

Mediascape Encourages Collaborative Learning

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A new group workstation has arrived on the main floor of D'Amour Library! Ideal for collaborative work with groups of two to six patrons, the Collaboratory Mediascape displays a small laptop screen onto a large 38 x 22 inch HD monitor. The monitor, large enough to be viewed by a working group of up to six people, is attached to a semi-circular conference table.

The Mediascape provides six connections to the monitor, allowing each of the six connected laptops to project to the screen one at a time. Sound is provided to each individual through headphones or to the group through an individual laptop speaker. As more faculty are focusing on collaborative learning for Western New England College students, the Mediascape will provide a much needed venue for groups to work together.

In describing the need for the Mediascape, Priscilla Perkins, Director of D'Amour Library, indicated that "...the use of all of the Library's collaborative spaces -- from the study rooms to the Collaboratory -- has been growing. Many of the student comments submitted on the LibQUAL+ surveys last April (see *related story*) requested even more study and group spaces." The librarians and staff of D'Amour are excited to make this new technology tool available to the College community.



Students using the Mediascape in September

The Mediascape is found next to the Collaboratory Workstations and the Print Periodicals. To use the Collaboratory Mediascape, bring your own laptop or borrow one from D'Amour Library at the Circulation Desk. Valerie St.Clair (formerly Bolden-Marshall), Head of Circulation, notes that "...the Mediascape may be reserved for up to two hours and is available to students, faculty, and staff of the College." Sign-up to use the Mediascape at the Circulation Desk.

- Mary Jane Sobinski-Smith, Head of Instruction

LibQUAL+ Survey: What the Students Think!

"The library is the best place for me to focus and complete my work in a comfortable environment."

This comment by a senior business student was just one of 293 comments submitted by the participants in the 2010 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 these services, and how well the Library is meeting the overall needs of its students.

Delivered via Manhattan to all undergraduate and non-law graduate students and via an emailed web link to staff members in April, over 900 people answered D'Amour Library's call to once again "Fill us

in, fill it out, get your fill." For statistical purposes, 792 surveys were considered valid. These surveys were contributed by 706 undergraduates evenly divided between male and female students, 25 graduate students, 35 members of the faculty, and 26 staff members. Overall there was broad representation of the disciplines in the results. Participation by class was well-balanced, with the only remaining class cohort from the 2007 administration, the class of 2010, contributing 162 respondents.

Statistical comparisons with the 2007 results indicated that the perceived level of satisfaction by users had improved; however, these gains were balanced by almost equivalent increases in the desired levels of services. Thus, overall satisfaction with library services remained nearly identical to 2007.

The 2010 results indicated several areas of student satisfaction with the Library. Undergraduate users were very satisfied (*LibQUAL+ continued on page 3*)

D'Amour Library New DVDs

Films

Alice in Wonderland

Amelia

Avatar

The Blind Side

Couples Retreat

Crazy Heart

Date Night

Endgame

Fantastic Mr. Fox

From Paris with Love

Imaginarium of
Doctor Parnassus

Green Zone

The Hurt Locker

The Informant!

Pirate Radio

Sherlock Holmes

Shutter Island

Television Series

Bones Season 4

Dexter Season 4

House M.D. Season 5

The Tudors Season 3

True Blood Season 2

****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!**

From the Library Director's Desk

My family shares a driveway with our neighbors. During the winter we shovel snow together and in the summer we share a basketball court when their children are not riding their bikes up and down the concrete pathways. On the last Saturday of August, four-year-old Kenzie was doing just that when I asked when school started. Her mom said that preschool would start the coming Thursday and Kenzie's face lit up like a Fourth of July firecracker! Her eyes brightened and her smile stretched from ear to ear; she would be with her school friends again soon and doing all sorts of fun learning "things."

As the new academic year begins, I have to admit to sharing Kenzie's excitement and happy anticipation. It is always wonderful to see and hear D'Amour Library alive with students reading, talking, studying, and collaborating again after the relative quiet of summer. And this year, it is especially exciting because many changes occurred between graduation and the beginning of fall semester; changes we hope will make the time you spend in the Library more comfortable and productive.

Be sure to check out D319 where new paint and furniture give the room a fresh and lively look. And try out one of the quick, new Windows 7 PCs that replaced the older Gateway Profiles! For those who are new to Windows 7, watch for an early Techno-Smarts workshop on the operating system so that you can make the most of its exciting features.

Also note the new location of the DVD and compact disc collections on the main level. Having outgrown the space on the single-sided wall stack, the DVDs and CDs have been moved to the first range of the reference collection where the collections have room to expand for at least a few years.

Perhaps the most exciting change is the result of a joint effort by Administrative Services and the Library – the purchase of a laptop collaborative workstation dubbed Mediascape by Steelcase, its manufacturer. The workstation was added to provide more group workspace, something oft-requested by library users. We believe the students, faculty, and staff will put it through its paces during the year and find it a useful tool for their academic work. Please see Mary Jane Sobinski-Smith's article on the workstation in this issue.

