

ITFN 4014 FINAL REPORT

Nomayo Vincent-Ekunwe

*ERS Department
Librarian Intern*

*Clayton State University
2000 Clayton State Boulevard
Morrow, GA 30260*

PRINT NAME

SIGNATURE

DATE

Site Supervisor: Christopher Stotelmyer

Chris Stotelmyer

April 25 2022

Table of Contents

Section 1. Introduction	2
<hr/>	
Section 2. Description of Experiences and Activities	2
Description of Experiences and Activities (cont.)	3
<hr/>	
Section 3. Your Thoughts on Your Internship Experience	
Learning Objectives	4
Section 3a. The Internship Experience	4
Section 3b. Your Work Performance	5
Section 3c. Personal Benefits to You	5
<hr/>	
Section 4. Appendices	
Appendix 1: Weekly Time Log Note	6
Appendix 2: Project Management Task List/Gantt Chart	7
Appendix 3: Organizational Chart	8
Appendix 4: Organizational Chart-2	9
Appendix 5: Early Library Home webpage diagrams	10
Appendix 5: Early Library Home webpage diagrams (cont.)	11
Appendix 6: Mockup	12
Appendix 6: Mockup (cont.)	13

SECTION 1. INTRODUCTION

Clayton State University opened in 1969 and was originally named Clayton Junior College. It began as a two-year college that offered associates degrees to graduating students. The university became accredited in 1971 and opened the library building in 1979 which has been providing students with all of their academic needs since then.

In 1996, Clayton Junior College changed its name to Clayton College & State University and then in 2005 it became the Clayton State University we know today. In 2007, the university was reorganized into three colleges: the College of Professional Studies, the College of Arts & Sciences, and the College of Information and Mathematical Sciences. It was also separated into three schools: the School of Nursing, the School of Business, and the School of Graduate Studies. (“History of Clayton State University”)

The library currently manages a collection of over 561,500 print volumes and electronic books. Library staff provide research assistance and reference help in person, over the phone, and online. The library also supplies a host of electronics for loan such as laptops, cords & chargers and more.

SECTION 2. DESCRIPTION OF EXPERIENCES AND ACTIVITIES

When I began my internship, I got a little orientation where my supervisor and Dominique (the IT specialist) walked me through the hardware/software used by students as well as the applications used by library staff. I went through a few video courses on using LibGuides, which was their content management system. I also had to get familiar with other applications like LibWizard (for forms and surveys) and LibAnswers (for library chat). Once I knew what I was doing with LibGuides, I started creating diagrams of the changes I wanted to make to the library website. Dominique was really helpful here. Since she knew more about the website and the issues it had, she created her own sketches as well. With those diagrams, I started using LibGuides to create mock webpages to see what designs were practical. I changed font sizes, colors, and template styles in pursuit of a webpage that fit the idea of what we wanted.

My supervisor and I also started talking about setting up a usability study to get student input on the current library website. We already knew that a number of links and terminology needed to be changed, but before we made any long-lasting changes, we wanted to see what students liked and disliked about the website. I was tasked with reaching out to Ms. Morgan for student volunteers. I helped set up the survey questions on LibWizard and I was one of the administrators of the study once it began.

I took part in some meetings between the ERS department and a vendor representative from EBSCO. EBSCO is one of the vendors the library uses for their databases, so that was an

interesting experience. Early on, I was tasked with finding use for a device that the library was not using. In the end, I couldn't find a concrete use for the Mondo pad, so we went with the option of using it like any other computer or tv. Dominique walked me through some of the issues she faced as the IT specialist. On the hardware side of things, she found herself having problems with library computers, printers, and scanners.

The CMS for the website is Omni CMS and she had a tough time changing some things on the website because of how Omni's editor is structured. She also had to deal with the issues (like broken links) that cropped up on the library's website. There were a few Fridays where I sat at the downstairs circulation desk with my supervisor to see how it operates, though admittedly, most Fridays were very quiet.

Towards the end of my time working in the library, my supervisor brought up putting my work on the library's repository. I got a chance to see what that's like, and I also took a webinar on Atmire which is the company that services the library's institutional repository.

