

# MINITEX

## Reference NOTES

A Program of the Minnesota Office of Higher Education and the University of Minnesota-Twin Cities

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### ESL Outreach in Minnesota

*Kristen Mastel with contributions from Margie Schuster and Mary DeJarlais*

This article stemmed from being an attendee of WebJunction's FREE webinar "Conversation Clubs/Talk Time - Beyond the ESL Class." Lexington (MA) Public Library's Bilingual Café was one of the featured programs in this webinar. The design was an informal language exchange where people could chat to learn new vocabulary, learn about different cultures and understand people from different parts of the world. It is different from an ESL class because they focused on the exchange of ideas and interaction of different cultures, rather than pronunciation, comprehension and grammar. Publicity was through bilingual local fliers around town and advertisements in local Spanish- and Polish- language newspapers. Success through an encouraging and comfortable social setting has led to additional sessions being offered, including high level conversation practice times. Several other examples during the webinar included Seattle Public Library's and Austin Public Library's Talk Time and King County Library System's Citizenship Talk Time and English Conversation Classes.

Hennepin County Library has been a leader in ESL Conversation Circles for numerous years. Below you will find a brief discussion of their program by volunteer coordinator, Margie Schuster.

As the face of Hennepin County changes, so does its library. To meet the ever-increasing diversity of the population, the Hennepin County Library in collaboration with the SHAPE Volunteer Connection (South Hennepin Adult Programs in Education) is hosting "Conversation Circles" at several library locations.

Adults learning to speak English gather at a library to practice English conversation weekly with others who are learning English. A volunteer who has been trained through the SHAPE program facilitates discussions or role playing around everyday topics – renting an apartment, using coupons, making a doctor appointment, voting, winter weather basics, taxes and more! A librarian takes the "circle" on a library tour to show participants various library resources – Rosetta Stone, World Links, World Language collections, the catalog, non-fiction items of interest – and makes sure that everyone has a library card. The library staff is available at any of the sessions to help one student or the group with questions or needs.

Often, participants graduate to the wide variety of programming HCL offers the public - author programs, computer training classes, book clubs. They appreciate the opportunity to practice their new language, meet new people and utilize a community resource, and they are the #1 recruiters for upcoming sessions!

Mary DeJarlais, lead ESL teacher for the English-as-a-Second Language program at Roseville Adult Learning Center, shared a great example of how a community-based program incorporates the library into its program. Below is a discussion of their programs.

The program has two main parts: 1) the English-as-a-Second Language program and 2) the academic program which includes GED studies, Adult Basic Education, review, dual enrolled, and diploma.

The ESL students in our program usually learn about the library when they are in about level 2+, when students are beginning to actively engage in readings. In our level 3 and 4 we usually take

**Checkout  
past  
teleconferences!**

them to the library. Fortunately, we are only a mile at most from the Roseville Library. In the program the participants conduct a small research project, where they are introduced to the local library and the librarians, to learn how to look up information that they will actually use in their personal lives and for the research project. We have had a librarian give us a tour and in some cases visit our classrooms. The students then receive an assignment that they must complete based on the information they learned at the library. For example, they have to find a book about their research topic and write down the information needed for their research bibliography as well as some note cards gathered on their topics. Other assignments include "worksheets" in which they are expected to answer questions about different areas and services the library provides. The library is a fundamental place for ESL residents to visit and become engaged in their wealth of resources.

To view WebJunction's future line-up of Spanish Language Outreach programs, visit:  
<http://webjunction.org/do/Navigation?category=10555>

## The Internet as a Resource for News and Information about Science

The Pew Internet and American Life Project has just released a new report on the use of the Internet for information seekers titled "The Internet as a Resource for News and Information about Science: The convenience of getting scientific material on the web opens doors to better attitudes and understanding of science." The report found that 40 million Americans use the Internet as their first choice for finding news and information about science. Also, overall, 87% of online users, approximately 128 million adults, use the Internet as a research tool. They found that convenience was the largest reason why people go online first to seek information and that half of all internet users have visited a website that is scientific in content. If you would like to read more about the interesting findings from the Pew report, you can access it via this link:  
[http://www.pewinternet.org/pdfs/PIP\\_Exploratorium\\_Science.pdf](http://www.pewinternet.org/pdfs/PIP_Exploratorium_Science.pdf)

## Southwestern Ohio's Return on Investment in Public Libraries Nearly 4 to 1

A new study shows that nine public library systems in Butler, Clermont, Hamilton and Warren counties in southwest Ohio create an annual economic impact of nearly four times the amount invested in their operations. The report from Levin, Driscoll & Fleeter in Columbus concludes that, using a conservative measure of value, the libraries' cumulative expenditure of about \$74 million returned a quantifiable direct economic benefit of \$238.6 million, or \$3.81 for each dollar expended in 2005. The study also recognizes that these libraries add significant value to their users and communities that cannot be assigned a dollar value, including "improved economic prospects and an enhanced quality of life."

