Fall 2008

Check it out! Library Newsletter, Fall 2008

Johnson & Wales University Library - Providence

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Student Opinion Makes a Difference

This past spring, the library conducted its first ever online survey of student satisfaction with the library. Incentive for participation included a drawing for either an iPod Nano or an Olympia digital camera. The survey drew a total of 751 respondents to the multiple choice questions, and 337 taking the time to add free-text comments. The library staff is very grateful to all survey participants, and based on the information gathered and combined with additional sources of input, the library is piloting an increase in its hours of operation, as well as adding more full-service workstations, re-carpeting the downtown facility, adding whiteboards to study rooms, and planning a variety of additional upgrades. Along with specific suggestions for improvement, the library also received 24 ‘overall approval’ comments, but only one ‘overall disapproval’ comment. Based on the success of the survey, the library plans to conduct a similar survey of faculty and staff satisfaction, and then continue systematic service assessment on a regular basis. And by the way, the winners of the prizes were students Petra Ephrem (iPod) and Patricia Alvarado (camera). Congratulations and thanks!

New Dean for JWU Library

In July 2008, Rosie Hopper was named Dean of University Libraries, taking over for the now retired Dr. Helena Rodrigues. Dean Hopper brings plenty of skill and understanding to the position, having worked for the library in a variety of capacities over the past 16 years, most recently as the director of the Providence Campus Libraries. She is also pursuing a Ph.D. in Library & Information Science at Simmons College and expects to have her doctorate by 2010. Dean Hopper speaks with excitement about her new job: “The radical changes in the publication industry and in the delivery of information, as well as the popularity of online social networking, are all things unique to our era and things that make this an extremely interesting time to be a librarian. Here at JWU we are making our collections increasingly available online, and are also working hard to provide more and more of our services through interactive online applications.” Although Dean Hopper’s eyes are fixed on the future, she also refers to the value of more traditional library services. “One of our greatest assets is our staff, the many librarians here at JWU who are only too happy to work one-on-one with any library user to make sure they get the help they need in a timely and low-stress fashion. We only retain staff members who appreciate and enjoy working with our highly diverse and career-focused students.” Dean Hopper acknowledges that JWU Library—like so many—must strive to keep up with the times, and she emphasizes her commitment to continually evaluating library user satisfaction and student development of information literacy skills. Says Hopper, “I plan to keep the JWU Library on a path of continuous service.
The Library Instruction Classroom and You!

Has your professor ever told you to meet in the “BI Room?” Have you ever gone to the library to use the computers in the “lab” only to find you can’t go in because there’s a class going on? Contrary to popular belief the library computer “lab” is in fact a library instruction classroom not a lab. Originally the room was open only for scheduled classes, but now it’s open for general use when classes are not scheduled.

Fall semester is by far the busiest! PLEASE BE SURE TO CHECK the weekly schedule outside the door or call the reference desk (ext. 1121) to check to see if it’s open for general use.

Great New Databases for Research!

Also check out:
- **GreenFILE**—Human impact on the environment
- **MRI+ Internet Reporter**—Market analysis & Consumer demographics
- **RMA (Risk Management Association) Statements**
- **Sports Marketing 2008!**
- **SRDS (Standard Rate and Data Service) for advertising/marketing research**
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Library Staff Picks!
Our Favorite Books, Movies & Websites...

Rosie Hopper
Dean, University Libraries
*Traces of the Trade (DVD)*
A RI filmmaker traces the troubling history of her New England ancestors’ involvement in the slave trade.

Betty Anne Nelson
Interlibrary Loan/ Senior Cataloging Librarian
*A Crack at the Edge of the World: America and the Great California Earthquake of 1906* by Simon Winchester

Ariela McCaffrey
Instruction Coordinator/ Reference Librarian
*NPR Music: All Songs Considered* http://tinyurl.com/yohnzq

Kelli La Vecchia
Serials Coordinator
*The Hiding Place* by Corrie ten Boom and Elizabeth and John Sherrill

Fred Brown
Senior Librarian Harborside Campus
*James Beard Foundation* “Beard Bites” newsletter http://jamesbeard.org

Lisa Helwig-Payne
Access Services Coordinator
*NPR Music: All Songs Considered* http://tinyurl.com/yohnzq

Randy Darling
Evening Access Services Coordinator/Supervisor
*What’s In This Stuff?: The Hidden Toxins in Everyday Products* by Patricia Thomas

Talia Resendes
Reference Librarian/ Student Worker Supervisor
*Stumbling on Happiness* by Daniel Gilbert

Barbara Janson
Chief Librarian Harborside Campus
*Unaccustomed Earth* by Jhumpa Lahiri
*Environmental News & Commentary:* http://grist.org

Lisa Spicola
Reference Librarian Harborside Campus
*The Geography of Bliss: One Grump’s Search for the Happiest Places in the World* by Eric Weiner

Sue Reynolds
Electronic Resources/ Reference Librarian
*Rhode Island* by Richard Benjamin, a former staff photographer for the Providence Journal http://photosofri.com/

Philomena Murphy
Library Administrative Assistant
*Malcolm Muggeridge: The Biography* by Richard Ingrams

Nancy Barta-Norton
Acquisitions/Cataloging Librarian

Rick Keogh
Reference Services, Head/Internet Librarian
*AllMusic.com* Biographies, discographies, awards, reviews, and more about all musical artists

Erika Frank
Reference Librarian
*Richard Branson’s Autobiography: Losing My Virginity: How I’ve Survived, Had Fun, and Made a Fortune Doing Business My Way*

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