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2020

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Raymond H. Fogler Library

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Raymond H. Fogler Library, "Raymond H. Fogler Library Magazine 2020" (2020). *Raymond H. Fogler Library Magazine*. 5.

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Raymond H. Fogler Library

Magazine

2020





WE OFTEN THINK of the library as a community center, a place for people to gather, learn and study. When UMaine transitioned to remote learning in March, we had to reimagine that role and consider how we could continue to serve students and faculty who were displaced by the sudden change.

The library building was closed from mid-March through mid-August. But throughout that time, library services, resources and expertise remained available to patrons who were now working remotely around the world. At the same time, we implemented procedures and policies to allow for a safe reopening when students returned in the fall.

Those efforts—the continuation of services and preparations for the fall—served the same purpose: to ensure the library remained a central piece of our campus community, even if that community was more dispersed than ever before.

Stories in this issue of the Raymond H. Fogler Library Magazine reflect some of the many ways that our community stayed connected to the library over the past year. These stories also highlight partnerships and new initiatives that went ahead in spite of the unprecedented circumstances.

As we prepare for the spring, we look forward to new opportunities to connect with our patrons on campus, throughout the state and around the world.

Joyce Rumery
Dean of Libraries
University of Maine



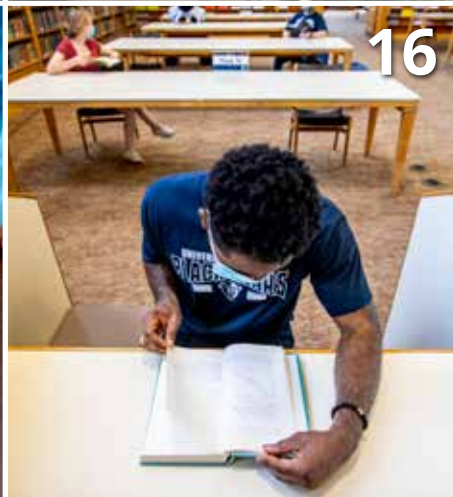
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Raymond H. Fogler Library Magazine

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The Raymond H. Fogler Library Magazine is a yearly publication of Raymond H. Fogler Library at the University of Maine. Questions regarding the magazine can be directed to Brad Beauregard, Public Relations Manager for Fogler Library, at brad.beauregard@maine.edu.

About Raymond H. Fogler Library

Fogler Library is the largest library in Maine and supports the academic and intellectual pursuits of faculty, students, and staff at the University of Maine.

Fogler Library also serves residents, libraries, and academic institutions throughout Maine and the Northeast as the regional depository for federal government publications, an official depository for Canadian federal publications, and the depository for Maine state government publications. Fogler Library is the designated State Research library for Business, Science and Technology, the only Patent and Trademark Resource Center in Maine, and home to The University of Maine Press.

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Behind the Scenes

Library supports remote learning while preparing to reopen

Fogler Library closed to the public in mid-March. While the building was closed, library staff worked to support remote learners while planning a safe reopening in the fall.

Loaning Technology

Fogler provided long-term loans on laptops and other technology so students would be able to work remotely.

Books by Mail

With the building closed, library staff mailed books to patrons throughout the state to ensure they had the resources they needed.

Moving Furniture

Hundreds of chairs and tables had to be moved during the summer to promote social distancing.

Planning for Safety

Staff implemented contactless checkouts, one-way traffic and quarantine procedures on returned items, in addition to ensuring protective equipment was installed throughout the library.

Supporting Remote Research

Staff continued to support student and faculty research through Zoom, phone, online chat and email.



Photo courtesy of the Division of Marketing and Communications

How Quickly Things Moved

University Archivist seeks to document one of the most dynamic living histories of our time

by Michael G. Dunn

Think back to early March of 2020. Concepts like social distancing and masks were only beginning to enter the public consciousness. You wouldn't have thought twice about going to a social gathering, a restaurant or a store.

How would you convey to future generations the chaos, the fear, the uncertainty, the relentless pace of the world altering events you've lived through?

This once in a century experience is what Special Collections and Maine Shared Collections Librarian Matthew Revitt is working to document with the UMaine COVID-19 Community Archive, which is hosted online in Digital Commons, the University's institutional repository.

