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A Word from the Dean



Diane Dates Casey

What's New at the University Library?

The entrance to the University Library is now graced with a [new Circulation Desk](#), which complements the Reference Desk installed in 2001. During the Fall Trimester nineteen new computer workstations were installed in the public computing area of the library. Moreover, at the end of February, the University Library received an additional \$75,000 to upgrade its collection of monographs.

Several of our librarians have taken on new responsibilities. Many thanks to Professor Nancy Shlaes who was Head of Reference since July 2004. Associate Professor Linda Geller now serves as supervisor of the Reference Desk. Assistant Professor Michel Nguessan is the new Humanities Librarian serving the Art and English programs in the College of Arts and Sciences.

A new classification framework for civil service employees in the Library Series was adopted by the State of Illinois in October 2005. As part of the transition, all job descriptions for employees were audited to place the positions in the new series, which at GSU consists of Library Specialist, Senior Library Specialist, and Library Operations Associate. Five staff members received upgrades as a result of the audit. Linda Ayala and Diane Nadler were promoted to Library Operations Associates; Amy Holman and Valerie Hughes were advanced to Senior Library Specialists; and LaShaunda Williams became a Library Specialist. All other positions in the library series were lateral transfers.

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Reference Service Levels

Linda Geller

The library provides two levels of service at the Reference Desk. During *Reference Service* hours, users will receive assistance in locating known materials such as books, journal articles, or videos, searching the Internet, searching the library catalog, and

Editor: [Carol Machura](#)

identifying and searching appropriate subject databases. In addition to the above services, *Comprehensive Reference Service* provides guidance from information professionals on complex research questions and advanced bibliographic searching for class and research purposes.

Reference Service 8:30–11 a.m. Mon–Sat
8–10:30 p.m. Mon–Thu
3–5 p.m. Fri

**Comprehensive
Reference Service** 11 a.m.–8 p.m. Mon–Thu
11 a.m.–3 p.m. Fri
11 a.m.–5 p.m. Sat
1–5 p.m. Sun

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Library Survey

Beth Hansen Shaw

During Fall Trimester 2005, the Governors State University Library conducted an online Library User Satisfaction Survey using Survey Monkey. The survey was available from the middle of September through the end of October. There were 414 library users who responded to the survey, with a breakdown of 37% Undergraduate Students, 29% Graduate Students, 17.5% Faculty, 13.4% Staff, and 3% Visitors.

As an incentive to fill out the survey, the Library offered drawings for a \$50 Borders Gift Card. The lucky winners were: Christine Andrews, Cheryl Baker, James Poling, Linda Robinson, Bryon Ruetten, and Jim Sullivan.

Results of the survey indicate that the Governors State University Library is doing a very good job of satisfying the needs of its community of users. The library consistently earned high rankings in virtually every category surveyed. Overall satisfaction levels were high, with 83% of library users indicating they agreed or strongly agreed that they were satisfied with the University Library, and only 6% indicating that they either disagreed or strongly disagreed with that statement. Most responders (94%) agreed that, “The University Library is very important to me.”

When asked what they liked most about the library, the area that earned the highest marks was the Library Staff, with 185 positive remarks. When asked what they liked least about the library, the most frequently mentioned area was the Book Collection, with 54 negative remarks. When users were asked to rate satisfaction levels for various areas within the library, all areas ranked relatively high, but the Library Staff topped the list with 354 positive responses (93%). Overall levels of dissatisfaction were low in all categories. The category that received the most rankings indicating dissatisfaction was Building Temperature with 57 (15%).

Library users responded that the library provides helpful assistance in all of the various areas surveyed, with traditional “reference desk” activities ranking somewhat higher than

technical assistance. The types of materials that library users considered to be most important were Full Text Online Articles, followed by Books, Internet Sites, Print Journals, Online Books, and Videos/DVDs.

When asked, "What is the most important thing we could do to improve?" comments about improving the Book Collection topped the list. These were followed by: improve Library Hours, improve the Journal Collections, improve or add to the Staff, improve the Building Temperature, and improve the Copy Machines. Recommendations for improvements are currently under consideration by the Library Dean and library staff. The complete survey report can be found on the library web site at: http://www.govst.edu/GSU_Library/t_gsu_library.asp?id=3667 .

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Supplemental Library Materials

Paul Blobaum, Linda Geller, and Lydia Morrow Ruetten

The library was fortunate to receive supplemental funds to the tune of \$53,500 this fiscal year from the Provost's Office in order to provide additional resources in three areas.

