

A Message from the New Dean of Cheng Library, Dr. Edward Owusu-Ansah

Summarizing the results of a 2002 Association of College and Research Libraries (ACRL) survey of members on what they perceived to be the most pressing issues of concern to the field of academic librarianship, Lee W. Hisle, Vice President of Information Services and Librarian of the College at Connecticut College observed the need to define, defend and actualize the role and place of the library in the academic enterprise. Hisle noted in an article entitled "Top issues facing academic libraries: A report of the Focus on the Future Task Force" (*College & Research Libraries News* 63.10): "Librarians are dedicated to maintaining the importance and relevance of the academic library as a place of intellectual stimulation and a center of activity on campus. . . . We must find ways to promote the values, expertise, and leadership of the profession throughout the campus to ensure appreciation for the roles librarians do and can play."

The values and expertise of the profession are demonstrated daily in the actions and commitment of Cheng Library's faculty and staff. They are embedded in their tradition of organizing and disseminating information, creating and perfecting the tools and systems for knowledge organization and dissemination, supplying the personal support for access and use of such organized (and increasingly less organized) information and knowledge, and assuming the responsibility for instructing users on how to effectively and independently navigate, find and use the information and knowledge they need.

Cheng librarians also honor the enduring practice of collaborating with classroom faculty, a practice that has remained prudent ever since Ralph Waldo Emerson suggested in the 1840's the need for an appointment of a "professor of books" to support a liberal education. The proliferation of colleges that followed the Morrill Federal Land Grant Act of July 2, 1862 and the adoption in the United States, around the same period, of the German educational model



Dr. Edward Owusu-Ansah, Dean of Cheng Library

emphasizing research and independent study made such an idea even more attractive. Many librarians in the period emerged from the ranks of subject faculty, while subject faculty performed librarian duties by teaching topics such as the history of the book, library organization, and bibliography. Eventually, growth in size and complexity of libraries would put a gradual end to this creative solution. But a realization in the 1920's and 1930's that undergraduates were ill prepared for individual study would bring librarians and subject faculty together again in a collaboration that continues to this day. Cheng librarians explore on an ongoing basis how to make such collaborations more effective and the resulting experiences more beneficial for students and faculty.

In a 2010 report prepared for the ACRL entitled "Value of Academic Libraries: A Comprehensive Research Review and Report," Megan Oakleaf implored college and university librarians to ask and answer some fundamental questions: how does the library help the institution admit the strongest possible students at both the undergraduate and graduate levels; how does it contribute to student learning, retention, graduation, and excellence; how does it contribute to faculty teaching and research productivity; and

how does it contribute to overall institutional reputation and prestige? These are important questions and perspectives that move libraries from traditional input measures of value to the prevailing outputs and outcomes approach in higher education. This reinforces a perception of higher education as a milieu for the interplay of the activities and relationships that facilitate knowledge transfer, acquisition, and reproduction. It is a perception that suggests colleges and universities are best served when they acknowledge the close and interdependent relationship between their teaching-learning efforts and the knowledge organization, transfer, and navigation functions at the heart of the services and expertise of their libraries.

Your diligent library faculty and staff at the Cheng Library of William Paterson University have been seriously engaging these issues and are committed to creating even greater value in enhancing their library's role and contributions to the academic enterprise. They have embraced not just the idea of demonstrating their existing value, but have also gone a step further in their aspiration to deliver even greater value. They communicate a clear message, one that says: we know it is truly not about how valuable we are, but rather how we can become even more valuable to our institution and its deeply enlightening charge to positively transform lives.

I am privileged to be with a dedicated group of individuals here at Cheng Library who embrace this charge daily and look forward to collectively enhancing the contribution of the library to the success of the university, its students, and all within the institution who share that vision and purpose. I am excited to be at an institution whose President exhorts the campus community ("Address to Faculty and Staff - September 2015") to "continue to grow and evolve to make the greatest impact on our students." By all indications, the library at William Paterson is committed to continuing to grow and evolve to be as impactful as it can be.

Edward Owusu-Ansah
Dean of Cheng Library

Stephanie Schweighardt Joins the Lending Services Department



Stephanie Schweighardt joined the Cheng Library staff as the new Principal Library Assistant in Lending Services on August 31, 2015.

As the new Student Supervisor, a large part of her responsibility involves working with the Cheng library's student assistants.

Stephanie also works closely with Mark Pawlak, the Library's Stacks Coordinator and Maurice Vacca, the Evening Supervisor, to schedule, train, and oversee the student assistants. She also assists with the general circulation duties at the Lending Services Desk.

Stephanie attended Rollins College in Winter Park, Florida. She earned a B.A. in Psychology and graduated in May, 2015. While at Rollins College, she worked as a stu-

dent assistant in the library. Stephanie has also worked at a public library where she was responsible for general circulation and managing the children's programs.

Although she is new to William Paterson University, Stephanie knows the area well. She grew up in Haledon, New Jersey and currently lives less than five minutes away in the town of North Haledon.

