

Fall 2009

Check it out! Library Newsletter, Fall 2009

Johnson & Wales University Library - Providence

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Repository Citation

Johnson & Wales University Library - Providence, "Check it out! Library Newsletter, Fall 2009" (2009). *JWU Library Newsletter - Providence Campus*. 8.

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Check It Out!



Welcome Back

From Rosie Hopper,
Dean of JWU Libraries

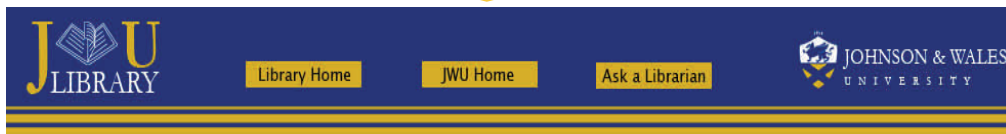


The anticipated launch of our newest answer-finding application **LibAnswers** started me thinking this summer about commonly asked questions here at the library. One we hear repeatedly comes from students who have been charged overdue fines, or billed for the replacement of lost books. "I pay tuition! Why should I have to pay library fines?" they ask. Well, here's my answer:

The library exists to provide convenient access to books, journals and videos **selected, processed and organized** by professional librarians to support the information needs of JWU students. When a student borrows a book from the library, that is testimonial to the convenience of having that book available to them *when they needed it*. By returning the book late, or by misplacing the book, the student is depriving others of a similar convenience. Overdue fees and replacement fines are the extra incentives to students to treat borrowed materials responsibly. Paying tuition does not provide *carte blanche* to take advantage of university resources in whatever way a student chooses. Instead, it is a significant financial commitment which provides a student with the opportunity to earn a diploma. That diploma is not simply a bill of sale. It certifies a student's fulfillment of academic and behavioral standards. To expect any less would reduce the very meaning of that hard-won degree. So the next time you are going to return a book late, try calling the library and asking how you can extend the loan period. And, if you do lose a book, just pay that replacement fee. It's the right thing to do.



LibGuides has a new banner designed by **Latasha Battle**, '09, library SA and computer graphics/new media major!



Library Hours

2009-2010 Academic Year

Downcity:

Sun 11am-Midnight
Mon–Thu 7:30am-Midnight
Fri 7:30am-7pm
Sat 10am-6pm

Harborside:

Sun 11am-Midnight
Mon–Thu 8am-Midnight
Fri 8am-10pm
Sat 8am-7pm



New Workstations

Coming soon!

Starting in fall, look for full service workstations with MS Office at the Harborside Library!



LibAnswers: Instant Responses to Your Questions

Students and others can now get instant answers to library questions any time of the day or night via LibAnswers, a new online reference tool in a Q & A format.

Reference librarians have been hard at work this summer developing a database of questions and answers for a wide range of library-related topics from the ordinary but necessary questions like "What are your library hours?" to the more complex reference questions.

Just type in a question and LibAnswers will search its database of frequently asked questions and answers to see if there is a match.

If your question is not in the database, you can add it and receive a personal response by e-mail.

LibAnswers can be found at:

<http://jwu-prob.libanswers.com>

Take a Look at the Library's New Research Databases

Streaming Videos

Business & Economics, Careers & Job Search: Streaming Videos

800+ videos which can be streamed to your computer desktop 24/7.



Image from :

1-800-INDIA: Importing a White-Collar Economy

Running Time: 56 minutes

Distributor: Films for the Humanities & Sciences



Industry Info

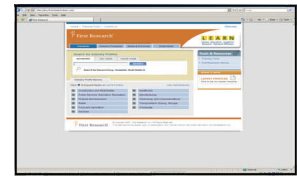
First Research from Dun & Bradstreet

In-depth industry research for over 300 companies.



MarketResearch.com Academic

Industry reports including demographics, market trends, buyer behavior.



International Business

Global Road Warrior

Reports on the culture, geography, demographics, financial & business culture, travel essentials, photos and maps of 175+ countries.



View these and other library databases at:

<http://library.jwu.edu/research/databases/az.htm>

Browse JWU's Menu Collection Online

Believe it or not, JWU Library has over 3,000 restaurant menus from all over the country!

To preserve this historic collection, the library has begun digitizing the menus, under the direction of JWU reference librarian, **Erika Frank**.

This summer Erika embarked on

the project and has scanned in 300 menus so far.

A brief description accompanies each menu.

The menus are fully searchable and can be viewed online at:

<http://scholarsarchive.jwu.edu>



State Law Library Joins HELIN



Starting in fall 2009, JWU students, faculty and staff will find information about **RI State Law Library (RISLL)** holdings in the HELIN online catalog.

They can also use the HELIN "Request It" feature in order to have circulating items delivered from RISLL to either the JWU Downcity or Harborside Library.

Finally, JWU students, faculty and staff can visit RISLL in person.

The library is located in the **Frank Licht Judicial Complex** at 250 Benefit Street, just across the river from the JWU Downcity campus.

It boasts an extensive collection of primary and secondary legal sources, legal journals, government documents, videos and even recreational reading.

Its special collections include rare books dating back to the 15th and 16th centuries!

Hours are generally Monday-Friday 9-5 and Saturday 9-3 but we recommend that you call before visiting. **If you go, don't forget your JWU ID.**

The RISLL website can be found at:
<http://www.courts.ri.gov/library/defaultnew-library.htm>





Our Newest Librarian Hails from Chicago!



