

## The Library's User Education Program Focuses on Students and Faculty

Started more than twenty years ago, the Library's User Education Program coordinates the instruction for a variety of classes and workshops scheduled throughout the year. An average of 350 sessions are held each year. All librarians participate in the User Education Program which is a functional unit of the Library's Access and Information Services division.

The Library recognizes and values the role it plays in student success, and the User Education Program represents a definitive effort to contribute toward the University's mission. The examples below are typical of the type of instruction activities conducted by the professional staff of the Cheng Library:

- ◆ A research methods class focusing on Sociological Abstracts;
- ◆ An orientation for students in Freshman Seminar;
- ◆ An upper-level class covering several electronic resources for art;
- ◆ A one hour workshop in basic library resources;
- ◆ An individual research assistance session conducted online.

The multi-faceted approach of this program is designed to ensure that students take full advantage of the resources available to them. Students may be adept at some Internet functions, but they are not always proficient in using discipline-specific resources.

### Course-Related Instruction

At the beginning of the fall semester, Judy Matthew, Coordinator of User Education, sends a letter to all faculty describing the program and inviting them to schedule a library instruction class. The response has been very favorable. During the 2002 academic year, nearly 300 course-related classes were held.

These classes are initiated by the faculty and tailored to the research assignment of the course.

### Freshman Seminar

Equally important are the orientations provided for new students in Freshman Seminar classes. Here, the librarian must meet the difficult challenge of giving the students a sense of the Library's book and journal collections, both physical and electronic, and also highlight our databases and services, such as reserves and interlibrary loan — all within 50 minutes!

### Information Literacy

To contribute toward the development of students' information literacy skills, most classes incorporate the instruction and practice of one or more of these skills. As defined by the American Library Association, information literacy is the set of skills required to find, retrieve, analyze, evaluate, and use information effectively.

Information literacy has received increased emphasis from the Middle States Commission on Higher Education and is now mentioned throughout its standards of accreditation. The Library, in particular, is cognizant of the pivotal

role it exercises in fostering these skills.

Dr Anne Ciliberti, Director of Library Services, point out, "The Library's User Education Program actively seeks faculty who are interested in collaborative projects to make information literacy an integral part of the curriculum."

### Research Assistance

While the Library has always provided individual instruction by request, beginning this semester, a Research Assistance Request form was added to the Library's homepage to highlight this service. Librarians will assist both individuals and groups with in-depth research questions, either in person or online.

### Workshops

More than 30 workshops are offered every fall and spring semester. These sessions range from a basic introduction to the Library's resources to advanced sessions covering a large and complex databases like Lexis-Nexis. Other sessions focus on such topics as alternative press resources, e-journals, and education or psychology resources.

### Online Tutorial

An online tutorial was recently created to provide additional guidance in Library research. This web-based tour is designed to guide new library users through a virtual visit of the library and the process of conducting library research.

### Future Directions

The program continues to seek creative and collaborative activities with faculty and to develop assessment measures to evaluate the effectiveness of the instruction.



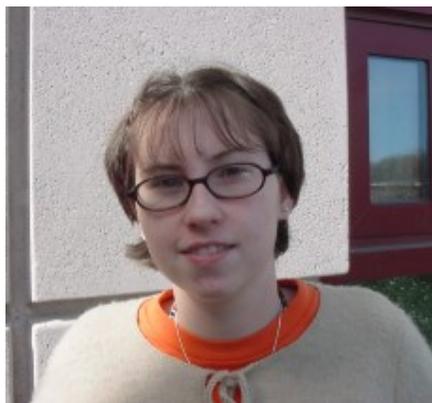
*Judy Matthew responds to a student's question during a library instruction class.*

---

## *Library Appoints Three New Staff Members*

---

### **Kristen Spooner Joins Lending Services as Circulation Assistant**



Kristen Spooner joined the Library as a full-time staff member

in the Lending Services Department on November 18, 2002. She had previously worked part-time in both Periodicals and Lending Services while completing her baccalaureate degree. Kristen graduated from William Paterson University with a B.S. in business in May 2002.

She is excited about her position in Lending Services and hopes to make use of her creativity.

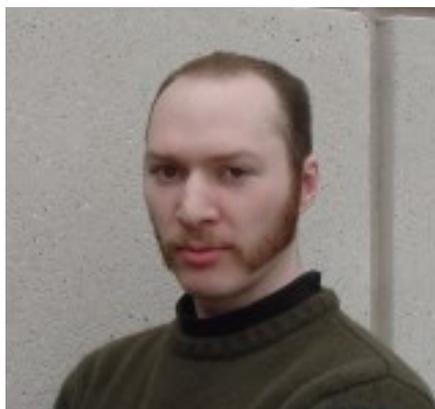
Kristen is responsible for maintaining the department's circulation

records. As the Library's liaison with the copier service, Kristen also helps to maintain the copiers in good working order. She is an enthusiastic employee and will readily assist others in the department.