SECTION 3. YOUR THOUGHTS ON YOUR INTERNSHIP EXPERIENCE

Learning Objectives – Spring 2022 Internship in ERS

At the end of his internship, Vincent will be able to describe the hardware and software used in the library.

- ✓ Learn to troubleshoot public and employee workstations
- ✓ Distinguish between the software needs of students and library employees
- ✓ List the software and equipment available to students
- ✓ Observe employees using Alma, GIL-Find, and GALILEO and explain what they are for
- ✓ Learn how the library uses OpenAthens for authentication and how we use it for guests

At the end of his internship, Vincent will be able to use specialized library software.

- ✓ Observe librarians using Springshare
- ✓ Learn the purpose of each Springshare module (LibApps, LibGuides, LibAnswers, LibCal, and LibWizard)
- ✓ Discuss how Springshare has provided partnership opportunities with other departments.
 - a) Post note: Springshare has services that cater to other departments by allowing for the creation of department specific guides and the ability to search for guides by subject or department
- ✓ Meet with librarians to discuss how they manage internal processes with Alma
- ✓ Describe the five modules in Alma (Acquisitions, Electronic Resources Management, Cataloging, Fulfillment, and Assessment)
- ✓ Use the Springshare LibGuides module to present information (see third learning objective)
- ✓ Use the Alma Assessment module for data visualization

At the end of his internship, Vincent will prepare a list of recommendations to improve the library website.

- ✓ Learn how we use OU Campus to manage our website
- ✗ Participate in OU Campus training (*Note: Omni CMS does not provide training to interns/student assistants*)
- ✗ Use OU Campus to update pages on the library website (*Omni CMS does not provide interns/student assistants access needed to modify the website.*)
- ✓ Discuss some reasons why the library would need its own website
- ✓ Help us evaluate our website and use Springshare LibGuides to present your recommendations for improvement

SECTION 3A. THE INTERNSHIP EXPERIENCE

I can now distinguish between the software needs of students and library employees. Jim and I had a Teams meeting where he showed me how he uses OpenAthens for authentication and managing library resources. He also showed me how he uses Alma for analytics. Alma can keep track of what library resources are being used so that the ERS department knows what resources are useful to students & staff and which resources should be discontinued. I watched a few video

courses on using LibGuides and with practice, I've come to be moderately skilled with it. I also learned about and or actively used LibWizard, LibAnswers, and LibCal. I learned a little about Omni CMS and I got to see both my supervisor and Dominique use it. I also got a chance to present my ideas to the library staff over Teams and I think they were quite receptive. Working on the website was the highlight of the internship for me. It was something that I enjoyed, and I feel that my skills in that area have truly improved.

SECTION 3B. WORK PERFORMANCE

During the internship, I found myself using a lot of HTML and CSS. I also put to use the diagramming/prototyping knowledge I gained from previous college classes. Skills from non-IT related fields like public speaking helped with creating my presentations.

While working at the library, I tried to be punctual and keep a decent work ethic. I tried to make sure that I did my best work all around. I am very satisfied with how my final design of the library's webpage turned out. I also feel that the usability study I helped oversee turned out great. Although, we had some small problems along the way, from what I saw, the volunteers were providing useful information.

SECTION 3C. PERSONAL BENEFITS

Aside from developing my skills in HTML, CSS, and JavaScript, I also got more familiar with using content management systems to modify webpages. I learned about and became proficient in bootstrap which is a framework that LibGuides uses. Learning about bootstrap pushed me to learn about other frameworks on my own time. I've recently been taking a look at Angular, and I know that learning about such things will help me professionally going forward. In that sense, I feel that learning about LibApps (specifically LibGuides) was the most valuable learning objective in my internship. Not only was I using programming languages almost daily, but I also branched out and tried to learn new things on my own time.

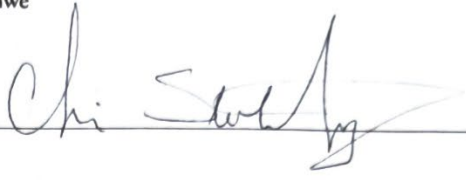
All told, during my internship, my growth was both professional and personal. I managed to finally get rid of my habit of procrastinating and I took initiative where I could. I generally don't like interacting with people, but I put that aside and did the best I could. This internship was an interesting experience and a great preview on what working in the IT field is like.

