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Peacock – John M. Pfau Library Newsletter

John M. Pfau Library

Fall 2020

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John M. Pfau Library

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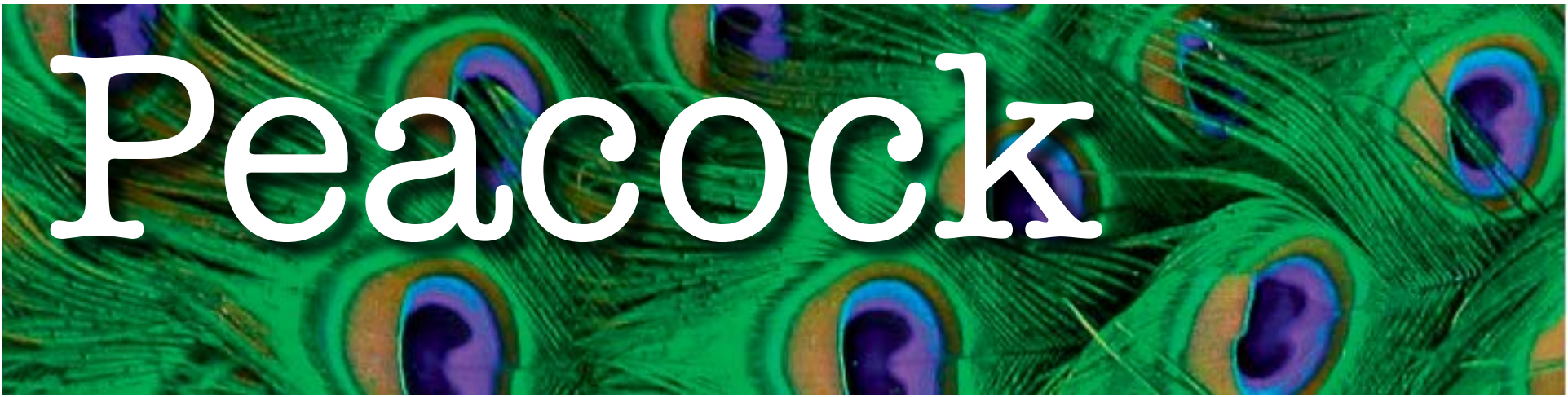


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The Pfau Library Pivots to an Online Environment



Dean Cesar Caballero

THE CSU system and CSUSB have announced that most classes will continue to be taught in an online mode throughout the 2020 fall semester, due to COVID-19 concerns. The Pfau Library successfully pivoted to a mostly online mode during the Spring Quarter and continued in that mode throughout the Summer Session.

Luckily, our normal operations and services already support online teaching, research, and learning. We have vast amounts of library materials in digital format: e-books, journal databases, streaming video, government documents, and the contents of our institutional repository, CSUSB ScholarWorks.

Of course, in these abnormal times, we had to meet the sudden surge in demand for online library resources to support the altered teaching and learning environment, such as e-textbooks, by acquiring additional digital materials, digitizing some things ourselves, and continuing to secure needed items via our Interlibrary Loan service for faculty use.

The Pfau Library has become the main provider of laptops to students who do not have one of their own via its Laptop Lending Program. When the campus went into an online modality, many additional

“...the amount of help and support from the library on this campus is simply stellar...I can’t say enough what a valuable and indispensable resource you are. Thank you for having our backs, especially now!”

laptops were made available to students. A student that responded to a recent survey wrote: “I am very thankful that I was able to borrow a laptop from the library. I could not have taken my classes without it.”

During the fall, the library will continue to deliver resources and services online. It also is planning to implement a retrieval service for printed and other non-digital materials that will use a no-touch locker system. Such a system would also allow patrons to pick up materials outside of business hours. Both the San Bernardino and Palm Desert campuses will be provided these access services.

Courier service was resumed throughout the CSU system on August 1. It will provide both campuses with access to all materials in libraries throughout the CSU system, which was made possible when the Unified Library Management System was

implemented a couple of years ago.

