



Cheng Chat by Kurt Wagner

We're Waiting to Hear from You!

Back in February 2013 I wrote the first Cheng Chat column and said "it's all about you," and I repeated the idea that everything we do here in the Library is meant to serve and assist your academic and research needs. We've had 25 columns since then, which taken together very nicely profiles not only what the Cheng Library offers, but also the spirit and philosophy behind what we do. Go to <http://www.wpunj.edu/library/connections.dot> to review the columns and maybe you'll gain a new appreciation for what Cheng Library does. I'm certainly proud to work with this group of colleagues who are so dedicated to serving you, because it's still all about you.

That being said, all of the services, databases, workshops, tools, tips and strategies we offer are for naught if they're not used. Similarly, if the things we offer are not the things you need, then we are wasting a lot of time, energy, and creativity. So, this is really all about *hearing* from you.

If we don't know what you want, we can't transform Cheng Library to meet your needs. We're all ears and want to know how you feel about the following:

- Are the work and study spaces adequate? Do you prefer soft seating, tables and chairs, or individual study carrels? What's your preferred arrangement?
- Are you able to use a computer in the library when you need to? Do you use a lab computer? Check out a laptop? Bring your own?
- Are you able to find what you need on the library's web page? What do you think are its best features? Its worst features? What needs to change?
- Does the new ChengFind search interface meet your needs? Are the results you get from ChengFind adequate and/or useful? How could it be better? Do you prefer the Classic Catalog?
- Are these even the right questions? We'd like to know you better and if there's something about Cheng Library that is important to you, we want to hear about it.

We have tried to provide a ton of ways for you to talk to us. They are listed at <http://www.wpunj.edu/library/ask-a-question-2.dot>. Call us, email us, use chat from the web page, or better still, stop at a service desk (lending, reference, periodicals or media services/IRT) and make a suggestion or ask a question.

You're also encouraged to engage with us via social media:

- Twitter <http://twitter.com/chenglibrary> (use #clubcheng, post pictures!)
- Facebook <https://www.facebook.com/ChengLibrary> (Like us, if you like us!)
- Instagram <http://www.instagram.com/chenglibrary> (our newest site, more to come!)

- YouTube <http://www.youtube.com/user/ChengLibrary> (mainly tutorials now, but we hope for some more fun videos in the future!)

We'd really love to hear from you via the social media above because that way your comments are seen by many and we can then respond likewise.

So, as I started out Cheng Chat saying, it's all about you, and it really is. It's got to be a two-way conversation. We're here, we're listening. What do you have to say?