

August 2011

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When Libraries Collaborate

Carla Pfahl

Caleb Tucker-Raymond, coordinator for Oregon’s statewide virtual reference service L-Net, wrote a great article for the Oregon Library Association’s publication [OLA Quarterly](#) recently that I thought should be widely shared. It speaks beyond what Oregon is doing locally to what it means more broadly for libraries to collaborate on services such as virtual reference.

“Why Collaborate?” at http://data.memberclicks.com/site/ola/olaq_17no2.pdf, is a thoughtful look at what has been happening the past 10 years with L-Net. L-Net marked its beginnings at a 2001 meeting of the Oregon Library Association’s Vision 2010 Committee, where a call was made for a 24/7 collaborative online reference service. The article highlights the process of starting out the service with low usage statistics, recounts taking it through a name change, and relates lessons learned along the way.

The collaborative aspect of sharing a service like virtual reference among many libraries brings with it pluses and minuses. The minuses, however, have been mostly worked out. One initial fear was that patrons would rarely be connected to someone from their own library. How would a librarian from one library be able to help a patron from another library, especially if that patron was on the other side of the state or country from the librarian helping them? As Tucker-Raymond explains, it is not as complicated as it may seem. Library collection strengths and resources are organized similarly in most libraries. The use of “policy pages” (also used among AskMN libraries) are a way for libraries to list quick links to resources and provide information specific to each participating library. Follow-ups are also an option for questions about patron accounts and other complex questions that are best answered by a patron’s home library.

I especially liked how he summed up the positive impact of collaboration:

“When libraries collaborate, we create, among all of our various groups of patrons and staff, a shared experience of just what that word “library” means. From that basis, we have the opportunity to shift that definition so that it continues to positively impact and resonate with the communities we serve.”

Collaboration among libraries is happening more frequently in many different areas. In Minnesota, we started out with recognizing the collection strengths each library had and provided a way for patrons to benefit from that through interlibrary loan and registering a library card with other library systems. AskMN is a collaboration of participating libraries working to serve not only their own library patrons and the patrons of other participating libraries but also to serve any Minnesota resident. Even if a patron’s library does not participate in AskMN, they will not be turned away. AskMN librarians will help as much as they can to provide resources appropriate for their needs.

Having a collaborative virtual reference service in Minnesota has worked very

well. Since AskMN began, the service has answered 36,519 questions from Minnesota patrons (FY08: April 1, 2008 – June 30, 2008; FY09; FY10; FY11). Another statement from Tucker-Raymond that resonates with me is “collaboration is a key tactic for making sure libraries move forward in the best possible ways.” The purpose of AskMN is to create a cooperative network for libraries to more easily contribute and participate in an online reference service for the benefit of their communities. However, what we have learned since AskMN began is that it not only benefits the library’s community but also all Minnesota communities. ■

MNopedia: The Minnesota Encyclopedia

Beth Staats

Created by the Minnesota Historical Society, MNopedia (<http://www.mnopedia.org>) is currently in beta version and “made possible by the Legacy Amendment’s Arts and Cultural Heritage Fund.” It is just what it sounds like: an online encyclopedia about Minnesota. The mission of MNopedia is to “share current, reliable and relevant information about significant people, places, events and things in Minnesota history.” MNopedia will do this by collaborating with experts around the state, aligning the content with Minnesota academic standards, adding multimedia, making the site user-friendly, using current technology, and continuing to add new entries and information.

Every essay within MNopedia has been “curated” into a package of information that includes:

- Narrative Text: Explaining why a subject is significant
- Related Media: Featuring images, audio and video
- Related Articles: Linking to more MNopedia content
- Turning Point/Overview: Summarizing the narrative text
- Chronology: Noting important dates in the text
- Bibliography: Citing sources used to create the text
- Related Resources: Listing additional credible sources

The creators of MNopedia want the user to utilize the information within it by sharing it, citing it, correcting it (when necessary), commenting on it, and printing it. They make it easy to do with clickable links within each entry.