Other library services, such as research assistance and library instruction will continue to be provided online. We are planning programs dealing with current topics that will be delivered via Zoom. We are also exploring additional ways to provide online access to our users by using new technologies, such as controlled digital lending.

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Welcome, Eric Milenkiewicz!

Jill Vassilakos-Long

THE PFAU Library's first college librarian, Arthur Nelson, was appointed on April 1, 1963. He was committed to building an archive for CSUSB and began collecting materials. Johnnie Ann Ralph, one of our early librarians who eventually became CSUSB's university librarian, continued collecting. They laid the foundation, but CSUSB really needed a professional archivist to develop our decades-old accumulation of archive material.

This year, we were fortunate to be able to hire Eric Milenkiewicz (Mill in KEV itch). Milenkiewicz earned his BA in Psychology from UCR in 1999 and his MLIS (Archives Track) from SJSU in 2007. He worked in UCR's Special Collections & University Archives when he was still a graduate student and went on to serve in a professional capacity there as the archivist from 2007-2017 after obtaining his MLIS.

In 2017 he accepted the job of Digital Initiatives Program Manager at UCR's library, but his heart remained in archives. When he saw the position announcement for CSUSB's archivist position, the opportunity to build a university archives program from the ground up and to have a lasting impact on CSUSB was irresistible.

Milenkiewicz has spoken about how happy he was to see those collections that have been gathered since the university's inception, and to see our photograph collection (most of which has been digitized).

When asked where he sees the archives in the near future, Milenkiewicz said:

"Five-ten years from now I expect the University Archives to be the recognized campus repository for historical records as well as a place that the campus community looks to as a resource for learning/sharing university history."

Milenkiewicz's research interests include Inland Empire history, community archives, building digital collections,

and (right now) online primary source instruction.

He is working with library and campus IT to set up ArchivesSpace, a tool developed to provide intellectual control over archival collections. He has inaugurated a collection of the CSUSB community's response to the COVID-19 pandemic. If you would like to contribute or would like to design student assignments or projects that will document that, or any other part of CSUSB's history, please get in touch with Milenkiewicz.

In his (rare) leisure time, Milenkiewicz loves to explore our state and national parks with his wife and two daughters. They love the American southwest, in particular the desert environs of Utah and Arizona. ❖



Documenting the CSUSB COVID-19 Experience

Eric Milenkiewicz

THE COVID-19 pandemic has tragically impacted the world, transforming our daily lives and the way in which society functions. The CSUSB community has experienced many changes over the past few months as we have dealt with the crisis; adapted to social distancing and shelter in place orders; worked remotely; learned in a shifting educational environment; and found new modes to care for each other.



The social, cultural, and economic effect of this pandemic on the global community will be studied for years to come and it is critically important that this time is well-documented for future researchers and scholars.

Many libraries and archival repositories throughout the country, and also within the CSU system, have answered this call by launching projects to capture the stories and experiences of their communities so that this history will be preserved for the generations ahead.

In April, the John M. Pfau Library's Special Collections & University Archives launched its own project to document the

COVID-19 experience at CSUSB aimed at capturing the university's response to the pandemic along with first-hand accounts of how students, faculty, staff, and alumni have been impacted.

The focus of this collecting effort is on the transition from an on campus to a remote environment; the experience of essential workers who have continued to work on-campus; the impact of technology on learning and work; and the ability of individuals to stay connected to classmates, teachers, and co-workers during this time.

In the first few months of this project the University Archives has been actively collecting university memorandums, announcements, promotional videos, and other materials along with user contributions from the campus community that have included journals and photographs.

These materials have been uploaded into the CSUSB ScholarWorks institutional repository for long-term preservation and form the basis for [a new publicly accessible digital collection that is now available online](#).

This collection will continue to grow and evolve over time as new content is added and it will serve as an important resource for teaching and learning in the



years ahead.

Special Collections & University Archives staff will be working with faculty members in the fall and spring semesters to develop student assignments and projects on their experiences during the COVID-19 pandemic that will then become part of this digital collection. Items will range from reflective pieces such as journals or diaries to creative works like art, photography, and poems.

