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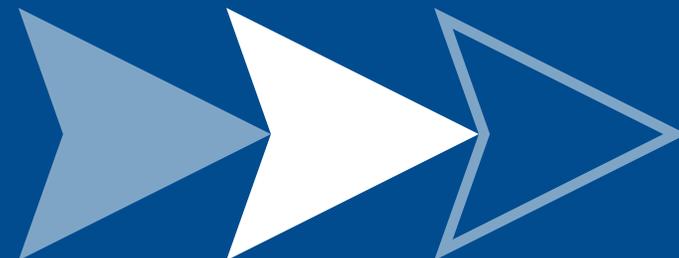
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A Message from the Interim Dean



As 2020 came to a close and the COVID-19 pandemic continues, students continued their education online with only a select few classes meeting face-to-face during the Spring 2021 semester. Although we faced many challenges this last year, we've also experienced tremendous growth and some triumphs as we pivoted to engage and support our faculty, staff, and students online.

During the fall semester we provided technology and print books to our students and faculty through touchless checkouts. We also continued many of our services virtually such as late-night tutoring, technology training workshops, and librarian liaison instruction. With the increased need for online support, our new chatbot pop-up service, Kingbot, is designed to answer research questions during overnight hours (see page 27).

Another example of how we have pivoted our services was the launch of a new student-led program called Student2Student (see page 8). Our student assistants led six classes during the fall semester with over 100 students in attendance. The program focuses on various topics related to technologies, systems, and software with the overall goal to encourage creativity and collaboration and support student learning.

One of our immediate needs is to provide work opportunities for students. Meet former student assistant Hector Luna-Ramirez (page 12), and learn how the library helped prepare him for success by giving him valuable skills and professional experience. A donation to the Dean's Fund can help the next generation and directly contribute to future student success. You may have also noticed a rather artistic

cover for this issue of *Library News*. In an effort to generate opportunities for creative expression and contribute to the Special Collections and Archives' "Spartans Speak on COVID-19 Collection," we initiated a Cover Art Contest where SJSU students were encouraged to share their COVID-19 experiences visually. Learn more about our Cover Art Contest winners and their works of art on page 13.

I am also thrilled to announce the Koret Foundation is providing a \$3 million grant to SJSU with some of the funds being allocated to our Student Computing Services to support our technology lending program (see page 22). On top of that, the National Endowment for Humanities (NEH) has approved our NEH Challenge Grant project "Grounding the Digital Humanities at San José State University" a collaboration with the College of Humanities and the Arts. Learn more about our plans to establish a Digital Humanities Center at SJSU on page 23.

As always, thank you for your ongoing support and please feel free to reach out to me at any time.

Ann Agee

Interim Dean, University Library



Events and Exhibits

Virtual Spring 2021 University Scholar Series

In partnership with the Office of the Provost, Spartan Bookstore, Division of Research and Innovation, and the SJSU King Library.



The Future of Sustainable Mechatronics is STEM Education

Presented by Prof. Tai-Ran Hsu,
Mechanical Engineering

Wednesday, March 24, 2021
12-1 p.m.



Prof. Tai-Ran Hsu

Play, Clay, and Chardonnay

Presented by Prof. Virginia San Fratello,
Design

Wednesday, April 21, 2021
12-1 p.m.



Prof. Virginia San Fratello

Is Mobile Money a Digital Gateway to Financial Inclusion?

Presented by Prof. Susanna Khavul,
Management

Wednesday, May 19, 2021
12-1 p.m.

Prof. Susanna Khavul



For additional information, including registration, please go to: library.sjsu.edu/uss.

Virtual AACNA Studies Center Exhibits



21 @ 2021

This exhibit includes over 60 digitized Chinese brush-painted lanterns in a virtual environment hosted by the AACNA Studies Center. Best known for their Asian-themed art, the Chan Lim Family uses a multitude of media, styles, and techniques to incorporate Western influences into Eastern art. Visit library.sjsu.edu/exhibits/21at2021 to learn more.



