

# Simon Says



COLUMBUS STATE  
UNIVERSITY

## A Newsletter of Columbus State University Libraries

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### 2006 Library Survey

From October 16 through November 5, 2006, the University Libraries conducted a survey called LibQUAL to evaluate service quality. The information world has changed and we wanted to find out how we were doing. Like any area on campus, we've received suggestions and compliments, as well as complaints. This survey was a systematic way for us to try to gather opinions by using a "standard assessment tool" and a web questionnaire to perhaps hear from folks who ordinarily do not visit the Libraries in person.

The LibQUAL survey was developed in concert with the Association of Research Libraries and Texas A&M University. (For more history and other information about the survey, please visit their website at [www.libqual.org](http://www.libqual.org).) In 2000, 13 libraries participated in the survey. In 2006 there were 298 libraries with 166, 820 valid surveys, including participants from the University of Georgia system. Our web survey consisted of 27 questions. There were five local questions created by the Georgia libraries. The 22 core questions focused on three areas, Affect of Service (customer service), Information Control (resources), and the Library as a Place (physical environment). Each question asked for three ratings, minimum level, ideal level, and current level. Each rating had a nine point scale, ranging from a low of one to a high of nine.

The survey was initiated by email sent to current students, faculty, and staff during each week of the three week survey period. The email contained a link to the web questionnaire and announced a drawing for three incentive prizes, iPod, flash drive, and a \$25.00 gift card from Best Buy, for those who completed the survey.

From a population of 8,595 individuals, 785 responded or about nine per cent. There were 589 undergraduates, 51 graduates, 97 faculty, 36 staff, and 12 library staff. Additionally, there were 271 surveys with comments ranging from one word to 238.

Overall, the survey takers indicated satisfaction with the Libraries. The average perceived mean (current level of service) was 7.24 out of 9.0. The core question generating the highest expectation of 8.24 was "modern equipment that lets me easily access needed information." The question resulting in the lowest desired mean of 7.85 was "community space for group learning and group study." There were some differences among the three primary user groups of the Libraries, undergraduates, graduates and faculty. The undergraduates' satisfaction was 7.26. Questions generating the highest expectations were "modern equipment...", "quiet place for individual

activities", and courteous service, respectively 8.26, 8.22, and 8.20. The graduate students (n = 51) were less satisfied with the Libraries with a mean of 6.76. Their major issues were accessing needed resources away from the Libraries and having sufficient journals in their discipline. The faculty respondents (n = 97), also, indicated great concern about the lack of resources, journals and books, but as a group their satisfaction mean was 7.32.

The comments were extensive. Some examples were "The library makes my college life easier", "I believe the staff should be friendlier," "Great service to the students, especially the computers, and the study rooms," "The library needs more study areas that can accommodate study groups of 5 to 7 individuals." "There are not enough computers available in the library." "The books are outdated.", and "This library has provided me with many useful resources as well as a place i can spend many hours for learning."

Evaluating the survey results is an on-going process and we hope to use the results to improve library services. One of the issues was a high level of expectation for customer service and a number of comments indicated less



than desired courteous service. On March 5th, a major part of our staff development day focused on customer service. We're working on doing a better job. Also we thank everyone who took the time to complete the survey and write comments. The comments were particularly useful.

*Dean of Libraries Callie McGinnis presents the iPod incentive prize to CSU student Ms. Marquita Nelson. Ms Nelson's name was drawn from the pool of 785 CSU survey-takers who completed the LibQUAL survey.*

Carole Burke  
Assistant Professor of Library Science and  
Government Documents and Business Liaison Librarian

## CSU Libraries Host 6th Annual Research Forum Series

For the sixth consecutive year, the CSU Libraries hosted a series of Faculty Research Forums in January and February of 2007. Inaugurated in 2002, the forums offer CSU faculty the opportunity to share their research with the university community. This year, eight CSU faculty members presented at four separate forums held at the Simon Schwob Memorial Library. Topics ranged from disability in the works of Frank Baum to a study of lichens at Foto Island in Ireland. The CSU Libraries will host the next forum series in January and February of 2008. A call for papers will be issued in the early fall of 2007 for next year's forum series. The featured faculty presenters and their topics for 2007 are listed below.