As of December 2020, the Archive holds nearly 1,000

items that have been downloaded more than 6,200 times from around the world.

Via email, we discussed with Matthew Revitt the philosophy behind this living history collection and how the greater University of Maine community may participate in capturing the ongoing story of COVID-19.

What inspired you to collect the stories of COVID-19?

As the major historical event of our time, I wanted to be proactive and ensure I captured and preserved material that, in years to come, researchers could use to study how the UMaine community responded to the pandemic, both as an institution and as individual stakeholders. I knew as the University Archivist it was my responsibility

to capture material from this time and not leave gaps for future researchers and Fogler Special Collections staff.

I was also inspired by the work of other academic institutions documenting COVID-19 in their communities, particularly the University of Minnesota and Carnegie Mellon University.

What value do you believe they will hold for future generations?

I think anyone reviewing the material in the Archive will get a sense of how quickly things moved with COVID-19, from a few references on the UMaine website starting in late January to the transition to remote learning in March, to the virtual shutdown of the campus later that month. The content will also bring to life some of the difficulties faced by individuals of the UMaine community, students not being able to properly say goodbye to friends and the sense of uncertainty many of us felt.

"I think anyone reviewing the material in the Archive will get a sense of how quickly things moved with COVID-19."

I also think the material will show the positive way faculty adapted to COVID-19, particularly the transition to remote teaching and how they quickly incorporated the subject of COVID-19 into their curriculum. The

content will also illustrate the ways both the University of Maine and University of Maine System responded to COVID-19, providing regular updates via their online community guidance and virtual town hall meetings.

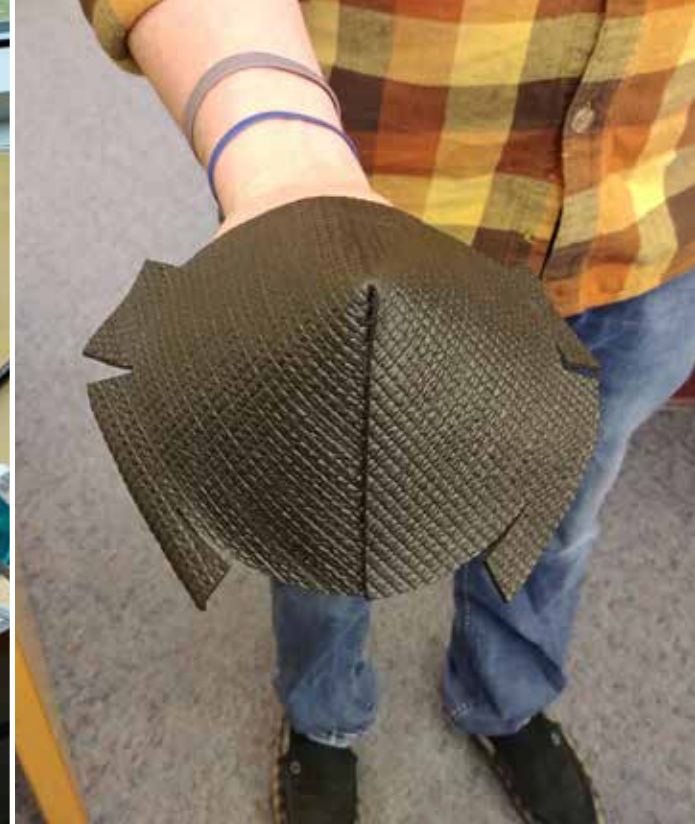
Matthew Revitt
University Archivist

Going forward with the plans for returning to campus for the 2020 fall semester, I hope the material will show how the UMaine Community came together to allow for a safe return.

As the Archive shows, in the months and weeks leading up to the start of the semester, the University community (oftentimes working remotely) came together to plan a reopening that was as safe as possible. The Archive documents and recognizes the work of individuals from

The archive includes photographs depicting UMaine health and safety procedures and campus life as the university prepared a return to campus in fall 2020. Photos by Matthew Revitt.





Images submitted by the Advanced Manufacturing Center show mask prototypes and testing equipment, part of the University's many contributions to help the public control the virus. Photos by Forest Wentworth and John Belding.

across the system who came together in teams to organize and coordinate efficient and consistent testing, arrange for remote learning spaces and equipment and set clear expectations using up-to-date CDC guidelines. Information was shared regularly and freely with students, faculty and staff to create a level of transparency and certainty in uncertain times.

