

Library Conducts Assessment Survey

In spring 2005, the William Paterson University community participated in the LibQUAL survey to measure user satisfaction with the Cheng Library. In February and March 2008, this survey was administered again to assess what measures had changed during the intervening years. The survey was sent to 2,800 randomly selected faculty, staff and students.

The survey, developed by the Association of Research Libraries, has become a standard for assessing academic libraries worldwide. The questions ask users to provide feedback in three dimensions: Affect of Service, Information Control, and Library as Place.

In one positive comparison with the results of the 2005 survey, users expressed greater satisfaction with the Cheng Library's services and resources than did their national counterparts in every category.

In the area of Affect of Service, which gauges the user's perception of staff and service provided, the library scored nearly 7% higher than the national average.

Following national trends, the library's lowest scores were in Information Control, which assesses users' satisfaction with the accessibility and quality of the Library's collection of print and electronic resources. While undergraduates ranked the collection as adequate, faculty and graduate students were more critical.

However, overall scores from graduate students improved since 2008. Faculty also scored availability of remote-access resources noticeably higher in 2008 than in 2005. This improvement can be traced to the Library's investment, over the past three years, in additional electronic journal subscriptions and the technology to make it easier to locate these online journals.

“Excellent service and a great staff.”

*Comment from a graduate student,
College of Business*

In addition to the survey questions, respondents were offered the opportunity to send comments to the Library staff, and more than one-third (145) chose to do so. These comments will help the Library staff to target areas of strength and weakness.

Mark Sandford, Special Formats Cataloger, has begun analyzing these results and has provided the following preliminary findings:

- 43% of the comments were positive;
- Undergraduates provided the greatest number of comments (44%);
- Many of the comments included a specific suggestion to improve Library services (57%).

The comments ranged from the complementary, “This is a very nice library. The people and services are excellent,” to those suggesting a specific change, “More collections and a broader subscription of journals are desirable.”

According to Sandford, the most frequently cited problems include complaints about noise and cell phone use,

“The library is doing an excellent job providing updated information to us, the students.”

*Comment from an undergraduate student,
College of Education*

as well as the availability of computers for academic use. Other respondents requested more books, media, or electronic resources for their studies.

The survey also provided information about the respondents' patterns of use:

- More than 58% report using the Library on campus at least weekly;
- Over 60% of faculty and 55% of students use Library resources online through its website at least weekly;
- Fewer than 4% of respondents never use the Library building.

Library Director Anne Ciliberti is encouraged by the overall positive results of the survey, but is focused on the areas where faculty, staff and students think the Library can improve. “One interesting trend that we have seen at William Paterson University and at libraries across the country is an increase in users' expectations,” said Ciliberti. In response to these comments, the Library is seeking ways to make its services and collections more accessible.

But issues of the monograph and journal collections were not the only areas of concern; noise was also mentioned as especially bothersome. “As a result, we have designated the front section of the second floor of the Library as a ‘Very Quiet Study’ area,” reports Ciliberti. “We hope that this space will meet the needs of those students seeking a quiet place to work.”

The survey provided an essential mechanism for the Library to assess its users' perceptions and to understand their needs. The results of the survey will be reviewed more carefully, and consultations with academic deans and faculty are planned.

The Cheng Library Welcomes Four New Staff Members



Mohamed Hassan Joins Periodicals Department as Principal Library Assistant

Mohamed Hassan joined the Cheng Library as Principal Library Assistant

in the Periodicals Department on November 6, 2007. In his new position, Mohamed is responsible for maintaining the Library's growing collection of online databases and electronic journals. He is also responsible for overseeing all of the Cheng Library's periodicals in print and microform formats. Mohamed also acts as supervisor for the Department on Saturdays.

Prior to his current position, Mohamed worked part-time in the same department since 1998. Mohamed has earned a master's degree in Applied Chemistry from Dhaka University, Bangladesh.

In his spare time Mohamed enjoys traveling, eating out and attending family functions. Mohamed currently resides in Paterson, New Jersey with his wife and son, Aaron.



Leah Marie Valle Joins Reference Department

Leah Marie Valle joined the Cheng Library staff as the assistant in the reference department on November 11, 2007. Her main responsibilities are to manage the daily

operations of the reference offices and schedule library instruction classes. Leah works closely with the User Education Coordinator, the Head of Reference, and the Assistant Director for Access and Information Services on special projects throughout the year. She is also a member of the Library's Exhibits, Leisure Lounge, and Above and Beyond committees.

A former California resident, Leah earned a B.A. in Political Science from California State University, Bakersfield. She is currently a member of the Child Placement Review Board for the Passaic Vicinage and hopes to further her education by attending law school.