Creating a digital collection that serves as a memory archive such as this requires widespread participation and the University Archives will continue to forge partnerships across campus to further develop the collection into an important scholarly resource. One that will provide an accurate and detailed glimpse into how the CSUSB community navigated its way through this global pandemic that can be used by future generations of students, scholars, and researchers to gain a better understanding of this transformative historical event.

For more information on the project and how to get involved please visit [Documenting the CSUSB COVID-19 Experience](#). ❖



James Knight III Returns

Jill Vassilakos-Long

AFTER A year-long search, the Pfau Library Special Collections & University Archives was able to bring James Knight III on board – right in the middle of pivoting to an online environment!

Knight has a long history with Cal State San Bernardino. His mother came here to earn her B.A. in Business Administration. She loves libraries and imparted her love of reading and of books to her children. Knight came to CSUSB in 2008 and earned a degree in Kinesiology.

His wide-ranging interests (which include philosophy, world religions, history, business, and psychology) led him to seek student employment at the Pfau Library. After he graduated, the library hired him as a part-time staff member. Then he left us to pursue full-time work.

He has taught a self-defense class for kids; worked at a private school for children with special needs; done administrative work for a variety of companies; and worked at the San Bernardino County Library in Fontana.

Knight maintained his ties to the campus even after he left. He had worked on the Pfau Library Special Collections [Comic Book Collection](#) as a student and as a library staff worker. He also came back to campus three times, in 2017, 2018, and 2019, to host the Library's Annual Comic Book Expo.

When asked what brought him back to work for Special Collections & University Archives, he said that he loves customer service and research, and has a special interest in the uncommon collections we own. He said:

"It is the one department that interacts with the rest of the library but also with the rest of the campus and the rest of the community. This means we have the ability to receive materials or information from all over southern California, but we also have the ability to influence and teach people from all across southern California."

When asked what brings him back to CSUSB:

"Something very interesting to me about CSUSB is their commitment to diversity. There are so many different colors and cultures of people represented. It's as if the whole world is on campus at CSUSB."

Please join me in welcoming him back to our campus! ❖



Guy Stoil Joins the Library Team

Barbara Quarton

WE ARE very pleased to welcome Guy Stoil to the Library Multimedia Center as our new Media Services Specialist I.

Stoil started with us in March and comes to us from the Colton-Redlands-Yucaipa Regional Occupation Program, where he was the Digital Video Production Teacher, teaching all phases of the video storytelling production process, from concept creation through final delivery, to high school students.

Stoil's knowledge and experience teaching video production positions the Library Multimedia Center to move forward on its long-anticipated new service that supports student success—offering video production assistance to students enrolled in any CSUSB course, who wish to, or are required to, create multimedia projects in their classes.

While the campus is in online mode, Stoil is focusing his efforts on our new Virtual LMMC, creating how-to videos and offering online media help and resources to students. When the campus re-opens, he will also be responsible for the LMMC's equipment and provide walk-in and by-appointment assistance in all phases of LMMC operations.

Stoil is married to Marisol (Marty) Stoil, who works for the California School for the Deaf in Riverside. With their two teenaged children, Nikolai and Juliana, they enjoy camping, dirt biking, mountain biking, hiking, and boating. He has played guitar professionally and is a fan of most music genres. Welcome, Guy! ❖



The Pfau Library Pivots to Online Environment

Continued from page 1.

The excellent team of librarians, staff, and student assistants that make up the Library Team of the John M. Pfau Library have proven to be very knowledgeable and skilled, as well as adaptable and able to address changes in the academic environment.

A faculty member sent an email to me to say: "I want to offer kudos and thanks because the amount of help and support from the library on this campus is simply stellar." She also said: "I can't say enough what a valuable and indispensable resource you are. Thank you for having our backs, especially now!" ❖

"The peer-to-peer Library Ambassador program...has reached approximately 1,200 students to date."

Library Ambassador Program Continues to Grow

Gina Schlesselman-Tarango

THE PEER-to-peer Library Ambassador (LA) program, which started in 2016 with just a handful of library student assistants, has grown into a vibrant collaboration that has reached approximately 1,200 students to date.