MNopedia’s index can be searched by category, topic, or era. Within categories you can select to browse event, group, person, place, structure, or thing. You can choose from 18 topics that include subjects like women, transportation, and immigration. Eras are divided up as such:

- Pre-Contact to 1650
- Contact and Fur Trade, 1600-1810
- Early Settlement and Statehood, 1810-1860
- Industrial Era, 1865-1914

The home page lets you select a topic or mouse over historic images. It also presents a “History Near You” with a clickable map, satellite image, or hybrid of both, of the state of Minnesota. Another section on the home page offers direct links to recently added articles. Users also have the option of performing a keyword search by using the search box in the upper right corner. I performed a search for “stone arch bridge” and got results that included a timeline, several



images, related articles, a bibliography, and related resources that identify primary and secondary sources on the topic. The primary sources include links to access them in one click. For example, one of the primary sources related to this entry is a "Letter from James J. Hill to Richard Angus, February 19, 1882, mentioning purchase of land for the Stone Arch Bridge." It has been scanned and is in PDF format, available right there for the user to view, print, or save.

This new resource is very slick for anyone researching events, people, or places in Minnesota. Including essays written by subject experts and historical images taken from the Minnesota Historical Society collections it is sure to grow into a comprehensive resource for anything Minnesota. Since it is in beta, the creators want and welcome feedback. You can post your thoughts in the MNopedia discussion forum at <http://www.mnopedia.org/discuss> or contact an editor at mnopedia@mnhs.org. ■

Minnesota History Day Media Specialist of the Year Award

Carla Pfahl

Congratulations to Judith Roggow, school librarian for DeLaSalle High School, who is the first recipient of the "Media Specialist of the Year Award for Minnesota History Day" sponsored by the Minnesota Historical Society and the University of Minnesota. As Naomi Peuse, former History Day program supervisor for the Minnesota Historical Society, explained, "The award was created to recognize media specialists working in partnership with our National History Day teachers to prepare students for research outside the school. Judith was an exceptional choice given the amount of energy she expends within the school as well as her efforts in overseeing DeLaSalle's external research trip proposal and grant dollars."

Judith Roggow has actively worked with students and teachers to coordinate research and projects that help expand the understanding of primary source resources, including databases and interlibrary loan services.

DeLaSalle High School was one among many other middle schools and high schools in the metro area that Reference Outreach & Instruction visited in this and previous years for History Day instruction with students. ROI looks forward to working with Judith and many more schools for this year's History Day theme of "Revolution, Reaction, Reform in History." ■

ROI Congratulates Minnesota Library Leaders on Their Retirement

Jennifer Hootman

Minitex Reference Outreach & Instruction has had a long, collegial, and fruitful relationship with a number of Minnesota library leaders and directors including recent retirees Rebecca Patton (ALS), Robin Chaney (SAMMIE), Ruth Solie (NLLN), and Patty Biesterfeld (SMILE/TdS). From training and development of the Minnesota Opportunities for Reference Excellence (MORE) to hosting annual ELM workshops, conferences, and promotion, these women have been our own "movers and shakers" in helping to extend library collaboration with Minitex and strengthening library support across Minnesota.

In addition to congratulating Rebecca, Robin, Ruth, and Patty on their well-deserved retirements, we also welcome Reagen Thalacker, Robin's successor as Executive Director of the Southwest Area Multicounty Interlibrary Exchange (SAMMIE) and Kathy Enger, Ruth's successor as Executive Director of Northern Lights Library Network (NLLN). We look forward to working with you! ■

ELM Spotlight

ProQuest's New Platform

Beth Staats

On August 10th, ProQuest automatically migrated Minnesota K-12 and public libraries to the new ProQuest interface. On the same date they also migrated *ProQuest Newsstand Complete* and *The Historical Minneapolis Tribune* (1867-1922) on the ELM Portal. (This auto migration did not affect academic/higher ed libraries in Minnesota.) The new platform has been one of the largest initiatives in ProQuest history and was built from the ground up. Users can now search a tremendous amount of information without learning different searching systems.



Many of the familiar ProQuest search tools and features are still available plus many new helpful additions. The basic search screen is much cleaner than the previous interface and the blue bar across the top of the screen lets you know what databases you're searching, as well as whether or not you have "recent searches" or any items "selected." The search box now offers auto complete, the database's ability to predict a word or phrase that the user wants to type in without the user actually typing it in completely. Another nice feature is the ability to display the user interface in up to 18 languages. This will not display results in those languages but the interface only.