Spartan Quest

This ongoing virtual exhibit features SJSU's key landmarks and events that shaped our campus, community, and world. Our first phase of Spartan Quest featured the library and its namesake, the Victory Salute also known as the Olympic Black Power Statue, and the César E. Chávez Monument: Arch of Dignity, Equality, and Justice in a virtual reality environment with accompanying audio narratives from AACNA Board Members, SJSU faculty, and staff. Learn more at library.sjsu.edu/spartan-quest.

For more information about upcoming exhibits, please visit library.sjsu.edu/exhibits.

Coming Soon

Stay tuned for an SJSU Special Collections and Archives exhibit and special panel event about SJSU's response to historical crises.

New Student-Led Program Enhances Virtual Learning Experience

As students continued their education online for the fall semester, it was imperative for the library to pivot in order to provide the best virtual learning experience possible. One of the ways SJSU King Library stepped up to the challenge was creating a program called Student2Student (S2S).

With the library building closed, student assistants dedicated to the Rapid Prototyping Lab adapted their knowledge and skills to initiate a peer-to-peer program geared towards various areas in technologies, systems, and softwares. For the Fall 2020 semester, six classes revolved around the Internet of Things, covering topics such as Git and GitHub, architecture and components of IoT devices, and building your own smart device.

One of the program's main goals was to encourage innovation, creativity, and collaboration amongst students – enabling them to connect and grow outside of their virtual classrooms. For the library's student assistants, it allowed them to gain valuable leadership experience while also honing their skills to better inform their peers.

The program continues during the Spring 2021 semester and will focus on Python and Edge Programming. On the bright side of the virtual world, students who miss any of the live virtual events will have an opportunity to watch the recordings. View the recorded Fall 2020 classes at libguides.sjsu.edu/prototyping.

Support our student assistant program to help students gain valuable skills and experience by giving to the Dean's Fund at library.sjsu.edu/giving-library.

What is the Internet of Things (IoT)?

The interconnection via the internet of computing devices embedded in everyday objects, enabling them to send and receive data.

The Student Struggle: Textbook Costs Impact Student Success

At the beginning of each semester, Maria Ayala and her father sit down together to have a hard conversation about money. The same question arises time and time again: can they afford tuition and all the other costs to achieve her business management degree? Like Ayala, many of our SJSU students struggle to pay for college, and the extra costs of textbooks is just one more cause of extreme anxiety and stress.

With the rising costs of textbooks, students are faced with making difficult decisions that impact their academic performance.

The SJSU King Library's Affordable Learning \$olutions (AL\$) program is dedicated to the ideal that students should not have to weigh their education needs with access to reading materials. It aims to promote the use of open educational materials and library resources.

In Fall 2019, the AL\$ team asked students to share their stories in a digital storytelling



Maria Ayala & AL\$ Co-Coordinator Adriana Poo

contest. Ayala was the grand prize winner, not only because her video highlights the perseverance and strength of our students, but because many students can relate to this tough reality.

As the global pandemic stretches on, students are in need of more support to reduce textbook costs. The AL\$ initiative continues to offer virtual workshops, faculty outreach, and the comprehensive list of textbooks available at the SJSU King Library to help students like Ayala advocate for and find alternatives.

"Oftentimes, I choose classes where there are not books required," said Ayala.

Finding the materials you need to achieve your higher educational goals should never be a burden, and the Affordable Learning \$olutions' mission is to see this change. Support students like Ayala so she can access the tools she needs to achieve academic success by contacting Director of Development, Anh Ly at anh.ly@sjsu.edu or 408-924-1104.

To hear Maria's full story and to learn more about the Affordable Learning \$olutions program, please visit: library.sjsu.edu/als.



Research Continues Despite COVID-19 Pandemic

SJSU King Library continues to contribute to transformative student research, confidence, and curiosity with the Library Research Scholars Program (LRSP).

