

# CONGRESSMAN FRANK J. GUARINI LIBRARY NEW JERSEY CITY UNIVERSITY

## LIBRARY IMPROVEMENTS IN RESPONSE TO LIBRARY SURVEY

Thank you for your participation in the library survey last fall. This document outlines some of the improvements the library has made as a result of your comments, suggestions and concerns. We look forward to continuing to serve you, and we are grateful for your praise and support.

### Summary

Many suggestions we received as a result of the survey have been implemented. In this document we have grouped them into the following categories:

- 1) Collections and Materials
- 2) Community Use
- 3) Computers, Printers and Copiers
- 4) Environmental Comfort & Convenience
- 5) Finding Books and Lost Books
- 6) Help Using the Library (in print, on the web, from staff members)
- 7) Hours
- 8) Information Literacy and Instruction
- 9) Interlibrary Loan
- 10) Noise (includes cell phones)
- 11) Technical Support
- 12) Unaccompanied Children

In the sections below we will outline some of the improvements that have been made in these areas as well as discuss some aspects of library services with which our students, faculty and staff might be unfamiliar. We strive to provide the best possible service to all library users at all times and we thank you for bringing your concerns to our attention.

## COLLECTIONS AND MATERIALS

### Collection gaps

The library relies on faculty (who are specialists in their fields) to request purchases to balance the collection and to fill in gaps. Faculty book and video requests are given top priority for purchase. Recently, the library started **distributing cards of recommended materials** for purchase to faculty. Some survey respondents pointed out gaps in certain collection areas including chemistry, globalism, world languages, sports management, information technology, religion, DVDs, media, filmmaking, audio production, video making, computers in media, etc. The library is trying to fill in these gaps, at the same time requesting faculty to put in their requests. We have always **encouraged faculty to submit book requests, especially when they notice gaps in the collection.**

**Requests may be made online at:** <http://www.njcu.edu/guarini/Forms/bookorder.htm>

Additionally, the library is **reviewing a standard library collection list** to evaluate holdings and to purchase materials.

### Collection policy

The **Library's Collection Development Policy is being revised** and will be distributed to all departments in order to clarify expectations. As a matter of policy, the library does not usually collect textbooks. The acquisitions budget is not large enough to enable us to purchase textbooks for all the courses offered. Even if the budget did permit it, if textbooks were purchased for every course offered at the university, a large part of the library's collection would soon be composed primarily of outdated textbooks. We can however place textbooks used for courses on reserve, by faculty request.

### Collection size, video policy

The library's collection is small to mid-sized because we are constrained by a small materials budget. The library acquires about 8,000 – 10,000 books per year including gifts and grant purchases. New books are listed every month at the following web page: <http://www.njcu.edu/guarini/NEWS/newshtm>.

This list includes videos which are a small but heavily used part of our collection. Because of this, borrowing of videos is limited to NJCU faculty who use videos in their classrooms. Many videos and DVDs are expensive and hard to replace. They are easily damaged and often impossible to repair so borrowing is limited to lessen the risk of loss or damage.

The rising cost of library materials has generally outpaced the cost of living, which means that year after year, the same budget buys less and less. Thanks to the Interim Assistant Vice President of Academic Affairs, Jo Bruno, the Library's budget was increased this year, but it is still significantly smaller than Acquisitions or materials budgets of large research institutions such as Rutgers University (which has a budget of around \$5 million) and that of other state universities.

In order to offset rising costs of library materials, especially electronic materials, **most online library databases are purchased through consortia to take advantage of volume discounts**. We receive some online databases for free thanks to the New Jersey State Library and state-funded initiatives such as the New Jersey Knowledge Initiative (NJKI).

### **Databases – Simultaneous Users**

Some databases restrict the number of simultaneous users. Until recently, Wilson Omnifile restricted use to 25 simultaneous users. This limit has been increased and now an unlimited number of users can access the database.

### **Electronic books/resources**

More electronic books have been ordered and we will soon have access to **3,399 electronic books**, which will be accessible via OSCAR, the online catalog. Another 253 of these are **reference e-books**. We also provide links to online books under *Online Resources – Subject Guides* for 12 disciplines/programs. The library is investigating the possibility of short term access to some current electronic monographs or e-books.

In collaboration with one of our faculty members, we recently added a new subject guide (**Latin American and Caribbean Studies**) to the online resources subject guides.

