

# TischLibrary

Connecting People and Ideas

HIGHLIGHTS 2009–2010





**T**isch continues to work tirelessly and creatively to ensure that students acquire skills for lifelong learning. Eighty percent (80%) of the student body attended one of 259 instruction sessions tailored for courses, and our number of private research consultations grew by 39%.

# Services

- » There have been **1,362,624 virtual visits** to Tisch Library via our web site (<http://www.library.tufts.edu/Tisch/>) and **639,569 physical visits**.
- » Tufts' **electronic journal usage exceeds that of many of our peer libraries**.
- » There are now **32,000 eBook titles** in the Tisch Library catalog, with **19,201 added just this year**.
- » **RefWorks Citation Manager is heavily used**, now having 9,356 student and faculty accounts.
- » Usage of live remote reference assistance using **Instant Messaging (IM) increased 20%** over last year.
- » **Interlibrary Loan (ILL)** borrowed 8,760 books and articles and lent 15,001 items, with users supported by the vast amount of additional resources afforded us through this **reciprocal world-wide networking arrangement**.
- » A **credit-bearing course for senior theses writers** is offered, and enrollment continues to rise. *"Whatever you are doing in the library for the Explorations classes, keep doing it! I have only heard rave reviews...leaders are saying 'I only wish I had this presentation for my own work.'" — Director Robyn Gittleman, Experimental College*

Tisch Library excels at **providing far-reaching cultural programming and exhibits**. Among our most popular offerings were Author Talks, the Honored Faculty, Honored Books Recognition Ceremony, and Buddhist monks providing a live demonstration of the creation and destruction of a Sand Mandala, all of which served to increase the library's visibility in the community.





# Partnerships

» Library staff are our greatest asset. *“Helpful staff, thanks for the good customer service.”* —Arts, Sciences, & Engineering Undergraduate Student

» Response to the library instruction session introducing students in History 196 to the challenges of finding the most appropriate material for their annotated bibliographies: *“As the electronic possibilities keep growing, I’m always fascinated myself to see what new materials you will present. I don’t know how anyone can teach a research seminar without you... I’m grateful for your services and expect to be reading much better papers this semester just because you’ve spoken to my class.”* —Professor Steven Marrone, History Department

» Two librarians worked with a professor in the Education department to create a topic-specific Library Guide. *“I had a great experience...they helped me to tailor a research guide to the specific needs of my course. My students found it tremendously helpful...”* —Professor Colleen Worrell, Education Department

» *“Several students made use of their newly acquired (database searching) skills... finding articles related to material of which I was unaware, and connecting that material to the class discussion. Bravo!”* —Professor Ross S. Feldberg, Biology Department

» Librarians developed and presented resources to support SAH 100, an upper-level course required for Art History majors. *“Having been so recently inspired by your work with my classes, I’d like to get your feedback on another possible collaboration. I feel so incredibly well-supported by the library!”* —Professor Karen Overbey, Art History Department

» Summing up the year-round sentiment expressed by reciprocating interlibrary loan customers, one neighboring college wrote, *“...On behalf of our faculty, staff and students,...thank you for sharing!”*



# Initiatives

- » Tisch Library expands its **social networking** avenues with the launch of Twitter and Facebook pages: [www.twitter.com/tischlibrary](http://www.twitter.com/tischlibrary); [www.facebook.com/tischlibrary](http://www.facebook.com/tischlibrary).
- » Our **Online Research Guides** (<http://researchguides.library.tufts.edu/>) provide easier access to our electronic resources and incorporate **video, audio, and data streams** into instructional materials.
- » **Three large-scale scanners** are increasing use of the library's print materials and providing a free green alternative to photocopying.
- » Two **complete journal runs were digitized** for the Open Content Alliance, *Revue des Deux Mondes* and the *Journal of the Boston Society of Civil Engineers*, making **our journals available to scholars worldwide**.
- » Librarians are working with faculty on the Oral History Project on *Bengali Intellectuals in the Age of Decolonization: Mapping Postcolonial Thought* (<http://bengaloralhistory.tufts.edu/>), looking at the **web of relationships** between the major figures of postcolonial Bengalis through a collection of oral histories.

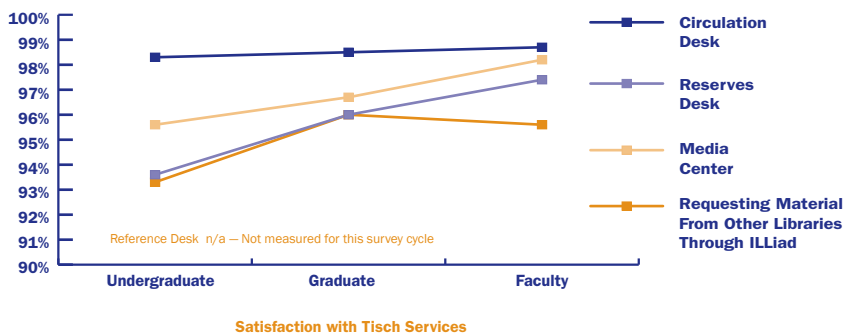
*“Since 2004, undergraduate and graduate students’ satisfaction with Tisch Library services and amenities have remained consistently high. Interpersonal services like research assistance via one-on-one consultation and research assistance at the reference desk EARNED the highest satisfaction ratings.”*

—Office of Institutional Research & Evaluation

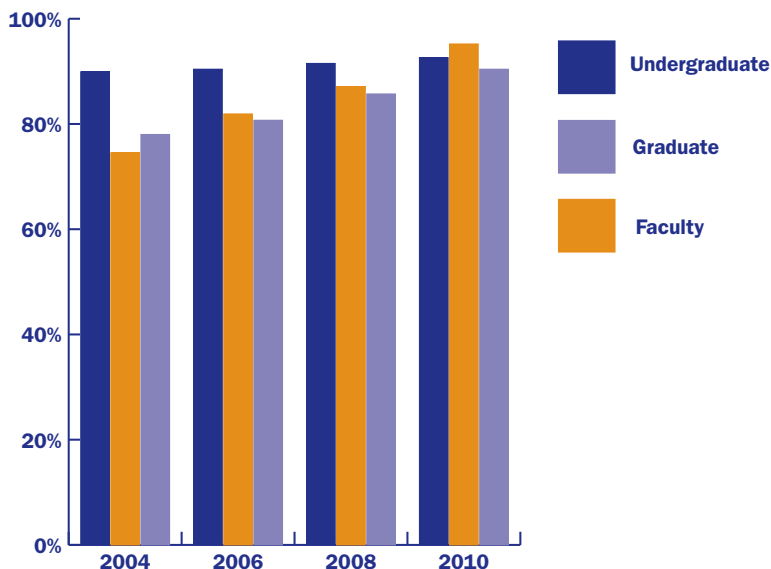


## User Satisfaction

Library Services Rated Above 93%



Satisfaction with Tisch Library Collection Soars Since 2004!



# TischLibrary Highlights

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