In its second year, program participation is different amid the COVID-19 pandemic, but the outcomes remain the same for the three undergraduate students. They meet online weekly to learn from library experts about research fundamentals; gather information remotely; and discuss, apply new ideas, and reflect with their mentor. Most importantly, as an outcome, they all agree that the program was transformative.

This 2020-21 academic year cohort has diverse interests, but with a common goal of helping people.

All three of our research scholars have grown more confident as researchers and recommend all undergraduates have the opportunity to participate to prepare for their next journey, whether it's graduate school or as curious life-long learners.

"I highly recommend that any student interested in attending graduate school consider applying for the LRSP. I am so grateful to all the librarians who have offered their continued support and guidance," said Beth Hartsog.

To conclude the program, the three students will present their research in an online open forum scheduled for April 2021. You are invited to attend. Learn more about the Library Research Scholars Program, previous and current scholars, at libguides.sjsu.edu/lrsp.

Theresa Grace Dettloff, a junior in the animation/illustration program, is researching the development of urban centers like San José with impacts of gentrification, population growth, and the logistics of public structures.

"I want to lend my skills to raise the voice of others and make a murky and complicated future feel more tangible: both for the everyday people of all backgrounds, and for those in positions of power to affect it."

Consider supporting future cohorts by contacting Director of Development Anh Ly at anh.p.ly@sjsu.edu or 408-924-1104.

Theresa Grace Dettloff



Beth Hartsog



Beth Hartsog, a senior in economics, is researching how decriminalizing sex work affects rates of assault in the general population, hypothesizing that decriminalization may raise rates of sexual assault over time.

"I knew I wanted to study something that would allow me to better understand the way public policy can either help or hinder social progress. The LRSP has given me enormous freedom to explore my academic interests, and picking only one topic was extremely difficult! I've learned so much about the research process in general, which is key for me, as I hope to earn a master's degree within the next few years."

Saniyah Ghoghari



Saniyah Ghoghari, a junior biology student and the 2020-21 Regina M. Legard Fellow, is investigating healthcare programs for immigrant populations to improve care and outcomes.

"As a biology student interested in medicine and health inequities, I had many questions. This program provided me the flexibility alongside an experienced and supportive faculty mentor and a team of librarians happy and willing to help every step of the way! I am much more confident, knowledgeable, and inspired as an independent research scholar."

Where Are They Now?

Hector Luna-Ramirez, '14 B.S., Mechanical Engineering, with a focus in mechatronics, is shaping the future of enterprise solutions as a rapid prototype engineer at Magic Leap, an augmented reality company. Luna-Ramirez is part of a robotics team that designs, builds, and implements hardware and software solutions for an emerging technology that will transform industries. He is the SJSU success story, but the SJSU King Library shaped his experience.

SJSU King Library's student assistant program provides students valuable experience with our services, resources, and employees. Not only does this enrich their knowledge base of how the library can support them academically, but it also allows students to grow their leadership and teamwork skills, support themselves financially, and learn to balance multiple priorities.

I was given the opportunity to lead technical projects including iPad controlled classrooms, Apple imaging server implementation, and classroom image updating. It was a great learning experience for me and I enjoyed going to work everyday.

– Luna-Ramirez

Luna-Ramirez worked at the library starting in 2012 as an IT help desk assistant under the supervision of Dave Daley, retired IT Analyst. In this position, Luna-Ramirez assisted library faculty, staff, and student assistants with their technology needs including setting up workstations and troubleshooting technical issues. Through this work he was able to

Help jump-start students' professional skills like Luna-Ramirez by giving to the Dean's Fund. Visit library.sjsu.edu/giving-library.

further cement and improve his communication, documentation, and technical skills.

Like many students at SJSU, Luna-Ramirez found support in the workplace to be vital for his academic success. He recounts the ample support from Dave Daley and Candice McGee, retired Events Coordinator at the SJSU King Library. Their flexibility, approachability, and passion for helping students was extremely important to Luna-Ramirez during the two years he was employed at the library.

"Without the support of Dave and Candice it would have been very difficult to balance work and school," he said.