What has the experience been like for you as these stories and accounts come in and you've been reading them?

Building the COVID-19 Archive from scratch in Digital Commons has been a very rewarding professional experience, including learning new skills for capturing digital content. It's also work I was largely able to accomplish from home, while still remaining connected to the

UMaine community, as I sought material to add. I'm hoping to build on these connections in the future when adding content to and promoting the University Archive. Working on the COVID-19 Archive has also allowed me to connect with library and museum professionals from across the state as part of the Maine Community Archives Collaborative, which has met weekly during the pandemic to discuss our experiences of capturing COVID-19 related content. I presented at the Collaborative's "All in This Together: Preserving Maine's COVID-19 Memories" webinar in August.

The COVID-19 Archive has also had quite a bit of exposure, including being mentioned by the University of Maine President in her communications, stories in local newspapers and TV stations and in the Maine Archives and Museums newsletter. The Archive was

RE: TRANSITION TO REMOTE INSTRUCTION EFFECTIVE MARCH 23, 2020

DATE: March 11, 2020

Our top priorities as the leaders of Maine's public university system are to advance the teaching, research, and service missions we have to our students and the people of Maine while maintaining the health, safety, and well-being of our university communities throughout the State. The advent and spread of Coronavirus/COVID-19 in Asia and Europe and, more recently, in the United States now demands that we tip that balance heavily in favor of public health, which requires that we immediately adjust how we carry out our mission for the time being.

Official correspondence from the University of Maine System is also captured in the COVID-19 Archive.

"[The Archive] will bring to life **some of the difficulties faced** by individuals of the UMaine community...and **the sense of uncertainty** many of us felt."

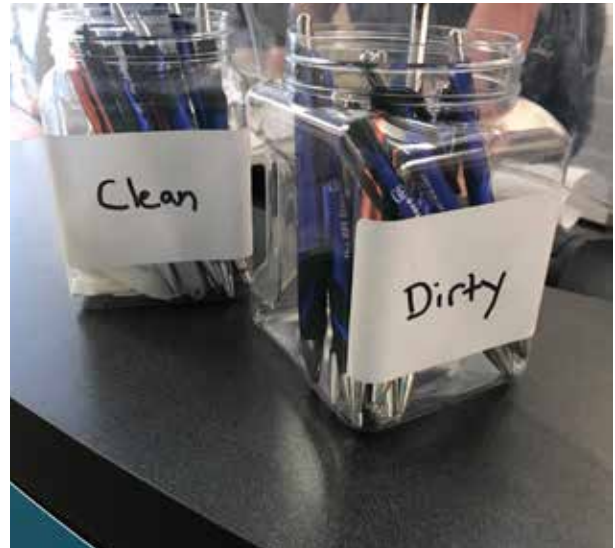
Matthew Revitt

featured in the Society of American Archivists *Archival Outlook* magazine, and I was on a nationwide panel of presenters discussing my experiences of building a COVID-19 archive as part of a webinar organized by the worldwide library collective OCLC.

How might people contribute? Who may contribute? What stories are you looking for?

I'm interested in any UMaine generated material that relates to COVID-19, be it emails, reports, webpages, social media, videos or photos from units and departments across campus. And also content from individual students, faculty, staff, researchers and alumni, including examples of coursework, curricula and syllabi.

I'm also interested in any personal perspectives from the University community regarding their experiences during COVID-19 that show what it was like to live through this time. I'm defining "community" as anyone with a connection to UMaine, so very broadly. ■



Photographs in the archive capture life during the pandemic. Content submitted by Meredith Harrell.

Contribute Your Story

The UMaine COVID-19 Community Archive contains a wide range of material relating to the UMaine community's response to COVID-19, including administration communications, community guidance, individual departmental responses, examples of how faculty have adapted to COVID-19 and incorporated the subject into their teaching, photographs and videos and the personal perspectives of individual faculty, staff, students and alumni.

If the readers have COVID-19 related content they are willing to submit, particularly personal perspectives and stories, they may email matthew.revitt@maine.edu. Content may also be submitted through an online form.

