

A Message from the New Dean of Cheng Library, Paul Glassman

I'm so grateful for the warm welcome extended by everyone, both within and outside Cheng Library. It is a privilege to work with a library faculty that is known statewide for its accomplishments and entrepreneurial spirit. And based on my observations over the past month, the staff members are also among the most diligent service providers of any academic library I have known.

In the MBA program I attended, we learned from Edgar Schein that, to be effective, you have to understand the corporate culture. So, for the first six months, I plan to put on my amateur anthropologist's hat and to observe how the library works—how students and faculty use it, how we interact with our constituents—so as to learn about the culture of the Cheng Library.

I think we all agree that an academic library is now far more than a repository. Rather, our goals have enlarged so that we are key contributors to student success and to their development into life-long learners. Part of my job will be to remind us that what counts is not how the user fits into the life of the library, but how the library fits into the lives of our students.

Another responsibility I see as critical is to maintain a central position for library services in the academic enterprise. With a set of very workable strategic goals, the Cheng Library remains firmly committed to supporting the University's mission with an entrepreneurial spirit. And in a profession that has changed as cosmically as ours, there is bound to be further change and great opportunity for innovation. I learned from a business professor at New York University's Stern School of Business, Batia Mishan Wiesenfeld, that it is a good idea to "get into the habit of always explaining why." And I am going to try to be sure to make that my mantra.



Paul Glassman, Dean of Cheng Library

At conferences I have attended recently, there have been session titles such as "Libraries in an Age of Anxiety." Some libraries see disruptive technology as a sort of apocalypse. Some libraries fear new services and avoid them, referring to them as mission creep. Some libraries avoid collaboration so as to maintain a tight watch over their domains and human capital. From my experience so far, these libraries do not include Cheng Library.

The overarching goal of dynamic academic libraries has changed. They are no longer mere repositories but rather are service-oriented, with the goal of contributing actively to student success. Academic libraries have the distinct advantage of being neutral zones on campus. I say to students, "We don't give you tests; we don't assign you grades. We're here to help you succeed." I say to students, "Our motto is 'Ask Us!'" It is not surprising that most students, in looking back on their higher education experience, express good will toward their university libraries.

The result is that the university library can be an academic town square—and that is just what I think Cheng Library is becoming. In this emergent role,

it serves students in multiple capacities—it is a center for discovery, collaboration, and contemplation. And library faculty members seek out teaching moments to ensure that we cultivate a generation of students who are discerning information seekers, a generation of students who will become life-long learners. This is how libraries embrace the overarching goal of creating a better future for our students.

A recent accomplishment is the creation of the Cheng Library Digital Archives, and with it we are embracing the next phase of the digital revolution. By creating digital content, not only is the project preserving important documents, such as course catalogs and yearbooks (both *The Kokoon* and *The Pioneer*); it is also making that information available across the globe—to William Paterson students, faculty, and alumni/ae, people with a connection to the university, as well as to people who do not know the university and who may, by virtue of the digital archives, discover William Paterson University's information assets.

With generous gifts from alumni/ae and other donors, we have been able to preserve and share an important piece of university history and life through the Cheng Library Digital Archives.

I look forward to expanding our sights to new projects that will link William Paterson University even more dynamically to the digital universe.

There's an old archives joke (yes, there are even archives jokes) that the ancient Egyptians wrote their history on walls, because they were smart enough to know that, if they put it in the files, it would be lost forever. By digitizing William Paterson University's history, we are smart enough to know how to preserve it, as well as to share it.

— Paul Glassman
Dean of Cheng Library

Cara Berg Appointed Reference Librarian and Co-Coordinator of User Education



Cara Berg joined the library staff as a Reference Librarian and Co-coordinator of User Education on July 21, 2014. In her position, she staffs the reference desk, instructs user education classes, and is responsible for co-

ordinating the Cheng Library's User Education program. In addition, she serves as the liaison to the departments of Accounting & Law, Marketing & Management, and Professional Sales at the Cotsakos College of Business. Cara also maintains office hours at the Valley Road Campus to serve the needs of the business students.

Cara received a B.A. in History from Ramapo College in 2007. She attended Rutgers University where she received her M.L.I.S. and began working in academic libraries. Prior to joining the staff at William Paterson University, Ms. Berg served as the Information Literacy and Out-

reach Librarian at Felician College for three years. During her time there, she completed her Master's degree in Business Administration.