Stephanie is excited to join the staff at the Cheng Library. In her free time, Stephanie enjoys reading, being outdoors, and attending concerts. She recently visited France and is always looking for her next adventure.

Jane Hutchison Retires after Thirty-Four Years of Service

Jane Hutchison served as the Associate Director of Instruction & Research Technology at William Paterson University. For more than 34 years, she was actively involved in classroom technology and the evaluation, selection and management of the University's media collection. Jane also served on the team that obtained an IMLS Grant to develop a streaming portal for the state of New Jersey.

As Chairwoman of the Digital Media Committee for the New Jersey Statewide Library Consortium, VALE, Jane helped shape the licensing and streaming of commercial videos for New Jersey's portal, NJVID (NJVID.net).

Jane is past president of the Consortium of College & University Media Centers (CCUMC) and served as the Chair of the Government Regulations and Public Policy Committee for CCUMC.

She has frequently presented on matters of copyright and academic media at national conferences, including the National Media Market, the Charleston Conference, American Library Association, and the Consortium of College & University Media Centers (CCUMC) as well as statewide

conferences and workshops. Jane continues to consult in the field and is currently working with Deg Farrelly on updated survey results on streaming video in the academic setting.

She will be presenting three workshops at the American Library Association's conference in Orlando this coming June. The first will report on the results of the national video streaming survey. The second will focus on the orphan works projects she is developing with Arizona State University and American University. For the third presentation, Jane will join a panel discussing publishing opportunities in Media Librarianship.

Jane began her years at William Paterson as the Head of the AV Department at the Sarah Byrd Askew Library, forging ahead of her time in building the first public computer lab on campus and providing content in new formats for faculty and staff. She built the classroom distribution system for providing easy access to both hardware and software in the classrooms. Her dream was to make every classroom "technology rich" and that dream became a reality!

Jane soon became interested in copyright, and after taking classes, she and Dr. Sandie Miller drafted the first copyright policy for the University which was adopted by the Board of Trustees. She has served as the Copyright Liaison and advisor to faculty and students.

Jane appreciates her years at William Paterson University and the opportunities the University provided her to pave the way for delivering video content to faculty and students anywhere, any time and any place. She will miss her colleagues and friends and wishes them continued success at the University.



Jane Hutchison enjoying retirement on Martha's Vineyard this past summer.

Cheng Library Launches Fourth LibQUAL User Survey

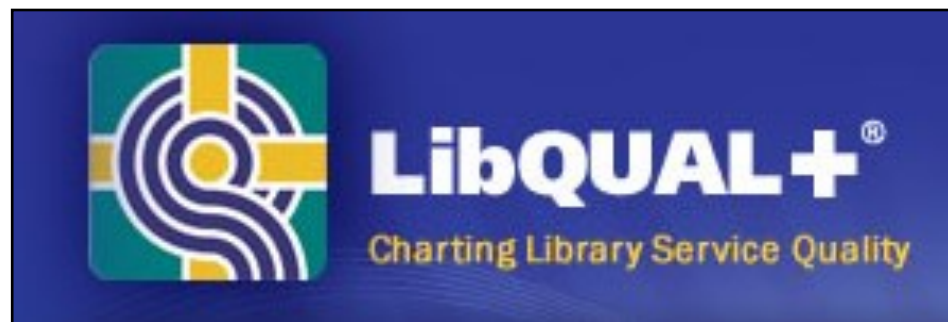
For the fourth time in the past decade, Cheng Library launched the LibQUAL survey to gather user feedback and to assess its performance in several areas. The LibQUAL survey measures user-satisfaction based on three dimensions: “Affect of Services,” “Information Control” and “Library as Place.” The data and the comments provide valuable feedback, and the responses help to guide the Cheng Library’s decision-making processes.

The survey results are also used to identify areas of service that require improvement, to discover trends in user needs and priorities, and to recognize areas of excellence in the library. While the summary scores for the Cheng Library have remained fairly constant over the last decade, the most significant longitudinal trend has been the positive improvement in scores on the part of faculty.

Similar to the previous LibQUAL survey results, Cheng Library scored high on the nine areas within the “Affect of Service” dimension. The three aspects of “a readiness to respond to users’ questions,” “a willingness to help users” and “giving users individual attention” exceeded user expectations for this area. Overall scores for this dimension suggest that service remains an area of excellence at the Cheng Library.

Scores for the eight areas within “Information Control” improved from the previous surveys. Students consider access to the electronic resources of paramount importance. Faculty’s increased satisfaction with the “Information Control” variables is underscored by the fact that the mean summary score for this dimension was the highest of the four surveys conducted.

The aspect “Library as Place” is evaluated using five dimensions, and the Cheng Library improved in this area by narrowing the gap in meeting user expectations regarding building issues. The scores for the dimension of “place for study, learning or research”



exceeded the desired mean for graduate students while the dimension “community space for group learning and group study” exceeded the desired mean for faculty.

One major response to the 2011 survey was the installation of doors on the second floor to combat the noise drifting from the main floor. However, noise remains an area of concern among library users.