Another change to the Collaboratory that we think will be well-received is the installation of three new, faster scanners. The older scanners will be distributed around the Library making a total of seven available in the building.

While our student assistants and our colleagues in OIT were busy moving books and computers, we were also busy enhancing the library resources that you will need to make this academic year a success.

New databases and books have been added to support new courses and topics, the bestseller collection has been expanded to include audio books, and new journal subscriptions are on their way. And watch for new online tutorials for research tools and methodologies on the Library's website.

Although the summer months were very productive, there is still much to do. During the year we will continue to address concerns with the collection identified by participants in last April's LibQUAL+ survey as well as other issues indicated by the survey results.

We know that you will be dedicated to your work this academic year; rest assured that all of us in D'Amour Library will be too!

Priscilla Perkins, Director, D'Amour Library

Database News

D'Amour Library has expanded its collection of online databases. These recent purchases will provide access to an extensive collection of materials in the fields of medicine, business, the humanities, and other areas.

Cochrane Collection Plus offers library users health care information in the form of product trials and product reviews as well as the medical effects of particular methods of treatment. This tool will be of use to students as well as medical professionals.

Credo Reference is a library tool that provides access to more than 500 titles in fields such as: business, history, medicine, psychology, technology, and numerous additional areas. Specialized dictionaries and encyclopedias provide both basic and advanced tools for the library user. Library users can search by keywords as well as by image. Additional functions include concept mapping and a measurement conversion tool.

International Pharmaceutical Abstracts provides access to journal literature covering all aspects of drug therapy and pharmaceutical information including biopharmaceutics and pharmacokinetics, drug delivery systems, pharmacist liability, and other topics.

Medline with Full Text offers library users full text access to more than 1,400 medical journals. This database offers substantially more coverage in the areas of: medicine, nursing, the health care system, and pre-clinical sciences, than the standard version of Medline.

These databases are accessible both on campus and off-campus via D'Amour Library's website.

Dan Eckert, Head of Electronic Resources & Interlibrary Loan Librarian



Two of D'Amour's 2010 LibQUAL+ Prize Winners Raquel Lorenzetti (left) and Aesha Patel (right)

(continued from page 1) with the staff's willingness to help them and with the staff's "readiness to respond to users' questions." Many participants' comments reinforced this satisfaction, "[t]he staff is also extremely nice and helpful when it comes to aiding students with projects" and "[t]he staff is very inviting and always there to answer any questions I may have. They have gone above and beyond on many occasions to help me."

Other results indicated that the students are satisfied with the access tools provided to the Library's resources and that they see the library as a "comfortable and inviting location." This point was the subject of numerous student comments including, "[t]he couches are great and provide a more relaxed setting to read a book, study or take some notes," and "[it] has become my second home. I love the atmosphere and it helps me a lot when I study in the library."

Student responses to the survey's twenty-two core questions indicated a desire for more technology, more print and electronic resources, and better study space. The comments submitted by the participants clarified specific needs. While more than 125 computers are available to students in D'Amour Library, more computers and printers are still desired, especially at the busiest times of the semester. And although many students commented that they had no trouble finding the necessary resources for their projects and coursework, many indicated that they thought the collections could be improved with more electronic resources, especially journals in specific disciplines.

Interestingly, in this age of iPods and cell phones, quiet areas are still very much desired, as are individual and group study areas. Student comments suggested that the library staff should better enforce the cell phone quiet policy.

Because the comments could be seen while the survey was open to participants, the Library was able to respond immediately to

some of the suggestions offered by its users. Two more iMacs were moved to the lower level editing rooms so that they would be available during the Late Night at D'Amour hours; weekend hours were added to the Late Night schedule. Other summer responses included: the start of an audio book collection, the replacement of the older Gateway computers with new, 64-bit Windows 7 PCs, and the purchase of new online databases and journals. Some changes, such as the painting of the study rooms, the addition of technology to those rooms, and providing extended library hours, will take more time and resources, but plans for these changes are being developed.

The staff of D'Amour Library greatly appreciates the terrific response to its call for participation in the LibQUAL+ survey. Users were overwhelmingly supportive of the Library, but also constructively critical. We heard both the kind words and the earnest concerns. With them as our guides, we will continue to improve and enhance our services, our collections, and our facilities.

Priscilla Perkins, Director, D'Amour Library

LibQUAL+ Survey Incentive Prize Winners

Students:

- Donna Haskell: Nintendo Wii Bundle
- Conor Lomas: iPod Touch
- Alyssa DiNubila and Raquel Lorenzetti: Bertucci's Gift Certificates
- Aesha Patel: Barnes and Noble Gift Certificate
- Evan DeSorbo: Campus Bookstore Gift Certificate

Faculty/Staff:

- Dr. Michaela Simpson: Amazon Kindle
- Dr. Janet Bowdan and Dr. Thomas Hull: Barnes and Noble Gift Certificates
- Dr. Jeanie Forray and Ms. Annabel Hallgren: Bertucci's Gift Certificates

Notable New Books In D'Amour Library

Complete National Parks of the United States (National Geographic).