January 18,

Dr. Josh Eyler, Assistant Professor, Language and Literature and Ms. Gretchen Nevins, Adjunct Instructor, *Language and Literature, Figuring Disability in L. Frank Baum's The Wonderful Wizard of Oz*

Dr. Rodrigo Obando, Assistant Professor of Computer Science, *Science, Kind of New*



*Dr. Rodrigo Obando, CSU Assistant Professor of Computer Science, discusses his research on the study of complex systems.*

January 25

Dr. Doug Tompson, Associate Professor of History, *Honduras, Past and Present: Photographs from One Thousand Years of History*

Mr. Christopher R. Bloss, Assistant Professor of Library Science, *Revisiting Carson McCullers's Clock Without Hands (1961)*

February 1

Dr. Harvey Richman, Professor of Psychology and Ms. Alexis Wright, *Religiosity and Well-Being II*

Dr. David Schwimmer, Professor of Geology, *Search For The Last Fossil Coelacanth Fish*

February 8

Mara Scrupe, Rothschild Endowed Chair of Art, *Fota Lichens Project*

Dr. Cecile Accilien, Assistant Professor of Language and Literature, *Diasporic Bonds: Representations of Women in Marriage in African and Caribbean Francophone Literatures.*

Reagan Grimsley, Assistant Professor of Library Science and Archivist



*Art Professor Mara Scrupe describes a photographic study she made in the city of Cork, Ireland.*



*French Professor Dr. Cecile Accilien examines the depiction of women in African and Caribbean literature.*

## New Information Commons Library Assistant

Michelle Viers was recently hired as a library assistant in the Information Commons to fill the position vacated by Randy Duncan, who left CSU Libraries in early February to accept a position at Fort Valley State University Library. A native of Louisville, Kentucky, Michelle grew up in New Middletown, Indiana, and Columbus, Georgia, graduating from Shaw High School. She is also a graduate of Columbus State University, with an English degree.



Michelle began working at the Schwob Library's Reference Desk in 1995. After her graduation from CSU in 2003, she assumed a number of part-time positions at the library. Her last part-time position was as a library assistant in the Interlibrary Loan Department from 2004 to 2007. Outside the library, Michelle is also a freelance administrative assistant.

Her hobbies include photography and writing poetry. Michelle had a photograph shown in a recent CSU photography exhibit at the RiverCenter. She has also had two poems published in *Arden* and one published at

<http://www.poetry.com/>.

## CSU Archives Receives Award for Excellence in Archival Program Development



*L-R Archivist Reagan with Grimsley with Archival Assistants Giselle Bratcher and Dalton ROyer at the State Archives of Georgia*

Secretary of State Cathy Cox presented the Columbus State University Archives with a 2006 Outstanding Archives Award for Excellence in Archival Program Development at the Georgia Historical Records Advisory Board annual awards ceremony. GHRAB established the Outstanding Archives Awards Program in 2003 to recognize outstanding efforts in archives and records work in Georgia.

The Excellence in Archival Program

Development Award honors historical records repositories or local government agencies in the state of Georgia who demonstrate outstanding achievement in one or more of the following categories: Advocacy in promoting the identification, protection, preservation and use of historical records; advocacy in compiling historical records for use by historians or genealogists; outreach services/education using such records; cooperation between agencies, organizations, or institutions for use and preservation of archival records; undertaking innovative projects/activities related to some aspect of archival records; and overall development of a soundly administered archival program.

The CSU Archives is active in all of these areas, with the primary mission of preserving and making accessible historical and cultural materials relating to the university, Columbus, and the surrounding Chattahoochee Valley in both print and digital format. In the past five years CSU

received grants from GHRAB, the Historic Chattahoochee Commission, and the National Endowment of the Humanities to assist with basic preservation and enhance both onsite and digital access to archival collections.