### **More and older journals**

The only way we can subscribe to additional journals is if we cancel journals of comparable price. Subscribing to journals requires long-term commitment through subscription compared with one-time buying of monographs, so it is a more costly endeavor. The budget for print journals has been flat for years while journal prices go up 10% or more each year. The library is forced to cut back by a corresponding 10% to be able to afford existing print subscriptions. The **Periodicals List A -Z** on the library home page is a complete list of all the periodicals (journals, magazines, newspapers, newsletters) to which the library subscribes in all formats (print, online, microfilm). There are over **22,000 online journals** accessible through the library's 100 databases, in addition to about **780 print journal subscriptions**. Some survey respondents mentioned a lack of older resources in the library. Unfortunately, many databases do not contain materials published before the early to mid-1990's. When doing historical research or research requiring older materials, consult the printed indexes on the first floor of the library. Reference librarians can help with this type of research. Also, take a look at the Historical New York Times, under Proquest Newspapers. It contains the **New York Times going back to 1851**.

### **Music and Sound Recordings**

Recordings (CDs) are not included in the library collection due to budgetary and space constraints. The Music Department has a collection of CD's for use by students.

### **Newspaper index and issues**

One survey respondent mentioned wanting to be able to view articles from international newspapers and another mentioned wanting free access to the New York Times Op-Ed section. The library subscribes to several hundred major and regional newspapers through the **McClatchy Tribune News** and **Lexis Nexis News**. McClatchy Tribune News allows you to view the newspaper by issue.

## COMMUNITY USE

The library is mandated by the Federal Depository Library Program to open to the community to be able to access federal documents that are given to the library for free. It could also be considered as part of the university's service to the community, like other academic libraries.

### COMPUTERS, PRINTERS AND COPIERS

#### Access to Library home page

As suggested, **computers are now all set to the NJCU Library home page.**

#### Access to previous user's sites

The Library also installed new software called **Deep Freeze** which eliminates previous user sites or work done by a previous user, overnight.

#### Computer Use Guidelines

A new handout titled "**Library Computer Guidelines**" has been developed in response to the Library Survey. It integrates some signage on PCs and computer work areas on the **use of computers for academic and research purposes**, and the limit to Microsoft Word on the fourth floor. Additional instructions cover GothicNet and "Registering for Classes" using GothicNet, as well as checking on classes (under "My academics") and payment status ("My finances"). Library staff are asked about these all the time, especially when the Admissions Office and the University Service Center are closed. **These guidelines are available at all service desks on the first and second floors.**

#### Copiers

Many students commented on the need for more copiers and regular copier maintenance. The public copiers are owned and maintained by an outside company, and we rely on them for regular maintenance. **As of August, 2006, 2 new copiers are available on the first and second floors. If you lose money in any of the copiers, please report it to Circulation or Periodicals staff.**

#### Disk Drives and floppies

Library CD drives are not CD burners. It is possible to read from CDs but not copy. A USB drive or floppy disk should be used to save articles and other documents. See Computer Use Guidelines document for instructions on removing a USB disk from the drive.

#### Microsoft Word Software

Computers with **Microsoft Word availability have been increased from 8 to 18.** They are available on the 4<sup>th</sup> Floor. These PCs are primarily for use by NJCU college students especially when other campus computer labs are closed. If you see a non-NJCU user using a PC and others are being used while you are waiting, please report it to librarians on the first floor reference desk or call 3033 using the yellow phone black button, red pillar beside 3<sup>rd</sup> and 4<sup>th</sup> stair-wells. We will ask the user to go to another computer on the third floor.

#### PC in Group Study Room

Group Study Room 312 now contains a PC with Internet access. The PC provides access to the same resources as all the other PCs in the library. Keys for the group study rooms are available at the Circulation Desk on the first floor. To use a room, your group must consist of at least three people. Group Study Rooms were created so that students can discuss group projects and assignments, not as hangout rooms or party rooms partly because of the limited numbers. Group Study Rooms are for exclusive use of NJCU students, not faculty or staff, and cannot be reserved in advance.

#### PCs, printers and scanners

Since the survey last fall, we have replaced many older computers with newer models and added several brand new computers. **We received 40 new pcs and 120 pcs were replaced with newer (though not brand new) models.** In addition, **we purchased 10 new printers**, which should alleviate the many printer problems that you reported. Unfortunately, we will not be able to provide color printers or scanners, due to budget and staffing constraints.

The newly opened Karnoutsos Hall contains many computer labs, which increases the availability of labs on campus.

