the university. I am so proud of everything that the Friends of Tufts Libraries has accomplished.

I truly have enjoyed being the Friends' newsletter editor. I plan on remaining a very enthusiastic member of the Friends of Tisch Library, and I look forward to reading future issues of the newsletter.

**Jo-Ann Michalak, Friends of Tufts Libraries Editor and Director of the Tisch Library**

**FRIENDS** is published twice annually by the Friends of Tufts Libraries. We welcome letters and suggestions.

Correspondence should be sent to: Jo-Ann Michalak, Editor and Director of Tisch Library  
35 Professors Row | Medford, MA 02155 | 617.627.3345 | jo-ann.michalak@tufts.edu  
Design: Relish Design Boston

## WEBSTER FAMILY LIBRARY OF VETERINARY MEDICINE *Student Assistants Valued by the Library*

**T**he number of library student workers at the Webster Family Library of Veterinary Medicine in North Grafton, MA is smaller than that of both the Tisch and the Hirsh Health Sciences Libraries. When hired, usually in their first year, it is hoped that students will continue working in the library until they start clinical rotations in the spring of their third year. This year there are twelve library student employees, three of whom work only with Tufts University Sciences Knowledgebase (TUSK). The TUSK students, one from each academic class, are liaisons for the faculty who need help getting their PowerPoint lecture material uploaded to the TUSK database the day before class, which students then access during their lectures. Rita Jou, V12, who has worked with TUSK for three years, likes this job because it provides her the freedom to work from anywhere. The faculty e-mail their PowerPoint presentations to a designated e-mail account and Jou uploads them to the TUSK database.

All of the other veterinary student employees have to be in the library for their shifts. Experienced students help train new employees, who will work a full weeknight shift with them learning how to open and close the library, complete routine jobs, and observe other activities that occur. The student supervisor then will overlap part of the new employee's first "solo" shift. Students staff the library thirty-six hours per week, which is equivalent to one full-time staff member. They take turns signing up for and working the nine evening and weekend shifts. Only one student works each shift and is the only library employee present, although a full-time staff member is only a phone-call away. As a result, student workers have many responsibilities and tasks, some of which include helping library users with research; checking out library materials; resolving printing problems in the library's computer lab; re-shelving books and journals; photocopying articles needed by employees or people at other schools; stamping



**Lauren Wedig, V12, Library Student Coordinator, checks out veterinary materials to classmate Deborah Thomson.**

incoming journals; and shelf reading the library's collection.

By unanimous agreement, this last task is the student employees' least favorite, although they recognize that it is extremely important for books to be in the correct call number order. Kolleen Nellet, V13, admits that finding a misshelved book and putting it where it belongs can be quite "satisfying," and Kimmie Morrissey, V12, notes that shelf reading increases her awareness of the books in the library. Being familiar with the collection and databases allows student workers to help library users (as well as themselves) more effectively when researching a topic.

The Webster Family Library of Veterinary Medicine is grateful for their student workers and their many hours of library work. Their commitment has provided a significant contribution to the Veterinary community.

**Suzanne Duncan,**  
**Webster Veterinary Library**



**Veterinary students sign up for library shifts at a scheduling meeting.**



# HIRSH HEALTH SCIENCES LIBRARY

## *Student Assistants: A Critical Library Resource*

**T**here is no better place of learning than a library. And in the Hirsh Health Sciences Library (HHSL) it is possible to witness a wonderful phenomenon: students helping students.

Student employees are an integral part of the HHSL staff. Thanks to their efforts, the library is able to function late into the night and on weekends when so many Tufts students need its resources. Need a reserve copy of *Netter's* on Sunday afternoon for that big Anatomy exam on Monday morning? Need some help on Wednesday night with a virus you just discovered on your laptop? Behind the scenes and at two public service desks, HHSL student aides deliver critical services that enable the library to extend its staffed hours and accommodate patrons' information needs. And who understands a university student's needs better than another student?

