

Faculty, Staff and Students Give Cheng Library High Marks In LibQUAL Survey

Last February and March, more than 2,500 randomly selected faculty, staff and students received email invitations to participate in a web-based survey designed to measure user satisfaction with the Cheng Library's resources and services.

The survey, known as *LibQUAL*, was developed by the Association of Research Libraries and has been administered widely in academic libraries around the world. Seven additional academic libraries in New Jersey participated in the survey this year.

With an overall response rate of 15% which is about average for surveys of this kind, Library staff are pleased with the feedback received.

The survey's questions measure user satisfaction along three dimensions. Affect of Service relates to customer service issues and how Library staff interact with patrons; Information Control queries users about the availability and accessibility of print and electronic information resources; and Library as Place pertains to the Library's physical space and environment relative to comfort and suitability for study and research. A fourth category of questions asks users to rate their overall satisfaction with the Library and its resources and services.

William Paterson University respondents reported greater satisfaction with services and resources than did their national or New Jersey counterparts in every category. This finding was especially evident in the customer service ratings on the Affect of Service dimension and in the

rankings of issues pertaining to the Library building and environment in the Library as Place questions.

While still relatively high, the Cheng Library scored lower on the Information Control dimension than on the other dimensions. Faculty and graduate student respondents reported more dissatisfaction than did undergraduates with the Library's collections of print, journal and elec-

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tronic resources. Overall satisfaction levels were consistently high and, in comparison, higher than those found at other participating New Jersey institutions.

In addition to the survey questions, respondents were offered the opportunity to send comments to the Library staff and more than one-third (140) elected to do so, thus providing a rich resource of observations. Kurt Wagner, Head of Library Information Systems, has begun analyzing these comments and offers the following preliminary findings:

- 43% of the comments were positive;
- The greatest number of comments focused on Affect of Ser-

vice issues (45%);

- Undergraduates provided the greatest number of comments (51%);
- The greatest number of comments came from faculty, staff or students associated with the College of Humanities and Social Sciences (40%).

According to Wagner, the most frequently cited problems relate to dissatisfaction with the collections and with the need for more online fulltext resources. Noise and the use of cell phones in the Library was another frustration commonly reported. On the positive side, Wagner reports that one comment described the Cheng Library as "one of the jewels of William Paterson University."

The survey also provided information about respondents' patterns of use.

- More than 50% report using the Library on campus daily or weekly;
- More than 50% use Library resources through a Library web page daily or weekly;
- More than 85% use Yahoo, Google or another non-Library gateway for information daily or weekly;
- 3.6% never use the physical Library and 8.6% never use Library resources from off campus locations.

Anne Ciliberti, Library Director, reports that while she is pleased with the positive results of the survey, she is most interested in learning more

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Joanna Holcolombe Appointed Acquisitions Librarian



Joanna Holcombe joined the Library's Resource Management Unit as Head of Acquisitions on July 11,

2005. In this capacity, Joanna supervises the acquisition of books and media for the Library.

Joanna has earned a Bachelor's degree from Davidson College in North Carolina and a Master's degree in Information Science from the University of Tennessee, Knoxville. Before joining William Paterson University, she worked for Brodart as a monographs cataloging professional in Williamsport, PA. She has also worked as an instructional services librarian at Lycoming College (also in Williamsport).

Joanna serves as the Library rep-

resentative on the Faculty Senate Advisement and Registration Council. She participates in the Library's collection development program and her selection areas are Philosophy and Latin American Studies. She has also taught sections of the Library's component of the University's First Year Seminar course.

This fall, she will coordinate a new venture of the Cheng Library -- a leisure-reading book collection of popular fiction and non-fiction titles.

A new resident of New Jersey, Joanna is married and lives with her husband and son in Butler.

New Jersey Knowledge Initiative Brings New Databases to the Cheng Library

This year, the Cheng Library added eight important databases in science, technology, medicine and business to its electronic collections thanks to a new statewide program that benefits both higher education and the broader community.

The New Jersey Knowledge Initiative (NJKI) is a state-funded program to provide students, entrepreneurs, small business owners, and researchers with access to high-quality information resources.

The program received initial funding through a six million dollar line-item appropriation approved by the Legislature in the 2005 State Budget. One of the main goals of the program is the promotion of state economic development

through the provision of important published research and reference sources ordinarily beyond the reach of new companies and other institutions committed to innovation.

Following the appropriation, a committee representing the critical user groups in the state began the process of identifying the most appropriate online resources and negotiating with database vendors. Initial subscription contracts were signed in the spring, and the final databases included in the package came online in early fall of this year.