Kristen enjoys traveling and spent the summer after graduation exploring Europe. A resident of Haledon, Kristen shares an apartment with her sister, Jessica, a current William Paterson University student and a part-time member of the Library staff.

---

### **Eric Meulemans Appointed Principal Library Assistant**



Eric Meulemans was appointed as a staff member of Lending Services on November 19, 2002. He had pre-

viously served in a part-time capacity in the same department.

In his new position as Principal Library Assistant, Eric works in both Lending Services and Periodicals, and is striving to keep the circulating collection in the best order possible. Prior to his position at the Cheng Library, he was employed as a Historical Interpreter/Educator at Waterloo Village in Stanhope, New Jersey.

Eric holds a B.S. in Historic Preservation from the Roger Williams University School of Archi-

tecture in Bristol, Rhode Island.

After completing his degree, Eric worked on a variety of 17<sup>th</sup>-20<sup>th</sup> century structures as a restoration contractor in Connecticut.

Foremost among his varied pastimes is his love of horses, as Eric is an avid equestrian. He enjoys photography and attending historic reenactments, both as a spectator and participant.

Eric also enjoys the crafting of things in wood, metal, and leather using hand tools and following traditional techniques.

---

### **James DeRose Joins Library's Information Systems as Support Specialist**



James DeRose was appointed as a Support Specialist for the Library's

Information Systems department on December 16, 2002. James had previously work in the Library on a part-time basis for three years.

As support specialist, James is responsible for the maintenance of the public and staff computers in the Library. Additionally, James maintains inventories, installs and troubleshoots software, and is the main technical support contact for the Library staff. He creates and presents training workshops to the staff in the use of computers and

applications.

James will assist with migrating the Library's online catalog to a new system, Endeavor. This change will take place during the spring and summer and involves the complex data and record conversions of several modules of this integrated system.

James is an accomplished guitarist, an interest he has pursued for 18 years. He also gives guitar lessons and plays both guitar and bass with several musical groups.



## THE FRIENDS OF THE CHENG LIBRARY A Letter from the Chair



In "The Analytical Language of John Wilkins," Jorge Luis Borges, a maker as well as lover of books, playfully wrestles with one of the perennial challenges faced in any attempt to organize knowledge: how to classify things. He discusses the division of animals contained in "a certain Chinese encyclopaedia entitled *Celestial Empire of Benevolent Knowledge*," in whose "remote pages it is written that the animals are divided into: (a) belonging to the emperor, (b) embalmed, (c) tame, (d) sucking pigs, (e) sirens, (f) fabulous, (g) stray dogs, (h) included in the present classification, (i) frenzied, (j) innumerable, (k) drawn with a very fine camelhair brush, (l) et cetera, (m) having just broken the water pitcher, (n) that from a long way off look like flies." One is cheered by the category "et cetera" for it offers a perfect rationale for the method by which most of one's household possessions, especially books, seem perpetually organized.

But "fabulous" offers delightful possibilities as well. It is the perfect category in which to place the series of programs offered under the auspices of the Friends of the David and Lorraine Cheng Library at William Paterson University during this academic year. In December, Richard B. Bernstein gave an illuminating lecture on the career of William Paterson, deftly and purposefully laying a foundation – surveying his role in local, regional, and national events – which we hope future lecturers will raise to extend our understanding of a figure so pivotal to the University.

Not content solely to ruminate on the past, in May we will host Chris Hedges, author of *War is a Force Which Gives Us Meaning*. Hedges spent fifteen years as a war reporter, most recently for *The New York Times*, and was held as a prisoner by the Iraqi Republican Guard at the close of the first Gulf War. We expect his lecture to provide us with a fitting opportunity to reflect on our current state of affairs as he develops his deeply personal, almost agonizing, ethical analysis of the place of war in American culture as well as in the formation of an American identity. We invite you, whether tame or frenzied, to attend this timely event.

As always, we invite you to join the Friends. Our work would not be possible without the contributions of time and resources so generously offered by our current members. Through their good graces and, we hope, yours, we have eluded the category of "embalmed." One day, with your help and the help of others like you, we may proudly claim to belong in "innumerable."

John Koontz, Chairperson  
THE FRIENDS OF THE CHENG LIBRARY

## Library Hosts Reception for University Authors

On April 2, 2003, the Library hosted its annual Author Reception. This fete honors members of the William Paterson University community who have published substantial works during the previous year.

An annual bibliography is compiled listing the authors' submissions, and this year 46 contributors are represented, many of whom authored more than one publication.

Many authors also donate a copy of the published book or compact disk to the Library and these works are displayed on a special bookcase in the Paterson Room.

For more information about the Author Reception and collection, contact Pamela Theus, Assistant Director for Collections and Resource Management, [theusp@wpunj.edu](mailto:theusp@wpunj.edu) or 973-720-2160.