Although our students seek employment with HHSL for a variety of reasons and from various local schools, all contribute to and continue the outstanding service delivery efforts of our full-time staff. Felix Hernandez, Serials Assistant and Stacks Supervisor, hires two to three students each term to work in the Collections Management department. Hernandez enjoys working with the students and explains, "The students like working in the library because the hours are flexible and fit their busy school schedule." Here, student employees shelve books and journals, help track down missing items, and assist with materials processing.

The Library Systems Office (LSO) relies on three to five undergraduate computer sciences students to circulate laptops, register patrons for network and wireless access, scan for and remove viruses and malware/spyware, and perform light hardware repair. Annie Yeung, Senior User Support Specialist, and Evan Maze, User Support Specialist, consider student staff members an "integral part of front-line coverage that enables senior staff to support the wide range of IT needs for the Boston campus." As technology plays an ever-expanding role in education, the demand for IT services is

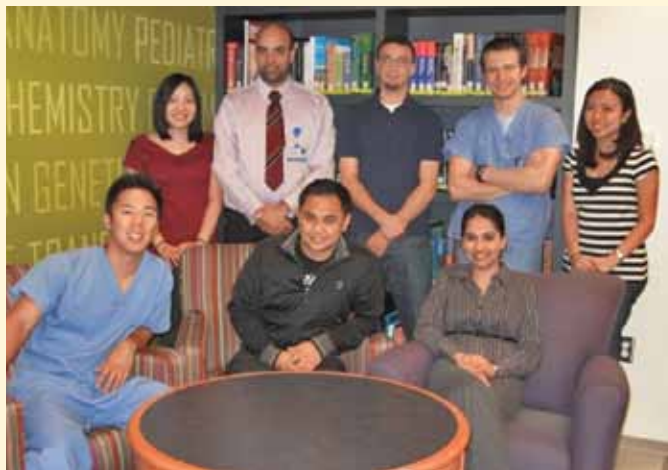
higher than ever. HHSL hires students from Wentworth Institute of Technology, Northeastern University, and Boston University to ensure that someone is always available to help.

The Library Service Desk on Sackler 4 is the first stop that connects library users to the information and resources they have come to expect. Melissa Theroux, Evening and Weekend Coordinator, hires and trains five to eight students each term to assist students, faculty, and staff to meet their information needs. Student employees at this busy public service desk quickly learn to help library users locate and borrow books and journals from our collections; operate and troubleshoot printers, copiers, and other library equipment; pull and copy articles for interlibrary loan; answer general questions about the library and its resources and services; and even provide

general information about the Boston campus. The majority of the Library Service Desk student workers are students from Tufts University School of Medicine (TUSM) and the Tufts Dental School. Proximity to class and clinic and the opportunity to build research skills are some of the reasons medical, dental, and nutrition students enjoy working in the HHSL. Chris Rombaoa, a graduate of the Masters in Biomedical Sciences program and now a first year medical student at TUSM, has worked in the HHSL throughout his Tufts career. Rombaoa staffs both the IT Desk and

the Library Service Desk and feels this experience has enriched his course work and his research skills. He shared that he "enjoys working with the helpful and friendly full-time staff, meeting and working with student co-workers from various Tufts schools and programs and assisting library patrons, many of whom [he] knows from class." Rombaoa's contributions, from connecting students to that much needed reserve text for the upcoming exam to making sure computers are virus free and working, enhance the outstanding service provided by HHSL staff.

**Gail Hendler & Sarah Parent, HHSL**



**Student Workers, front row, left to right: Jonathan B. Ip, D12; Chris Rombaoa, M14; Karishma Adeshara, D11; Back row, left to right: Kirsten Lui, D12; Sarath Bachali, D11; Muhanad Salem, D12; Genko Stanilov, D11; Joanne Edquilang, M14**

## EDWIN GINN LIBRARY *Students Help Fulfill Mission*



**Nicolas Russo-Larsson, A12, searching for a reserve book.**

student assistants are instrumental in all aspects of library operations and provide outstanding service that helps the library fulfill its mission to support research, teaching, and learning at The Fletcher School.