### **Wireless and laptop docking or power outlets**

Wireless internet access has been available on the first and fourth floors of the Library for over a year now. Access to the network requires a wireless card and Gothic Net ID number and password. There are also hotspots outside the library and around campus. Laptop docking is also available in the library on the sides of long tables, and on some study carrels. We will publicize wireless availability more widely through campus.

## **ENVIRONMENTAL COMFORT & CONVENIENCE**

### **Food and drink, and the lounge**

The former lounge in the library lobby would now be occupied by the Vodra Computer Lab once the University Service Center leaves. Vending machines would remain.

The Lounge was provided in the library renovation outside library services, to allow eating, drinking and studying, and to address needs of users using the library for a long stretch of time. The policy prohibiting eating and drinking is customary in most libraries because food and beverages attract insects, rodents and other creatures that users would not want to share the library with. There have been complaints on infestation. Inside the library, food and drink, are not allowed and signs are posted around the library.

### **Furniture, library appearance, and plants**

A few worn out pieces of furniture have been removed and replaced. We are happy you like our couches, but the library will be unable to purchase more couches due to budgetary and space constraints.

Repainting, carpet cleaning, replacing of bulbs, and floor waxing are done at least once a year thanks to Facilities and Construction Management and Housekeeping, to ensure that the library is well-maintained. The building has held up well considering that it was renovated over seven years ago. We request your cooperation to preserve tables in good condition, without etched names and messages. The library is beautiful. Please help us keep it that way.

While plants do create a nicer environment, the library and other buildings on campus do not have the budget to purchase and maintain plants.

### **Heat and cold, elevators, and automatic door**

Ambient temperature and elevator repair are not within control of the library. In most large buildings it can be hard to equalize temperature in all areas. There are usually colder and warmer areas within any building. In addition, reactions to temperature are highly subjective; while one person is freezing, another may be enjoying the chill. Users should try to find a spot that is right for them. When there is a general problem, staff usually calls the office involved but it does take a little while to get it resolved.

Since the survey was conducted, **a new automatic door for persons with disabilities has been installed.** Please let us know if you experience any difficulties with the door.

## **FINDING BOOKS AND LOST BOOKS**

### **Locating books on third and fourth floors**

Due to budget cuts, the Circulation Department is short-staffed and has been without a supervisor for nearly one year. Despite this, staff have made **great efforts to reshelve and read shelves in order to ensure that books are properly shelved and not missing.** If you are looking for a book that is supposed to be checked in but you do not find it, please fill out a missing report at the Circulation Desk. Staff will do another search for the book and if it is still not found the status will be changed to missing in the catalog. **We can replace missing books that are valuable or in great demand. Just let us know about it.**

### **Location guide**

To help students find books on the shelves we created a detailed handout titled **How to Locate Circulating Books. It is available at the Circulation Desk.** The handout contains an explanation of the Library of Congress (LOC) classification system, which is the system used in our library. Learning the LOC system is crucial to being able to find library books in a speedy manner because the system groups books on similar topics together.

Although several of you said you would like us to provide more help with finding books, when there is only one person scheduled at a service desk it is not possible for us to go upstairs with you. Additionally, we do not have adequate staffing to provide assistance to students on the third and fourth floors. Staff members in the Library Administration office can occasionally help, workload permitting.

### **More help in finding books**

There is a new yellow emergency phone box on the red pillar beside stairwells on the third and fourth floors. The **red button** connects directly to the Vodra Public Safety desk, and **the black button is used to dial extension 3030 for help at the Circulation desk on the third and fourth floors.** (Extension 3033 is for help at the Reference desk, ground floor, and 3518 is for the Periodicals desk, second floor). These phones have been available for quite some time. Please use them if you need assistance. **A more prominent sign (an arrow), is now used to point to the Emergency Phone Box. KINDLY USE THIS PHONE AS THE NEED ARISES.**

### **Rush processing of in-process books**

In some instances, books are still in process after being received. After a book arrives at the library it needs to be bar coded, stamped, labeled and otherwise processed. It is possible to request **rush processing at the Circulation desk**, especially if a book is needed for a course and has been included in a bibliography by faculty. If not yet received, the item may be out of print or out of stock and additional time is needed to look for other sources.

## **HELP USING the LIBRARY (in print or web, from staff members)**

### **E-mail and 24/7 service**

If you need help with your research and the library is closed, you can email us at libraryref@njcu.edu. A reference librarian can usually respond within 24 hours. If you need immediate assistance, please use **Q and A NJ**, New Jersey's 24/7 online reference service, which is staffed by academic librarians nationwide. Access QandA NJ from the library's homepage.

