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CONNECTIONS

From the Dean's desk...

At the conclusion of the 21st Century's first decade academic libraries are very dynamic institutions, representing the rapidly changing conditions of knowledge content creation, application, acquisition, and access. Our libraries are prime representatives of this dynamism, typified by the Learning Commons, which has unified the University's fullest measure of academic support for both faculty and students. Assessing the information and technology support needs of our many users, and their rate of satisfaction, informs our strategic planning for the future, as well as daily service delivery.

In Spring 2010 we conducted our second LibQUAL+ survey of user satisfaction (the first, in 2004). With approximately 1,000 responses from faculty and staff, graduate, and undergraduate students we have considerable evidence of recognized improvements in the three survey categories: service delivery, information resources, and facilities. Our respondents also commented on their expectations for continuing improvements in each category. Now that we have analyzed the 2010 survey data, library work groups will be meeting in Spring 2011 to consider responses to major areas of need. Among these are enhanced research and

instruction guidance, improved usability of the Library's website (to access both online services and resources), and accommodation of the increased need in our heavily used facilities for both library quiet study and group use.

We are listening to our users and preparing to respond to their feedback. Readers of this newsletter will see more about library planning in the months ahead.

Note: LibQUAL+® provides a survey instrument that libraries use to solicit, track, understand and act upon users' opinions of service quality.

Peter Deekle, *Dean of University Library Services*

BIRSS AND FOUNDERS DAY EXHIBITS ON DISPLAY



The University Library has hosted ten years of exhibitions associated with the annual **Professor John Howard Birss, Jr. Memorial** lectures. The first decade of these exhibits is featured in a retrospective display at the Library's exit gates. Notes and images from the public programs and the selected works of literature are included in the colorful display.

The University's observance of **Founders Day** (February 14, 1956) is represented by an exhibit in the Library's Mary Tefft White Cultural Center. The table-top display case contains a miniature copy of

the Arthur Heintzelman (1936) portrait of Roger Williams. The case also includes a facsimile of the institution's February 14, 1956 Articles of Association and a photograph of the trustees on the night the institution split from the YMCA. The exhibit has 1956 Commencement photographs and a 1957 photo of the institution's first female graduate. Founding president, Harold Schaughency and his secretary are featured, along with the first Bulletin of Roger Williams Junior College (1956-1957). A gold commemorative medal from the junior college years is included, as well.

We ♥ You RWU

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Peter Deekle, *Dean of University Library Services*

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FILMS ON DEMAND



Not too long ago the video collection in the library was made up entirely of VHS tapes purchased for educational use. Today some of those VHS tapes are still on the shelf but they are being

quickly replaced by streaming video. Along with electronic books the digital video is the medium that users are turning to.

The database FILMS ON DEMAND is one of our current streaming video collections. Familiar producers such as Films for the Humanities & Sciences, BBC, PBS, National Film Board of Canada, NBC and ABC News have made old and new titles available by subscription. They are currently accessible from the library homepage <http://library.rwu.edu>. Just type in FILMS ON DEMAND in the search box and it will take you to our portal for thousands of titles and segments. Watch the five minute tutorial to learn about special features.

The collections give students and faculty unlimited access to curriculum-focused video grouped into subject specific categories: Humanities & Sciences; Business & Economics; Science & Mathematics; Health & Medicine. Also available are Archival films and Newsreels. New titles are added every month. FILMS ON DEMAND provides features that allow users to find, play, manage, and share video content. Keyword searching allows you to browse through the collections by course area or specialization. You can view video in a window or full screen using Adobe Flash Player or Windows Media formats. Citations are provided for all videos in MLA7 and Chicago styles.

Each film or segment has its own URL which can be copied to your course management system. This is a perfect way to send film to distance learners. Access is available to any RWU

user who holds a valid library ID number. On-campus access is automatic. Off campus access requires a sign-in with the library barcode and user name.