A beautiful guide to over 400 parks, monuments, historic sites and other national treasures.

The Facebook Effect: The Inside Story of the Company That Is Connecting the World

by David Kirkpatrick. A colorful look at Facebook from its beginnings in a college dorm room to its unparalleled popularity.

Four Fish: The Future of the Last Wild Food

by Paul Greenberg. An investigation into our history of eating fish and the issues of sustaining wild fish systems.

Lives Like Loaded Guns: Emily Dickinson and Her Family's Feuds

by Lyndall Gordon. An intriguing attempt to unravel the mystery surrounding this famous local poet and her colorful family.

Masterpieces of Impressionism and Post-Impressionism: The An-nenberg Collection

(Metropolitan Museum of Art). An in-depth look at this most remarkable collection of art at the Metropolitan Museum.

Nox by Anne Carson. A beautifully packaged, stunning work by an important contemporary poet.

A full color version of D'Amour Library Newsline is available (in pdf format) online through the D'Amour Library Homepage.

D'Amour Library
Western New England College
1215 Wilbraham Road
Springfield, MA 01119

Phone: 413-782-1535
Fax: 413-796-2011
Reference: 413-782-1655

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.

Who we are

Isabel Barbeau, Library Associate for Collection Development

Deborah Beagle, Evening Circulation Supervisor

Joshua Becker, Instruction Librarian & *Newsline* Editor

Damian Biagi, Catalog Librarian

Terrilyn Calloway, Evening Circulation Supervisor

Sherrilynn Chelkonas, Staff Assistant

Dan Eckert, Electronic Resources and Interlibrary Loan Librarian

Judith Gossman, Library Associate for Serials

Kyle Hutchinson, Pharmacy Librarian

Vicky Ludwig, Collection Development Librarian and Reference Coordinator

Rosemary O'Donoghue, Archivist

Priscilla Perkins, Director

Lindsay Roberts, Circulation Associate

Valerie St.Clair, Head of Circulation

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

D'Amour Welcomes New Staff Member

D'Amour Library is pleased to introduce our newest librarian, Kyle Hutchinson. Kyle received a B.S. in Biology from the College of William and Mary, and a master's degree from the Graduate School of Library and Information Science at Simmons College. Kyle most recently worked as a circulation supervisor at the Massachusetts College of Pharmacy and Health Sciences Library. Kyle comes with a great deal of other relevant library experience. She also held a very interesting position at the Museum of Science in Boston as a museum interpreter, providing instruction and demonstrations in many science topics, including animal behavior and anatomy, to a diverse range of museum visitors.

Since Kyle will be serving as the Pharmacy Librarian in our exciting new School of Pharmacy, as well as a member of the D'Amour library team, her experience will be invaluable. This fall, Kyle will be working closely with the instruction librarians at D'Amour providing information literacy sessions to first-year students in many disciplines.

Kyle's most enviable recent accomplishment was a two-day stint on the popular game show "Jeopardy," which had all of us very impressed and excited.



Kyle Hutchinson, Pharmacy Librarian, became D'Amour's newest staff member on July 1st.

Please feel free to come by and welcome Kyle to the Western New England community.

- Vicky Ludwig, Collections Development Librarian

D'Amour Library - Fall Calendar of Events

Athenaeum Series

Thursday, September 30, at 4:00 p.m., Frank Gallo, professor of Criminal Justice at Western New England College, will present a lecture titled "From Battlefield to Street: Reintegration Challenges and Effective Treatments for Police Combat Veterans with Post-Traumatic Stress Disorder." D'Amour Library, Room 319.

Thursday, October 21, at 4:00 p.m., Denine Northrup and Jason Seacat, professors of Psychology at Western New England College, will speak on "Curbside Recycling: Research, Theory and Public Policy." D'Amour Library, Room 319.

Thursday, October 28, at 4:00 p.m., Jeff Schrenzel, professor of Social Work at Western New England College will speak on "Our Federal Deficit: How Did We Get Here and What Do We Do?" D'Amour Library, Room 319

Thursday, November 11, at 4:00 p.m., Susan Berry, professor of Neurobiology at Mount Holyoke College, will speak on "Fixing My Gaze: A Neurobiologist Describes How We Can Retrain our Brain at any Age." D'Amour Library, Room 319.

Athenaeum Arts Series

Thursday, October 7, at 12:45 p.m. Improv on the Rocks, Western New England College's own improv troupe, will perform skits based on audience suggestions. Clarke Reading Room D'Amour Library

Thursday, October 14, at 12:30 p.m. Seth Glier, local singer and folk musician, will be performing. D'Amour Library, Room 319.

Techno-Smarts Series

Thursday, September 23, at 12:30 PM Workshop: "Introduction to Inspiration Software" D'Amour Library, Digital Learning Center

D'Amour Library Event Locations:

Clarke Reading Room: first floor in the addition towards the back.

Digital Learning Center (DLC): the computer classroom in the addition on the back of the second floor.

Room 319: on the third floor, at the top of the stairs near the lobby.