The dimension of “quiet space for individual activities” was ranked below users’ minimum level of acceptance. We will continue to look for creative solutions to balance the need and desire for quiet space and the increasing demand for group study spaces.

The aspect of “print and/or electronic journal collections I require for my work” was also not rated highly by graduate students and faculty, although scores were not below acceptable levels. This feedback is useful in developing ways to address these areas of concern, and the Library would not have been aware of this issue without the survey.

Five local questions were also included. Summary scores for “helpful online guides and tutorials” and “efficient interlibrary loan/document delivery” exceeded expectations.

One new question added to this survey for the first time was “ease of use of library provided electronic books.” This question received low scores, and clearly, this topic will be examined as an area of concern in future discussions especially as ebooks provide wide-ranging accessibility.

In addition to the quantitative data, the LibQUAL survey allows for free-text comments. A total of 241 of the respondents left observations or notes, and the majority of these comments were positive in nature, primarily about library staff and services.

LibQUAL is a widely recognized and rigorously tested Web-based survey that has been used at libraries worldwide. The questions of LibQUAL are designed to help libraries better understand their users’ perceptions of service quality, collection strengths and resource accessibility.

It is recommended that the survey be repeated at three-year intervals to reassess responses and to provide longitudinal data. The Library previously launched the survey in 2005, 2008 and 2011.

Among the positive comments were the following:

- ◆ “The WP library is a wonderful resource where I can find what I want for work and personal interests.”
- ◆ “Naxos streaming music is great!”
- ◆ “I enjoy the library as a space of concentration for working and even spending time with friends.”
- ◆ “Love club cheng.”
- ◆ “The library is basically a second home to me.”
- ◆ “I’ve had great experiences using the online services.”
- ◆ “I love the environment of our library.”
- ◆ “The staff is always helpful.”
- ◆ “It is the best place to study!”
- ◆ “Our library at WPU is small but mighty.”

Cheng Library Takes Part In Homecoming Weekend

On Sunday, October 18, 2015, the Cheng Library hosted one event as part of the University's Homecoming Weekend. *Paterson and Its People*, the latest documentary by Prof. Vincent Parrillo, Sociology Department, was shown in the Library Auditorium. Nearly one hundred alumni and guests gathered to watch this recently produced documentary.

Nancy Weiner, Assistant Director for Access and Information Services, welcomed those attending. "We are very excited to see all of you here today, and we are even more excited to have the documentary producer here as well. Vince Parrillo, Professor of Sociology, will give an introduction to the film and will stay for questions and answers afterwards."

Of the documentary, Prof. Parrillo said he "wanted to tell the story of the ordinary people of Paterson who became the fabric of the city." Parrillo felt that the genuine history of the city of Paterson could be told from the perspective of the citizens – fourteen generations individually and collectively – who contributed to the narrative of the city. The documentary uses interviews, historic photographs and significant events to tell this story.

Before the arrival of the Europeans, the area of Paterson was inhabited by



Nancy Norville, Vince Parrillo and Nancy Weiner photographed at the reception.

the Native American tribe of the Lenape. Sam Beeler, a Lenape tribal leader, is featured in an interview in the film. The Lenape subsequently sold a large portion of the area surrounding the Great Falls to the Dutch.

Paterson was the first planned industrial city of the United States. In 1791, Alexander Hamilton helped found the Society for the Establishment of Useful Manufactures (S.U.M.), which sought to harness the energy of the Great Falls and construct a manufacturing foundation for the nation. The city was named for William Paterson.

Until 1830, textile manufacturing was the main industry in Paterson with 121 factories of textiles and silk. The city was an attractive destination for immigrant laborers who sought work in its factories. In 1892, the city celebrated its centennial, and retail businesses became part of the social fabric.

Over the years, waves of immigrants settled in Paterson drawn by the opportunity of secure employment. Early groups were the English, the Scots, the Irish, the Germans, the Italians, the French, and the Jews. These ethnic groups were later supplanted by African Americans, Hispanics, Muslims and others.

Following the documentary, Prof. Parrillo answered questions from those

attending. In response to one question, he commented, "You have to be from Paterson to understand the strong, lasting bond the city leaves on its inhabitants."

One person in the audience asked, "What is the future of Paterson from a sociological point-of-view?" Prof. Parrillo replied, "I am optimistic about the future of the city. The improvements surrounding the Great Falls National Park are having a ripple effect."

During the reception, Nancy Norville, Director of Annual Giving, remarked that the film seemed to touch many of those attending in personal ways. "One could hear murmurings among the audience at different parts of the film when historic or monumental events were mentioned," she commented.

Prof. Parrillo credited the Alumni Association for providing the funding for the project. The University's department of Instruction and Research Technology also extended technical support, and Rod Holliday, Production Services Engineer, served as assistant producer.

Prof. Parrillo is the producer and writer of three previous documentaries: *Gaetano Federici: The Sculptor Laureate of Paterson*; *Smokestacks and Steeples: A Portrait of Paterson*; and *Ellis Island: Gateway to America*.

CONNECTIONS

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