As co-coordinator of user education, Cara hopes to explore different methods and venues for delivering information literacy instruction. About her new position, Cara said, "I am excited to join the staff at the Cheng Library and look forward to establishing many productive, professional collaborations." When not at work, she enjoys cooking, baking, reading, traveling, and passionately following her favorite sports teams: the New York Mets, New York Giants, and New Jersey Devils.

Cheng Library Receives Grant from the Albert Payson Terhune Foundation

For the second time in as many years, the Cheng Library has been the recipient of a grant from the Albert Payson Terhune Foundation located in Wayne, New Jersey. This year, the Library was awarded a grant to purchase an elementary level, science textbook set for the Curriculum Materials Center (CMC) of the David and Lorraine Cheng Library.

The textbook series, *Interactive Science*, was recently published and provides a much-needed update to the elementary science textbooks currently in the collection. *Interactive Science* includes books for kindergarten through grade 5, and each grade level includes teachers' guides, a Write-in student text, and "leveled readers." The teachers' guides are divided into lightweight individual chapters enabling teachers to focus on one chapter at a time. The Write-in student editions are a combination of a textbook and a workbook that encourages students to interact with the content, take notes, make observations and practice critical thinking skills and inquiry learning. "Leveled readers" support students who are reading below, at, and above grade level.

In addition, this new series assists teachers in addressing the requirements for the Common Core State Standards which have been adopted in New Jersey. The Common Core focuses on developing the critical-thinking, problem-solving, and analytical skills of students.

With the funds provided, the Library also replaced a middle school science text with *Interactive Science* for grades 6 through 8. These middle school texts include a Write-in student edition, more traditional teacher editions, as well as a program guide and lab resources. The texts for each grade are designed around a particular area of science: earth science is the focus for sixth grade, life science for seventh grade and physical science for eighth grade.

Throughout the early fall, these books were prominently displayed in the CMC. Each book in the series has a bookplate that acknowledges the Terhune Foundation's gift. This grant supplements an effort of the Library to provide current resources to assist pre-service teachers in learning to meet the Common

Core standards. The CMC is a resource collection that supports undergraduate and graduate teacher education. The collection is available for use by William Paterson University students, staff and community users.

Yvonne Roux, Curriculum Materials Librarian, commented, "We are extremely grateful for this grant and the addition of *Interactive Science* to our collection. This set enables elementary and middle-school teachers to address the new curriculum standards in the sciences."

The Cheng Library and the staff of the Curriculum Materials Center extend their deep appreciation to the Terhune Foundation for this noteworthy grant.



A display of some of the books in the Curriculum Materials Center

A Day in the Life of the Cheng Library:

Library Participates in “Snapshot Day”

What happens on a randomly selected day at the Cheng Library? How many students and other patrons enter the Library? How many items are circulated and how many questions asked?

The Library staff collected all of these statistics and more on October 1, 2014 as part of “Snapshot Day” organized by the New Jersey State Library and the New Jersey Library Association.

Library Snapshot Day provides a way for libraries of all types across a state, region, system or community to show what happens in a single day in their libraries. How many books are checked out? How many questions are asked? How many students receive help in completing their assignments? How many events are scheduled?

This initiative provides a col-

lective platform for libraries to demonstrate the value they hold among library-users. This day provides an opportunity to collect statistics, photos and stories that enable library supporters to substantiate the value of their libraries in neighborhood communities, to demonstrate the significance of libraries to municipal and state decision-makers, and to advocate for adequate funding.

At the Cheng Library, the following activities and comments were recorded on October 1, 2014.

- ◆ Number of persons entering the Library = 3,129
- ◆ Website visits = 2,245
- ◆ Reference and Periodicals questions = 93
- ◆ Interlibrary Loan and Article copy requests = 110
- ◆ Lending Services Desk questions answered = 68
- ◆ Lending Services Desk phone calls = 9
- ◆ Group study room reservations = 9
- ◆ Library printing = 9,129 pages
- ◆ Scannx scanned pages = 274
- ◆ Chat sessions = 4 sessions totaling over 80 minutes
- ◆ LibGuide views = 279
- ◆ NJVID streaming videos = 107 videos viewed
- ◆ Ebook usage (Ebrary) = 618 pages viewed during 36 sessions
- ◆ Online catalog searches = 355
- ◆ Total number of borrowers (individuals) = 269
- ◆ Total number of items circulated = 618 (includes books, media and equipment, see breakdown below)
- ◆ Books Shelved = 175
- ◆ Library instruction = 5 classes for more than 100 students
- ◆ Wireless laptops borrowed = 76
- ◆ Books shelved = 175

If that sounds like a lot of activity, consider that early October is not the busiest time of the semester for the Cheng Library, and Wednesdays are not usually the busiest day of the week.

