

# Among Friends

Volume 8, Issue 2

October 2004

Mabee Library  
at Washburn

## 2003-2004 Officers and Board Members

### Officers:

Robert W. Richmond  
*President*  
Rosemary Menninger  
*Vice-President*  
Betty M. Casper  
*Treasurer*  
Dorothy Hanger  
*Secretary*

### Board Members:

Wanda V. Dole, ex officio  
Ted Heim  
Jan Jaquith  
Margaret McCausland  
Larry Peters  
Marcia Saville  
Jim Sloan  
Alice Young

## Reception Held for LibQUAL+™ Winners



### LibQUAL+™ Winners and Library Dean, Wanda Dole at reception.

(Lindsey Olsen, Wanda Dole, Rhonda Jacobson, Kymry Kistner, Liz Stewart, Niashia Baker)

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

## Inside this issue:

LibQUAL+™ Reception	1
Polycom ViewStation SP	2
Library Goes Global	2
New ILL Software	3
Staff News	3
Library Facts	3
Library is looking for....	3
Fall 2004 Events	3
Be a Friend & Membership Form	4

### *Polycom ViewStation SP Video Conferencing Unit*

On September 20, 2004 a new level of collaboration began between the Mabee Library and the Kansas Library Association (KLA). On that date Wanda V. Dole, Dean of University Libraries, met with KLA Executive Director Rosanne Siemens and Cindi Hickey, Coordinator for the Institute for Continuous Education, and took delivery of a Polycom ViewStation SP video conferencing unit. KLA had received a federally-funded grant to purchase this two-way interactive video conferencing equipment with a view toward fostering two-way communication between Kansas libraries. In return for agreeing to house this unit, the Mabee Library will also have use of the equipment. This adds a new dimension to the information capabilities of the University Libraries. The Libraries would like to thank KLA for this opportunity.

*by Anne Liebst*



### *University Libraries Go Global*

The University Libraries have always provided information resources which provide a global perspective of human knowledge. However, with the advent of broader University course offerings the Libraries have been presented with new challenges in this area.

One of the more recent changes has been the rapid expansion of course content in the Department of Modern Languages. In particular, the introduction of new courses in Mexican Cinema and Spanish Cinema have prompted the Libraries to acquire more varied formats of materials from these geographic areas as well as the equipment necessary to allow their full use. Over two dozen Mexican and Spanish DVDs have recently been acquired to support these new courses. Current DVD players available in the Libraries are in keeping with domestic standards. However, foreign DVDs are produced to different international standards that are usually regionally specific and are incompatible with the standard DVD players available in the U.S. The Libraries have recently purchased what is known as a "region-free" or "zone-free" DVD player which will allow students and faculty to view foreign, as well as domestic, DVDs. This increase in the capability to adequately present DVDs, regardless of their country of origin, for research and study by the Washburn community not only allows the Libraries to continue to support the curriculum but also to continue to broaden Washburn University's and the Libraries' International perspective

*by David Feinmark*

### *New Interlibrary Loan Software Subject: "Attention: Interlibrary Loan Article"*

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 16<sup>th</sup> 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](http://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*



**A**s 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.**

\_\_\_\_\_  
Donor

\_\_\_\_\_  
Subject

\_\_\_\_\_  
Amount

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

# Yes!

## I want to be a Friend!

Membership at every level is very important to Mabee Library.

Benefactor	\$ 1,000.00
Sustaining	\$ 500.00
Patron	\$ 100.00
Fellow	\$ 50.00
Friend	\$ 25.00
Student	\$ 5.00
Other Amount	\$ _____

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
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

Non Profit  
U.S. Postage  
**PAID**  
Permit No. 689  
Topeka, KS

**INSIDE: Reception Held For LibQUAL+™ Winners**