The My Research account is still available in the new platform but includes some added features. My Research can be used as a "folder" or place to save, gather, email, and print information. In My Research you can save searches, create alerts, create RSS feeds, add tags to documents, create a share list, and create widgets to add the ProQuest Search box to your web page. Tags let you use keywords to label references so that they can be easily searched and found at a later time. Tags can be created by anyone who has set-up a My Research account. Once tags are created you can then share them publicly allowing them to be visible to other ProQuest users. If you have a RefWorks account you can synchronize it with My Research and add items to RefWorks with one click.

The new platform offers many of the social networking tools and options that we are becoming so used to seeing. Users can now share information within the main interface and within My Research. A social networking button gives you the option of sharing links to articles on popular social networking sites. This is available whether or not the user has created a My Research account.

The new platform has a lot to offer for librarians and information seekers alike. Minitex Reference Outreach & Instruction is offering webinars on the new platform. For specific dates, times, and to register go to <http://www.minitex.umn.edu/Training/default.aspx>.

You can also sign up for a ProQuest webinar on the new platform at <http://www.proquest.com/en-US/support/training/default.shtml>. To access the ProQuest User Guide go to http://www.proquest.com/assets/downloads/products/userguide_np.pdf. ■

NetLibrary is now EBSCO's eBook Collection

Matt Lee

The *NetLibrary* name and experience are no more. Following the purchase of *NetLibrary* by EBSCO, any links that you had set up to the old version of *NetLibrary* will now automatically redirect to ebooks within the EBSCOhost interface. This new interface, called *eBook Collection (EBSCO)*, allows for easy access to and viewing of ebooks in the statewide collections plus any additional collections that your institution has purchased separately. If you have any questions or if your current links are not properly redirecting, please drop us a line at <http://elm4you.org/> contact. ■

Gale PowerSearch Enhancements

Matt Lee

If you use any of the Gale databases that run on the PowerSearch interface (such as *Expanded Academic ASAP*, *General Science Collection*, *Educator's Reference Complete*, or *InfoTrac Junior and Student Editions*), you'll be pleased with some recent enhancements to that interface.

The home page is cleaner and, as one Gale rep described it to us, more Google-like. Gone are the RSS feed options on the home page. The search box is certainly given the main visual prominence and includes a search suggest feature.

On the search results page, the tabs along the top of results – which distinguished results by type of content – are gone. They have been replaced with Content Type limiters in the left-hand column. Publication date limiters are also displayed in that column.

Article pages look slightly different but maintain the same functionalities. One enhancement to the Read Speaker tool will read machine-translated articles aloud in the language they've been translated into. ■





Happy 40th Birthday, WorldCat!

Enjoy reading Jay Jordan's (OCLC President and CEO) letter to the global library community on the occasion of WorldCat's 40th birthday.
(<http://tinyurl.com/3bnhkfz>)

Don't forget that you, too, have access to the powerful WorldCat via ELM!

Making ELM Access Easy

Matt Lee

The ELM databases have great content that your patrons and students can use for most of life's research-based needs. Here at Minitex we want to make sure that it's easy for your library to provide access to those databases. So we've come up with a one-page guide for libraries to using ELM with the goal of making ELM access easy for you, so that you can make ELM access easy for your students and patrons. Find it at <http://www.minitex.umn.edu/Elm/Educate/UsingElmForLibraries.pdf>.

It provides a recommendation for what may be the best way to provide access to ELM based on your library's situation, including which libraries might get the best use out of the all-new ELM Personalized. These are broad recommendations. And we don't expect this guide to answer your every ELM access question. Please drop us a line at <http://elm4you.org/contact>, and we'd be very happy to answer questions or provide recommendations on the best way to make ELM accessible to your researchers.

We've also scheduled some 30 minute webinars, called "Making ELM Access Easy." Find the registration link in the "ROI Fall Semester Webinars" article within this newsletter. ■

ROI Fall Semester Webinars

Jennifer Hootman

Register now! Check out our Fall Semester webinar offerings at <http://minitex.umn.edu/Training/default.aspx>. We've got a full slate of webinars with practical information you can apply to work and/or your personal interests.