Established in 1975, the CSU Archives is located in the Simon Schwob Memorial Library on the main campus of CSU. The facility contains local history materials in a variety of formats, including but not limited to manuscripts, photographs, maps, and oral histories. The archives is open to the public from 12 p.m. until 5 p.m. Monday through Friday. For further information on the CSU Archives, contact Archivist Reagan Grimsley at (706) 568-2247 or visit the archives website at <http://archives.colstate.edu>

Reagan Grimsley  
Assistant Professor of Library Science and Archivist



## ITS Supports Unique Instruction Requirements

Dr. Lauren Mackenzie, a part-time faculty member in the Communication Department, collaborated with Instructional Technology Services (ITS) personnel during spring semester 2007 to create a unique and interactive approach to a standard public speaking class assignment. For her first assignment, a speech of self-introduction, Dr. Mackenzie proposed a more challenging, useful, and technologically advanced activity for the semester's first speech: the "talking resume" activity.

Supported by ITS personnel using a digital camera, laptop, and a software program called Visual Communicator 2, all 25 student speeches (1-2 minutes) were captured within the scheduled class time. Within 24 hours, the speeches had been formatted and uploaded to a website, complete with a home page directory of students. Dr. Mackenzie was able to review the speeches during the next scheduled class (two days later), simply by selecting each student's name on the home page. Due to the support she received from ITS, Dr. Mackenzie said, "I was able to do my job better and pay 100% attention to my students' speech delivery. The students responded very

favorably to the easy-going nature during the filming, and the overall result of the 'Talking Resume' assignment was a success."

Doug Buttler, Instructional Designer for ITS says, "This project shows how learning can be enhanced simply by 'thinking outside of the box' and looking for creative ways to engage students. My hat's off to Dr. Mackenzie." He added that the Visual Communicator program has the capacity to produce T.V. studio quality output and could be used for such projects as video term papers and book reports, new student or employee orientations, video press releases, and department website introductions, just to name a few. Of course, the more T.V. style effects included, the longer the editing and turn around time. However, this is without a doubt the quickest way to produce professionally looking video in several formats for a variety of purposes.

Doug Buttler,  
Instructional Designer  
Instructional Technologies Services

## CSU's Top 10 Circulating Books

These are the top circulation books at CSU from March 1995 through February 2007. The figures include interlibrary loans and exclude reserves.

Title	Circulation Count
Corngold, Stanley. <i>The commentators' despair: the interpretation of Kafka's Metamorphosis</i> . Port Washington, N.Y.: Kennikat, 1973. Call number PT2621.A26 V427	88
Knowles, John. <i>A separate peace</i> . 1st Scribner Classics ed. New York: Scribner, 1996. Call number PS3561.N68 S4	9671
Peters, Mitchell. <i>Elementary snare drum studies</i> . Los Angeles: M. Peters, 1988. Call number MT662.3 .P49 1988x	70
Peters, Mitchell. <i>Fundamental method for mallets</i> . Van Nuys, CA: Alfred, 1995. Call number MT719.2.P48 F8 1995	68
Shahn, Ben. <i>The shape of content</i> . Cambridge, MA: Harvard UP, 1972. Call number N7445 .S516	68
Wilber, Ken. <i>No boundary: Eastern and Western approaches to personal growth</i> . Los Angeles: Center, 1979. Call number BF311 .W577	66
Bertalanffy, Ludwig von. <i>General system theory: foundations, development, applications</i> . New York: Braziller, 1968. Call number Q295 .B4	65
Stone, George Lawrence. <i>Stick control: for the snare drummer</i> . Randolph, MA: G.B. Stone & Son. Call number MT662.3 .S87 1990x	61
Gilbert, Creighton (ed.). <i>Renaissance art</i> . New York: Harper & Row, 1973. Call number N6370 .G46	61
Forrester, Jay Wright. <i>Principles of systems: text and workbook</i> , chapters 1 through 10. 2d preliminary ed. Cambridge, MA: Wright-Allen, 1973. Call number TA168 .F6	58

Akeisha Heard  
Instructor of Library Science and  
Systems Librarian

## Updates from the Government Documents Department

Even though lots of government information is available electronically since the late nineties (see linked resource on the individual catalog record), resources in print and microform are still useful for research. The Library has a considerable print collection of federal documents in the areas of Education, Health, Earth Sciences, Criminal Justice, and Political Science.

