

D'Amour Says Goodbye to Three Colleagues

Volume 13, Issue 1

Fall 2014

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Have you checked our audiobook collection?

Terrific for commuting, vacations, exercising! We have current fiction and non-fiction CDs!

Enjoy current bestsellers such as: *Silk Worm*, *Big Little Lies*, *The Rosie Project*, and lots more!

At D'Amour Library this fall, many of you may have noticed that something is *missing*. You may have noticed that several of the familiar faces which you have come to know and depend on over nearly three decades are not to be found.

Valerie St. Clair (Bolden-Marshall), *Head of Circulation*; **Daniel Eckert**, *Head of Electronic Resources and Interlibrary Loan*; and **Judith Gossman**, *Serials and ILL Associate at D'Amour*; retired during the summer of 2014. Valerie and Dan both began at D'Amour in 1985, and Judie arrived in 1988. While they adapted to many changes in library technologies, their combined 83 years of service helped shape the supporting environment, programs, collections, and services that D'Amour Library continues to provide today.

Valerie St. Clair (Bolden-Marshall) began her career as Circulation Associate; then after completing her MLIS degree, she became *Head of Circulation*. During her career, Valerie oversaw the conversion of the circulation department from a paper-based system to a digital system which integrated the online catalog, patron records, and billing modules. Valerie's lasting impact on D'Amour library is her concern for student needs, both as learners and as student employees, whom she always had foremost in her thoughts.

As *Head of Electronic Resources and Interlibrary Loan*, **Dan Eckert** oversaw the library's sea-change from print journals to web-based, digital journals, open access, and digital search engines. Dan also helped bring the D'Amour Library presence to the web, and started the Athenaeum Lecture and Arts Series. He created, maintained, and evolved the library's web page from its inception through three major re-designs.

Judie Gossman, *Associate*, offered joyful assistance in *Serials* and later in *Interlibrary Loan* to provide the intricate details that allowed students to access the information owned by D'Amour Library. Early in her career Judie kept track of the print journals—recording and housing the physical objects. In the ILL Department Judie digitally processed thousands of student and faculty requests for articles and books that were borrowed from libraries across the U.S.

While D'Amour Library's values have remained student focused and strong, the technologies in



Valerie St. Clair, Judie Gossman, and Dan Eckert

the library have experienced a paradigm shift, from print to digital. Although the trio's presence is missing, the results of their commitment to excellence in student learning abides. The D'Amour Library staff wishes Dan, Valerie, and Judie happy, well-deserved retirements!

- Mary Jane Sobinski-Smith

New Databases

D'Amour Library now subscribes to Elsevier's **ScienceDirect** database, covering the Pharmacology, Toxicology, and Pharmaceutical Science subject collection. This collection adds 99 new titles to the library's current pharmacy e-journals including *Advanced Drug Delivery Reviews*, *Pharmacology & Therapeutics*, *Drug Discovery Today*, and *Toxicology and Applied Pharmacology*.

An interesting and helpful feature of **ScienceDirect** is the ability for users to set journal, book series, topic, and search alerts. Setting alerts directs the database to send digital notifications whenever new articles, volumes, or book series become available on **ScienceDirect**, or when saved searches retrieve new results. The alert feature is available to users who create a free, personal **ScienceDirect** account.

A full color version of D'Amour Library Newslines is available (in pdf format) online through the D'Amour Library Homepage. We also have archived issues of Newslines going back to 2006.

D'Amour Library New DVDs

Films

Chef

Edge of Tomorrow

The Fault in Our Stars

Godzilla

Grand Budapest Hotel

Transformers: Age of
Extinction

X-Men: Days of Future
Past

Television Series

Big Bang Theory
Season 7

Homeland Season 3

True Detective

Reference Hours

During these hours, professional staff are available for research assistance in person, by phone, IM, and email.

Monday-Thursday:

9:00 a.m. - 9:00 p.m.

Friday:

9:00 a.m. - 4:00 p.m.

Sunday:

1:00 p.m. - 8:00 p.m.

