Among Friends

Volume 8, Issue 2
October 2004

Reception Held for LibQUAL+™ Winners

On May 6, 2004 the University Libraries held a reception for five prize-winning participants in the LibQUAL+™ Web-based user assessment survey. The five students (Niashia Baker, Rhonda Jacobson, Kymry Kistner, Lindsey Olson, and Elizabeth “Liz” Stewart) were randomly chosen from the over 200 Washburn participants who had completed this spring’s survey. Each of the five received a $50.00 Wal-Mart gift certificate.

The winners represented a broad cross-section of Washburn students, from freshmen to graduate students. The group also had varying library usage patterns which were similar to those of the various segments of the Libraries’ user population, ranging from infrequent library users to heavy users. Rhonda Jacobson is a freshman Social Work major and has only used the library several times while Lindsey Olson is a master’s degree student in Clinical Psychology who uses the Libraries a great deal. Olson also characterizes herself as a heavy user of Interlibrary Loan in her graduate studies. Two of the other prizewinners discussed their ability to access library information via the Internet. Kymry Kistner, senior in Psychology, mentioned that most of her library research was being done via remote access while Liz Stewart thought the ability to access the Libraries’ full text online information was “wonderful”. Stewart, a freshman major in Exercise Physiology, additionally commented that she thought the staff was friendly and helpful. Niashia Baker also thought that the staff seemed increasingly helpful. She added that she has also seen improvements in the turnaround time for delivery of Interlibrary Loan materials. Ms. Baker was reasonably happy with the Libraries’ hours of operation but hoped that at some point they could be extended. One of the reasons the Political Science/Anthropology junior participated in our LibQUAL+™ survey is that she feels that it is important to be able to provide this type of feedback.

The Libraries agree with Niashia and are grateful for the wide participation in this year’s LibQUAL+™ survey. Our continuing program of assessment in the areas of programs, collections, and technology allows us to solicit user input regarding their needs and potential areas for improvement. The Libraries have participated in this nation-wide user satisfaction survey for a number of years and have responded to the results by making improvements. The Libraries would like to congratulate the five winners as well as to thank all this year’s survey participants.

by David Feinmark
Imagine opening your e-mail and seeing in your inbox, “Attention: Interlibrary Loan Article.” You click on the attachment and there it is, the journal article you requested. Mabee Library began e-mailing journal articles using Ariel technology to patrons on April 16th 2004. Ariel, the document transmission system from the Research Libraries Group, provides fast, inexpensive, high-quality document delivery over the Internet, integrating scanning, sending, receiving, and printing. Once an article comes through to our Ariel workstation, it is sent directly to the patron’s e-mail.

The use of Washburn e-mail accounts is highly recommended. Some third party e-mail providers don’t allocate enough space in a user’s inbox. If a patron’s inbox has insufficient space, the journal article will never reach them. Washburn accounts are provided six megabytes of storage.

The journal article is delivered as an attachment in Adobe Portable Document Format (PDF). Adobe allows patrons to search the document such as find (Ctrl-F) just like a Microsoft Word document. Adobe has become the best format for imaging as well as an industry standard for sharing documents across computers. Regardless of the PDF file size, the first page of the document opens instantly while the rest of pages download behind the scenes. This allows the patron to start working with their document immediately. Need to move to another page? That page opens instantly as well while the rest of the document downloads. Since everyone has the Adobe Reader (and if they don’t it’s free to download at http://www.adobe.com/), the document or image will always look the same.

Thinking about requesting a journal article, go to www.washburn.edu/mabee/ill and fill out an online form today. If you have any questions concerning Ariel transmission, please contact Mabee Library at 785-231-1010 ext. 1489.

by Jewel Brueggeman-Makda
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Staff News

Wanda V. Dole, Dean of Libraries, was appointed by Governor Sebelius to serve as a member of the Kansas Library Network Board, effective September 22, 2004, for a three-year term ending June 30, 2007.