SECTION 4. APPENDICES

Spring Internship Time Log

Student Name: Nomayo Vincent-Ekunwe

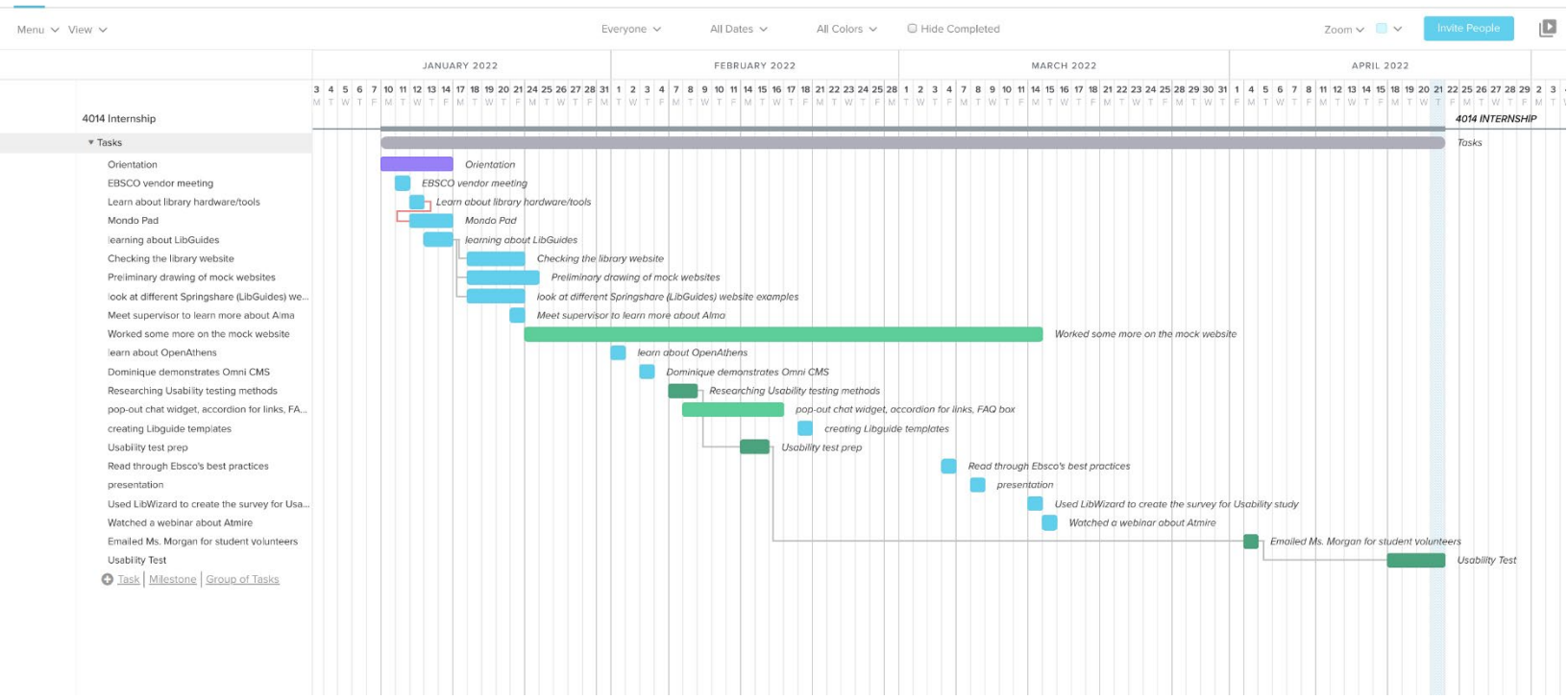
Supervisor: Christopher Stotelmyer



Week	Total Time Worked per Week
Week of Jan 10	17.33333333
Week of Jan 17	17
Week of Jan 24	22.5
Week of Jan 31	18
Week of Feb 7	25.25
Week of Feb 14	25.66666667
Week of Feb 21	23
Week of Feb 28	22.5
Week of Mar 7	21.66666667
Week of Mar 14	11.4
Week of Mar 21	0
Week of Mar 28	0
Week of Apr 4	1
Week of Apr 11	0
Week of Apr 18	13.41666667
Week of Apr 25	0
Total	218.7333333

4014 Internship | TeamGantt

Gantt List Calendar Board Discussions People RACI More



Kerry Heyward
President

Jill Lane
Interim Provost and Vice Presi...