SJSU King Library is one of the leading departments on campus for providing student work opportunities – employing over 70 student assistants each semester. However, we are experiencing deep cuts to the student assistant budget, leaving less work opportunities for students who could benefit from the experience.



Hector Luna-Ramirez
'14 B.S. Mechanical Engineering

Cover Art Contest Inspires Students to Reflect on Their COVID-19 Experiences

We would like to congratulate Tu Tran, Graphic Design, who is our first place contest winner of our *Library News* cover art contest. Out of an impressive total of 79 submissions, three students were selected to win Amazon gift cards. Inspired by the theme of the contest – the challenges and triumphs of the COVID-19 pandemic – Tran visually tells his experience since the stay-at-home order was announced back in March 2020.

Tran's positive experiences are shown in warm orange and yellow tones to invoke the feelings of connectedness rising from meeting more people online. Without a commute to school, the pandemic has given him more free time to commit to his studies and develop new skills. Tran depicts himself in the scene, and describes it as immersing himself in his work space with imaginative floating screens, some of which include his achievements: A's, scholarships, and a perfect GPA to name a few.

The illustrations of the people on the screens are some of my significant friends and professors that influenced me greatly during this time.

– Tran

In contrast, Tran expresses the not so welcome side effects of the pandemic, which are shown in somber blue tones. Tran says back in March 2020, it was a scary and lonely experience being disconnected from friends, school, and the whole world. To signify this experience, he included various objects such as a mask, hand sanitizer, medicine, and other images strewn across to convey the downside of the stay-at-home order.

This illustration is the epitome of my experience. However, I embrace the positive side more and hope that the pandemic will be gone soon.

Not only has the contest encouraged creative expression but it also shows the lived experiences facing students over the past year in a tangible way. These pieces of art, along with other submissions, will eventually be available in SJSU Special Collections and Archives' "Spartans Speak on COVID-19 Collection."

Help support student-focused contests by giving to the Dean's Fund at library.sjsu.edu/giving-library.



1st Place (Top Left)
Tu Tran

2nd Place (Right)
Thanh Ho

3rd Place (Bottom Left)
Yiru Sun



Dean's Fund

Gifts to the Dean's Fund are among the most important and valuable forms of support for SJSU King Library. They represent unrestricted funds that can be quickly accessed to provide immediate and direct support to programs and staff in the library.

During this global pandemic, we are focusing the use of these funds to support our student assistant program and to increase lending equipment such as laptops and headphones, which are critical during this time of remote learning. Your gift will strengthen the Dean's Fund and enable SJSU King Library to responsively meet students, faculty, and staff information and technological needs.



Endowments Supporting Library Collections and Technology

The past ten months have shown the importance of the SJSU King Library's digital collections and technology. SJSU King Library experienced an increase in demand for digital resources as teaching, learning, and research moved online. Your gift to the endowments below will help SJSU King Library keep pace with the growing digital and technology needs of our students and faculty.

King Library Digital Collections Endowment

Established and supported over the years by cherished friends of the library, Diana and Keith Morabito, the King Library Digital Collections Endowment supports online databases, e-books, and electronic journals such as the recently acquired JoVE (Journal of Visualized Experiments), an online journal containing thousands of videos of lab methods and science concepts.

Library Emerging Technology Endowment

Established in honor of former Library Dean, Ruth Kifer, the Library Emerging Technology Endowment supports technology that facilitates student learning, collaboration, and creation. All three are visible in SJSU King Library's adoption of Leganto, an online application supporting the creation and management of reading lists for classes.

NEH Challenge Grant Digital Humanities Center

Help us jumpstart our five-year NEH Challenge Grant with a gift to support the development of a Digital Humanities Center in the library. Your gift will be matched dollar for dollar by NEH to help us meet our challenge goal every year.



Interested in making a gift to the **Dr. Martin Luther King, Jr. Library**? Please contact **Director of Development Anh Ly** at anh.p.ly@sjsu.edu or 408-924-1104. You can learn more about ways to give by going to library.sjsu.edu/giving-library.