**Paula Cammarata, Ginn Library**

**T**he Fletcher community hails from around the world and looks to the Edwin Ginn Library as an environment to meet the demands of a rigorous academic program. Surrounded by a population diverse in nationality and experience, student employees have the unique opportunity to interact with patrons who represent both the current and next generation of the world's leaders in business, diplomacy, politics and law. Ginn's student workers also strengthen the relationship between Fletcher and the community of Tufts undergraduates, many of whom are pursuing a degree in International Relations.

Edwin Ginn Library's circulation desk aides are a committed mix of Fletcher students and Tufts undergraduates who perform a wide variety of tasks including acting as a key first line of communication between the library and its patrons. Ginn's



**Mae Humiston, A13, scanning papers from a faculty collection.**

## DIGITAL COLLECTIONS AND ARCHIVES

**D**igital Collections and Archives relies on student staff for a variety of paraprofessional and support tasks. DCA regularly hires students from the Simmons College Graduate School of Library and Information Science who are enrolled in the Archives Management program. The Simmons students are archivists-in-training, and provide essential reference and cataloging support for the professional staff. The Tufts undergraduate student workers help with scanning, data entry, paging materials for patrons, and a variety of other tasks.

**Anne Sauer, Digital Collections and Archives**

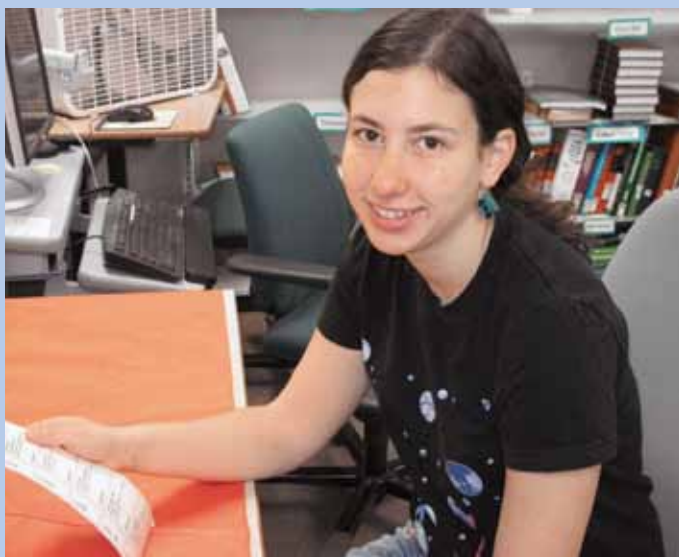


**Nicolas Russo-Larsson, A12, and Sunetra Bane, A11, helping a patron find a reserve book.**

# Some of the students...



Student Workers, clockwise from above, Mary Moseley, A11, Tisch Library; Emily Cohane-Mann, A11, Tisch Library; Alexander Hanno, A14, Tisch Library; Audrey Miller, A12, Tisch Library; and Michael Lueger, G13, Tisch Library



*who make our libraries work.*



**Student Workers, clockwise from above, Rory Clark, A11, and Ben Anshutz, A11, Lilly Music Library; Jonah Kadoko, E12, Tisch Library; Vanessa Vega, G10, Tisch Library; Sean O'Loughlin, A11, Tisch Library; and Kimmie Morrissey, V12, Vet Library**





## TISCH LIBRARY

# *Student Assistants Provide Essential Support*

*Continued from page 1*

am able to find students that are really interested in and committed to learning and applying cataloging rules. It takes great attention to detail, over and over again.”