Summary from OCLC.

To read the full report visit:  
<http://www.9libraries.info/docs/EconomicBenefitsStudy.pdf>

## A Look at 6 Ways to Reconstruct Reference

Kristen Mastel

Stephen Abram, in his December 8th 2006, SirsiDynx, *One Source* article, "Reconstructing the Reference Team: 6 Ways to Sunday," discusses how reference librarians have to move from pigeonhole positions where one holds all the knowledge to a model of teamwork, collaboration and consultation. He explains that technical services and catalogers have been collaborating for years and how necessary it is to organize information well. Reference librarians are at a necessary tipping point and need to reconstruct the user experience. Changes include: integrating technologies that patrons are using at home and work and for play; empowering library staff to have knowledge of these resources and use them; lastly, capture the knowledge of generations of librarians. To do this, Abram's suggests six simple things to start these processes:

1. Putting the "Personal" into reference- market your library! Whether it be by posting pictures of the staff on websites that list each individual's strengths, creating a MySpace page for your library, or integrating library branding into your website's look and feel, library signage, or name badges, market your library.
2. Blogging- "Blogging is about conversations." Abram's believes this is an excellent way to promote your unique programs and services. Reference staff can highlight courses, training, research skills and resources. Creating blogs for specific user groups such as teens, children, gamers and genealogists has been very successful.
3. Tagging- Allows you to share your links with the rest of your reference team or even patrons. This allows you to capture the wealth of information that librarians have long kept in rolodexes and shared notebooks.
4. Wikis- Again a way through software to share and organize amounts of information that many have kept in reference tip sheets, etc. This online collaborative tool allows others to edit and create information together.
5. Instant Messaging- This is the choice medium for those under the age of 30. It is important to engage this user group, especially when the learning curve is ten minutes! This is a great tool to interact with library staff and even use as a reference service with your patrons.
6. Virtual Reference- The aim of reference is to now focus on the entire user experience not just the question. The ultimate is when all Library 2.0 technologies are integrated in various services for the end user. This involves wikis, blogs, co-browsing software, tagging, and IM.

Abram's claims that reference librarians need to meet the need of users who do not come into the physical library because virtual libraries and resources are outpacing physical branches in usage.

## MINITEX at the 2007 Minnesota Legislative Conference

Jennifer Hootman

On January 9th, MINITEX was one of thirteen exhibitors at the 2007 Minnesota Legislative Conference held at the University of Minnesota's Hubert H. Humphrey Institute of Public Affairs. The Conference was hosted by the Minnesota Legislature and the Humphrey Institute's Center for the Study of Politics and Governance.

*Continued on page 3*

All members of the Minnesota Senate and House of Representatives were invited to attend this conference. It was designed to stimulate legislators to think about their role in Minnesota's future through informative sessions on the state's changing demographics and their impact on the economy as well as the changing role of the legislature, technology and the global economy.

Exhibitors provided interactive technology displays showcasing a variety of state government Web-based applications and other technologies supported by the State Legislature. Some of these exhibitors included Minnesota Job Bank, iSeek Solutions, Minnesota Child Support Guidelines Calculator, The 511 Traveler Information Program, and MINITEX.

MINITEX Director, Bill DeJohn, and Reference Librarian, Jennifer Hootman, demonstrated databases included in the Electronic Library for Minnesota (ELM), MnLINK Gateway, the Research Project Calculator, and the Minnesota Digital Library's "Minnesota Reflections" digital collection. Nearly half of the legislators stopped by our exhibit, were excited by the contents of these resources, and asked questions about their possible applications.

Some noteworthy observations include the fact that many of these legislators have children in school and mentioned that they had seen the ELM Portal ([www.elm4you.org](http://www.elm4you.org)) on their child's computer screen. Moreover, there were others that said they were familiar with MnLINK and ELM and have used those resources. The Research Project Calculator was also a big hit with those who stopped by our exhibit including the House Speaker, Margaret Anderson Kelliher, who was drawn to one of the ELM databases, Kids InfoBits, for her youngest child and the Research Project Calculator for her middle school child.

During lunch at the Carlson School of Management Atrium, members of the recently sworn-in Minnesota Legislature got some advice from four of Minnesota's elder statesmen. Former Governors Al Quie, Wendell Anderson and Arne Carlson joined former U.S. Representative Martin Sabo to discuss "The Changing Role of State Legislatures." Following their discussion, there was some time for questions from the legislators.