Judy Druse, The Curriculum Resources Librarian, officially joined the DART (Digitally Accessible Resources for Teaching) project July 1st, 2004. As the second faculty Texpert, Judy will be providing DART with her technical expertise on a half-time basis for the remaining two years of the project. She will assist with faculty consultation (dealing with the acquisition of digital resources for teaching), computer software seminars, and more.

The Library Facts, 2003-2004

Collections
Number of volumes ………….338,842
Number of periodical and journal titles…………..1,733

The Library holds several special collections, including the Washburn University Archives and the William I. Koch History of Art Collection.

General Information
Number of staff………………21
Number of library units………..2

Annual Access Services
Items circulated………………...36,908
Reference questions answered...10,761
Items loaned to other libraries…4,073
Items borrowed from other libraries…………………….2,602

Within the past decade, the Library’s collections have been expanded to include many of the latest electronic resources for databases, indexes, and abstracts, which provide access to scholarly literature at the University as well as other institutions.

The Library Is Looking For……..

Annual Reviews (online). Permanent access to 875 volumes. Published by Annual Reviews. $5,000.00
Comprehensive Handbook of Psychological Assessment, Michael Hersen (ed.). 4 volumes. Published John Wiley. $600.00
Encyclopedia of Genetics, Sydney Brenner (ed.). 4 volumes. Published by Academic Press. $1,100.00
Oxford Encyclopedia of Economic History, Joel Mokyr (ed.). 5 volumes. Published by Oxford University Press. $695.00
Oxford Dictionary of National Biography, Brian Harrison (ed.). 60 volumes. Published by Oxford University Press. $13,000.00
Black Women in America (2nd edition) edited by Darlene Clark Hine. Published by Oxford University Press. $325.00.
Encyclopedia of Behavior Modification and Cognitive Behavior Therapy edited by Michel Hersen. Published by Sage Publications. $495.00.
Encyclopedia of Evaluation edited by Sandra Mathison. Published by Sage Publications. $150.00.
Encyclopedia of Law Enforcement edited by Larry E. Sullivan. Published by Sage Publications. $295.00.
Encyclopedia of Prisons and Correctional Facilities edited by Mary Bosworth. Published by Sage Publications. $295.00.

Fall 2004 Events

Thursday, October 28, 2004
Noon-1:00 pm
Room 105, Mabee Library
Evaluation of Reference & Instruction Services. A panel of Mabee Library librarians discuss their experiences with two national assessment instruments SAILS (Standardized Assessment of Information Literacy Skills) and WOREP (Wisconsin Ohio Reference Evaluation Program) Light lunch will be served.

Thursday, November 11, 2004
Noon
Room 105, Mabee Library
The Internet Censorship & Freedom of Information: A Panel Discussion: Kansas Library Association Executive Director Rosanne Siemens and Washburn Professors Thimios Zaharopoulos (Mass Media), and Mike Merriam (Mass Media). Richard Martin (Office, Legal & Technology) will moderate. Light lunch will be served.

December 2004
(date to be announced)
Annual Meeting. The meeting will include election of officers for 2005 and a reception honoring Friends and donors.

§§§§§§§§§§§§§§§§§§§§§§§
As a member of the Friends of Mabee Library your gift will help the library:

- Acquire new and important works for its collections.
- Preserve and restore materials with lasting value held by the Library.
- Remain accessible for everyone who wants to use it—today and in the future.
- Enhance its services to its constituents.
- Sponsor lectures and other activities.

Donations in any amount for library materials (books, videotapes, etc.) can be made in your own name or in the name of someone you wish to honor or memorialize. Requests for items in specific subject areas can be accommodated. Every item purchased with such donations can include a bookplate with the name of the donor and/or the person who is being honored by the gift.

Yes!
I want to be a Friend!

Membership at every level is very important to Mabee Library.

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City, State, Zip _______________________________
Phone ________________________________________

Amount enclosed

Make check payable to:
Washburn Endowment Association
Friends of Mabee Library
1700 SW College Avenue
Topeka, KS 66621

Contributions are tax deductible.

Washburn University
Mabee Library
1700 SW College Avenue
Topeka, KS 66621