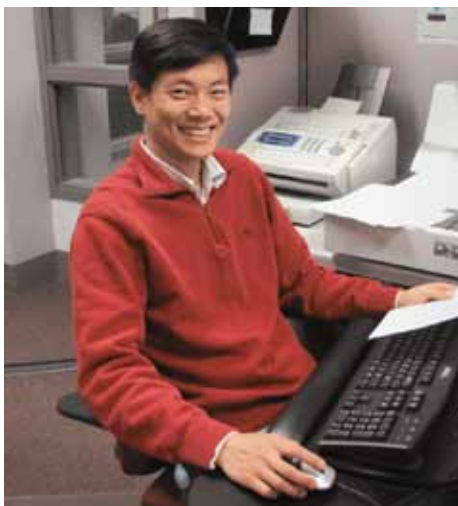
This passion to work in a library environment is one of the reasons students choose a job at Tisch Library. For Alexander Hanno, A14, his love of literature and his desire to write led him to a job in processing. “Working at the library allows me to be surrounded by the literature I so love and respect, and, in a sense, give back to the passion which has shaped the course of my future.” Reference worker, Christian Mueller, A12, adds “working at Tisch means being part of a community that understands how important it is to protect and preserve ideas.” And, Mitchell Geller, A11, enjoys working at the Media Center because he has the chance to talk to many people during his shifts who share his zeal for film. An eagerness to acquire new skills also is important in choosing the right student employee as Mike Perriello, Senior Library Systems Administrator, Library Information Technology Support (LITS), explains, “I really appreciate the fact that our student workers come to work with us each shift with a thirst to learn more about their job. When we choose the right student workers, their enthusiasm makes teaching them the ins and outs of our work, the building, and the people we support so much easier. And the more they enjoy it, the more we can teach them, which helps us all out.”

Tisch Library staff work hard to successfully mentor their students by investing their time in hiring, training, and monitoring

them to ensure that they have the requisite knowledge and skills to be successful both at the library and in subsequent employment. In turn, these nurturing relationships increase retention. Tisch Library student workers frequently maintain their library positions throughout their years at Tufts. Many of those students cite their supervisors as significant to their Tufts experience through nominations in the Senior Survey, which is administered by the university at the time of graduation. In fact, the 2009 survey included multiple kudos to Dani Reardon, Media Center Library Assistant, and Richard Fleisher, Media Center Library Coordinator, with one graduate remarking, “they made my Tufts experience worth it.” But, it is not only students who value their supervisors’ contributions; Tisch also demonstrates its gratitude to its student workers in the spring with a week-long celebration of ‘student appreciation.’ Before final exams begin, departments hang banners and posters and host an appreciation luncheon to honor student assistant contributions, celebrate another successful year, and wish students well as they prepare for exams, and in some cases, graduation. “It is an opportunity for us to recognize and thank our student workers for the meaningful work they have helped us create together at Tisch Library,” remarks Jones, “and to share a few final laughs before the end of the semester.”

**Tony Mengelkamp, Amey Callahan, and Jackie Cooney, Tisch Library**

**Student Workers, from left to right, Vu Tran, G11, Tisch Library, ILL; Sarah Grace, A12, Tisch Library, Media Center; Erich Tusch, A12, Tisch Library, Processing**



# Authors Talks 2011



## CHRISTOPH BÖRGERS

### *Mathematics of Social Choice: Voting, Compensation, and Division*

Thursday, February 17, 2011, 3:30 – 5:00 p.m., TISCH LIBRARY, Hirsh Reading Room

Christoph Børgers, Tufts Professor of Mathematics and Adjunct Professor of Biomedical Engineering and Computer Science, grew up in Germany. After graduating from the University of Bonn with a diploma in Mathematics, he moved to New York City, earning his Ph.D. in Mathematics at New York University's Courant Institute. Børgers works on problems involving the use and computational solution of differential equations in the sciences. During the past ten years, his research has focused mainly on mathematical and computational neuroscience.

Børgers will discuss his book, *Mathematics of Social Choice: Voting, Compensation, and Division* (Society for Industrial and Applied Mathematics, 2010), which examines how to make fair group or societal decisions when individuals have diverse needs, interests, opinions, or tastes. Børgers asserts that “if one is willing to accept mathematically precise, albeit arguable, definitions of ‘fairness,’ then mathematics can be used to explore which decision-making mechanisms guarantee ‘fairness,’ in the sense in which one

wants to define the word. Thus, the contribution of mathematics in this area is to reduce the question ‘How do we make fair decisions?’ to the more fundamental (and definitely non-mathematical) question ‘What should we mean by ‘fair?’”