To explore content already posted in the UMaine COVID-19 Community Archive, visit digitalcommons.library.umaine.edu/c19.



at a glance **Sewall Aerial Photographs**

In late 2019, Fogler Library received a donation of over 3,000 rolls of film containing about 1 million aerial images from the James W. Sewall Co. in Old Town, Maine. The photo archive captures aerial views of nearly every part of Maine, as well as various locations in New England, Alaska, Canada and the southern and central U.S.

The collection has immense inter-disciplinary research potential. Though access to the collection is limited, a small portion of the archive has been digitized and made available online. Already, photographs in the archive have contributed to research by state agencies, private companies, and UMaine and University of Maine at Machias research.

Researchers have used the photographs to study coastal erosion, examine property boundaries, detail the history of Maine military bases and measure the impact of the 1998 ice storm. The selection of photographs printed here gives an idea of the type of coverage provided by the images. For more examples, visit digitalcommons.library.umaine.edu/sewell_aerial. ■

Portland, Maine. June, 1953.



Aerial photographs show Bangor, Maine, in 1965 (left) and in 1993 (right) after the construction of the Bangor Mall. Because many areas were photographed repeatedly, researchers can use the photos to study changes over time.



EVIDENCE *in* PRACTICE

**Interlibrary Loan supports
healthcare professionals
around the world**

THE WORLDWIDE response to the COVID-19 pandemic brought questions about public health to the forefront. Conversations about healthcare, hospitals and healthcare workers proliferated news networks and social media. The early days of the COVID-19 pandemic also raised questions about information: where do we find it? How can we trust it? How do we get access to it?

The intersection of healthcare and information underlies public health campaigns, patient care and ongoing research. But, people outside of hospitals might be surprised to learn about a critical service that connects healthcare providers to information: medical libraries.



Photo courtesy of the Division of Marketing and Communications

“[One of] the main things folks don’t realize is that libraries in hospitals actually exist!” says Heather Kemp, a medical librarian at Maine Medical Center. Located in Portland, MMC is the state’s largest medical center. It’s a teaching hospital with a large residency program and a biomedical research center, the Maine Medical Center Research Institute, that conducts ongoing research and clinical trials.

Kemp is one of four librarians at MMC. Her patrons include clinicians, nursing staff and employees of both MMC and its larger network, MaineHealth. Services at the medical library include research assistance, document

delivery and interlibrary loan, and teaching classes.

Like their counterparts at academic or public libraries, medical librarians help connect their patrons to relevant, reliable information resources. With the prevalence of online information, including misinformation, Kemp says the awareness of the role of medical libraries is especially important.

“In healthcare, accurate, current, peer-reviewed information is critical to provide the best in patient care and dissemination of correct information to the public at large. We have seen this most recently with the COVID-19 pandemic.”

“

In our digital environment, [ILL response] is very rapid, and **with patient care that's crucial.**"

Margaret Cobb
Novant Health

Finding the right resources is one challenge, but accessing those resources is another. No library can own every journal or database, and it's common for research pursuits to reach beyond a library's immediate collection. In those cases, librarians like Kemp can lean on a global network of libraries through interlibrary loan.

Interlibrary loan is a critical service for researchers and students across the world. When patrons need a resource

their library doesn't own, they can borrow from libraries that might have larger collections or different priorities for their collection.

"Interlibrary Loan via Fogler and all of the libraries that we work with are instrumental in supporting our patrons," says Kemp. "They count on the information that they know we can provide for them, and if we do not have access to this information, it gives us confidence to know that Fogler will be able to provide what we need."

With ILL service, Fogler Library is a net lender—the library loans more items than it borrows. Medical libraries are the most frequent recipient of interlibrary loans from Fogler. In the past year, the library loaned just under 10,000 items to nearly 800 different medical libraries and healthcare organizations located in all fifty states and Canada.

Still, interlibrary loan plays a major role in research at UMaine, where a wide variety of research pursuits requires the library to borrow materials from other libraries. The reciprocity between libraries connects patrons to information they otherwise wouldn't be able to access.

The vast majority of items requested by medical and healthcare librarians are electronic articles, which means Fogler's ILL staff can process and deliver those very quickly. When delivering electronic materials through ILL, Fogler Library's average response is just over one hour.