Students were also asked to respond to the question, “Please tell us what you like about your library.”

A selection of the responses below reveals that both the Library as a place to study and the Library as a provider of services and resources are valued by our students.

“I love it because the library gives me a quiet place to study and has Internet access.”

“I love that my library is without distractions and promotes my drive to learn.”

“Libraries help us when we don’t have Internet access, need to do research, or need help.”

“The staff working in the Library are very helpful, whether I need help finding a book or using resources.”

“Love the options of books and that I can use the computers while on campus. I can go do homework in a quiet environment.”

“Convenient access to printers and computers if mine are not working.”

Both the data and the written impressions about the Cheng Library were forwarded to the New Jersey State Library to be added to the cumulative total for all libraries in the State.

SNAPSHOT:

ONE DAY IN THE LIFE OF NEW JERSEY LIBRARIES

Life at the Cheng Library on October 1, 2014

Selected statistics and comments from students:

2,245
Website
visits

3,129
Gatecount

175
Books
shelved

"I love that my library
is without distractions
and promotes my
drive to learn."

"Libraries help us when
we don't have
Internet access,
need to do research,
or need help."

29
Ebooks
accessed

93
Questions
at the
Reference and
Periodicals
Desks

11
Items
fetched

618
Items circulated

100+
Students
in classes

107
Streaming videos
viewed

34
Article copy
requests

"The staff working in the
Library are very helpful."

4
Chat sessions

355
Online catalog
searches

"Love the options
of books and that
I can use the
computers while on
campus."

175
Books
shelved

9,129
Pages
printed

279
LibGuides
viewed

269
Borrowers

80
Minutes of
Chat sessions

274
Pages
scanned

76
Interlibrary Loan
requests

68
Lending Services Desk
questions

618
Ebook pages viewed

36
Ebook
users

9
Group Study Room
reservations

5
Instruction
classes

Cheng Library Participates in University's Homecoming Celebration

This fall, the Cheng Library participated in the University's Homecoming Celebration. The events in the Library took place on Sunday, September 21, 2014. The Library, in collaboration with Institutional Advancement sponsored an event for William Paterson alumni.

Nearly one hundred alumni assembled in the Library Auditorium for the afternoon festivities. The alumni were introduced to the new Dean of David and Lorraine Cheng Library, Paul Glassman, and watched a presentation on the Library's Digital Archives.

Pamela Ferguson, Vice President for Institutional Advancement, introduced Paul Glassman, who spoke about the place of the Cheng Library in the academic enterprise and about its goal—through information literacy instruction—of cultivating a generation of life-long learners. Dean Glassman also mentioned the role of the Cheng Library Digital Archives in creating new content of interest to alumni/ae, students, faculty, and new audiences globally. "With the development of the Cheng Library Digital Archives, we are embracing the next phase of the digital revolution," he said.

After this overview of the Library's services and goals, Dean Glassman introduced Kurt Wagner, Assistant Director for Library Information Systems, who unveiled the newest additions to the Library's Digital Archives – the William Paterson College / University yearbooks. The University yearbook titled "The Kokoon" was published from 1925 to 1940. Thereafter, it is known by its current title, "The Pioneer."

One can chronicle the University's developing record of achievements through photographs of the campus, the students and the faculty. From this collection, one can see the history of the institution and observe many changes and alterations over the years. About the new material in the Digital



For Homecoming Weekend, the Cheng Library created a display of photographs and memorabilia from the University Archives.

Archives, Kurt commented, "Alumni were enthusiastic to hear that they can search the yearbooks or campus newspapers online. It's now possible for former students and staff to page through their own history at William Paterson via a few simple searches of the archives."

After the presentation, Pamela Ferguson spoke about the University's Heritage Society, which was created to recognize those alumni who have contributed financially to the University for twenty or more consecutive years. A number of the alumni present were inducted into the Heritage Society and received pins to acknowledge their status.