### **Help with research/assignments**

For assistance with your research and assignments, please approach librarians at the Reference Desk on the first floor. You can also call the Reference desk at 201-200-3033 or email us at libraryref@njcu.edu. For individual one-to-one research consultations with a librarian, please contact Toby Heyman at 201-200-3072.

### **Library Information Sessions for Adjuncts**

The Library Director recently attended several adjunct information sessions sponsored by the office of Human Resources and spoke to new faculty about library services and resources. **The library is happy to provide new faculty members with tours of the library as well as instruction in using print and online resources. To schedule an information session, please contact the Library Administration office at 201-200-3026.**

### **On line instructions and guides**

Recently, the director sent an email to all **faculty, students and staff about the library's online resources** to let them know about the vast number of resources available. Unfortunately, many, especially students, do not read their NJCU e-mails so the library has encouraged this in handouts and bookmarks. **All the tutorials and instructions on services are always available through the Library home page. It is suggested that the Information Literacy Tutorial listed under "Information Literacy at NJCU" be given as an extra assignment by faculty. It would also be good if students themselves go through it to help them with their class assignments and research.**

### **Outreach and Written Material**

Continuing attempts are made to reach out to the university community through various methods including e-mails, announcements, displays, presentations, participation in campus orientation and relevant events. A library introductory packet of printed information has always been sent to new students through the Office of Student Services, as well as to new faculty, including adjuncts.

**Two different bookmarks were distributed to students and faculty, to give quick overviews of library services and their specific online addresses or urls.**

In addition, customized and general handouts are always given at Information Literacy sessions. A general handout is the **Citation Guide of which thousands of copies have been distributed.** It is also available online

under “*Information Literacy at NJCU*” on the library home page. This *Citation Guide* is indicated on all information packets distributed, as well as on bookmarks.

### **Publicity**

The library participates in orientations, open houses, club days, etc. around campus, and e-mails are sent on new databases, new displays, etc., so users would know more about the library. **Floor plans of the library are now posted on elevators and on each floor**, in addition to the miniature floor plans in glass cases outside the front elevator.

Displays are mounted in the library in connection with national celebrations, campus celebrations, speakers, etc.

### **Service in Spanish**

Users may choose **Spanish for commands in OSCAR by clicking the language on the lower left hand corner of the screen**. French is the other option. Reference service and Information Literacy instruction could also be done in Spanish, if the Spanish speaking librarian is scheduled. Spanish Information Literacy sessions have been done.

Other languages spoken by library staff are: Chinese (Mandarin), Urdu, Arabic, Bantoanon (Odiongonon) Greek, Brazilian (Portuguese), Tagalog, Ukrainian, etc., which could be helpful on an occasional basis to some users.

## **HOURS OF OPENING**

### **Kennedy Gate closed Sundays**

This is done for security reasons by Public Safety. Users may come in to the campus usually through the Audubon or Culver gate.

### **More hours**

Students have asked for longer library hours, especially on Fridays, weekends, later night hours and hours during holidays. Due to staffing and budgetary constraints, the library is unable to provide more library hours. However, **unlike other libraries, there is always professional help available at all 81.5 hours that the library is open**.

Additionally, hours are extended for one more hour during Final Exam week. Thanks to Academic Computing, study space is available until 1 or 2 a.m. about a week before Final Exam week and after.

## **INFORMATION LITERACY and INSTRUCTION**

### **More sessions**

Suggestions were made to do more tours, orientations, etc., for evening classes, undergraduate and graduate students, majors, all research and capstone courses, new faculty, etc. Sessions for students can be at a beginning level, mid-level and advanced level, and are customized according to the faculty teaching the course. The library holds all of these as requested by faculty. General tours or library demonstrations separate from courses could be better attended. We therefore **encourage faculty** to arrange Information Literacy or Bibliographic/research instruction, in person, by phone ext. 3472, or online: <http://www.njcu.edu/Guarini/Forms/BIform.htm> The demand for these library sessions has increased tremendously (which we are happy about). Because of this, faculty members are requested to arrange for tours, orientations, etc. **way ahead of time even before the beginning of the semester**.

### **Repeated sessions not redundant**

Orientations can be attended repeatedly because there is always something new to learn, whether it is new databases, new ways of searching or new policies. As well, **each session is customized by different librarians**. It is strongly suggested that students in beginning courses, beginning majors, seniors and in research courses are brought to the library. We currently subscribe to about 100 databases, and can only cover a few in one session.