The noon-time panel presentation was educational, frank, and inspiring. The former statesmen stressed a bipartisan message in their discussion, emphasized the need for working out differences, and expressed that the top issues for today's Legislature is funding for education, low-income housing, and transportation.

To listen to the panel presentation visit Minnesota's Public Radio Web site at: <http://minnesota.publicradio.org/display/web/2007/01/10/midday2/>

It was an exciting and successful experience for MINITEX at the 2007 Minnesota Legislative Conference! It was a great way to demonstrate the rich resources made available to all Minnesotans and to speak directly to the funding body for ELM and other MINITEX resources.



## College of DuPage Teleconference

Soaring to Excellence 2007: Library 2.0 and Beyond  
Next Gen Librarianship: Where Do We Go from Here?

Friday, February 9, 2007  
11:00 AM – 12:30 PM (Central Time)

S30B Wilson Library  
West Bank Area, University of Minnesota

**Description:** Today's multigenerational library workforce faces a number of both internal and external challenges. To meet these challenges, we need to learn how to work together effectively, keep connected and current, and draw on individuals' unique strengths. In a graying profession, we also need to pay attention to succession planning, passing on institutional wisdom, and recruiting, retaining, and mentoring the next generation.

### Topics include:

- What defines generations and why people tend to resist definition
- How best to recruit, retain, manage, and mentor the next generation emphasizing creating a healthy environment for all library workers
- What different generations can learn from each other, and how to take advantage of multiple strengths
- Ways to be successful in 21st Century libraries

### Speaker:

- Rachel Singer Gordon, Consulting Editor, Information Today, Inc., Book Publishing Division, and webmaster, LISjobs.com

**Fee:** No charge; registration is required.

To register to attend this teleconference at **Wilson Library**, go to <http://www.minitex.umn.edu/train-conf/teleconference>.

To register to **stream to your desktop**, go to <https://www.cod.edu/secure/software/registerconf.htm>. Residents of MN, ND, and SD **will not** be charged; please do not complete the billing information section of the web form. College of DuPage will forward links directly to registrants.

### Other Regional Downlink Sites

#### NLLN and Fargo-Moorhead Tri-College Libraries

Moorhead, MN

To register, visit: <http://nlln.org/continuinged.html>

#### University of Minnesota-Duluth Library

Duluth, MN

To register, contact: Sue Trettel, 218-726-8130, [strettel@d.umn.edu](mailto:strettel@d.umn.edu)

#### St. Cloud State University Library and CMLE

St. Cloud, MN

To register, contact: Jennifer Schwint, [jlschwint@stcloudstate.edu](mailto:jlschwint@stcloudstate.edu)

#### TDS and SMILE

Mankato, MN

To register, contact: [smile@tds.lib.mn.us](mailto:smile@tds.lib.mn.us)

#### Augustana College Library

Sioux Falls, SD

\* All teleconferences except April 13.

To register, contact: Judith Howard, 605-274-4382, [jhoward@augie.edu](mailto:jhoward@augie.edu)

## Sunshine Week 2007

*Closed Doors; Open Democracies?*

Monday, March 12, 2007

12:00 PM- 1:30 PM (Central Time)

S30B Wilson Library  
West Bank Area, University of Minnesota

### Topics include:

- The program will focus on access to government information, including the impact of government suppression and manipulation of scientific information on public health and safety - and accountability. The dialogue will start with a lively discussion of the issues and end with ideas for action.
- To learn more about the teleconference visit:  
<http://openthegovernment.org/article/subarchive/94>

### Panelists:

- TBA

**Fee:** No charge; registration is required.

To register to attend this teleconference at **Wilson Library**, go to <http://www.minitex.umn.edu/train-conf/teleconference>

Also, **other regional downlink sites** are available. See below for more details.

### Minnesota Coalition on Government Information

Hosted at Metropolitan State University Library  
645 East 7th Street, St. Paul, MN

To register, contact: Mary Treacy, [mtreacy@onvoy.com](mailto:mtreacy@onvoy.com)

### REFERENCE NOTES

MINITEX Library Information Network

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Office Hours . . . . . Mon-Fri., 8:00 a.m. - 4:30 p.m.  
Reference Intake Form . . . . . <https://www.minitex.umn.edu/reference/refldb/index.asp>

*The Institute of Museum and Library Services, a Federal agency that fosters innovation, leadership, and a lifetime of learning, and State Library Services & School Technology, the Minnesota state library agency, supports MINITEX Reference Services under the provisions of the Library Services and Technology Act (LSTA).*

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