In nearly 40 years as a medical librarian, Margaret Cobb has seen a fair number of changes in the technology and tools librarians use, but interlibrary loan has been a consistent foundation of the support she provides her patrons. The digital age, however, has made it easier for libraries to support each other.

"When I started out, you typed up a form and mailed it," says Cobb. "The average turnaround time was two weeks. In our digital environment, it's very rapid, and with patient care that's crucial. For healthcare, it's essential that we have an interlibrary loan network that we can depend on."

10,000

Items from Fogler Library's collection were loaned to healthcare institutions in the past year.

800

Different healthcare organizations requested items from Fogler's ILL service in the past year.

72

Last year, Fogler's response time for DOCLINE requests averaged 72 minutes.



Fogler Library resources that support UMaine programs, like nursing, are often relevant to healthcare professionals as well. Photography by the Division of Marketing and Communications.

Cobb is the manager of library services for Novant Health, a not-for-profit healthcare system with locations in North Carolina, Virginia, South Carolina and Georgia. Cobb's patrons, primarily nurses and physicians, use library services for a range of needs from patient care to ongoing research.

"Our organization does clinical research, and we have a very active nursing research group," says Cobb. "It's amazing the things they do that impact patient care right at the bedside. We also try to support leaders as well with business and leadership materials. So it is really a mix."

The mix of information needs—from clinical research to patient care and organizational improvements—is common for medical libraries. Access to relevant, reliable information underpins evidence-based practice, an approach to healthcare where providers continuously

assess their practices in light of the best research evidence available. Medical librarians play a critical role in helping providers locate and access the evidence they need to make those decisions.

"There's always ongoing quality improvement and evidence-based practice work going on," says Eloise Flood, a librarian at the Children's Hospital of Philadelphia. "This can range from direct clinical questions, like how best to manage a particular condition in a specific patient population, to ones that are much more organizationally focused."

Heather Kemp
Maine Medical Center

Flood and two other librarians were hired by the Children's Hospital of Philadelphia in 2019 to set up an online library for clinicians and staff. Her most common patrons are in the Nursing and Clinical Care Services Department at the hospital, including nurses, dietitians, respiratory therapists, child life specialists and others.

"In healthcare, **accurate, current, peer-reviewed information is critical** to provide the best in patient care and dissemination of correct information to the public at large."

While they've worked to grow the library's collection, Flood says interlibrary loan has been a lifeline.

"The digital age has made us all more aware of just how much research is being done worldwide," says Flood. "There are hundreds of thousands, if not millions, of new publications every year. Interlibrary loan is a vital part of library services—in particular medical library services, where access to the very latest research is so important."

In the past twenty years, libraries have undergone a rapid technological shift, both in terms of the resources they offer and the tools they use to deliver those resources. Online resources such as e-journals and databases give patrons 24-hour access to the resources they need.

Interlibrary loan is
a vital part of library services—in particular
medical library
services."

Eloise Flood
Children's Hospital of Philadelphia

But "online" doesn't mean "freely available." While some journals publish open-access content that's available to anyone, the vast majority of published journal content is behind a paywall. In many fields, including medicine, information needs trend toward published research most often found in journals.

The substantial cost of online journal content means that libraries make purchasing decisions based on the needs of their patrons. Fogler Library's collection reflects the research and academic focuses of University of Maine students and faculty.

Resources needed for UMaine programs—such as nursing, biology, molecular and biomedical sciences, communication sciences and disorders and others—often overlap with the information needs of physicians, nurses, researchers and hospital administrators. And while Fogler doesn't purchase resources specifically to support medical libraries, its collection still benefits those libraries because of Fogler's ILL service.

To request materials from Fogler or other libraries, medical librarians use DOCLINE, a system provided by the National Library of Medicine. DOCLINE helps librarians and researchers access biomedical literature available through libraries in the Network of the National Library of Medicine. DOCLINE allows medical librarians to quickly request information resources that their library doesn't own. It also functions as a delivery platform for libraries to provide access to the requested resources.

But for that to happen, libraries need to keep their DOCLINE listings up to date with their collections. Otherwise, the lending library would never receive the request because they wouldn't appear to have the particular resource another library needs.

