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## Library Leads, October 2019, Issue 10

University of the Pacific Libraries

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UNIVERSITY OF THE  
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# Library Leads

October 2019, Issue 10

## Unveiling ASK PACIFIC

By LUX Team

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Home > Library > FAQs

### ASK PACIFIC ?

Find what you need in our searchable FAQ.

All start typing your question...

re-order results ▾

**Where can I find food on campus?**  
160 views | 1 👍 0 🗨️ | Last updated on Jun 26, 2019 **campus Food**  
Bon Appetit provides food services on campus. Menu, locations, hours, and other details are available on their website as well as their Facebook page.  
read more ▶▶

**Where are the offices for Undergraduate Education?**  
138 views | 0 👍 0 🗨️ | Last updated on Aug 27, 2019 **campus Academic Services Location**  
Undergraduate Education are located on the first floor of the University Library.  
read more ▶▶

**How do I print from my laptop?**  
102 views | 0 👍 0 🗨️ | Last updated on Jun 26, 2019 **Printing**  
You can print from your laptop by following the below steps:  
read more ▶▶

**How do I deposit money onto my PacificCard?**  
102 views | 0 👍 0 🗨️ | Last updated on Jun 26, 2019 **PacificCard**  
You can deposit money onto your PacificCard in three ways:  
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 Rite Aid Information Commons  
(209) 946-2940  
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Academic Services Alumni  
campus Citation CUBE  
Employment Events Food GATC  
Hours internet Jobs Location  
Media X PacificCard Parking  
Printing Procedures Research  
Support **Services** Special  
Collections Stockton Study  
Transportation

This past summer, the Library's LUX (Library User Experience) team began its first project in their quest to enhance the library users' experience. To start out, the team was tasked to create a knowledge base of the most frequently asked questions from patrons to library

staff. This knowledge base – named [ASK PACIFIC](#) – is comprised of questions and answers, not only of the library but also the campus, and even the city of Stockton. It was designed to be used by anyone seeking to find information quickly by either key words and/or tags and within one easy to find, centralized location.

The questions within [ASK PACIFIC](#) originated with the most common library based questions: library hours, Wi-Fi log-on information, how to print, available resources, and library department locations and services.

Questions were then expanded to include the University campus: where to find food, add money to your PacificCard and what events are happening.

Going one-step further, the team decided to include questions about the public libraries in Stockton and the surrounding cities along with events within Stockton and public transportation information.

Most of these questions have been asked at the ASK US desk at one point in time, and will most likely be asked again the future. The team sought to harvest the staff's deep and profound knowledge and enable future hires, student workers and new library building occupants to have a reference point in answering patron questions. For the future, we hope to keep updating and adding questions to better serve our patrons and the community, and we hope [ASK PACIFIC](#) will become useful to other helpdesks on campus.

So, if you ever have a question, you might find the answer first in [ASK PACIFIC](#)! And keep an eye out for information on future LUX Team projects!

ASK PACIFIC can be found on the library website, located on the left side navigation column. The quick reference link is: <https://pacific.ask.libraryh3lp.com/>.



Professor Sundarraján's SLPA 051 - Introduction to Communicative Disorders class at the Digital Wall

## ***Digital Wall: An Interactive Display System***

*by Niraj Chaudhary and Jeremy Hanlon*

The Digital Wall is a large scale, high-resolution, digital display system. The Digital Wall provides a dynamic, interactive, and informal teaching space to the campus community. Located in the Innovation Commons, the Digital Wall can be reserved by classes and campus groups for lectures, presentations, and events. In addition, the Digital Wall will be used to showcase interactive projects including 360 videos and Virtual Reality experiences.

The Digital Wall has a 100-inch touch screen monitor, a podium with A/V connection, acoustically treated ceiling, and overhead speakers. When not in use for presentations, the Digital Wall area is used as an open study space and the monitor displays a rotating slideshow of information related to the Library. These currently include slides on collections in HASCA and Scholarly Commons, the upcoming Scholarly Research Lifecycle workshops, new books added to the Library and more.

For questions or reservations, contact [cube@pacific.edu](mailto:cube@pacific.edu).

## ***Coming Soon: The Aspiring Muir Experience***

*By Mike Wurtz*



Naturalist John Muir (1838-1914) was a master observer. In the hundreds of journals, notebooks, letters, drawings, and manuscripts housed in the [Special Collections and Archives](#), you can discover how Muir recorded the world he encountered first hand and up close. Now we welcome the occasion to share this discovery with visitors around the world by way of The Muir Experience.