Leah enjoys spending time with her husband, Ryan, and their Lhasa Apso, Gizmo. She also loves traveling and visiting her parents in Guam.



Lauren Martino-Smith Joins Lending Services Department

Lauren Martino-Smith joined the Lending Services department as Principal Library Assistant on November 11, 2007.

Lauren holds a B.A. in history from the University of Texas at Austin. Before moving to New Jersey, Lauren lived in Austin and worked for the Austin Public Library.

In her new position, Lauren is responsible for maintaining the second floor stacks and assists in the planning and organization of the circulating book collections. In addition to working at the Lending Services desk, she also trains and supervises student assistants involved in stacks maintenance. Lauren has also joined the Library Exhibits and Leisure Lounge committees.

In her spare time, Lauren enjoys traveling and has made many trips to Mexico. She lives in Montclair with her husband, Matt, and two cats. She is also working toward her teaching certification here at William Paterson for teaching K-8.



Urooj Khan Joins Interlibrary Loan Department

Urooj Khan joined the Cheng Library as Technical Library Assistant in the Interlibrary Loan department of Periodicals on November 26, 2007.

Urooj earned her BA in Information Systems from Rutgers and Master's degree in Mathematics from Montclair State University. Urooj is responsible for all the lending activities of ILL, including the statistics pertaining to ILL and Periodicals. In other words, sharing the resources held by WPUNJ with libraries all over the world.

In the future, Urooj plans to teach mathematics at the college level. She has a passion for math and wants others to benefit from her enthusiasm and interest in the subject.

Outside the Library, Urooj enjoys spending time with her husband, Zubair, and her 18-month-old son, Ayan. With an infant around, there is hardly any extra time for other activities.



THE FRIENDS OF THE CHENG LIBRARY
A Letter from the Chair



As a member of the faculty at William Paterson, I am slightly disappointed when I attend events sponsored by the Friends to see few of my colleagues in attendance. Evident at our event last year on the history of Paterson at the turn of the twentieth century, our organization is appealing to the surrounding communities but not, it seems, to the faculty. I understand that the faculty has many obligations serving on numerous committees, preparing for classes and advising students, and researching their own projects. Still, I'm convinced that many of the events that we sponsor would enhance the professional and personal lives of faculty, and that given a chance they would find time in their schedules to attend. The problem, I believe, is that many of the faculty are unaware of who we are and what we do. To remedy this, last year I proposed that we initiate a campaign to increase faculty membership and to make the faculty more aware of our organization.

With the help of Nancy Einreinhofer and Anne Ciliberti, this summer we redesigned the Friends' brochure to focus on gaining membership among the faculty at William Paterson. Our goal was simple: to make the brochure appealing by featuring speakers at events that we have sponsored over the years, and to give compelling reasons why the faculty should join the Friends. In the brochure, we state that "the Friends is a way to champion the intellectual life on the campus by supporting the stimulating events that bring together the academic community with the communities that surround the University." This fall, we sent the new brochure with a letter from me explaining the benefits of the Friends—and the low membership fee of \$35.00—to every faculty member at the University. I have also visited the Faculty Senate to urge the Senators to become members and to go back to their Departments and encourage their faculty to join us. Throughout the year, I will continue my efforts to increase faculty membership by contacting individual Department Chairs and asking them to mention us in their faculty meetings. I also plan to follow up the initial membership-drive letter with a second letter this spring to the faculty to remind them of our organization and our need for their membership. Next year, we will expand this drive in order to reach out to various communities in the area: school districts, arts organizations, historical societies, and civic groups.

I am confident that our efforts will reap rewards and that we will increase our membership and, more importantly, that we will attract a larger number of faculty at our events. I am encouraged that the initial roll-out of our faculty membership drive has yielded a few new members and I am hopeful that this trend will continue throughout the year.

I am excited about the Friends' events that we are sponsoring this year. A lecture by Professor Jack Spector on the paintings of American artist, Ben Wilson, took place this fall, and a program is planned for next spring on the Hobart Art Collection owned by the Paterson Public Library. I hope to see many new faces at our events as the Friends of the Cheng Library continues to grow.

Andrew Barnes, Chairperson
THE FRIENDS OF THE CHENG LIBRARY

Periodicals/Document Delivery Department Offers Expanded Services

The Cheng Library's Periodicals / Document Delivery Department now offers two expanded services for periodicals and interlibrary loan.

The staff of the department will make copies of articles from its collection of periodicals in microform. The Library archives back issues of many journals and magazines in microform as a way to conserve space. This format is considered one of the most reliable preservation methods. For fragile materials, like newsprint, microform is an essential storage format.