GIVE  NOW

Make a Difference

Thank You for Your Continued Support

Carol Christensen, '63 Women's Physical Education, remembers the day she fell in love with San José State's library. Her sorority required that she dedicate certain hours of every week to studying in what was then the library's reserved books room.

She recalls staring at a painting of a storm at sea, contemplating where her career in physical education would take her. Would she be a P.E. teacher, a scientist, an academic? Little did she know, she would become all three, once she had laid the foundation at San José State.

I started loving the library because if libraries can provide you with a quiet place to study and a gorgeous picture to look up at while you're thinking, they must be worth a lot.

– Christensen

Originally from Los Angeles, Christensen was attracted to San José State's women's physical education program, which was at the time one of the best in the state. Exercise science combined her passions of physical activity and the mechanics behind how bodies move. The first in her family to graduate from college, Christensen earned a master's degree in ergonomics from UC Santa Barbara and a doctorate in health, physical education from the University of Utah.

When it was time to find a faculty job, Christensen returned to her alma mater. She dedicated 25 years to SJSU, serving as a professor, assistant dean, and dean of the College of the Applied Sciences and Arts before retiring in 2000. In retirement, she earmarked a percentage of the residual of her estate that is in her trust, equivalent to \$200,000, for the Dr. Martin Luther King, Jr. Library at San José State.

The university gave me the basis of my career. It provided me with a very high quality of life in retirement. The library is used by all students, and because it's a city university partnership, it benefits the public as well. I give to the university because it gave me so much. There's no reason not to give back.

You can join Christensen by leaving a legacy at San José State to support the Dr. Martin Luther King, Jr. Library that will benefit current and future Spartans. Learn how you can make a legacy gift at legacy.sjsu.edu.



Remembering Our Library Supporters

The SJSU King Library lost two cherished friends this past year who worked closely with Kathryn Blackmer Reyes, Director of the Africana, Asian American, Chicano, and Native American (AAACNA) Studies Center. Blackmer Reyes shares her reflection on their incredible contributions to AAACNA and the San José community who will miss them dearly.

Eddie Gale

Across the street from SJSU lived an International jazz musician, of the Blue Note record label. Eddie Gale, an American trumpet player, was someone I met almost upon arriving at SJSU. He was a slender, friendly, unassuming man – I often saw him walking around the campus, eating at the local restaurants, or simply sitting on his stoop in front of his duplex apartment.

From 2007 to 2019, once a year I came into the library on the Sunday before the Dr. Martin Luther King, Jr. holiday to let Eddie Gale and his band members set up for their annual King Peace concerts. Eddie and his band brought the space to life with the wonderful sounds of jazz. He organized many events at the AAACNA Studies Center where he gave free jazz performances and he was also an activist raising funds to help local musicians.

Eddie worked with his regular band members, but he also worked with high school youth inviting them to perform. He had a way of making for an eclectic symbiosis of performance, music, and audience. San José State, SJSU King Library, and the AAACNA Studies Center were fortunate to have Eddie Gale, a renowned musician, call San José his home, and our space his studio.

Eddie relocated North of San José last year. I last saw Eddie when he and his wife, Georgette,



were packing up their van in preparation for the move. It was just another chance encounter with this magnificent person. The gift of Eddie Gale's music remains, even as Eddie is no longer with us. If you listen hard, I know you will hear the soothing trumpet notes he left behind nurturing the rhythm of our soul.

Carmen Castellano

When I joined SJSU, I learned about the Castellano Family Foundation (CFF) and their mission to support Chicana/o groups in arts and culture, education, and leadership development. Their work supported campus organizations like the Chicano Commencement, Grupo Folklórico Luna y Sol, and the Dr. Ernesto Galarza Scholarship, and particularly the exhibits and programs at the AAACNA Studies Center.

Carmen, and her husband Alcario, have been generous supporters and have personally invited me into their home to celebrate their foundation and to network with the Who's Who among Chicana/o cultural workers in San José. It was at these gatherings that I began a conversation which resulted in an amazing exhibit for El Teatro Campesino's 50th anniversary, featuring private holdings of founder Luis Valdez. Our work and commitments wove us into a tight network of Chicano/Latino cultural support whether in teatro, music, or art exhibits.