In 2018, the Pfau Library entered into a partnership with the Office of Undergraduate Studies' Student Mentoring Program (SMP), which allowed us to grow the number of LAs from around five to forty-five, in turn increasing the number of courses we have been able to support through the program.

LAs are trained in the basics of the Pfau Library and visit first-year courses that have a critical information literacy outcome, therefore reinforcing learning that occurs in the classroom. During the classroom visits, LAs share their own experiences with college-level research, deliver a brief presentation about library resources and services, and describe the benefits of the SMP.

We look forward to working with faculty teaching first-year courses that have a critical information literacy outcome as the new General Education program launches this fall.

For more information, please view the [poster](#) describing the program, presented at the California Academic & Research Libraries Association 2020 conference. A paper on the partnership has also been accepted to the University of New Mexico Mentoring Institute's 2020 conference. ❖



Sunset on Lake Havasu painting by Barbara Quarton.

Barbara Quarton to Retire this December

Bonnie Petry

IN THE fall of 1998, Barbara Quarton, then a library school intern, completed her practicum project. The Research Survival Guide, one of our first online guides for students, was a welcome addition to the library's website. She began working at the Pfau Library in 1997 in a part-time capacity and was hired as a full-time, tenure track librarian in 2000.

Quarton has proudly worn three different hats during her career here:

"Over the years, as I moved from one leadership role to the next, I tried to leave each department with a strong foundation so that my successors could take these departments to their next level for the good of the library. It's been my goal and my pleasure to contribute to making the library a better place for all."

Head of Reference 2003-2010

"My happiest achievement as Head of Reference, 2003-2010, was building with my reference colleagues a comfortable, friendly team of professionals dedicated to good librarianship and collegiality."

Coordinator of Instruction 2010-2018

Drawing on research, collaboration with colleagues, and her "good instincts," she designed the library's first-ever instruction plan to include outcomes, methods, and assessments.

Through extensive university-level committee work, she succeeded in getting critical information literacy incorporated into CSUSB's Institutional Learning Outcomes and the new GE Student Learning Outcomes.

"This was a milestone for the campus, and I'm proud that the rubric for critical information literacy that I authored is linked

to the [Office of Academic Programs: GE Assessment page](#)."

In 2016, Quarton reached out to the directors of two courses required for their respective majors, resulting in a fruitful collaboration to incorporate student-centered critical information literacy assignments into Psychology 311 and Chemistry 323.

She designed, wrote, and implemented innovative hands-on, activity-based, library instruction sessions for these two classes which see hundreds of students each time they are offered.

"These two integrated courses represent the library's first-ever successful, on-going partnerships to integrate critical information literacy, in a systematic way, into required course work."

Coordinator of Media Services 2018-present

Students with term paper assignments do not necessarily arrive at the library (actually or virtually) already knowing how to do research. Similarly, students with video assignments do not necessarily know how to use audio-visual equipment and video editing software.

Ever on the outlook for ways to enrich and enhance the library's services for students, Quarton began a campaign to hire a Library Multimedia Center staff member qualified in all aspects of media production who could offer much-needed, specialized assistance to students.

Those of you who have been involved in hiring staff know that the required processes can take a long time. Ultimately, Quarton's campaign was successful and Guy Stoil, Media Services Specialist, joined the library staff. Read more about Stoil on p. 3.

The Next Chapter

Quarton will be participating in the Faculty Early Retirement Program (FERP) which means that after December, we

won't be seeing her until the following August when she will resume oversight of streaming media collection development and management on a part-time basis

And what will she be doing with all her free time? Well, if you've read this far, you know that she excels at making plans.

Her husband, Walter Buddy Froton, is due to retire this December as well and between the two of them, they have a long list of things they want to do together, but at a leisurely pace of course!

The list includes, but is not limited to, traveling (8 widely scattered grandchildren), gardening, bike riding, walking, and painting.

We are very happy for her and congratulate her on many, many jobs well done! We also are very glad for ourselves that this is not goodbye forever. ❖



Nano Art Gallery



Copy of a Matisse painting, "Le Chat Aux Trois Poissants," by Barbara Quarton.