Alumni/ae at the event conversed enthusiastically about digital access to these older yearbooks and were able to reminisce with one another during the reception. Guests at the reception were also encouraged to add their favorite recollections of their time at William Paterson to the "Pioneers in Person" section of the Digital Archives.

Nancy Weiner, Assistant Director for Access and Information Ser-

vices, said, "The Library was pleased to have an active role during Homecoming and The Cheng Library Digital Archives Showcase and Reception was a great success. We look forward to working with other units on campus and participating in future Homecoming events."

Currently, the Digital Archives includes yearbooks from 1925, 1930, 1941, 1943, and 1945-1990, and plans are in place for more editions to be added. The Digital Archives collection also includes back issues of the two student newspapers, *The Beacon* and *Pioneer Times*, The Hobart Manor Papers, books relating to the history of the University and copies of older course catalogs.

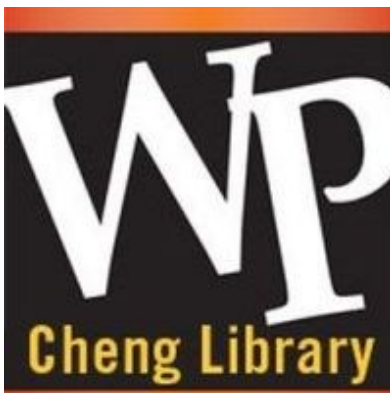
The Library created the Lorraine Cheng Digitization Workshop with a generous gift from the Cheng family in memory of Lorraine Cheng. Work continues on several digitization projects with the yearbooks and course catalogs representing the most recent additions to the Digital Archives. The Archives can be accessed from the Library website at www.wpunj.edu/library.

Library Launches New Discovery Tool: ChengFind

In September 2014 the Cheng Library, after a year-long period of research and evaluation, implemented ChengFind, a new search tool intended to greatly enhance the discovery of relevant information for library users.

An example of web-scale discovery, the new ChengFind provides a single-search box that returns results from the Library's catalog of book, e-book and media content as well as journal and newspaper content from our already licensed providers, selected online reference sources, and institutional online repositories.

The intent of ChengFind is threefold: to improve the quality of search results for all users, but focusing on undergraduate and online students; to allow advanced researchers a method to enhance their research with results across a variety of disciplines they may not have searched otherwise; and to increase the overall discoverability and usage of our already-licensed online content.



ChengFind brings a best-of-breed search experience to William Paterson University users. Designed to provide a simple, yet powerful interface, users simply provide a few keywords in a Google-like search box. Result sets are often huge, as the underlying index is composed of nearly half a billion records, and being constantly added to. Despite this, though, users see a simple presentation of records and are clearly directed, via a left-side menu of facets, to refine the search. Limiters allow narrowing the search results to scholarly and peer reviewed material, items from the online catalog, or only items with full text online.

Additionally, results can be further refined by restricting results to particular content types (e. g. newspaper articles, journal articles, maps, manuscripts, photographs, data sets or dozens of

other options). Additional refinements are possible: limiting by publication date, library location, discipline, subject terms or language allows incredibly precise fine adjustment of searches.

From the outset, we have always intended ChengFind to supplement, never replace, the Library's existing set of databases, such as Academic Search Complete, ABI Inform, CINAHL, MLA Bibliography, PsycINFO, Scopus and nearly 100 others.

These subject-specific databases have search tools often unique to individual disciplines that facilitate the detailed inquiry required for in-depth research. ChengFind will never replace these specialized resources.

What this new tool does, and does extremely well, is to open up initial research, allowing a user new to a subject to explore, learn about sources, and later focus and increase specificity.

ChengFind is featured prominently on the library's web page, www.wpunj.edu/library.

We encourage the entire WPUNJ community to give it a try and discover something new in the Library's collections. Please send your comments and impressions to Kurt W. Wagner, Assistant Director, Library Information Systems, at wagnerk@wpunj.edu.

CONNECTIONS

Fall 2014, Volume III, Issue 1

Paul Glassman,
Dean of David and Lorraine
Cheng Library
Susan Sabatino, Editor
Contributors, Library Staff

Published by the
David and Lorraine Cheng Library
William Paterson University
Wayne, New Jersey

This newsletter is also available
online
www.wpunj.edu/library/connections



The ChengFind search box on the Library's web site: www.wpunj.edu/library