I last saw Mrs. Castellano at her home where I was reviewing the CFF organizational papers. As I sat in Alcario and Carmen's living room, they listened intently as I spoke of my commitment to my work as a Chicana Librarian, but also of the sincere appreciation I had for the work they supported with their foundation. I know that our community mourns her as a giant among us. I personally mourn her as a



person whom I respected greatly and whose life intertwined with mine in commitment, passion, and integrity, and most of all in our love for our community. She instilled in me a lesson and commitment to support the arts in recognition of the beauty of our community artists as a mark of social justice. Descase en paz Señora Carmen. Thank you for your support.

A Pioneering Resource for Financial Aid in SJSU Special Collections and Archives



Scholarships are a core support for students that provide them valuable financial aid in their pursuit of higher education. Today, many students find scholarships online or through promotions from colleges, departments, and the financial aid office. This was not always the case as San José State University Special Collections and Archives knows well with its unique financial aid directory collection started by legendary librarian, Gail Schlachter.

Described as “mystical, pixie-like, whirlwind and radiant,” Schlachter was a pioneer in creating and publishing guides for finding scholarships and other financial aid beginning in the late 1970s. Her first guide focused on scholarships for women and eventually expanded to several other groups including people of color, people with disabilities, and veterans. Voluminous in size, the guides also led Schlachter to establish her own publishing company, Reference Service Press.

Her guides from 1977 to 2016 have all been compiled into “The Gail Schlachter Financial Aid Directory Collection,” which was generously donated to SJSU Special Collections and

Archives by her children Sandra Hirsh and Eric Goldman.

Schlachter’s work helped countless students over the years in their path to college. Hirsh, Associate Dean for Academics in SJSU’s College of Professional and Global Education, often receives stories from students who have used her mother’s guides.

“I financed a big part of my college education with scholarships, and when I was an undergrad my mom heard about The Directory of Financial Aids for Women and suggested I look for it at the library.”

– Laurie Putnam, an alum and instructor in SJSU’s School of Information

Libraries valued Schlachter’s reference guides as much as students did. They filled their shelves with her directories year after year as Schlachter expanded and added topics to her scholarship data. Her guides won awards and praises. Through it all, her commitment to helping others remained with her continued work in the library community. Schlachter



served as president of the American Library Association’s Reference and User Services Association, editor-in-chief of its journal, and held many officer roles in state and national organizations.

For now, SJSU students and the community will be able to access the entirety of her work in “The Gail Schlachter Financial Aid Directory Collection” in SJSU Special Collections and Archives.



Support SJSU Special Collections and Archives to make unique works like “The Gail Schlachter Financial Aid Directory Collection” accessible to the public at tinyurl.com/give2KingLibrary.

Koret Foundation Invests in Student Success

Last fall, the Koret Foundation provided a five-year \$3 million grant to San José State University that directly benefits students by providing scholarships, career preparation resources, and other services. The SJSU King Library will receive support for its Student Computing Services (SCS), a service that lends high-demand technology such as laptops and iPads to SJSU students. The grant will enable SCS to expand its lending library with the goal of helping to optimize student success, improve completion rates, and bolster career advancement opportunities.

It is only through generous, sustained investments from organizations such as the Koret Foundation that we can engage and educate more students and meet our Transformation 2030 strategic plan goals.

– Mary A. Papazian, president of SJSU

The grant comes at a critical time, as higher education institutions grapple with funding and organizational challenges due to the global COVID-19 health pandemic. Since March 2020, SJSU King Library has seen a tremendous increase in requests for computing equipment which continues to be essential to help students continue their education remotely.

Investing in the next generation of talent, innovation, and leadership is critical in order to ensure that all students, including the disadvantaged, have the opportunity to lead productive and successful lives.