Other features include the "Create Playlists" that include only the content you need – segments from a single video or segments from many videos or entire full length programs. You can post these lists on your Blackboard or Bridges management system, or distance learning courseware for viewing anytime, anywhere.

There are also tutorials, quick-start guides, FAQs and user manuals. You can also call the Library x3375 or contact Veronica Maher, Media Resources Librarian x3114 for additional information or to purchase new videos.

Some titles included in the collection: Margaret Mead's *Coming of Age*; *Bill Moyers Journals*; *Do You Speak American?*; *America Beyond the Color Line*; Ken Burns' *Civil War*, *Frank Lloyd Wright* and *Lewis and Clark*. Titles are constantly being updated to include current issues such as *The Madoff Affair*; *From Micro to Nano*; The Noble Peace Prize Documentary 2008: *With Dignity for All* and many others

Other streaming video collection subscriptions include the Alexander Street Press series: Theater in Video (including Shakespeare), Dance in Video, American History in Video, Ethnography in Video, Counseling and Therapy in Video and coming soon Education in Video.

To learn more about streaming media check out our LibGuide on Streaming Media at <http://rwu.libguides.com/StreamingVideos>. Please contact Veronica Maher, Media Resources Librarian x3114 or vmaher@rwu.edu

if you would like more information about FILMS ON DEMAND.



GREAT ISSUES SERIES

Two Spring 2011 programs will conclude the 2010-2011 Great Issues series, originally inspired by University alumna and benefactor, Mary Tefft (Happy) White.

On February 8 at 5:30 PM, Barnaby Evans, internationally recognized artist and creator of WaterFire, will present a multimedia program entitled "The Artist and Civic Engagement."

On April 12 at 5:30 PM, Kitty Felde, journalist and playwright, will discuss The Artist and Civic Engagement. Ms. Felde's play, A Patch of Earth, will also be performed that week at the University. Professor Robin Stone will direct the production.

WELCOME NEW LIBRARY STAFF!



The library has hired four new staff members this fall semester. Please don't hesitate to introduce yourselves to them!

Dan Desilets:



Dan joins us as the library's Systems and Web Services Specialist. He came to us from Emory University in Atlanta where he was employed as a Senior Multimedia Developer for the Rollins School of Public Health. Dan has a Bachelor's degree in Fine Arts from RISD. Dan will be managing library systems and will be working to improve the library's website. He will also collaborate with the Library, Instructional Design and Media Services to support student multimedia services. Welcome Dan!

Nancy Jannitto:



Nancy has recently been appointed Learning Commons Administrative Assistant after working as a weekend desk monitor since April. She has over 20 years of management and office experience. Her enthusiasm and energy at the Information Desk are infectious and a boon for all students and faculty seeking assistance. She currently works part-time and fills her other daytime hours as an office manager at a local manufacturing company.

Tom Johnson:



Please welcome Tom who was hired in October as a weekend Learning Commons Desk Monitor. He is a recent graduate of the University of Connecticut at Storrs where he worked as a library assistant for three years while pursuing a Bachelor's degree in English. He also excelled there as a Resident Assistant and has excellent customer service skills.

Linda Molvar:



Linda was recently hired as a Learning Commons Librarian working evenings and weekends. Linda has many years of experience as a librarian in the Barrington Public Schools including Barrington District Head Librarian. She has a Master's degree in Library and Information Science from Pratt Institute and a Bachelor's degree in French Education from St. Olaf College. Please welcome Linda!

GRADUATE INTERNSHIP FOR SPRING



The University Library is pleased to support a Spring 2011 internship for Danielle Zoller, RWU Class of 2010, and a graduate student at Simmons College earning her Master's degree in Library Science. The internship will introduce Danielle to normative surveys in libraries, specifically LibQUAL, and their relationship to other higher education surveys conducted by the university. Danielle will complete a project responding to specific user concerns identified in the Library's Spring 2010 LibQUAL survey.

For example: Usability of the Library Web Site – Can users find what they need in a virtual environment? To evaluate and respond to this concern this internship will be involved in usability testing of the Library's web site design.