We have some all-new webinars this year such as ***ELM: The Big Picture, Making ELM Access Easy, Helping Classroom Teachers Work Smarter, Not Harder: ELM for K-12 Academic Standards, ELM: More Than Just Articles, The All-New ProQuest and the New ELM Portal Overview.***

We're also bringing back many of the popular ones - perhaps you didn't get a chance to take these - or - you would like a refresher - or - you're new to the scene. We have ELM webinars on ***History Day, Science, K-5, 6-12, Business, Everyday Research, and we'll be running the Wednesday Spotlight Series.***

The Fall Semester is an exciting time of the year! Register early! Register often!
<http://minitex.umn.edu/Training/default.aspx> ■

This 'n That From the Web

Google Chrome Apps = Increased Productivity

Jennifer Hootman

On Mashable.com Zoe Fox highlights ten free Google Chrome apps to boost your productivity while at work (<http://tinyurl.com/42czbvl>). If you use Chrome for your web browser, you may want to take a peek at some of these apps and see if any may be useful to you. Or maybe you already use one or several of them.

- StayFocused: Create self-imposed time limits on a list of websites of your choosing.
- Large Document: Convert your file into a URL you can share (no log-on required).
- Docs PDF/PowerPoint Viewer: Open documents, PowerPoints and PDFs in your browser rather than down loading.
- Yast: Do your own work time study and use color codes to organize.
- TabCloud: Store your own browsing sessions in the cloud and come back to them later at any computer.
- Screen Capture: Capture stills from your browser (more transferable than copy/paste).
- Popchrom: Speed up your typing by saving your commonly used abbreviations.
- HootSuite: Monitor all your social networks on one dashboard.
- Read Later Fast: Save those stories and articles you happen upon throughout the day in one place to read later.
- Google Calendar Checker: Keep track of what's next on your calendar with a count-down in the browser window's corner.

And, of course, check out the comments at the end of the article. Those are always helpful as informal user reviews as well as additional app suggestions. As always be sure to understand how apps and extensions interact with your computer (<http://tinyurl.com/3kk7vjv>).

All Google Chrome Productivity Apps: <http://tinyurl.com/5vu769a>

All Google Chrome Extensions: <http://tinyurl.com/4lvtfkg> ■

Cloud Storage

Jennifer Hootman



There's so much buzz about the "Cloud," and cloud services such as storage are booming. Ever wonder which one might be the best for you? Gizmodo has tried to break it down for us. They tested eleven different cloud services and

provided their findings including specs. Here's their list of services tested:

- [Amazon Cloud Drive](#)
- [Box.net](#)
- [Dropbox](#) - YOUR MOM'S WINNER
- [Google](#) - BUDGET WINNER
- [iCloud](#)
- [iDrive Sync](#)
- [Microsoft SkyDrive](#) - FREE WINNER
- [Mozy](#)
- [SugarSync](#) - ULTIMATE VICTOR
- [Ubuntu One](#)
- [YouSendIt](#)

Criteria for the comparisons include price, storage space, platforms and devices supported, and ease of use. Their top winner is SugarSync. Google is the budget winner followed by Microsoft SkyDrive winning the free category. Dropbox comes in as your "mom's winner" for ease of use. Interesting, though, that those who commented favored Dropbox. Check out the comparisons for yourself. Gizmodo's post, "The Best Way to Store Stuff in the Cloud" at <http://gizmodo.com/5828035/the-best-way-to-store-stuff-in-the-cloud>, will likely save you some time if you're looking for an affordable or free, easy to use cloud storage service. They even included a handy comparison chart. ■

Instruction for All

Carla Pfahl

We have reached a lot of librarians through our many instruction sessions over the years. However, in more recent years Reference Outreach & Instruction have been working with students and even the general public. One group of Minnesotans ROI has had an opportunity to make an impact with is a group of eager learners in the OLLI program.

OLLI stands for Osher Lifelong Learning Institute (<http://cce.umn.edu/Osher-Lifelong-Learning-Institute/>). Based out of the University of Minnesota's College of Continuing Education on the Twin Cities campus, OLLI is part of a national foundation to provide classes for more senior students, those interested in learning for the joy of learning without homework or exams. OLLI offers over 180 courses and activities throughout the year.