The tenth Maxine Newberg Gordon, J70, Book Prize, awarded to a mathematics major who has demonstrated a love of reading, literature, and poetry, will precede the Author Talk. A book signing sponsored by Tufts Bookstore and reception will follow the talk. An exhibit about Børgers will be on display in the Tisch Library lobby from January 4 – March 15, 2011.

*“Børgers’s Mathematics of Social Choice: Voting, Compensation, and Division is a valuable addition to the mathematical literature as it seeks to explain not just the mathematics of voting, but also the mathematics behind “fair compensation” and resource sharing (“cake-cutting”). ... The book is very well-written and is aimed at undergraduates without any college-level mathematical background.”*

—Thomas Hagedorn, Ph.D. from the Mathematical Association of America Online Reviews



## ROBERT PINSKY

### *Seventh John Holmes Memorial Poetry Reading*

Thursday, April 7, 2011, 3:30 – 5:00 p.m., TISCH LIBRARY, Hirsh Reading Room

Robert Pinsky, former Poet Laureate of the United States (1997–2000), teaches at Boston University and is the poetry editor for the online magazine, *Slate*. During his tenure as Poet Laureate, he created the Favorite Poem Project to document, promote, and celebrate poetry’s place in American culture. In addition to the anthologies, the project has produced fifty short documentaries, which showcase thousands of Americans reading and talking about poems they love ([www.favoritepoem.org](http://www.favoritepoem.org)).

Pinsky’s literary agility spans poetry and prose. His landmark, best-selling translation of *The Inferno of Dante* received the Los Angeles Times Book Award in poetry and the Howard Morton Landon Prize for translation. Pinsky’s *The Life of David* is a vibrant biography of King David. Other prose works include, *Poetry and the World*, nominated for the National Book Critics’ Circle Award, *Democracy, Culture and the Voice of Poetry*, and *Thousands of Broadway: Dreams and Nightmares of the American Small Town*. He also recently wrote the libretto for *Death and the Powers: A*

*Robot Pageant*, an opera by Tod Machover, which premiered in Monte Carlo in September 2010 and will be presented in Boston in March by the ART.

Among Pinsky’s many other awards and honors are the William Carlos Williams Prize, the Harold Washington Award from the City of Chicago, the Italian *Premio Capri*, and the Korean Manhae Prize. Pinsky is the only member of the American Academy of Arts and Letters to have appeared on both *The Colbert Report* and *The Simpsons*.

Pinsky’s *Selected Poems* will be published by Farrar, Straus & Giroux in March. The John Holmes Memorial Poetry Reading will be one of the first events at which he will read from this newly published work. A book signing sponsored by Tufts Bookstore and reception will follow the reading. An exhibit about Pinsky will be on display in the Tisch Library lobby from March 15 – May 24, 2011.

*“Robert Pinsky has what I think Shakespeare must have had: dexterity combined with worldliness, the magician’s dazzling quickness fused with subtle intelligence, a taste for tasks and assignments to which he devises ingenious solutions.”*

—Louise Glück, Poet



## A GIFT FROM DR. KATHRYN A. MCCARTHY

Dr. Kathryn A. McCarthy, former Provost and graduate of Tufts University (J45), recently contributed funds to Tisch Library that will be used to digitize the Margaret Henderson Floyd Boston Architectural Landmarks Collection. Professor Floyd captured unique images, which, once digitized, will be accessible via the Internet. Dr. McCarthy is an active member of the Friends of Tisch Library.