Initially, the room (in the former space of The Cube on the first floor of the Stockton Library) will be a museum and gallery with Muir's personal library in its original bookcases, his writing desk, and paintings from his Martinez home. It will also have a touch table for interactive learning. There will also be Muir's "scribble den," where Muir's observations took shape for sharing with the world. The den will exhibit the rich materials from our collections of Muiriana such as his original journals, notebooks, sketches, drawings, letters,

manuscripts, and published articles and books. Visitors can see letters from Muir to President Theodore Roosevelt about their 1903 Yosemite trip; the 1880 journal that includes a sketch of Stickeen from his story, “An Adventure with a Dog and a Glacier;” majestic drawings that Muir made of Yosemite and Alaska; drafts articles about the giant sequoias; as well as other materials from the extensive [John Muir Papers](#). The Muir Experience will give students, the community, and Muir enthusiasts with interests in history, science, or the environment the opportunity to see and embrace the observations, ideas, and legacies of John Muir.

The aspiration for the Muir Experience is an immersive experience that will include wall-sized murals of Yosemite Valley, a digital exhibit of Muir’s life and legacy, and exhibits that will be viewable from outside the space for after hours visitors. We also aspire to have state of the art preservation climate and a full-time docent and scheduled open hours. We envision the Muir Experience as a pilgrimage stop along the Muir archipelago that runs through Muir woods to the Muir house in Martinez, to the Muir archives in Stockton and, finally, to his beloved Yosemite.

Muir had written once that he would drink the tannin of a Giant Sequoia tree so he could “render myself more treewise and sequoical.” The Muir Experience will give the public the opportunity to see and participate in Muir’s legacy through exhibits and interactive media. Visitors will learn first-hand how Muir was a master observer and expressed his ideas to the world. Essentially, we aspire in helping the public to become treewise and sequoical.



## ***Backstage Pass: University Libraries' collaboration on an open access, undergraduate journal***

*by Michele Gibney*

The number of currently publishing, undergraduate student run music journals can be counted on one hand. At the University of the Pacific, the Conservatory of Music started a music industry analysis and opinion journal in 2018. Edited and written by undergraduate students, *Backstage Pass* has published two issues in spring 2018 and 2019, totaling 47 papers which have received 3,300+ downloads from 83 countries thus far.



The benefits of journal writing, editing, publishing and hosting are numerous from many different stakeholder points of view. The collaborative effort is shared between the University Libraries (hosts the institutional repository where the journal is published and offers technical support) and the Conservatory of Music's Departments of [Music Management](#) and [Music Industry Studies](#) where the Program Director, Keith Hatschek, serves as the Editor-in-Chief and the student editorial board consists of three undergraduates.



*Backstage Pass* serves as a platform to share stellar work being produced at the University of the Pacific – potentially attracting new students and celebrating our current students. It allows the students to publish prior to graduating and joining their chosen profession – a profession which, overwhelmingly, requires excellent writing and communication skills.

The Editor in Chief, Publications Manager, and one of the student Editors recently gave a presentation on the journal at the Music Librarian Association, California Chapter (September 2019). You can access their abstract and slides here: <https://scholarlycommons.pacific.edu/com-facpres/18/>

One of the most important results seen from the journal is the empowerment of undergraduate students from the [Conservatory of Music](#). The Dean, Peter Witte, made a statement that “Success in music today requires a range of skills and writing persuasively is essential. *Backstage Pass* highlights Pacific students’ curiosity and scholarship across a range of subjects in the music industry.” The Editor in Chief, Keith Hatschek, has heard from employers in the music industry that “professional level writing and communication skills are the most important attributes they seek in

new hires. *Backstage Pass* was conceived to provide a public platform, encouraging and celebrating scholarship and writing excellence.”

Ensuring that the articles are open access and usable as proof of skills in job interviews is a key service the journal provides to the student authors. One of the student editors, Nicole Wasnock, said during the recent presentation, that the skills she has obtained working on the journal of editing, concise and professional writing, fact checking and formatting, “are all transferable skills to any job which I can talk about in an interview, citing my own personal experiences which have prepared me for the professional world.”