Sonya Gaither
Dean of Libraries

Adam Kubik
Head of Collection and Resou...

Ariel Nava
Student

Brianna Mcleod
Student

Christopher Stotelmyer
Head of Electronic Resources ...

David Greenebaum
Reference & Instruction Librar...

Erin Nagel
Assessment & Marketing Libr...

Feechi Hall
CSU Employee - University Ar...

Genesis Nobles
Student

Heidi Benford
Executive Assistant

Janelle Vasquez
Student

Jillian Speck
CSU Employee

Kristoffer Johnson
CSU Employee

Krupa Patel
CSU Employee

Mariah Isbell
CSU Employee

Martina Claritt
CSU Employee

Michelle Lee
CSU Employee

Stephanie Schweighardt
Circulation Supervisor

Thomas Jackson
Reference & Instruction Librar...

Figure 1 Organizational chart 1

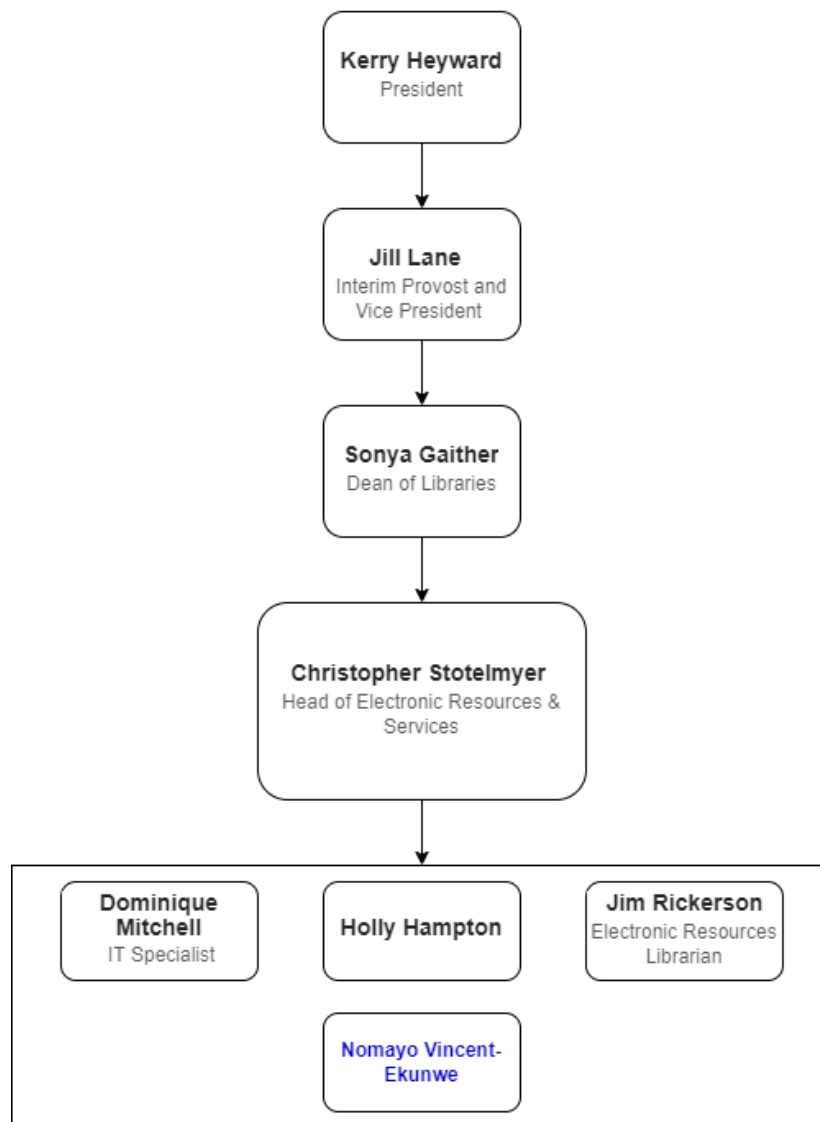
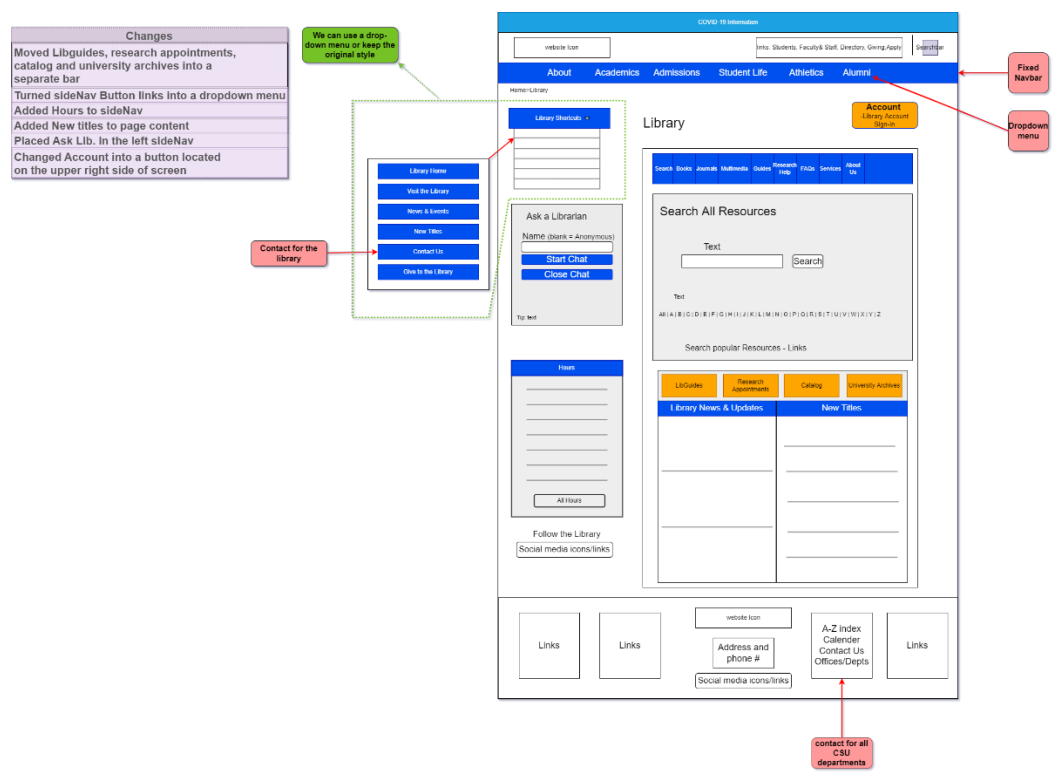
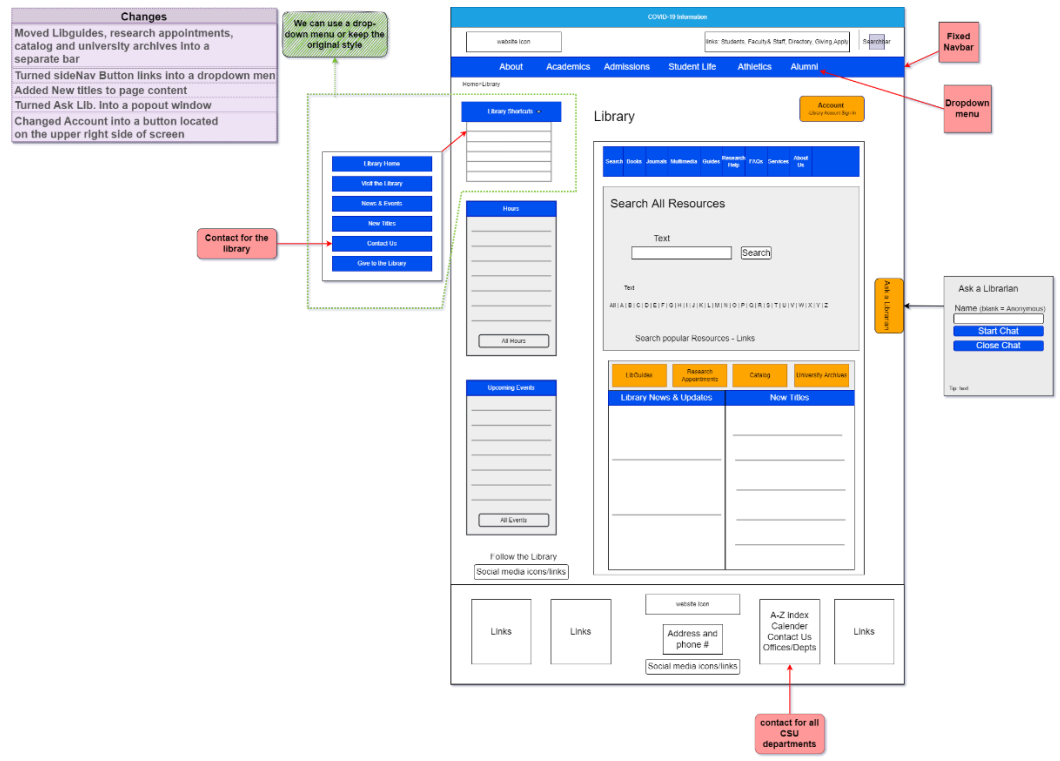