Center for Excellence in Health Professions – The University Library is the recipient of \$35,000 to support the College of Health Professions Center for Excellence in Health Professions. These funds will be used to enhance collections and services for Nursing programs. The new resources include an electronic Lippincott and Springhouse Core Nursing book collection, and a collection of print materials to support online learning and teaching in nursing. In addition, the library will increase access to an additional 56 Nursing and Allied Health full text journals from the Lippincott Nursing and Health Professions Total Access collection published through OVID; and a collection of 36 full text SAGE Nursing and Allied Health journals. Moreover, the library will be able to subscribe to the Journal of the American Medical Association, the New England Journal of Medicine, and Medical Care, and Health Services Research in full text, as well as several other nursing journals. The new online resources are expected to be available soon in the Winter 2006 Trimester.

Metropolitan Institute for Leadership in Education – Our Education Librarian is working with the institute's Director, Alicia McCray, to determine appropriate resources for inclusion into the collection.

International Trade – The majority of the money dedicated to this area was spent on the Global Market Information Database (see the description in New Databases section). Other acquisitions in this area will include another database, USA Trade Online, and two reference books: Craighead's International Business Travel, and Relocation Guide to 90 countries and International Financial Reporting Standards Desk Reference .

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Digital Initiatives

Michel Nguessan

The library is working on the implementation of a digital institutional repository with the collaboration of all other divisions of GSU. The repository is a digital space for storing and publishing (on the web) digital objects related to courses and research. The software application selected is DSpace, an open sources application developed by and in use at MIT. A server was recently set up by ITS. Within the next few months, we will start building Communities and Collections within the institutional repository. Library faculty are planning training workshops for faculty toward the end of the trimester or the beginning of the summer trimester.

The library has acquired CONTENT dm through the CARLI (Council of Academic and Research Libraries in Illinois) Consortium. CONTENT dm is a digital collections development software. This application is implemented by CARLI. The Consortium is currently working on setting up the server. GSU is one of the first institutions trying to get CONTENT dm up and running this winter semester. The server will hopefully be up and running by the end of the trimester. Librarians are working with faculty across the university to develop digital collections related to their research work and planning training workshops for faculty toward the end of the trimester or the beginning of the summer trimester.

The Library is working on developing a Digital Library Center (DLC) in collaboration with ITS. The Digital Library Center will be the central location of all of the digital collections/resources at GSU. As such, it will include DSpace, CONTENT dm, documentation of digital initiatives, calls for digital projects, etc. A website has been created for the DLC. We are currently working to provide content for this site. By the end of this trimester, a link to this site will be available on the library website.

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New Circulation Desk

Mark Hampton

The new circulation desk is up and running. More than being attractive in appearance, we believe that it will assist us in providing more efficient service to our patrons.



Some of its special features are:

- Easy wheelchair accessibility at check-out computers.
- More efficient check-out area for large cumbersome books.
- A third computer check-out area has been added for billing transactions that require confidential services.

Stop in and check it out. The circulation staff anxiously awaits to serve you!

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New Databases

Lydia Morrow Ruetten

The library has recently acquired several new databases. All databases can be found on the library's website located at www.govst.edu/library and by clicking [Journal Articles & Databases](#) in the side menu. When you reach the A-Z page, you can select each database alphabetically.

[Chronicle of Higher Education](#) – is academe's top news resource. The Chronicle is published every weekday and is the best resource for news, advice, and jobs for people in academe. The Chronicle's Web site features the complete contents of the latest issue, daily news and advice columns, thousands of current job listings, articles published since September 1989, discussion forums, and career-building tools such as online CV's, salary databases, and more. This database can also be accessed directly on campus at: <http://chronicle.com>.

[Book Review Index](#) - is a comprehensive source for book reviews that electronically indexes reviews from 1965 to the present, making them easily accessible from an easy-to-use interface. Researchers can search through a wide variety of the most trusted review

publications using multiple search options and see results presented quickly and accurately.

Media Review Digest - provides the most comprehensive review coverage of educational media, along with supplemental coverage of entertainment resources. In addition to coverage of the best reviews in print publications, this resource also provides access to reviews and related resources accessible via the Web -- currently linking to approximately 300,000 full-text reviews.

Choice Reviews Online - provides access to the entire database of CHOICE reviews published since September 1988. The database is updated monthly, with reviews that will be printed in the next monthly issue of CHOICE. The newest reviews appear, arranged by academic discipline and broad cross-disciplinary topic.