Ames Free Library, 1877  
North Easton, MA  
Architect: Henry Hobson Richardson

## TISCH INNOVATES DIGITAL BOOKPLATE PROGRAM

As resources in Tufts' libraries become increasingly digital with the addition of thousands of e-books and electronic journals, CDs, DVDs, and digitized rare material, bookplates are moving online as well. In 2010, Tisch Library began developing a *Digital Bookplates Program*, whereby all new purchases (both printed and electronic) from endowed book funds will be processed with "digital bookplates" rather than traditional, printed bookplates. A test group of endowed book fund donors was contacted during the early stages of the planning process, and they were enthusiastic about this exciting step forward.



Here is how it works: the online catalog record for each purchased item will display a prominent link to the digital bookplate designating that particular endowed book fund as the source of the gift. A digital bookplate page for each endowed book fund has been created on the Tisch Library website. It will not only display an attractive, visual representation of the bookplate, but, more importantly, it will automatically update the list of recently purchased titles. The digital bookplate page can be accessed via the online catalog each time a user searches for the endowed fund name in the donor index. The endowment donor recognition page on the website displays all of Tisch Library's endowed book funds along with their digital bookplates and a brief description and history of the fund.

Items purchased with endowed funds will be processed more efficiently as well as more visible to researchers and visitors to Tufts' online catalog. An added benefit is that each digital bookplate page will display all items purchased from 2009 forward. Tisch Library is very excited about fully implementing the *Digital Bookplates Program* this year, and we are pleased to report that the other Tufts Libraries are considering the program as well.

## FALL 2011

### TISCH LIBRARY'S DIGITAL DESIGN STUDIO

The concept of literacy has expanded from reading texts and articulating ideas in written form to include visual literacy skills that apply critical thinking used in textual analysis to the visual world. Today's students expect to acquire visual literacy skills during their college years and to continue to develop these skills throughout their careers. Faculty are very interested, also, in developing new teaching methods to meet the learning styles of the "digital" generation.

Tisch Library is constructing a digital design studio in response to the visual literacy skills development needs of students and faculty. The Berger Family Technology Transfer Endowment initially will provide financial support for a digital media specialist, who also will be responsible for coordinating the operation of the digital design studio. Frederic S. Berger, who foresaw the potential of the digital library, established the Berger Family Technology Transfer Endowment in 1995. This endowment has funded more than 15 ambitious projects. Tisch Library is very grateful for the generosity and assistance of the Berger family as well as the Berger Family Technology Transfer Endowment, which will move the digital design studio project forward during challenging financial times. Various other funding sources will be used, too.

## Jo-Ann Michalak Leaves Significant Legacy

**J**o-Ann Michalak is retiring in June after 19 years of service to the university. During her tenure, Tisch Library has been transformed from a college-level library with low user satisfaction rates to a research-caliber institution with satisfaction rates in the 90th percentile. Jo-Ann's success has been built on a commitment to assessing user needs, an ability to partner with organizations beyond the library, and a dedication to staff development.

Jo-Ann oversaw the building of the Tisch Library and the Lilly Music Library. She worked with Dining Services to create the Tisch Tower Café, and she was instrumental in securing donor support for the digital design studio, which will open in fall 2011.

All of these additions and renovations were responses to clearly identified user needs. Jo-Ann established a Data Assessment Team that administers a bi-annual satisfaction survey and runs frequent focus groups. In the 15 years since the survey was instituted, user satisfaction with Tisch services rose from the 50th percentile to over 90% in all categories. In 2008,

Tisch Library received the Graduate Student Council Award, which is the first time that a service unit at Tufts had been presented with this award.

Jo-Ann has been active in the Boston Library Consortium, serving as its President and on its Board of Directors. Through that organization, Tisch Library joined the Open Archives Alliance, digitizing important print holdings and making them freely accessible to the world.

Jo-Ann consistently has supported The Friends of the Tufts Libraries. This group has grown significantly since its inception, and the generosity of donors has allowed Tisch Library

to provide many new services such as streaming media, collaborative group work stations, scanners, and media equipment loans.

Under Jo-Ann's leadership, the library began to offer other new services, including IM reference, laptop loaners, a credit-bearing library research course, and web-based course guides.