Hilary Kraus
Reference Management Librarian

I enjoy reading: the Consumerist

I listen to: National Public Radio

This summer I: tried 3 new restaurants during Providence Restaurant Week

Our newest addition to the professional staff, Hilary Kraus, is a native of Chicago, but she says she's adjusting to the quieter pace of Providence just fine.

"So far I'm really enjoying the great restaurants, the small city feel, and of course Rhode Island specialties like cabinets and coffee milk!"

Hilary relocated to Providence in August '08 when her husband took a faculty position at Rhode Island College.

She worked as a librarian part-time at the Bryant University Library until the full-time position became available at JWU.

Hilary was hired in February as a reference librarian and student employee supervisor.

She comes with eight years of library experience at both Loyola University and DePaul University libraries.

Hilary has been busy this summer developing new training programs for student employees. The first—*Giving Great Service at the Library*—was held in July.

Hilary says the most enjoyable part of her job is "helping students become familiar with the library's resources, both to succeed in class and to become enthusiastic life-long learners."

Although in previous positions, Hilary's specialty was science and medicine, she says, "I have lots of experience answering questions on every imaginable topic."



Giving Great Service

The bottom line in customer service is "Never just say no." That was the message student employees of the Yena Center Library took home with them after attending an in-house workshop this summer on customer service, *Giving Great Service at the Library*.

The program, targeting students working in public service areas of the library, was developed by Hilary Kraus, reference management librarian, along with the assistance of Lisa Payne and Randy Darling of the Circulation Department.

Student employees learned that saying no or "I don't know" to a patron

without offering additional assistance or resources, or promising to follow up, is inadequate.

How you answer a question when information isn't readily available can make or break an interaction with patrons.



The one-hour session began with a discussion of good and bad customer service encounters that were experienced in a wide range of everyday settings.

The participants learned that being attentive, listening, probing, and being unfailingly courteous are key ingredients to a positive customer service experience. And don't

Comments from the Participants

"It was a good reminder of what to do every day."

"Smiling is always good."

"We are like those officers at the airport. They represent the US; we represent the library."

forget the importance of body language!

The group then brainstormed on how some challenging customer service situations could have become more positive encounters using these skills.

OVER
SIZED
BOOK

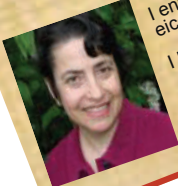


Library SA Hicham Bennani, '10

See the Yena Center Library's New Section for Over-Sized Books

Library Team Snapshots

Rosie Hopper
Dean of University Libraries



I enjoy reading:
eiconsortium.org
I listen to: J.S. Bach
This summer I:
played violin in a string trio

Barbara Janson
Harborside Campus Chief Librarian



I enjoy reading:
Julie and Julia
I listen to:
National Public Radio
This summer I:
went to New Hampshire

Rick Keogh
Head Reference Librarian



I enjoy reading:
mystery novels
I listen to:
progressive bluegrass
This summer I:
went to New Hampshire



Ariela McCaffrey
Reference Services/Instruction Librarian



I enjoy reading:
Vanity Fair magazine
I listen to:
my son making space-
ship noises
This summer I:
went to the Guggenheim

Erika Frank
Reference Librarian



I enjoy reading:
newyorker.com
I listen to:
my radio station on pandora.com
This summer I: walked the
"Blessing of the Fleet" 10-mile
road race

Talia Resendes
Digital Services Librarian



I enjoy reading:
the Fall River Herald
News
I listen to:
Talib Kweli & Common
This summer I:
took a trip to Philly



Fred Brown
Reference Management Librarian



I enjoy reading:
science fiction books
I listen to:
920 WHJJ talk shows
This summer I:
visited Cape Cod

Lisa Spicola
Reference Librarian



I enjoy reading:
thefoodsection.com
I listen to:
National Public Radio
This summer I:
walked the "Blessing of the
Fleet" 10-mile road race

Lisa Helwig-Payne
Access Services Coordinator



I enjoy reading:
nrtimes.com/pages/
urbaneye
I listen to: music on
pandora.com
This summer I:
attended the Wickford Art
Festival



Randy Darling
Evening Circulation Supervisor



I enjoy reading:
outside
I listen to:
everything and anything
This summer I:
did not get a sunburn

Kelli La Vecchia
Serials Coordinator



Recommended website:
<http://www.nih.gov/>
National Institutes of Health
In-depth coverage of consumer
health topics, medical condi-
tions, diseases, treatments,
clinical trials and more

Marilyn Jangochian
Serials Clerk



I enjoy reading:
to my granddaughter
I listen to:
what other people have to
say
This summer I:
am liking the space I'm in



Betty Anne Nelson
Interlibrary Loan/Cataloging Librarian



I enjoy reading:
English mysteries
I listen to:
classical & jazz music
This summer I:
Went to the Berkshires

Sue Reynolds
Electronic Resources Librarian



Great website:
[http://www.sec.state.ri.us/res-
ources_for/business.html](http://www.sec.state.ri.us/resources_for/business.html)
Good resource for business
start-ups or businesses
relocating to RI

Philomena Murphy
Administrative Assistant to Dean



I enjoy reading:
the daily paper
I listen to:
Bruce Springsteen
This summer I:
visited a campground for
the first time

Check it Out!