– Michael J. Boskin, president of the Koret Foundation

The generosity of the Koret Foundation helps the SJSU King Library support students by providing the proper technology so students can complete their coursework, connect with professors and classmates, and stay on track to reaching their graduation goals.

– Ann Agee, interim dean of SJSU King Library

The Koret Foundation's focus on higher education will enable the university to invest in optimizing student success.



Support the SJSU King Library's Student Computing Services by giving to the Dean's Fund at library.sjsu.edu/giving-library.



The Future of Research: A Digital Humanities Center

In collaboration with the College of Humanities and Arts (H&A), we have received a Challenge Grant from the National Endowment for the Humanities (NEH) to establish a Digital Humanities Center in the Dr. Martin Luther King, Jr. Library. Over the next five years, SJSU King Library and H&A will work together to raise the matching funds as a part of the Challenge Grant's requirements.

The NEH Challenge Grant comes at a timely moment as SJSU embarks on its *Transformation 2030* campaign that centers on education, research, and community, both at local and global levels. The Digital Humanities Center will provide students and faculty a learning space to support research, learning, and teaching in digital humanities across all disciplines.

As a burgeoning field, digital humanities “brings digital tools and methods to the study of the humanities with the recognition that the printed word is no longer the main medium for knowledge production and distribution” (Burdick et al., 2012).¹



The growth of the Deep Humanities and Arts Initiative at SJSU led by Dr. Revathi Krishanswamy in H&A will find alignment with the Digital Humanities Center as the initiative looks at and restructures what Dr. Krishanswamy describes as “the foundational relationship between human, nature, and machine.”

With digital humanities growing in teaching and research at SJSU, the support, technology, and expertise provided by the Digital Humanities Center will have a significant impact on the university's work and scholarly output in this area.



Burdick, Anne, Drucker, Johanna, Lunenfeld, Peter, Presner, Todd, & Schnapp, Jeffrey. (2012). *Digital_Humanities*. In *Digital_Humanities*. The MIT Press.

Meet the New IR and Digital Scholarship Coordinator

Institutional Repository (IR) and Digital Scholarship Coordinator Erika Johnson's journey to librarianship has been a roundabout one. Originally from Texas, Erika has a degree in ancient history from the University of Texas in Austin and holds a doctorate in Assyriology from the University of Birmingham in the UK.

After some years away from academia, she decided to return to gain a Master's of Science in Library Science from the University of North Texas. Erika's background as a researcher helped to form her approach to librarianship, especially with regards to cataloging and metadata. She is committed to appropriate and accurate description and has brought that commitment to SJSU ScholarWorks.

Before joining SJSU, Erika was an associate consultant at bepress, the company behind the Digital Commons software that powers SJSU ScholarWorks. An in-depth knowledge of the platform enables her to manage both small and larger changes to help showcase the scholarly output of the university. This is Erika's second time in the CSU system, having previously been a cataloger at the Henry Madden Library at Fresno State.

In her role as IR and Digital Scholarship Coordinator, Erika hopes to expand the institutional repository to include different types of research outputs and showcase the variety

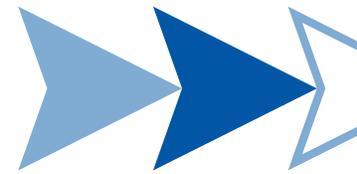
of research, scholarship, and creative activity being conducted at SJSU. This diversity of output is one of the main reasons she came to SJSU, and she is looking forward to the opportunity to showcase it.

In her spare time, Erika enjoys searching for a suitable substitute for a proper English pub.



Support professional development opportunities by giving to the San José State University Library Endowment at library.sjsu.edu/giving-library.

Meet the New Outreach and User Engagement Librarian



Michael Aguilar took the long road when it comes to higher education, but he believes this experience only helps in supporting student success at SJSU.

Born and raised in East Bakersfield, Michael is a first-generation college graduate and attended junior college at City College of San Francisco. He then earned his Bachelor of Arts and two graduate degrees from University of California, Los Angeles. He focused on user experience research and design while completing his degree in Library and Information Science, and believes everything, including libraries, should

be designed with a user-centered approach and iteratively improved.