The Government Documents Department has made several changes to enhance access to the print collection and improve the physical space. The Georgia State documents have been moved to the first row of bookshelves by the meeting area on the first floor. Oversized federal documents have been consolidated to the first row of shelving, too. This includes some educational kits, atlases, and river charts, for example the 1994 river chart of the Chattahoochee River.

Over time the shelves had become filled to capacity making it difficult to find items, particularly brochures, leaflets, and one-page items. Consequently one of the goals of 2006-2007 was identification of superseded documents and removal of them from the collection. This weeding project which will continue through the end of summer, has opened up a lot more shelving space.

A word or two about our federal government documents, we only collect about one third of the items annually

available through the federal depository library program.. (Last year we added about 4,500 items, tangible or electronic.) Access to the other two thirds is available. The University of Georgia is our regional depository and they are supposed to have one hundred percent. So in case Schwob Library doesn't have the item, try searching GIL Express, or gpoaccess.gov for the federal government catalog, or WorldCat, a Galileo database.

In addition, the Government Documents Department has revised its web pages. Consolidated are links to Country Information, Statistics, and Citing Federal Documents under U.S. Government Links. There is also a Hot Topics choice. Bills in the News, provided by the Library of Congress, has identified congressional bills "recently receiving coverage in newspapers and in TV and radio news," e.g., minimum wage, assisted suicide, and reparations. The revised web pages are available at <http://library.colstate.edu/> and select Government Documents.

Carole Burke  
Assistant Professor of Library Science and  
Government Documents and Business Liaison Librarian

## CSU Libraries Web Site Redesign

While the Libraries' home page4 was filled with useful information, such as formatting citations and using GALILEO, at times it was not easy to find that information. To fix this problem, we unveiled our new look, which was based on the new CSU design, in late December.

We divided the web site into four quadrants: research resources (Research), tutorials on how to use research resources (How Do I . . .?), services provided by the Libraries (Services), and information about the Libraries (About Us). Web users will be able to find the information they need in one of these areas.

As part of the redesign, all CSU-purchased electronic databases, such as JSTOR, ARTStor, and Classical Music Library, are now listed in GALILEO. More exciting is the news that current CSU students, faculty, and staff can access them from off-campus!

To gain access when off campus, log into GALILEO, select the database, and use your Novell login user ID and password in the second login screen. See [http://library.colstate.edu/how\\_do\\_i/offcampus.asp](http://library.colstate.edu/how_do_i/offcampus.asp) for more information.

Akeisha Heard,  
Instructor of Library Science and  
Systems Librarian

## Digitized Music: Listen Online

Music permeates our society, economy, and culture. Connections to music may be found in most disciplines, not to mention the personal significance it has in our lives. Columbus State University Libraries is pleased to join many other universities across America and throughout the world to bring you access to two comprehensive, dynamic databases of distinguished recordings that include tens of thousands of licensed audio selections covering primarily classical music, but also jazz, blues, stage and screen, world/folk, New Age, and Chinese music. The databases, Classical Music and Naxos Music Library, were purchased as a three-year pilot project through a student technology fee grant. CSU Libraries will assume the subscription costs at the end of the pilot.

Classical and Naxos Music libraries significantly enhance CSU's collection of audio recordings that directly support instruction and research. They greatly expand access to essential information resources (print reference materials as well as recordings) used for classroom work, papers, and presentations. Multiple students may simultaneously listen to the same or different content from anywhere. The databases may be accessed via the Music Library webpage or the GALILEO A-Z List, on or off campus, twenty-four hours a day.