Copy of a Modigliani painting, "Red Shawl," by Barbara Quarton.



Picking up a laptop.

Expanded Library Laptop Lending Program

John Hernandez

IN MID-MARCH, the word came down from the Chancellor's office—all CSU campuses were shutting down—students had to take their final exams for winter quarter online, and classes for the following spring quarter moved to exclusively online. The move to online-only classes meant that students who did not have their own computers or the resources to buy one quickly faced a major challenge to keep up with school. In came the CSUSB library!

Since 2012, both the San Bernardino and Palm Desert campuses' libraries have offered laptops for students to borrow from the Check-Out Desk. We launched the Library Laptop Lending program with funding from the Vital and Expanded Technologies Initiative (VETI). Thanks to VETI, the library has also upgraded and expanded the number of student laptops over the past several years.

We checked out laptops to students taking their winter final exams, supplementing the computers that were available in our lab on the main floor. The upcoming spring quarter, however, posed another challenge because of the significantly increased demand. This is where CSUSB's Information Technology Services (ITS) came in.

The library and ITS have a close working relationship, so it was no surprise when Dr. Samuel Sudhakar, Chief Information Officer and Vice President for Information Technology Services, approached the Library Information Technology department to explore how we could collaborate to expand the number of laptops for student use in the spring and following terms.



John Hernandez supervising a laptop delivery.

Our partnership worked very well—ITS had the resources to acquire a sizeable supply of laptops quickly and the library had the circulation system in place to distribute them to students.

ITS purchased 400 Dell Latitude 3400 model laptops specifically for the library to administer, which we added to our existing inventory of Windows-based laptops and MacBook Pros. With help from ITS, we created [a web page with an online laptop reservation form](#) to manage requests. Eva Sorrell, the library's Coordinator for Cataloging entered the new equipment into our circulation system and the student assistants of the Library Information Technology department did the work of installing all the necessary software and preparing the laptops for student use.



Student assistants unpacking laptops.



Student assistants prepping laptops.

To help distribute laptops to students with minimal physical contact as a precaution against spreading the coronavirus, we collaborated with CSUSB Parking and Transportation Services to set up a drive-thru laptop pick up station at the East Parking Structure on the San Bernardino campus. University Police officers were also on hand to help with security and guide cars in and out. We coordinated distribution to students at the Palm Desert Campus with the help of Dr. Risa Lumley, Librarian at PDC, and Juan Murillo-Perez, Library Service Specialist. In total, the library circulated nearly 580 laptops to students for the spring quarter. Many of these we automatically renewed for students to continue using them during the summer session.

In preparation for the upcoming fall semester, ITS has ordered an additional 250 Dell laptops to add to our stock and we are looking into the possibility of acquiring some additional Mac laptops as well. We will once again work out of the East Parking Structure to ensure a minimal contact distribution just prior to the start of the fall semester to help students get ready for the new school year.

So far, the feedback we have received

"I would not have gotten through my last quarter of college without this borrow. I promise you that."
Student

from students has been very positive and we are pleased to be able to provide this much-needed service in support of our students at CSUSB. The success of the expanded laptop lending effort would not have been possible without the cooperation and commitment of a diverse staff on both campuses. We have a great team here at CSUSB! ❖

FACULTY WORKSHOPS OFFERED THIS SUMMER BY THE CRITICAL INFORMATION LITERACY PROGRAM

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◆ ARTICLES ◆

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Historic photo collage from promotional SCOHP flyer.

Oral History Project Update

Jill Vassilakos-Long

IN 2013, three retired educators, Henry J. Vásquez, Frank Acosta, and Dr. Tom Rivera, in collaboration with Dean Cesar Caballero, began making plans to establish the South Colton Oral History Project (SCOHP).

SCOHP’s mission is to capture a history of the years 1890-1960 in South Colton, a 1.3-square-mile, ethnically segregated, Mexican American community within the city limits of Colton, California.