ROI's first exposure to OLLI was in Fall 2008 when instructor Mike Amidon, who was teaching a course about the Internet, contacted us directly to ask if we would be a guest speaker for one of his class sessions to discuss ELM with hands-on application. After that session, ROI was contacted by Margaret Tabar, a retired school librarian, and two others from the OLLI Curriculum Committee, Sylvia Johnson and Geri Burns, to discuss course ideas and needs and interests of the OLLI students. From that discussion ROI began offering courses on Web 2.0 skills: "Do You Twitter? Social Networking on the Internet", Google: "Have you Googled Today? Discovering Advanced Features in Google", and on MnKnows: "MnKnows - Your Portal to Minnesota's Online Library Resources". OLLI sessions run in four seasonal sessions (Fall, Winter, Spring, Summer). ROI is currently scheduling a Winter session in 2012 that will focus on a select set of resources in ELM.

The MnKnows class has been very popular and covers the following topics over its eight week length:

- Introduction to online library resources & transferrable searching skills
- Health & Medical Resources
- Consumer Information
- Newspapers & AskMN: The Librarian Is In!
- Art & History Resources
- MnLINK Gateway & Minnesota Reflections
- Business Resources
- Searching for specific publications, MnKnows review, and Q&A

As mentioned, the students are eager learners with a passion for exploring new territories. Many of the OLLI students have never searched a database or used a news alert before entering the class. Having an understanding of information literacy skills is just as important for them as it is for a 7th grader. Perhaps some of them will show their 7th grade grandchild how to do some of the things they learned in the class! Seeking authoritative and quality information is not something that should be reserved for K-12 or college students, especially with the Internet accessible to so many. It is a skill that anyone looking for information should have. I have to say that I have thoroughly enjoyed working with the OLLI students and their never-ending quest for knowledge. They are a pleasurable group who bring much to the classroom. ■

Minnesota History Documents in Minnesota Reflections

Alex L. Ames, Graduate Assistant, Minnesota Digital Library Coalition

Sometimes, a word is worth a thousand pictures. Minnesota Reflections is well-known for its collections of historic images, but don't overlook the database when searching for Minnesota-themed documents.

Documents from religious organizations highlight the important role that churches played in Minnesota's cultural development. The Basilica of St. Mary (Minneapolis) contributed church announcement books dating from 1881 to 1928. View an 1881 - 1883 volume here: <http://reflections.mndigital.org/u?/bsm,122>.

The Synod of Lakes and Prairies (Presbyterian Church) contributed Dakota-language religious books dating from the 1870s through the 1920s. Follow this link to view a Dakota hymnal: <http://reflections.mndigital.org/u?/p15160coll10,40>.

Documents from county and local historical societies highlight their regions' history and culture. The Morrison County Historical Society contributed several 19th and early 20th - century publications intended to promote the area for settlement and business. View an 1899 example here: <http://reflections.mndigital.org/u?/mor,171>.

Many county historical societies have contributed plat books to Minnesota Reflections. View a map from an 1896 plat book of Stearns County: <http://reflections.mndigital.org/u?/stearns,295>.

Several colleges and universities contributed college bulletins and other documents from the institutions' early years. View a 1915 bulletin of the College of St. Scholastica: <http://reflections.mndigital.org/u?/p15160coll8,0>. Follow this link to see a 1925 bulletin of the Winona State Teachers College (now Winona State University): <http://reflections.mndigital.org/u?/winona,607>.

St. Cloud State University Archives (St. Cloud) contributed issues of the "Normalia," early student newspapers of the St. Cloud Normal School, which became St. Cloud State University. Browse the May, 1904 "Normalia" issue here: <http://reflections.mndigital.org/u?/stc,4058>.

The Northeast Minnesota Historical Center contributed architectural drafts of Duluth's famous aerial lift bridge. View a 1901/02 document here: <http://reflections.mndigital.org/u?/nemhc,4072>.

Minnesota state government offices have contributed thousands of pages of documents to Minnesota Reflections. The Minnesota State Law Library has digitized numerous volumes of Minnesota's earliest laws. View an 1893 volume here: <http://reflections.mndigital.org/u?/sll,1788>.

Early publications of the Minnesota Department of Health, such as the State Board of Health's 1878 annual report, provide glimpses into 19th - century medical theories and practices: <http://reflections.mndigital.org/u?/mdh,921>.