Figure 2 Organizational chart 2

Early Library Home webpage diagrams

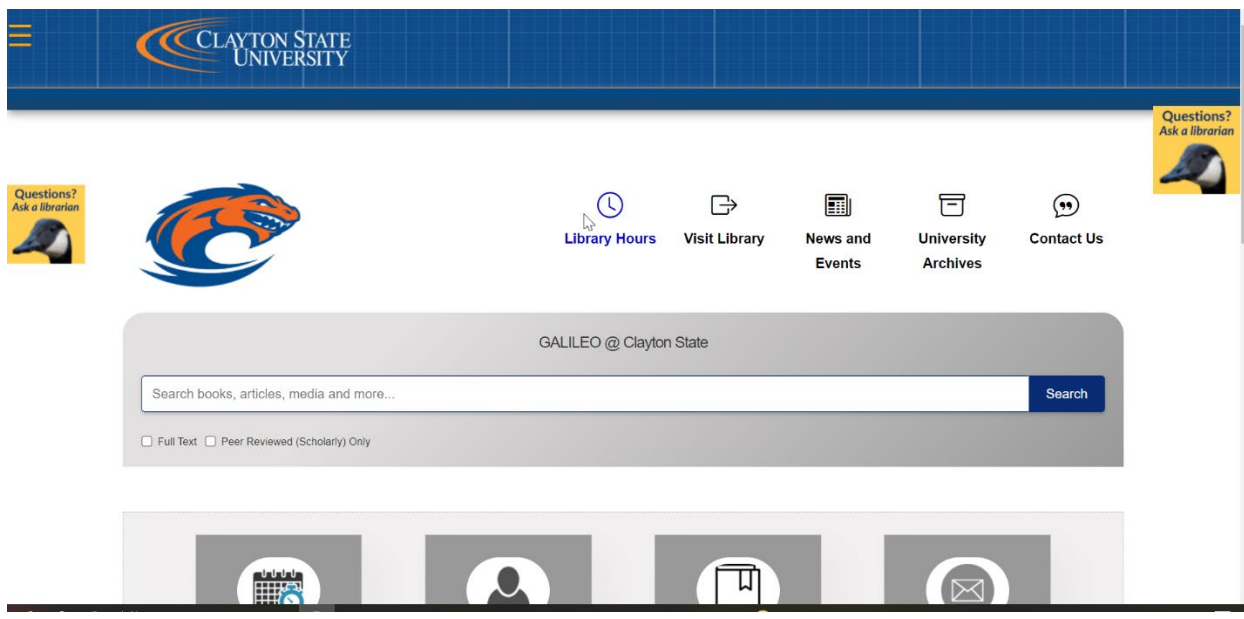
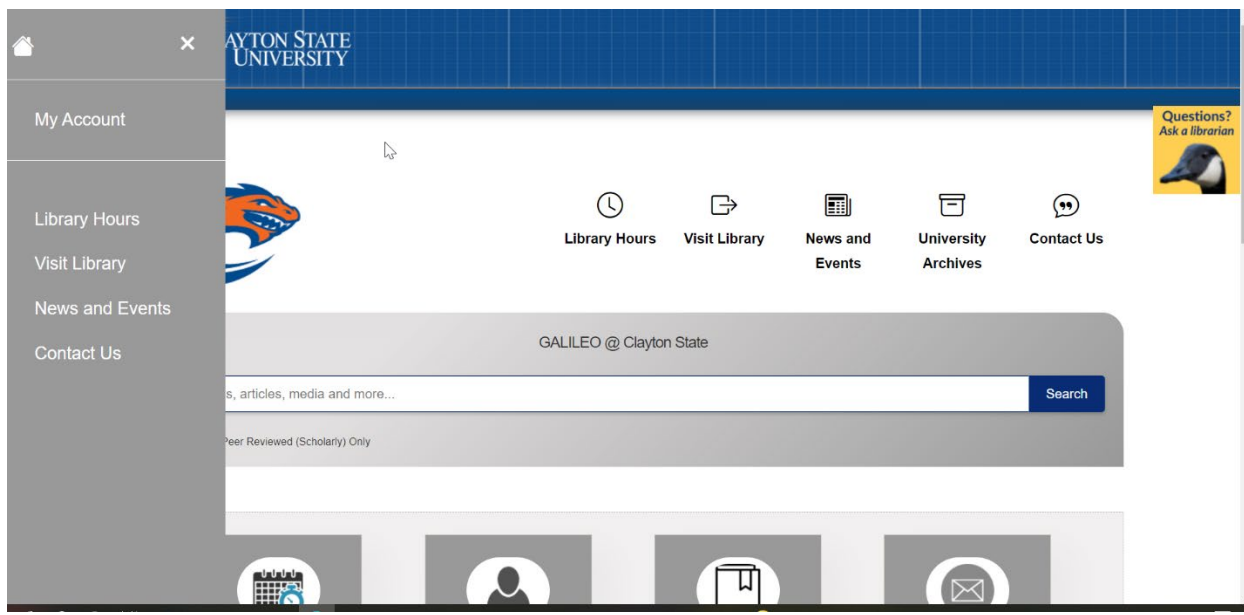