****Do you have an idea that might help improve the Library? We'd like to hear from you!!**

D'Amour has a **suggestion box** at the Circulation Desk, as well as an online form on the D'Amour Library homepage. Let us know what you think!**

Students "Lite" Up D'Amour: LibQUAL+ Survey 2014

"I believe that, on the whole, this library provides a fantastic resource for students here on campus, in both their direct academic interests as well as interests outside of course work."

This comment by a senior English major was just one of 305 comments submitted by participants in the 2014 administration of the LibQUAL+ user satisfaction survey. LibQUAL+ is an internationally recognized instrument developed by the Association of Research Libraries. The survey allows participants to rate minimum, desired, and perceived service levels for a number of library services. Since its first administration in April, 2007, the survey has been an essential element in D'Amour Library's continual assessment efforts; efforts designed to determine which services are most important to the Library's users, how well the staff is delivering those services, and how well the Library is meeting the needs of the students overall.

Delivered via Kodiak to all undergraduate and non-law graduate students and via an emailed web link to staff members in April, 729 people answered the Library's call to "lite" up D'Amour." Because a com-

mon complaint in 2007 and 2010 was the length of the survey, the Library chose the "lite" version of the survey for the 2014 administration. This version uses fewer questions to measure satisfaction in three areas of library service: effect of service, information control, and library as place.

The 695 valid responses included: 547 undergraduates, 63 graduate students, 38 members of the faculty, and 36 staff members. Participation by class was well-balanced, with the class of 2015 contributing a high of 161 respondents. As the library staff had hoped, the overall level of satisfaction with library services improved over both the 2007 and 2010 results and further statistical comparisons with the 2010 results indicated improvements in both the adequacy means (the difference between the "minimum" and "perceived" scores) and superiority means (the difference between the "perceived" and the "desired" scores) in all three areas measured.

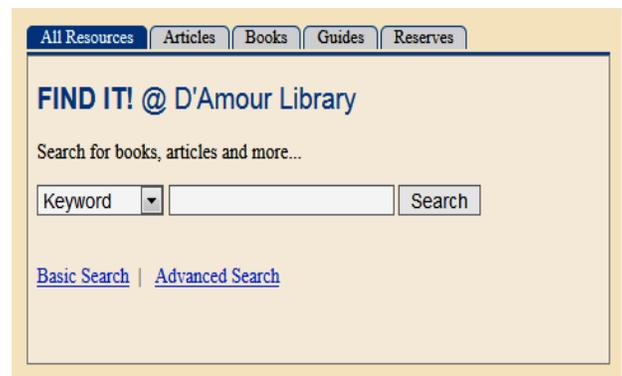
These improvements are most gratifying, especially those reflecting (continued on Page 3)

Introducing "FIND IT! @ D'Amour Library

You've probably noticed the new search box (shown at right) on our library homepage: FIND IT! @ D'Amour Library. Using keywords, this is a comprehensive library search that results in articles as well as books. Use the limiters you have become familiar with such as full-text, scholarly or popular articles, publication date, or catalog only, to limit the many hits you get searching this interface.

Like much new technology, our FIND IT! search has had its growing pains. Rest assured, we continue to tweak and improve this search. We are hoping to enjoy its full capabilities very soon! If you have any difficulty using FIND IT! or would like a "tour" of the product, stop by and ask us! We would love to help.

- Vicky Ludwig



D'Amour Promotions

D'Amour Library is pleased to announce the promotion of two veteran staff members. Over the summer Lindsay Roberts and Deborah Beagle assumed new roles in D'Amour Library. Lindsay, formerly D'Amour's Circulation Associate, became Head of Access Services and Electronic Resources. Deborah Beagle, formerly one of two Evening Circulation Supervisors, is now the Library Associate for Serials and Interlibrary Loan. Both roles involve broad responsibilities and significant opportunities to help shape the future of D'Amour Library.

So, what excites them most about their new positions? Lindsay mentions, "Every day I'm learning something new. I'm excited by the variety of my work." Deb responds, "I'm excited that by helping obtain research materials, I not only get an opportunity to contribute to the learning environment, but also am exposed to many interesting topics and theories."