## **INTERLIBRARY LOAN**

### **Reciprocal borrowing**

If convenient, **faculty, staff and all current students including undergraduates**, may borrow from nearby libraries themselves. The following libraries allow reciprocal borrowing with NJCU: College of New Jersey,

Kean, Montclair, NJIT, Ramapo, Rowan, Stockton, and William Paterson. Generally, a current NJCU Gothic ID card is required and some also require an additional ID. Number of books and length of borrowing vary among these libraries.

A larger number of libraries belonging to the **VALE consortium** also allow NJCU **faculty and staff** to borrow as listed in: <http://www.valenj.org/newvale/recbor/faclib.shtml>. **Graduate students** may also borrow books through VALE libraries. To see a list of participating libraries, go to: <http://www.valenj.org/newvale/recbor/gradlib.shtml>

Reciprocal borrowing through VALE requires filling out a **Reciprocal Borrowing Form** available at the library's Circulation desk. NJCU faculty, staff and students take this form together with their NJCU ID to the VALE institution they want to borrow from.

Many local public libraries also have excellent collections and online resources. As well, NJ residents have access to a large number on databases through JerseyClicks, a project funded by the NJ State Library available at: <http://www.jerseyclicks.com>.

### **Takes time**

Interlibrary loan usually takes time because it is partly dependent on how quickly the other library responds. **Fees charged are from the lending library.** The library belongs to a consortium that does not charge for interlibrary loan. But if the material you need is not available from one of these libraries, we sometimes have to borrow it from a library that does charge. We always let you know in advance if there is a charge, and you can decline to borrow from a library that does impose fees.

Other suggestions for interlibrary loan have cost implications and are not doable with current budget constraints. However these are not forgotten and could be considered for the future.

### **NOISE, CELL PHONES, etc.**

#### **Disturbances, emergencies, etc. on third and fourth floors**

Some suggested allowing cell phone use but there were far more who complained that they create a disturbance and requested that the no cell phone policy be enforced. If there is a disturbance and there is no staff available especially on the third and fourth floors, users should **use the red button on the emergency call boxes** on the red pillar beside the stairwells on the third and fourth floors, as indicated above under **More help in finding books**. (under Finding Books and Lost Books)

#### **More quiet areas designated**

**More quiet areas on the Audubon side of the third and fourth floors have been designated. New signs directing users to these areas** are now on the Circulation counter, main floor, and signs reinforcing the quiet areas are on those tables on both floors. Quiet signs are also scattered throughout the building.

#### **Quiet and noisy**

While some users love the quietness of the library, others complained that it is too noisy. It depends on the area of the library and the time. Modern libraries are not as quiet as before and noise is always a problem in busy libraries, especially in high traffic areas like the entrance to the library and service desks. Most often, NJCU library **users are unaware that their voices carry to the next floor especially on the first and third floors.** This is partly why cell phones are not allowed, and users are expected to be mindful of other users.

### **TECHNICAL SUPPORT**

#### **Off campus access**

Difficulty in accessing from off campus is being addressed by putting in **new graphic instructions when users try to log in.** Many problems are not easy to address because they depend on the PC configuration, database connection, the communication network, a current Gothic ID, etc. Current student registration is required. **For unregistered students with incomplete work, the faculty involved should notify Library Technical support.** Call Library Technical Support at 201-200-3032 or e-mail: [aelbaz@njcu.edu](mailto:aelbaz@njcu.edu).

#### **Technical assistance**

While no additional staff has been given to the library, there is an attempt to cover as many hours as possible with less staff in a four-story building, by scheduling Student Assistants especially at known peak times. **These students and some staff are cross trained to fill in, in other areas when necessary.**

## UNACCOMPANIED CHILDREN

Children are the responsibility of the accompanying adult. Children by themselves are not allowed in the library **for their own safety and security**. There is **no staff on the third floor at all times of library opening: 81.5 hours per week, and some areas are isolated especially during certain hours**. There is **no staff on the fourth floor during off hours**.

**The Children's Internet Protection Act** requires that computers are filtered in school and public libraries that give service to minors, for **online safety** reasons. As mentioned, the number of PCs in the library are numerous and uncontrolled beyond certain application programs. As an academic library giving service primarily to the adult university community, there are no filters on all library computers to maintain Freedom of Access to Information.

Aside from online dangers, **physical safety** of unaccompanied children is of **major concern** especially in isolated areas with no staff during the lengthy hours of library opening.

### Policy for children in groups

There is a library policy for children in groups accompanied by adults, for pre-college programs and other groups in the university. This policy is available from the Library Office and visits are arranged, through the same office.

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