Early Library Home webpage diagrams

Changes
Moved Libguides, research appointments, catalog and university archives into a separate bar
Changed Account into a link in the Orange navbar
Changed 'Library Home' to home icon and added it to the Orange navbar
Turned sideNav Button links into a dropdown menu located in the Orange Navbar
Added Hours to sideNav
Added Upcoming events to sideNav
Added New titles to page content
Placed Ask Lib. in the right content area



Mockup



Mockup (cont.)

This screenshot shows a library website mockup. At the top, there are four large grey buttons with icons: 'Schedule Reservation' (calendar), 'Services' (person), 'Libguides' (book), and 'New Titles' (envelope). Below these is a navigation bar with tabs for 'Books', 'Multimedia', 'Guides', 'Services', and 'About Us'. The 'Multimedia' tab is highlighted. The main content area is titled 'Search for Books' and lists several search options: 'Catalog', 'Books @ Clayton State', 'Books @ USG Libraries', 'eBooks @ Clayton State', 'WorldCat', and 'Interlibrary Loan Book Request Form'. On the left, there is a 'CSU Library Hours' section for Friday, April 22, 2022, showing hours from 8:00am to 5:00pm. Below that is an 'FAQs' section with questions like 'What is the GALILEO password?' and 'Where would I find a copy of my 1098 tax form?'. On the right, there is a 'Questions? Ask a librarian' button with a penguin icon. The URL at the bottom is <https://clayton.libguides.com/web-test/homepage?preview=fd833f97f4d9a93a74eee90a1b4e5816#Multimedia>.

This is a duplicate of the screenshot above, showing the same library website mockup with navigation tabs, search options, and library hours.