

1-1-2010

Check it out! Library Newsletter, Winter 2010

Johnson & Wales University - Providence

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Repository Citation

Johnson & Wales University - Providence, "Check it out! Library Newsletter, Winter 2010" (2010). *JWU Library Newsletter - Providence Campus*. Paper 10.
http://scholarsarchive.jwu.edu/lib_newsletter/10

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Library Gets New DSL

After a search that began in September, JWU Library hired a new *digital services librarian*. **David Meincke** started November 8th, relocating to Providence all the way from southern California.

A native of Connecticut, David received a B.A. in English with a minor in Classics from the *College of William and Mary*. He then went on to obtain an M.S. in Library and Information Science from the *University of North Carolina at Chapel Hill*. When asked what inspired him to pursue a career in librarianship, David is emphatic about his love for higher education, and helping college students to optimize their information discovery process.

As DSL, David also brings both passion and knowledge to the use of computer technology for the enhancement of the library user experience. Within days of joining the library staff, David had begun partnering with the **Office of Online Learning** to integrate library resources and services into the design and delivery of online courses.

David's office is in the Yena Center and he will be a regular member of the library reference team, working one on one with students and faculty. He can be reached at dmeincke@jwu.edu or by calling x2466.



JWU Library Gains Professional Recognition

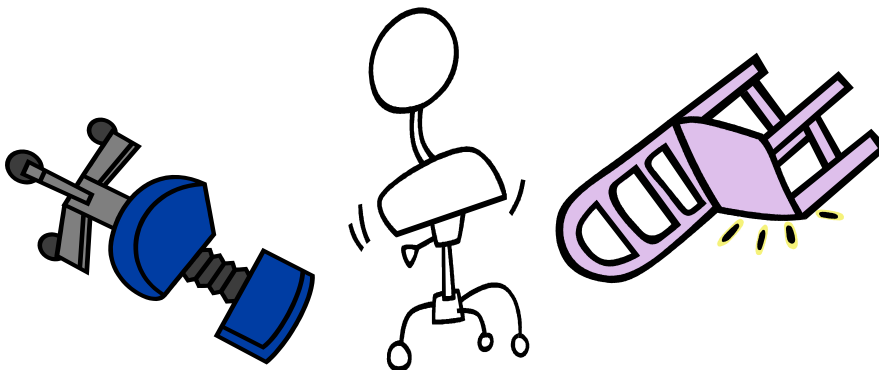
Due to the extraordinary success of the library's SMS reference service (i.e. Ask a Librarian via Text Message) members of the library team were interviewed in October by **Springshare**, a company dedicated to developing 'practical web 2.0 applications built specifically for libraries and educational institutions.' The interview covered the library's promotional campaign, as well as best practices for effective management of this innovative service which is beginning to take academic libraries by storm.

Since the start of the school year, the number of questions handled by text message has gone up. In September, JWU librarians responded to 223 texted questions. By October, the number had increased to 359.

JWU Library users still prefer to ask library personnel questions, in-person, but 21st century technologies are gaining popularity. Instant messaging (through Meebo) is the second most popular way for JWU Library users to ask questions, with text messaging now on par with telephoning... and gaining fast.