Faculty may create playlists for assigned listening assignments, access playlists/recordings in the classroom, and integrate static URL's for individual tracks into WebCT Vista. Students may explore a wide range of works and genres, compare performances of a single work, and in Classical Music Library, create personal playlists or download tracks for a small fee. Naxos Music Library provides weekly podcasts on various musical topics.

Learn more about Classical and Naxos by visiting their websites:

<http://www.alexanderstreet.com/products/music.htm>  
<http://www.naxosmusiclibrary.com/>

We're thrilled to introduce this new application of digital technology in the CSU Libraries and look forward to introducing more in the future! Tell us what you think of these new resources via the online library Suggestion Box at [http://library.colstate.edu/web\\_forms/suggestion\\_box.asp](http://library.colstate.edu/web_forms/suggestion_box.asp)

Roberta Ford,  
Associate Professor and  
Music Librarian

## National Library Week Activities

In 2007, April 15 – 21 was designated as National Library Week. To celebrate the occasion, CSU Libraries held two events during that week. On April 17-19, the libraries held their annual book sale, during which they sold books and records that had been donated to the library but not incorporated into the collections.

Also on April 17, the libraries hosted a book talk by local author Louise "Biddy" Barfield Hammett, whose new book is entitled *I Must Sing: The Era with Carrie Fall Benson*. The work chronicles the life and literary works of Ms. Benson, who was the first LaGrange College librarian.

Mrs. Hammett came across the writings of Carrie Fall Benson over 40 years ago when she was researching a piece for her book study club. She became fascinated with her subject and, over the years, she amassed a wealth of Ms. Benson's personal papers. The book is being published by LaGrange College and is due out at the end of April.

A Columbus native, Biddy is the daughter of Louise

Calhoun and Grover Barfield. She attended Columbus public schools as a child and graduated from Auburn University with a B.S. in Education. In 1951 she married Paul Lane Hammett, Jr., (recently deceased), and they are the parents of Connie and Frances Hammett. After teaching in the LaGrange public schools, Biddy pursued careers as a freelance artist and writer. She has also been very active in civic groups in LaGrange and Columbus. Biddy Hammett is a member of the Friends of CSU Libraries.

Callie B. McGinnis,  
Associate Professor of Library Science and  
Dean of Libraries



*Louise "Biddy"  
Barfield Hammett,  
author of I Must  
Sing: The Era with  
Carrie Fall Benson*

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## My Favorite Children's Book Read-Out



On April 5, CSU Libraries hosted a "My Favorite Children's Book Read-Out" from noon to 1:30. The read-out was sponsored by the Hunter Lecture Committee as a prelude to the 2007 Hunter Lecture, which featured noted children's author Carmen Deedy.

The readers and their books were: Dr. Mary Beth Hendricks (Education faculty), *The Old Black Fly*; Ms. Ann Bowers (Occupational Therapy student), *Zoon, Zoon, Cuddle and Croon*; Mrs. Martha Ragan (part-time librarian), *The Story of Ferdinand*; Mr. JoVon Patterson (English major), *Superfudge*; Dr. Josh Eyler (English faculty), *The House at Pooh Corner*; Ms. Shelley Cape (Special Ed major), *Adventures of Taxi Dog*; Dr. Jim Brewbaker (Education faculty), *The Wailing Siren Mystery* (Hardy Boys Mystery); Ms. Leslie Rader (English and French major), *Pigs Might Fly*; Prof. John Saunders (Adjunct Communications faculty), *Hooway for Wodney Wat*; Prof. Sandra Coffey (part-time English faculty), *The Chronicles of Narnia*; Dr. Nancy Moore (English faculty), *The Velveteen Rabbit*; Prof. Ronald Self (part-time Business Faculty), Drummer Hoff; and Ms. Jerica McCrary (Criminal Justice major, Homecoming Queen), *The Giving Tree*.

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