However, this format is also difficult to manipulate for the inexperienced user. A special reader-printer is needed to view and print copies from the film or fiche. Novice users may find it difficult to load the machine properly and to achieve a final, readable result.

The service allows University faculty, staff, and students to send a request by simply completing a form on the Library's web page. The article will be sent to the requestor's University email account within 48 hours. The process can be completed electronically, and there is no charge for the copies.

Judy Matthew, Head of the Department, said, "We are delighted to offer this service to all students, faculty and staff. It makes the Library's microform holdings readily accessible, even to remote users."

Another expanded service of this Department concerns the interlibrary loan (ILL) request form. This online request form has been electronically enhanced to automatically generate a confirmation of the request. After completing the ILL form, a confirmation will be sent to the user's University email account. This feature also assists users in keeping track of their requests.

Library Reconfigures Space for More Student Use

This past summer, the staff of the Cheng Library reconfigured part of the first floor to accommodate more student study space. The project actually began during the summer of 2007 when many index stacks and some small bookcases were removed from the first floor.

The area between the Reference Desk and the Reserves Desk had always attracted many students studying alone and in groups. By reconfiguring some of the reference collection, the entire area would be available for student use. Many of the reference series in print format are now accessible electronically, and other seldom-used reference sources were moved to a storage area where they are available if needed.

Since the time the current Library was rededicated in 1995 following an extensive renovation and expansion, the need for student study space has exceeded the open space allocated within the Library. The plans for the new library incorporated additional spaces designed for both individual and group use, but the demand for these spaces, especially group study space, has exceeded the Library's capacity.

At the same time, many important reference works have migrated to digital format. While some of these sources are still published in print, the electronic version offers enhanced searching capabilities, ease of printing, and the option of remote access.

Kathy Malanga, Assistant Director

for Access and Information Services, commented, "We are always eager to respond to students' needs, and at the same time, this space is open and inviting for everyone."

Although not quite as visible, an additional modification was made on the second floor of the Library. In response to comments regarding noise in the LibQUAL survey, the front section of the second floor has been designated as a "Very Quiet Study" area.

While many students are eager to study in groups to converse and share ideas, others want to retreat to a quiet area for individual study. The Library endeavors to accommodate these conflicting needs within one building.

Library Receives Gift of Two Encyclopedias

Vincent Parrillo, Sociology Department, presented the Library with copies of two reference works: the *Encyclopedia of Social Problems* and the *Encyclopedia of Social Theory*.

The *Encyclopedia of Social Problems* was edited by Prof. Parrillo and includes chapters written by numerous University faculty. The two-volume set was published by Sage Publications in 2008.

Both encyclopedias are currently located in the Library's reference collection.

Cheng Library Holds Two Diverse Lectures

On November 13, 2008 the Library welcomed H. Bruce Franklin, the John Cotton Dana Professor of English and American Studies at Rutgers University-Newark, to discuss his latest book, *The Most Important Fish in the Sea: Menhaden and America*, in a program sponsored by the WPUNJ Alumni Association. The program drew a diverse audience including students, faculty, alumni, administrators, and local recreational fishermen with an interest in the topic.

In his talk, Franklin explained the critical role of menhaden in the history and ecology of the Atlantic seaboard and the many negative consequences that have resulted from commercial overfishing of the species. Two bills currently before Congress, H.R. 3840 and H.R. 3841, propose to prohibit the further commercial fishing of menhaden for use as industrial commodities.

The second event was co-sponsored by the Friends of the Cheng Library and the University Galleries.

Jack Spector, Distinguished Professor Emeritus of Art History at Rutgers University and the author of numerous books, lectured on the career of Ameri-

can artist, Ben Wilson. The lecture, which coincided with an exhibit of Wilson's paintings at the Ben Shahn Galleries, was held in the Library auditorium on November 20, 2008.

The title of the lecture, "The Margin as Center," was meant to convey a sense of the career of Wilson who defied easy association with any formal art movement. "The expressive abstraction of Wilson's work is central, but he stands outside of most schools of painting," noted Prof. Spector.

The lecture traced Wilson's work from the dark and mournful images he painted during the time of the Great Depression, W. W. II and the Holocaust – images which reveal an intense and somber mood – toward the visionary abstraction and the brighter colors of his later work.

Two of Ben Wilson's paintings have been acquired by the University and are on display in the Atrium.

The event was attended by University students and faculty and concluded with a question and answer session and a reception in the Friends' Lounge.



CONNECTIONS

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

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