Cataloging staff at Fogler Library have to input individual journal titles and databases that the library owns to DOCLINE. Staff also need to regularly update listings



DOCLINE, a system provided by the National Library of Medicine, allows librarians to request items through a global network of participating libraries. DOCLINE also functions as a delivery platform for libraries to fill ILL requests.

EDUCATING FUTURE PROFESSIONALS

FOGLER LIBRARY ILL services also support students preparing to become healthcare practitioners, both at the University of Maine and other higher education institutions throughout the northeast.

“A lot of the teaching that the library is involved in, especially at the graduate level, is in the evidence-based practice courses,” says Beth Dyer, Interim Dean of Library Services at the University of New England. UNE is the largest educator of healthcare professionals in Maine, with healthcare programs in nursing, dentistry, allied health, pharmacy and medicine. In graduate courses, UNE’s librarians are often helping students locate evidence for specific clinical questions.

“Whatever question they have, whatever their topic is, we help them find the best evidence,” says Dyer. “Sometimes, that might be where they’re looking to borrow things that we don’t have in our collection.”

“So that’s where interlibrary loan comes in. Because hopefully, somewhere, somebody has it, and libraries have always been awesome at sharing resources.”



as the library adds or removes subscriptions. The ongoing data entry and management makes Fogler Library’s collection accessible to medical libraries throughout the world.

Dramatic depictions of healthcare workers are easy to find in movies and television. But, the more accurate picture, says Eloise Flood, is focused on incremental improvements—the evidence-based practice—that move healthcare forward.

“I think people think of hospital librarians as rushing to get the latest research articles for the physicians who are faced with a knotty case or a new disease,” says Flood, “and there certainly is some of that.”

“But much of what I do day-to-day is help nurses find out if someone has written about a better way to get heights and weights from children who won’t stand still or help a play therapist find articles about the best

way to configure a hospital play space to ensure both safety and a fun factor.”

By connecting healthcare providers to reliable information, librarians and libraries contribute to the ongoing improvement of patient care and medical practice. But, the search for evidence often extends beyond what one library can provide. In those cases, the collaboration between libraries around the world gives patrons the opportunity to continue asking questions and seeking answers.

As Heather Kemp explains, that kind of collaboration is part of the fundamental mission of libraries.

“The nature of medical libraries and libraries in general is close-knit,” says Kemp. “We are supportive of each other, regardless of what type of library we may work in. For all librarians, the ultimate goal is providing the best service for whatever type of patron you may have.” ■



Photo courtesy of the Division of Marketing and Communications

MISINFORMATION CHALLENGE

Participants from around the world test themselves in the COVID-19 Misinformation Challenge

by Jen Bonnet and Senta Sellers

IN THE SPRING of 2020, the coronavirus pandemic ushered in an ever-evolving “new normal.” During this time, the world witnessed a prevalence of misinformation about COVID-19 on social media, in the news and in academic publishing. False and misleading claims ranged from suggestions for how to treat COVID-19 (for example, with UV light and disinfectants) to conspiratorial claims of how the virus spread (for example, through 5G networks).

Fogler Library staff saw this as an opportunity to design a program aimed at helping people think critically about ways to discern and combat false or misleading information.

The result: The COVID-19 Misinformation Challenge.

TAKING THE CHALLENGE

Each day for five days, participants in the Challenge received an email with several quizzes designed to test their knowledge of the novel coronavirus. Participants spent time evaluating memes, doctors, news headlines, treatments and some of the science behind the virus. After completing the quizzes, they received extensive feedback and resources to help them navigate information and misinformation in the future.

The Challenge itself may have been focused on

DAILY CHALLENGES

Each day of the COVID-19 Misinformation Challenge was organized around a different central topic.

Day 1: The Virus Goes Viral

Participants determined the authenticity of social media posts about COVID-19.

Day 2: Trick or Treatment

Participants examined popular statements about the efficacy of coronavirus treatments and determined their accuracy.

Day 3: Doctor or Doctored?

Participants considered the qualifications of people with “Dr.” in their title to dispense advice on COVID-19.

Day 4: Fact or Fiction (Toilet Paper Edition)

Participants determined the veracity of news headlines about COVID-19 and toilet paper.

Day 5: Science or Science Fiction

Participants considered the accuracy of studies published about the virus.