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Interlibrary Loan Department Installs Ariel

Terry Rickhoff

Over the recent trimester break, the interlibrary loan department installed Ariel and a new high speed scanner. Ariel is electronic document transfer software specifically designed for libraries to send and receive documents. While most of the benefit so far has been seen by the libraries that request articles from us, we are slowly getting more articles for our patrons via Ariel as well.

What Ariel essentially does, is put scanned documents into files that can be transferred with relative ease. This eliminates the need to mail or fax articles to roughly 95% of the libraries that currently make requests from us. Since so many of the libraries we deal with have Ariel, we will save significant money on postage, envelopes, labels and time spent on each request. This also means that libraries which we might not have assisted or ordered from in the past, because of the time it would take for regular mail, can now be considered as viable options. With Ariel, once an article has been scanned it can be sent in minutes instead of the days it takes regular mail or even the Interlibrary Loan Delivery System.

Ariel also can create PDF files that work with Adobe Reader. This means that in the near future we will be able to email interlibrary loan articles to our patrons that have Adobe Reader.

This has been a good addition to the interlibrary loan department and opens the way for future improvements.

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Talking about the Digital Divide

Michel Nguessan

Dr. Michel Nguessan traveled to Hyderabad, India in December 2005 to present a paper at the Second International Conference on Technology, Knowledge and Society. He presented a paper on "Defining the boundaries of the Digital Divide". His paper was well received by an international audience from Asia, Africa, Europe, America, and Australia. The paper has been submitted for review and publication in the International Journal of Technology, Knowledge and Society .

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Library Room Calendars Are Online

Carol Machura

The library room calendar schedules can now be viewed online by simply clicking [Room Calendars](#) in the side menu of the [University Library's website](#). Anyone can view the schedule for room availability.

To reserve a room, please contact Carol Machura at ext. 2227.

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Free Computer Workshops

Helen Benos

The library is, once again, offering **free computer workshops** in the Library Lab (D2401B).

- Excel
- Powerpoint
- Formatting a Paper in APA Style
- Netscape Composer
- Many others

For more information, visit the library website at www.govst.edu/library.

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Ten New Titles for Winter 2006

Helen Benos

THE ADULT LEARNER

The Definitive Classic in Adult Education and Human Resource Development
Malcolm S. Knowles, Elwood F. Holton III, and Richard A Swanson
LC5225.L42K56 2005

DO YOU SPEAK AMERICAN?

A Companion to the PBS television series
Robert MacNeil and William Cran
PE2828.M26 2005

DR. SEUSS: AMERICAN ICON

Philip Nel
PS3513.E2z787 2004

FROM SILENCE TO VOICE

What Nurses Know and Must Communicate to the Public
Bernice Buresh and Suzanne Gordon
RT42.B83 2003

GET A GRIP! (ELECTRONIC RESOURCE)

Overcoming Stress and Thriving in the Workplace
Bob Losyk

The full text of this title is available in netLibrary.

*For instruction on the use of netLibrary, sign up for Sarah Wegley's workshop on March 20th.

The workshop will be held in D2401B from 2:00—3:00 P.M.

MANIAS, PANICS, AND CRASHES

A History Financial Crises
Charles P. Kindleberger and Robert Aliber
HB3722.K56 2005

MASCULINITIES WITHOUT MEN

Female Masculinity in Twentieth-Century Fictions
Jean Bobby Noble
PN56.G45N62 2004

ON KILLING

The Psychological Cost of Learning to Kill in War and Society
Lt. Col. Dave Grossman
U22.3.G7 1996

THE PSYCHOLOGY AND MANAGEMENT OF WORKPLACE DIVERSITY

Margaret S. Stockdale and Faye J. Crosby, Editors
HF5549.5.M5P79 2004

THE WAYS AND POWER OF LOVE

Types, Factors, and Techniques of Moral Transformation
Pitirim A. Sorokin
BJ1474.S69 2002

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Book Sale

Lydia Morrow Ruetten

The library has two bookcases of book sale materials. Hardbound books are \$1.00 and paperbacks are \$.50. New items are added weekly. Feel free to stop in and browse.

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GSU Library Mugs

Lydia Morrow Ruetten

Since the library is allowing covered beverages in the library (except at the computer stations), we are offering covered mugs for \$5.00. The mugs are available in black or white, and come with a coaster. Both items sport the new library logo, website address, and circulation desk phone number. The cafeteria generously agreed to provide a coupon for one free 16 oz. regular coffee or fountain drink. In addition, if you bring your library mug to the cafeteria for 16 oz. regular coffee or fountain drink purchases, you will be given a \$.20 discount (\$.75 rather than \$.95). Mugs may be purchased at the Library Reference Desk.



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