The new databases at the Cheng Library include EBSCO's Business Source Premier and the ReferenceUSA business and health-care provider directory. The NJKI pack-

age also includes full-text electronic journal collections in biomedical science, nursing and allied health. Two major research journal collections published by the Nature Publishing Group and John Wiley & Sons are also part of the NJKI program.

A complete list of databases funded through the initiative is available on the Library's web site. These databases are identified by a special "NJKI" icon.

The databases funded through NJKI provide the Library with full-text access to more than 14,300 electronic periodicals. The existing funding for the program extends through mid-2007. In order for the program to continue, the funding must be renewed by the State Legislature.

Professional Activities

Anne Ciliberti attended the *American Library Association Annual Conference* on June 24-27, 2005 in Chicago, IL.

In August, **James DeRose** and **Robin Rodriguez** completed the certification requirements for "Solaris Certified System Administrator." Solaris is the Unix-based operating system that serves as host to the Endeavor software on the

Cheng Library server.

Joanna Holcombe, Judy Matthew, Debbie Pluss, Ray Schwartz and **Kurt Wagner** attended the *Endeavor Mid-Atlantic Users' Group Conference* on October 17-18, 2005 in Millersville, PA.

Yvonne Roux attended the *American Association of School Librarians Conference* from October 6-8, 2005. Yvonne also presented a program, "Literacy Across the Arts,"

with Carol Frierson-Campbell of the Music Department at the *New Jersey Association of School Librarians Conference* on October 29, 2005.

Susan Sabatino attended the *New Jersey State Data Center Annual Network Meeting* on June 21, 2005 in New Brunswick, NJ.

Kurt Wagner attended the *Library and Information Technology Association National Forum* on September 29-October 2, 2005 in San Jose, CA.



THE FRIENDS OF THE CHENG LIBRARY
A Letter from the Chair



These days I have been teaching students about seeing. Anne Dillard in her essay "Seeing" says that "nature is very much a now-you-see-it; now-you-don't affair." She elaborates on the idea and cleverly concludes by reversing the statement: "nature does reveal as well as conceal: now-you-don't-see-it, now-you-do." Having just accepted the new role of Chair of the Friends of the Library, I'm still adjusting to seeing the David and Lorraine Cheng Library from a different point of view. Yet the more I consider the image and the meanings of the Library, the more I focus on the building and on the facilities it offers students. Most of us still "see" a library as a place to collect "books"; something in us, especially us old timers, tends to visualize the library as rooms with rows and rows of book shelves. Yet today other areas of library probably see more traffic than the spaces between shelves on the second floor. I suspect that the computers with their search engines, interlibrary loan services, and e-books and articles attract more students than the books themselves.

It's the building, however, that often comes to mind when I imagine our library. Even though I have used several of the multiple services offered by the Cheng Library, the building itself, with its different rooms and areas, suggests more than just the research opportunities within its walls, more than the wealth of sources and information it harbors. Paradoxically, much less visible is the other image the building retains. It has become for me a place where faculty, librarians, and students meet, share what they know, celebrate scholarly achievements. The Curriculum Materials room has been the setting for great classes in various Cluster courses I teach. The laptop computers available to students in that room, for instance, have made classes come alive and given students unexpected findings on the spot. Freshmen were able to experience learning in a current, comfortable academic setting; when students have the opportunity to attend a class in this kind of atmosphere, they tend to respond better to our expectations of higher performance.

After numerable celebrations and workshops, the Paterson Room has gained a special meaning; it's an elegant venue where faculty and on occasion students meet to share, learn, celebrate and grow. Having housed meetings of the Center for Teaching Excellence, Graduate Colloquia in the English department, the annual reception in honor of published colleagues, the room has attained a certain aura that reflects the best in academic life at WPU. The auditorium, with its inbuilt technological advancements, has seen lively classes following films or presentations, program on career opportunities, receptions for graduating seniors, all-faculty academic meetings, memorials for colleagues we respected and miss, not to mention the programs of the Friends of the Library. It's not only the books and information, but the accumulated almost spiritual legacy of the place that matters to me these days.

"Now you don't see it, now you do" – I never realized how much meaning Cheng Library had accrued to me, until I focused on it this time. It was a worthwhile exercise and I invite you to visit the Library, see it with new eyes – and to become a Friend while you are there.