His biggest goal as the Outreach and User Engagement Librarian is to learn from SJSU students, faculty, and staff about how the library can better address their needs and support their success. This was a large factor in his decision to join the SJSU King Library, as he believes it is a place that supports the constant reimagining and improvement of library services and collections. This allows library staff and faculty to frequently experiment with new initiatives, but also to address longstanding issues within the library and archives professions.

Michael plans to take a user-centered approach in both of these areas and is currently working with User Experience Librarian Sharesly Rodriguez to create a user research and user experience design working group within the library. In addition to this, he is also working with University Archivist Carli Lowe, Open Education Librarian Mantra Roy, and Africana, Asian American, Chicano, and Native American Studies Center Director Kathryn Blackmer Reyes in examining library and archives outreach strategies and how they can lead to the development of collections to support ethnic studies.

Outside of work, he can often be found listening to music or growing a variety of succulents and chiles. In either situation, he's most likely enjoying a cup of coffee.



Support faculty research, scholarship, and creative activity by giving to the Dean's Fund at library.sjsu.edu/giving-library.

Let's Ignite a Digital Revolution

Increasingly, we find ourselves living in a digital environment. Digital literacy, knowledge, and skills are becoming vital in the workplace. In the near future, more jobs will require people who are trained in multiple forms of digital communication. San José State University is an institution in the heart of Silicon Valley, and most employers expect our graduates to be on the cutting edge of digital technology. While some of our students are already digitally literate, many are at the cusp or are not there yet. This severely impacts their ability to get hired after graduation.

Through a grant funded by the CSU Chancellor's Office, the SJSU Creative Cloud Project entitled, "Let's Ignite a Digital Revolution: Let's do it with Creative Cloud!" intends to use students' final projects to develop their knowledge and skills in digital literacy. This is a collaborative effort between SJSU King

Library's Student Technology Training Center Coordinator Sharon Thompson and Dr. Bobbi Makani, professor in the Lucas College and Graduate School of Business.

By integrating technology literacy workshops within the curriculum, they will introduce digital resources such as Creative Cloud applications and how they can be used in various academic works such as digital storytelling, visualization and assets, and visual design.

Achieving higher competency levels in digital knowledge and skills may require more than a single semester – but it must start somewhere. This can be the spark that ignites students' interest in developing and enhancing their digital technology skills with the help of SJSU King Library's workshops.



New Chatbot Service Supports Spartans During Overnight Hours

In response to the increased need for online support during the COVID-19 shutdown, SJSU King Library launched a pop-up chatbot, called Kingbot, in Fall 2020. Developed by two library and information science virtual interns from SJSU's iSchool, Sharesly Rodriguez and Danica Ronquillo, Kingbot provides in-depth answers to research and library access questions during overnight hours.

Kingbot was designed from the ground up at SJSU King Library, utilizing actual student and faculty questions and virtual reference transcripts. This is done through Dialogflow, a free platform from Google supporting natural language chatbots using AI and machine learning. As patrons ask new questions, Kingbot gathers this information to continuously improve on responses. Sharesly Rodriguez, who is now SJSU King Library's User Experience Librarian, is the chatbot administrator.

Colleges and departments across SJSU have seen an increased need to provide online services in an easily accessible manner. Since March, the library has helped both the Writing Center and the College of Business launch live virtual chat services to support online students and faculty. With expertise from Rodriguez and library web programmer Lyna Nguyen, the library has been able to provide SJSU's Lucas College and Graduate School of Business the technology and training needed to start their own chatbot, available now on their website at sjsu.edu/cob.

Try out Kingbot at library.sjsu.edu/kingbottest or contact User Experience Librarian, Sharesly Rodriguez for more information at sharesly.rodriguez@sjsu.edu.

Support the library's increased need to provide online support by giving to the Library Emerging Technology Endowment at library.sjsu.edu/emerging-technology-endowment.



Type your message...