The Minnesota Geological Survey contributed scientific documents to Minnesota Reflections. Follow this link to view a 1996 report on aerial gamma radiation: <http://reflections.mndigital.org/u?/mgs,961>.

Some public libraries also have contributed to Minnesota Reflections. View a 1935 issue of "The Library Beacon," a St. Paul Public Library publication, here: <http://reflections.mndigital.org/u?/spp,776>. The Hennepin County Library contributed playbills and programs from many early Minneapolis dramatic productions and musical performances, including this 1925 example: <http://reflections.mndigital.org/u?/mpls,3797>.

This is just a small sample of Minnesota Reflections' documentary collections. Explore the database yourself to discover the database's documentary sources related to Minnesota history and culture. ■

Enhancements Added to WebJunction Minnesota

Cecelia Boone, Minitex

Phase 1 of the changes to WebJunction Minnesota services, which included the introduction of unlimited courses for WJMN participants, webinar preregistration, and certificates of completion for affiliated members, is complete.

The following features/functionality and bug fixes are available:

- The course confirmation email has been changed to provide clearer instructions about getting access to LE@D courses.
- A signed-in WebJunction Minnesota member can now post to discussions in any portal, regardless of whether he or she is affiliated with that portal.
- Courses that have been removed from the catalog no longer show up in search results.
- Reminder notices to users who have not launched a course after 30 days have been disabled.

Phase 2 of the changes to WebJunction Minnesota services, which will include a freshly designed website with improved usability, findability, and visual appeal, has begun.

We'll be providing more information throughout the fall. The new design is expected to launch in Jan. 2012.

And, another WJMN news note:

Were you interested in WebJunction's two-day online conference, "Trends in Library Training and Learning 2011," but were unable to sign up and attend? Archives to each session have been posted to WebJunction at <http://www.webjunction.org/trends-training-learning>. There were 979 Day One unique logins and 881 Day Two unique logins, for a grand total of 1,213 unique logins. These attendance numbers do not factor in the dozens of "viewing parties."

Remember, WJMN is a service available to all members of the Minnesota library community. ■

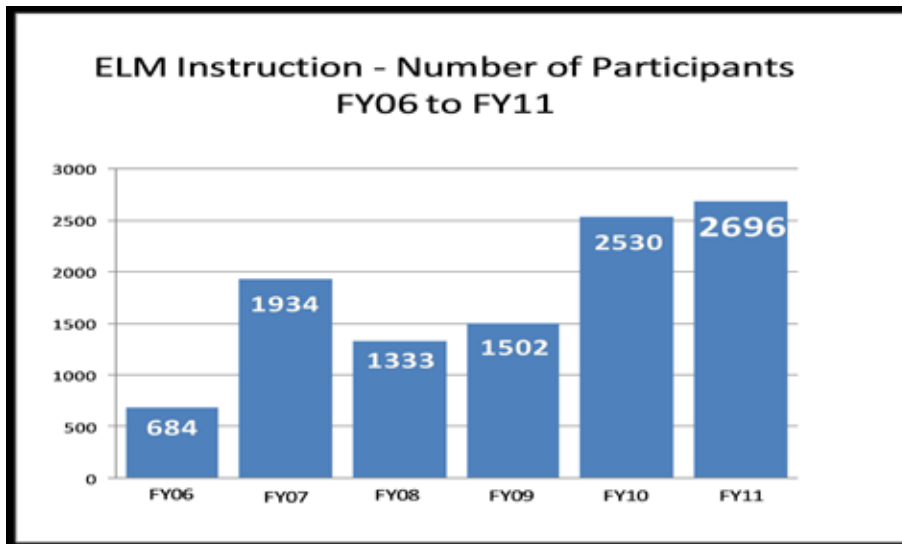
Reference Outreach and Instruction Accomplishments in FY11

The 2011 fiscal year was a busy one for Reference Outreach and Instruction. We attended and presented at over 20 conferences, managed and staffed AskMN, helped with hundreds of ELM support questions, and provided ELM instruction to more participants than we ever have before, among other activities. We've pulled our year-end report together and wanted to share a couple of our accomplishments. For now, take a look at what we've accomplished this fiscal year related solely to ELM instruction.

Thanks for partnering in the work we do!

ELM Instruction





Reference Notes

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