After submitting each daily quiz, participants received their scores along with helpful resources for assessing information and news.

COVID-19, but the information literacy skills addressed in the Challenge can be used across topics and disciplines. Information literacy is a set of abilities that focus on critical thinking and the importance of reflection when it comes to how we consume, create and share information. Fogler Library librarians have created several similar online challenges in the past, which give participants an engaging way to build information literacy skills no matter where they live.

The online challenges also give educators another tool they can use with their students.

“I just came across your [news literacy challenge],” said Suzanne Russell, a librarian at a preparatory school in Indiana. “It is outstanding! I would like to make a copy to use with all of my students, especially my Freshman Digital Citizenship classes.”

In the COVID-19 Misinformation Challenge, we provided opportunities for participants to address false or misleading information in different ways, whether through techniques like the SIFT method (Stop, Investigate the Source, Find Better Coverage, Trace Claims to their original context), or evaluative approaches specifically aimed at spotting fake news about the coronavirus.

We also pointed people to various tools and tricks for identifying fake or misleading information in our “Fake News and Misinformation” guide, which was created as part of a series of workshops to help students identify misinformation they encounter in the media and online.

MEASURING SUCCESS

Because this program was fully online and asynchronous, anyone with an internet connection and an email address could sign up and work at their own pace. This approach to programming, coupled with the timeliness of the topic, led to a diversity of attendance.

Over 500 people took the challenge, from Maine to

Participants were asked to evaluate the veracity of social media posts like this fake tweet mimicking similar fake news stories about celebrities and the coronavirus.



Hawaii, and from international locations like Hungary, the Netherlands, Jordan and China.

Students, educators, members of the public and more took part in the daily quizzes. We heard from parents taking the challenge with children, partners and spouses comparing notes and teachers sharing the challenge with their students.

For many, the challenge was an opportunity to engage with the flood of information coming out about COVID-19, both to better understand the virus itself and to think critically about how they consume information.

Numerous participants reached out to share what they enjoyed or learned from the challenge.

"This is a great exercise in thinking," a K-12 educator shared. "I would love to provide it to my middle school students and their parents."

For others, the more lighthearted elements of the Challenge represented a welcomed break from the seriousness of COVID-19 news.

"[I] thought the questions and feedback were pitch perfect," said one participant. "Fun, serious, instructive.

All in all a very effective program. Many thanks for creating and sharing it! Have to go wash my hands now."

"Fun, serious,
instructive. All in all a
very effective program.
Many thanks for
creating and sharing
it! Have to go wash my
hands now."

Challenge Participant

help anyone engage with information more critically.

If you're interested in taking or sharing the challenge, the materials and quizzes remain available on our website at libguides.library.umaine.edu/covid19. ■

WHAT'S NEXT?

In the months since the challenge, COVID-19 knowledge, news and information have continued to shift rapidly. But, the tools and techniques developed through the challenge can

TEST YOUR KNOWLEDGE

From Day 4 of the Challenge: Fact or Fiction (Toilet Paper Edition)

Attention-grabbing headlines can make it hard to discern the veracity of a story. The following stories were all published. Is the information in the headline real or fake?

HEADLINE 1

"COVID-19 Found in Toilet Paper"
from Now8News

HEADLINE 2

"Oregon Police Remind Residents:
Don't Call 911 If You Run Out Of Toilet Paper"
from National Public Radio

HEADLINE 3

"Woman Gives Birth in Toilet Paper
Aisle at Missouri Walmart"
from People Magazine

HEADLINE 4

"Man Runs Toilet Paper Exchange
on California Street Corner"
from AP News

HEADLINE 5

"Can't Find Toilet Paper? Add It to Your Order
at One of These Portland Restaurants"
from Bangor Daily News

Answers: H1, fake; H2, real; H3, real; H4, real; H5, real.



Support Fogler Library and help all of UMaine

A gift to the Fogler Library helps all students, researchers, faculty, and staff at the University of Maine.

Central to UMaine's mission, the Fogler is the heart of campus and the greatest source for information and research support.

Give today at our.umaine.edu/fogler

Did you know that you can support the Fogler Library through IRA distributions, appreciated securities, life insurance, bequests, and more? Please contact our partner at the University of Maine Foundation to explore options.

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