Caterina Feldman
 Chair, Executive Committee

**Cheng Library Co-Sponsors
 Martini Conference on
 Local Government**

On October 17, a group of distinguished scholars and government officials gathered at the Valley Road Auditorium for the Nicholas Martini Conference on Local Government. This conference was organized to celebrate the life of former Passaic Mayor Nicholas Martini and to discuss historical and contemporary issues of urban and suburban New Jersey.

Nicholas Martini, who died in 1991 at the age of 86, served as a Passaic City Commissioner for 20 years (1935-1955), including a term as Mayor (1943-1947). A practicing attorney for most of his life, Martini was active in a variety of civic and charitable organizations for many years.

The conference was funded by a grant from the Martini Foundation to highlight Nicholas Martini's life and times in the context of contemporary urban issues.

A morning panel included distinguished historians Michael Ebner, who provided a lively account of Martini's career, and Lizabeth Cohen, author of a recent book on the making of twentieth-century consumer society drawing heavily on evidence from New Jersey. The morning session concluded with reflections on Martini's life by his nephew, Judge William J. Martini of the United States District Court for the District of New Jersey.

The afternoon panel, moderated by Michael Aron, Senior Political Correspondent for New Jersey Network, featured a lively discussion on current urban and suburban issues. The panel included Paterson Mayor Jose Torres, Wayne Mayor Scott Rumana, and New Jersey State Senator Nia Gill.

Amy Job, Technical Services Librarian for 37 Years, Plans Retirement

After a long and varied career of 37 years at William Paterson University, Amy Job plans to retire as of January, 2006. Amy began her career at the University in September, 1968 as a cataloger at the then Sarah Byrd Askew Library. Amy has remained a cataloger since that time, but has also assumed multiple, additional roles.

Over the years, Amy has witnessed many changes. Chief among them was the conversion from paper-based cataloging systems to computerized ones. This change did not happen once, but was repeated several times as technology advanced and the Library's online catalogs were replaced with more complex computer systems. Amy participated in the evolution from catalog cards to CLSI to DRA to the Library's present Voyager system.

Amy was also involved with the Library's transition from the Dewey Decimal System to the Library of Congress Classification System for book arrangement. This conversion meant changing the call number of every book and catalog card in the Library—and then rearranging all the books according to the new classification system.

A graduate of Rutgers University's Library School, Amy also

earned a Master's degree from Montclair State University and a doctorate from Seton Hall University. While doing research for her dissertation, Amy met many librarians in New Jersey and became active in the New Jersey Library Association.

Amy has served on numerous University and state-wide committees: New Jersey History Day, the Thomas Jefferson Lecture Series, and the Faculty Senate Research Council. She has served as vice president of the Technical Services Section of NJLA and as chair of the VALE Bibliographic Control and Metadata Committee.

In 1969, Amy began teaching cataloging to students in the library science program. Since then, Amy has taught 430 students in the School Library Media Program. Many of these students have become her friends and have kept in touch over the years.

Amy has co-authored three books for school library media specialists. The books contain case studies on reference work, management and administration in school libraries.

In recognition of her outstanding level of service, Amy has received awards from several associations: the Distinguished Service Award of the College and University Section of

NJLA in 1992, a plaque from the Beta Chi Chapter of Pi Lambda Theta, the William Paterson University Award for Excellence in Service in 2004, a citation from the New Jersey Association of School Librarians in 2005, and the New Jersey Library Association's President's Award, also in 2005.

More than 100 friends and colleagues attended a retirement luncheon held at the Brownstone on December 10, 2005. At the event, Anne Ciliberti, Library Director, reviewed Amy's career and noted that, in addition to providing a strong foundation for technical services, she willingly became involved in many Library activities.

President Speert listed several attributes he associates with Amy: her positive work ethic, her kindness to those in need, and her loyalty to William Paterson University and its mission.

The Library staff will miss Amy's cheerful and energetic presence in the Library and wish her a happy and restful retirement. In her honor, the classroom in the Curriculum Materials Department will be renamed "The Amy Job Classroom" as a lasting tribute to her years of dedicated service to the Library and the University.

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about what faculty, staff and students

think needs improvement. Although the survey findings point to the collection, both print and electronic, as one area needing attention, more analysis needs to be done to identify specific subject areas that warrant increased consideration.

Library staff will be hosting focus

groups with students and faculty to understand more fully the perceived gaps in the collection and to explore other issues and their relative priorities. Future articles will report additional findings from the survey and will outline the steps taken to address the issues identified.



CONNECTIONS
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William Paterson University
Wayne, New Jersey

Visit the Library's Webpage at
www.wpunj.edu/library for more information
about the Library's services and resources.