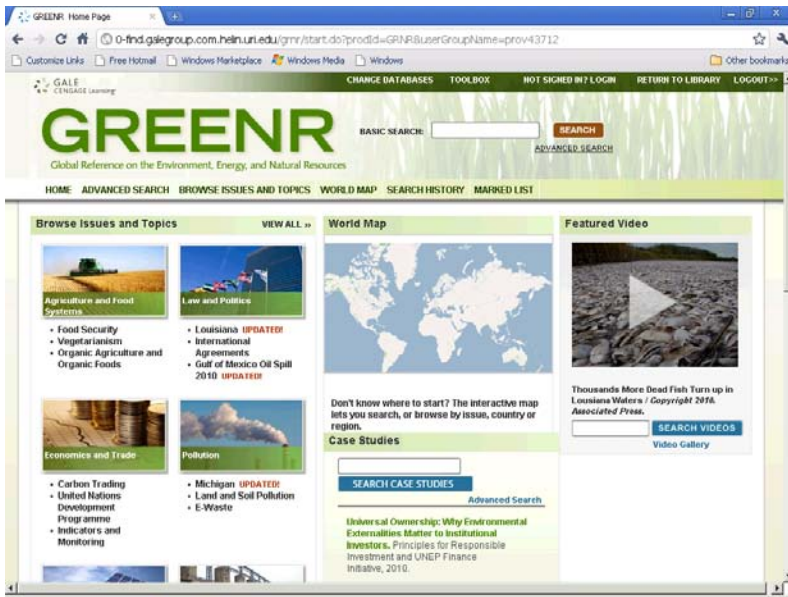
Thanks to the **Springshare** interview, JWU librarians have even fielded text messages from other librarians wanting to know how to achieve similar success. One even asked to 'borrow' the library's promotional phrase "No project too big, no question too small," which was developed by library SA **Phil Santini, '11**. Of course the answer was yes. Librarians love to share!

What's up with the Library Chairs?



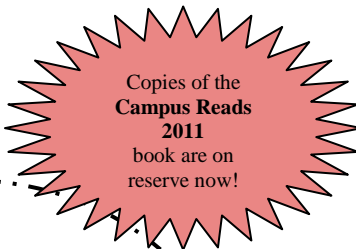
Library personnel were thrilled when they found out in summer that the old chairs would be replaced. After 15 years it seemed like high time. A model was chosen that would offer students the flexible seating arrangements that they seem to prefer. "Unfortunately the new chairs had problems," says dean of libraries, **Rosie Hopper**, "and we really appreciated everyone's patience while we dealt with the situation. I can tell you one thing; we WILL have great new chairs soon!"





Library Provides Powerful New Research Tool for Environmental Sustainability Studies

The *Global Reference on the Environment, Energy and Natural Resources*, or GREENR, is one of the newest products added to JWU Library's list of top research resources. It was chosen by JWU librarians in order to meet the demand from students and faculty for timely, authoritative information on a range of scientific topics associated with the study of environmental sustainability. The database—produced by Gale Cengage, one of the country's most respected scholastic publishers—offers an interdisciplinary approach to the study of environmental issues, covering standard topics such as energy and pollution, to less commonly considered areas such as law and politics, as well as the social factors associated with issues of environmental sustainability. Food science topics are also covered extensively. Another distinctive and appealing feature of GREENR is the integration of media such as photographs, streamed audio, and streamed video recordings. To try this resource, see **Databases by Subject** at <http://jwu-ri.libguides.com> and select **Environmental Science**. You can also arrange for a guided tour by contacting librarian and sciences information specialist, Hilary Kraus, at hkraus@jwu.edu or x1053.



What book is going to be featured by **Campus Reads 2011**?

Submit the right answer through the Campus Reads Libguide at <http://jwu-ri.libguides.com> and you could win a **\$25 gift certificate!**



From the Suggestion Box



Did you know that JWU Library has an online suggestion box? Every suggestion is read by the dean of libraries. If the writer includes their e-mail address, they will also receive a reply. Below is a selection of suggestions that might be of interest to JWU Library users:

Suggestion: Please extend hours during midterms.

Dean: Closing time is already one hour later during midterms. The possibility of extending hours even further must be considered in conjunction with staffing demands as well as with university transportation services. Gate count data is regularly monitored, and library hours of operation are under regular review.

Suggestion: Whenever I go to the library, it seems like lots of people are using the computers for stuff other than school work, while all I want to do is print out my paper. Could you have some computer terminals just for printing?

Dean: The library has a policy of not monitoring individual computer activity, since doing so would be in invasion of privacy, however, we do remind people to take personal responsibility for vacating their seat as soon as they are done with school work or research. Having terminals just for printing is a good idea, and has been put to the director of academic computing as well as to the IT Hardware/Software Committee.

Suggestion: I would like to see a shelf dedicated to works by JWU faculty.

Dean: Coming soon! Watch for an announcement in an upcoming newsletter.