Congratulations from the rest of the D'Amour Library Staff!

... From the Archives

ARCHIVES! The very word evokes images of boxes stuffed full of long forgotten information. Right?

Wrong! Most archivists would say that an archive is a repository that preserves primary source records of historical, cultural, or evidentiary worth. Thus, an academic archive often contains images, tapes, and memorabilia as well as the accumulation of the collective administrative and social activities of the institution. Yet, to be effective, this material must be organized, preserved, and made accessible.

And there's the rub! Organizing and preserving may be arduous tasks, but while the process of doing so may be time consuming, an institution's history must be carefully preserved. Access to these materials, however, is a different story. In order to maintain security, access is usually severely limited; typically an archive is a "closed stack," with admission limited to professionals.

So, how do institutions make information available? Through Digitization! At Western New England University we have begun the process of digitizing the archives so that components will be accessible to the campus community.

Our first step was completed last summer. Pharmacy learner Michelle Tran created a searchable box list of all of the archival holdings. This document, which is several hundred pages long, can be searched by an archivist to locate where actual items are stored. Additionally, she labeled each acid-free box with its contents, and each shelf with a listing of specific boxes. In essence, this is a digital record of the contents of the archives. It will be updated as new items appear.

Our second (and ongoing) step was to digitize the large collection of slides in the archives. With the generous gift from Dr. Caprio of a slide to digital converter, Junior Zipporah Odom is creating a digital slide collection. She scans slides and files them digitally in appropriate folders.

The third step (again ongoing) dealt with the enormous assortment of pictures. Junior Heather Consorte has developed a filing system which currently fills four filing cabinets. A grant from the Alumni Association allowed the purchase of a scanner, which meant she can scan photos (as well as text) and send them electronically to those who request them. For instance, if someone wanted to see what the campus looked like before there were any buildings, she could send them a digital image.

The fourth step was under the auspices of a Library Services and Technology Grant awarded by the Massachusetts Board of Library Commissioners. Under the grant, the Digital Commonwealth (a statewide effort to provide access to



Western New England's Archives in November 2014

digital resources of cultural institutions in Massachusetts) collaborated with the Boston Public Library to create, maintain, and expand digital resources. Senior Jeffrey Warner created metadata (descriptive data about a resource) to describe the entire collection of student newspapers as well as the collections of *Perspectives* and *Communicator* magazines. These documents are now being scanned by sophisticated equipment at the Boston Public Library and will soon be available electronically.

These digitization efforts are but the beginning of an exciting venture. For instance, Pharmacy learner Susan Ahn is completing three volumes of the pictures and provenance of the University art collection. "Realia," (memorabilia) from when the University was a college, has been preserved using specially designed acid-free materials. Plans for the digitalization of images of these materials are under consideration.

-Rosemary O'Donoghue

(LibQUAL+ continued from Page 2)

satisfaction with the level of service provided by the library staff at various service desks. Students gave the question, "How would you rate the overall quality of the service provided by the library?" a mean response of 7.82 on a 9-point scale. They also indicated satisfaction with information literacy instruction. The undergraduate mean responses ranged from 7.36 to 7.61 for LibQUAL+ Lite's core questions on information literacy outcomes most relevant to them, a nice result given the librarians' exceptional efforts in the classroom and at the reference desk.

Unfortunately, despite efforts to increase and improve study space over the past few years, the 2014 results continued to point out that the D'Amour Library space has more work *(continued on Page 4)*

Notable New Books at D'Amour

***Citizen Coke: The Making of Coca-Cola Capitalism* by Bartow J. Elmore.** The story behind the marketing and advertising behemoth that created Coca-Cola.

***The Dream of the Great American Novel* by Lawrence Buell.** An ambitious literary survey and new look at how the Great American Novel continues to evolve.

***Flash Boys* by Michael Lewis.** An unflinching look at the intricacies of high-frequency trading and the colorful, perseverant personalities that occupy the financial markets.

***How Google Works* by Eric Schmidt and Jonathan Rosenberg.** A look inside Google, the culture, the execs, and the workings of the information giant.