Jo-Ann has been devoted to staff development, and she has worked closely with the Office of Organizational Development and Training to offer training opportunities and support. In addition, she started a staff recognition program that was adopted by the larger university.

Jo-Ann's accomplishments and foresight mean that Tisch Library will enter the next decade with a highly motivated and trained staff ready to tackle the significant changes facing academic libraries.

**Laura Walters, Associate Director for Teaching and Research, Tisch Library**

### TRIBUTE TO JO-ANN MICHALAK

**During Jo-Ann Michalak's tenure as Director of the Tisch Library, its reputation for excellence has been widely recognized.**

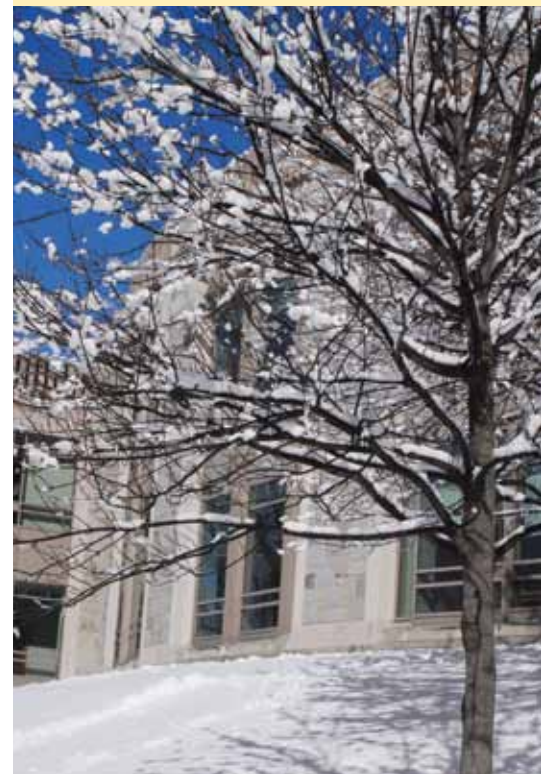
**It is a pleasure to be associated with Jo-Ann and the entire library team at Tisch. In my role as consultant/coordinator for Tufts University, I have assisted with activities planned for members of the Friends of Tisch Library under the Director's supervision.**

**Jo-Ann is an exceptional leader and dedicated to raising Tisch Library to its highest point.**

**I shall miss our monthly meetings and planning the annual events for the Friends.**

**As a Library Friend and associate, I send best wishes to you for the future.**

**Warmest regards,  
Ellie Short, J88  
Consultant/Coordinator**



**“We Learn...**

**10% of what we read**

**20% of what we hear**

**30% of what we see**

**50% of what we see and hear**

**70% of what we discuss**

**80% of what we experience**

**95% of what we teach others.”**

**William Glasser**

Latest Friends' information located at <http://www.library.tufts.edu/friends/calendar.html>

## Mark Your Calendar for...Upcoming Friends Events

**JANUARY 14 – AUGUST 26, 2011**

Dranetz Tower Corridor, Tisch Library

The 2011 reunion classes' exhibit features people, places, and events, showcasing what was special about these Tufts classes. Curated by Digital Collections and Archives.

**THURSDAY, FEBRUARY 17, 2011**

**3:30 – 5 pm**

Hirsh Reading Room, Tisch Library

Friends' Author Talk by Christoph Börgers, Tufts University professor of mathematics and author of *Mathematics of Social Choice: Voting, Compensation, and Division*. The tenth Maxine Newberg Gordon, J70, Book Prize will precede the talk. See page 9 for details.

**THURSDAY, APRIL 7, 2011**

**3:30 – 5 pm**

Hirsh Reading Room, Tisch Library

The seventh John Holmes Memorial Poetry Reading featuring Robert Pinsky. See page 9 for details.

**SATURDAY, MAY 21, 2011**

**10 am – 5 pm**

Tisch Library, Medford Campus

Open House for Friends and alumni: self-guided tours of Tisch Library. Come and see the 2011 reunion classes' exhibit as well as what is new at the library.