One of the published authors, Joey Tan, whose article “[LGBTQ+ Representation and Activism in the Music Industry](#)” accounts for approximately a third of the overall journal downloads so far, graduated in 2019 and has gone on to graduate school for an MA in Cultural Studies focusing on LGBTQ+ representation in media and society. Tan provided a quote for the recent presentation: “Writing for *Backstage Pass* has given me the chance to refine and share my ideas about inequalities in the music industry, as well as exploring the role that music can play in speaking out about social injustice. It’s helped me find my voice and better understand what kind of career I want to pursue.”

The editors are also looking into the future and discussing where they can take the journal next. Publicity and marketing efforts on campus have increased this fall to solicit new submissions for the spring 2020 issue. Stickers and t-shirts are circling around the Conservatory and discussions of other outreach methods are ongoing. Adding additional non-text submission options is also a hot button topic. The journal has already received and published a few infographics but is also contemplating podcasts or vlogs. While the journal is currently only open to Pacific students, there is also the possibility of an all-California issue, asking for submissions from any California undergraduates on the music industry, perhaps with a guest editorial board to manage the special issue.

One of the best things about working with the students on this journal has been watching them blossom and take ownership of their work and the work of their authors. They are endlessly ready to discuss the journal, on top of their regular academic schedules and personal lives, and it has been a pleasure to work with them all the way from the design stage to publishing the first two issues. As Mary Somerville, University Librarian, summed up in a testimonial used during the recent presentation: “The University Libraries is thrilled to support our students!” As the

editors begin soliciting submissions for the third issue, the Library looks forward to their continued support of and collaboration with the Conservatory students.

## ***STATISTICS***

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### **Scholarly Commons**

- Scholarly Commons had 16,653 full-text downloads and 362 new submissions were posted, bringing the total works in the repository to 44,615. University of the Pacific scholarship was read by 1,410 institutions across 155 countries.

### **Link+**

- 4,393 books loaned out to California & Nevada libraries
- 936 users

### **Kanopy**

- 156,200 minutes of videos streamed

## ***UPCOMING AWESOMENESS***

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October 8 - [Data Management Plans - What You Need to Know](#) with Michele Gibney and Barbara Sasso, 12:10-12:40, Digital Wall

October 9 - [Introduction to Pacific's Thesis & Dissertation Format Guide](#) with Melanie Hash, 12:10-12:40, Yosemite Learning Lab

October 11-12 - [Homecoming Weekend](#) (the Library will be hosting registration!)

October 11 - [Wikipedia Editathon in the Library](#)

October 15 - [Literature Reviews: Digging In](#) with Michelle Maloney, 12:10-12:40, Yosemite Learning Lab

October 16 - [Research with the Cube](#) with Jeremy Hanlon, 12:10-12:40, The Cube

October 21 - [Searching in the Clinical Literature](#) with Kate Finnegan, 12:10-12:40, Yosemite Learning Lab

October 23 - [Safe Trick or Treat on Stockton campus](#)

October 28 - [Managing Your Citations with RefWorks](#) with Veronica Wells, 12:10-12:40, Yosemite Learning Lab

October 30 - [Using Primary Sources in Your Teaching and Research](#) with Nicole Grady and Keith Hatschek, 12:10-12:40, Digital Wall

November 6 - [Benefits Fair](#)

November 11 - [Fall Open House](#)

## ***DID YOU KNOW?***

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That after 6pm, seven days a week, visitors to the Library need to use PacificID swipe cards to gain entrance to the building?

## **OCTOBER TRIVIA**

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Participants have until Friday, October 11th to submit answers. The correct submitters will be put in a raffle and the participant name that is drawn will receive the trophy prize. Please submit your answer via email to [libraryleads@pacific.edu](mailto:libraryleads@pacific.edu).

1. What is the most viewed question on ASK PACIFIC?
2. How many sororities are celebrating a 60th anniversary this year at Homecoming?
3. How many issues has Backstage Pass published?

### **September Questions and Answers:**

1. What are the room numbers AND names for the two learning labs on the first floor?

- A. Yosemite Learning Lab #173 and Sierra Learning Lab #158
2. What color is the backless couch in the Vertical Village (north entrance atrium)
- A. Orange
3. What color are the chair seats in the Cube?
- A. Orange and yellow

## SEPTEMBER TRIVIA WINNER - SHANNON MACK

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Winner of this month's trivia questions will win the special honor of hosting the trophy on their desk for the next month!





[Read Past Issues](#)

Do you have an idea for a Library Leads article? We'd love to hear about it. Please submit your idea to [libraryleads@pacific.edu](mailto:libraryleads@pacific.edu)

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