***The Marshmallow Test: Mastering Self-Control* by Walter Mischel.** A groundbreaking new book on self-control and its rewards.

***Political Order and Political Decay* by Francis Fukuyama.** Superb political science and history writing on the current modern state of democracy.

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Follow us and we'll fill you in on the library scoop and other entertaining and interesting social media tidbits!

Who we are

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Head of Access Services
and Electronic Resources

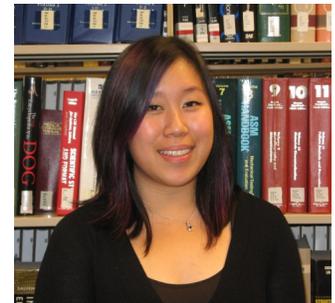
Mary Jane Sobinski-Smith,
Head of Information
Literacy and Instruction
Services

D'Amour Welcomes New Staff Members

D'Amour Library is happy to welcome and introduce Jennifer Bolmarcich as our new Evening Circulation Supervisor for Sunday, Tuesday, and Thursday nights. Jennifer's favorite book is *Their Eyes Were Watching God* by Zora Neale Hurston. Jennifer has a BA in Political Science with a minor in French from Arcadia University and has extensive experience assisting patrons and troubleshooting technology in a public library environment. Jennifer oversees the Circulation Desk, supervises students, and handles course reserves. If you need any assistance on Sunday, Tuesday, or Thursday evenings, please contact Jennifer at jennifer.bolmarcich@wne.edu, or 782-1510.



D'Amour Library is pleased to welcome and introduce Eugenia Liu as the Information Services and Instruction Librarian: Liaison to Pharmacy and the Sciences. Eugenia's favorite book is *The Mists of Avalon* by Marion Zimmer Bradley. Eugenia hails from Georgia and received a BA in Art History from Georgia State University. Eugenia is a recent MLIS graduate from the University of Buffalo, where she worked in the Health Sciences Library. Since Eugenia will be serving as the liaison to the College of Pharmacy as well as a member of the D'Amour Library team, her experience will be invaluable. Contact Eugenia at eugenia.liu@wne.edu, or 782-1534.



D'Amour Library is pleased to welcome and introduce Rebecca Morin as our new Circulation Associate. Rebecca's favorite book is *Night* by Elie Wiesel. Rebecca graduated from Western New England in 2011 with a BA in History. She has worked as an educator at Old Sturbridge Village, and as an assistant at the American Antiquarian Society, and she has a great deal of experience working with patrons. Rebecca supervises student assistants, manages the Circulation Desk, and handles course reserve requests. If you need help with circulation or reserve issues, please contact Rebecca at rebecca.morin@wne.edu, or 782-1510.



(LibQUAL+ continued from Page 3)

to do to meet students' expectations. A quieter environment is sought by many students, undergraduate, and graduate alike; more study rooms, study tables, and generally more space are desired, as is much better late night work space; more outlets for portable devices are needed; and, as always, better temperature regulation is sought after. Several students mentioned the need for additional "Quick Jobs" stations for printing; in response, two more computer stations were converted this semester for a total of six.

As with the 2007 and 2010 surveys, the participants' thoughtful comments provided a goldmine of helpful information. Core question responses indicated a general satisfaction with the resources and technology available in and through D'Amour Library, but many comments brought attention to the fact that specialized software; e.g., engineering programs, are not available in the Library at all, which

puts those majors at a disadvantage, especially during the late night hours. Other comments suggested making a scanner with an automatic document feeder available and adding more computers for general use, as well as more printers, and wireless printing for laptop users was well supported. Several students made the case for more science resources, especially online journals and databases. Unfortunately, there are no quick fixes for many of the concerns, but rest assured that the library staff is working to address them.

The staff of D'Amour Library greatly appreciates the terrific response to its call for participation in the LibQUAL+ Lite survey. Users were overwhelmingly supportive of the Library, but also constructively critical in meaningful ways. With these responses as our guides, we will continue to improve and enhance our services, our collections, and our facilities.

- Priscilla Perkins