## Four Student Assistants Honored with Awards

Four student assistants of the Cheng Library were selected to receive the Outstanding Student Assistant Award for the 2002-2003 academic year.

The awards were presented at the Library's Annual Student Assistants Recognition and Awards Reception held on April 8, 2003 in the Paterson Room. In addition to the award presentations, this reception gave the staff an opportunity to recognize the valuable contributions of all of the Library student assistants, and to thank them for the work they do.

To be eligible for the award, student assistants must have good attendance records and have performed services significantly above their job descriptions.

The students selected to receive the Outstanding Student Assistant Award this year were Kimberly Elder, Charlie Slade, Chad Dalzell and Neftaliz Moya.

Kim Elder is a history and elementary education major who works in the Library director's office. Charlie Slade, a student assistant in the Periodicals Department, has worked for the Library for three semesters.

Chad Dalzell and Neftaliz Moya both work in Lending Services where they have each won the "Outstanding Shelver Award" for the most books shelved during one semester. When they work together, they are a dynamic team and have shelved more than 20,000 books combined. Nef plans on going into law enforcement, and Chad is pursuing a degree in psychology and would like to earn a graduate degree in counseling.

Congratulations to Kim, Charlie, Chad and Nef, and "thank you" to all of the Library's student assistants.

# The Cheng Library Participates in Q and A NJ

On January 22, 2003, the Cheng Library joined Q and A NJ, the statewide virtual reference service of New Jersey. Officially launched in September 2001, Q and A NJ is a tax-funded service of the New Jersey Library Network and is supported by Federal Library Services and Technology Act funds.

Professional librarians located at more than 30 New Jersey public and academic libraries offer free reference service over the world wide web through Q and A's technology, which provides real-time interaction using internet "chat" and the ability to send web pages and other electronic information directly to users.

The service is offered 24 hours a day, 7 days a week, and currently fields over 4,000 questions each month. WPUNJ students, faculty, and staff can log onto Q and A NJ at any time and from any location by

selecting a logo featured on the Library's home page or by going directly to Q and A's web site at <http://www.qandanj.org>.

Members of the Cheng Library's reference staff contribute a total of six hours each week to Q and A NJ, logging onto the system from their office workstations. The staff divide one-hour shifts among themselves and are becoming increasingly proficient with the fast-paced style of online chat.

Questions posed through Q and A NJ cover the full range of subjects librarians have often encountered at the reference desk, but requests for documents, pictures, maps, court opinions and other material can now be satisfied by immediately sending materials to the user through the internet.

Virtual reference also enables librarians to assist students with the

search process by "co-browsing" databases and other online resources simultaneously.

Bill Duffy, Coordinator of Reference, says virtual reference represents "the next frontier for reference service. It complements what we now provide in person, over the telephone, and through email. Our students are already very familiar with chat technology and have a preference for online information sources, but they still need help finding reliable sources. Virtual reference puts us where they are."

The Q and A NJ software adds a new dimension to the host of services offered by the reference staff. The functions of co-browsing and online chat expand the existing options and provide additional methods of interaction that are especially useful when assisting a library user online.

## *New Integrated Online System To Be Introduced*

As part of the University's Enterprise System upgrade, the Library's integrated online computer system, known by the acronym DRA, will be replaced during the summer of 2003.

Last year, the corporation which owns DRA announced that it would suspend development of this system. The Cheng Library administration decided to take this opportunity to evaluate different products, and to integrate its need for a new system

with the University's planned upgrade to the IT Enterprise Systems.

The University's Board of Trustees approved the recommendations of the IT Management Team to improve the delivery of information and services to students. The migration to a new integrated online system is part of the University's IT Plan and will harmonize with the scheduled upgrades to the IT Enterprise Systems. The Library's new system is one component of this larger conversion.

Following the evaluation and comparison of four library systems, Endeavor Information Systems, Inc. was selected by the Library's Automation Committee. During the fall,

Endeavor conducted detailed, day-long demonstrations of their integrated library system, Voyager.

The Voyager system operates using a true "Windows-based" architecture that uses all of the familiar techniques and tools available in this environment. Operations in all modules will be conducted using familiar windows, menus and icons, and all functions have been designed for intuitive ease-of-use.

Further updates about this system will be announced as the migration to Voyager commences through the spring and summer, and the staff of Library Information Systems hopes to have the system installed and operating by fall 2003.



### CONNECTIONS

Spring 2003, Volume 2, Issue 2

Anne Ciliberti, Director  
Susan Sabatino, Editor  
Contributors: Library Staff

Published by the  
David and Lorraine Cheng Library



William Paterson University  
Wayne, New Jersey

Visit the Library's Webpage at  
[www.wpunj.edu/library](http://www.wpunj.edu/library) for information about  
the Library's services and resources.