Video interviews with life-long residents are painstakingly transcribed, then uploaded to the Pfau Library’s institutional repository, ScholarWorks, in order to preserve access for future generations.

To date, 90 interviews have been conducted and 32 of those have been transcribed. Staff, students, and even volunteers continue to work on transcribing interviews. Interview subjects’ ages range from 60-101. During the pandemic, taping in-person interviews has been halted.

Time is of the essence, though. The project depends on the memories of our elders. We lose our history when we wait too long to capture their stories. Therefore, researchers are ready and able to work with interviewees who have strong memories of pre-1960 south Colton and who are willing to be interviewed via Zoom. Face-to-face interviews will resume when safety allows.

Subjects tell family stories—stories of ancestors who settled in Colton. Some tell us about family members who fled Mexico during the Mexican Revolution; others about family members who came to California in hope of a brighter future with better economic opportunities.

One such opportunity came from the Southern Pacific Railway when it began running trains from Los Angeles to Colton in 1875; in 1882 the railway completed a line from Colton to San Diego. The railroad gave workers stationery and stamps and encouraged them to invite relatives in Mexico to “come work for the railroad in Colton, California.”

Before the turn of the century, California Portland Cement opened a limestone quarry and a cement plant at Tahualtapa (Slover Mountain). It was another major employer in this area.

Many immigrants settled in south

Colton and many more followed. Interviewees speak about relatives who immigrated to join family members already living in Colton.

Railroad tracks formed the dividing line between south and north Colton. Public policies enforced segregation; realtors would not sell homes in north Colton to customers of Mexican descent, and a curfew barred people of Mexican ancestry from north Colton after eight every evening.

South Colton developed its own shops, restaurants, schools, churches, etc., but a 1952 list of Colton businesses did not mention a single business in south Colton. The history of an entire community was made invisible.

Oral History in the Making



L-R: Dr. Tom Rivera and Mrs. Lee Muratall.



L-R: Dr. Tom Rivera and Mr. Ramon Colunga.



L-R: Dr. Tom Rivera and Mr. and Mrs. Becerra.

The Civil Rights Movement in the 1960s was meant, in part, to end segregation. Legislation mandated integration in schools and neighborhoods.

South Colton residents took up their rights and responsibilities, overcoming systemic adversity to participate in local government, such as the School Board and the City Council.

They overcame exclusion from attending north-side schools; taking part in city governance; and seeking employment in city agencies such as the police and fire departments.

We invite you to explore [the SCOHP collection](#). Downloadable PDF transcripts are available for the thirty-three interviews that have been transcribed so far. In 2020, ScholarWorks added video

streaming functionality and a couple of interviews also have videos.

If you, or someone you know, is interested in being interviewed for this oral history project via Zoom, please contact [Jill Vassilakos-Long](#).

We hope this collection will preserve and provide access to the history of this community. ❖

Library Secures VETI Award

Barbara Quarton

THIS SPRING, the library was awarded a Vital and Expanded Technologies Initiative grant (VETI) to upgrade six of the Library Multimedia Center’s group study rooms with large smart screens. The addition of this cutting-edge technology will enhance the LMMC’s collaborative environment and is expected to contribute to student success.

“In this way, students will be able to share ideas, documents, and research strategies with one another to facilitate collaborative research, writing, and peer learning.”

According to the Association of American Colleges & Universities, collaborative learning is a [high-impact educational practice](#) that:

“...combines two key goals: learning to work and solve problems in the company of others and sharpening one’s own understanding by listening seriously to the insights of others, especially those with different backgrounds and life experiences.”

Using the new smart screens, students will share their work by casting the displays from their laptops or mobile devices to a 65-inch, flat-screen monitor, regardless of device platform. In this way, students will be able to share ideas, documents, and research strategies with one another to facilitate collaborative research, writing, and peer learning.

The improved study rooms also will expand the LMMC’s capacity to fulfill its mission of providing well-equipped and welcoming spaces for multimedia production and group work.

John Hernandez, Vital Technologies Librarian, was responsible for writing the grant proposal and will manage the project, which is expected to be completed in early 2021. ❖