

Between the Stacks

Issue 1, Number 1

Newsletter for The College of New Jersey Library

Fall 2010

OPAC Gets A Face-lift

By Paula Rainey

This past August, the OPAC (Online Public-Access Catalog) got a face-lift with its new interface. New enhancements and new features have helped to make this system more user-friendly. This change actually began in March, 2010, with a Voyager upgrade. (Voyager is our integrated library system; the online catalog of library materials. OPAC is part of this system.)

In order not to disrupt students' studies in the middle of the semester, however, the Web Committee waited until summer to implement these new "bells and whistles."

Now the OPAC has a new modern look that better serves the TCNJ Community. Some changes include:

- A redesigned title list display, with a "limit your search box."
- A redesigned record display layout.

- An "Action" box prominently displayed to encourage users to place requests, download or print records.

Examples of other features that will be gradually added in the future include:

- A social bookmarking feature to link with social networks such as Facebook or LinkedIn.
- An automatic spell-check feature. For users who are not sure of the correct spelling of terms, such as titles or authors, this feature will be very valuable. For example, when you search for author John Grisham, but type in John Grisshomm, you receive the response, "Did you Mean John Grisham?" Google and many other web-based search engines employ similar features.



Click on image to be taken to the library catalog search site

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Did You Know?

Cataloging Changes for Children's Books

If you've been searching for your favorite children's book this semester, you may have noticed a change to the location code. Claire Clemens, Education Librarian, is currently working with Cathy Weng, Head of Cataloging, to enhance book spine labels as one aspect of a larger plan to make PreK-12 literature more accessible. The Children's Collection will now be referred to as the "Children's/Young Adult Collection." The single letter "C," previously used as the location designation on the spine label, will be gradually replaced with "CH/YA," which more accurately reflects the content of the collection. There will be some intermingling of both "C" and "CH/YA" labeling on the shelves before the project is completed in the upcoming months.

Library Late Fines Increase

The word is out! If you haven't read the September 29th *Signal*, here is a summary: Students who return their library books late will be charged an overdue fine higher than last year's fee. Overdue fines have increased from \$.25 to \$.50 per day with a new cap set at \$14.00.

This increase was put into place in order to help make a positive contribution to the College's budget. The Provost and the Council of Deans spent hours discussing "alternate revenue streams" that the academic side of the school could put into effect; this fine increase is an example of such a contribution.

The good news is that students can avoid these fines by returning their books on time!!!

Dean's Corner

By Taras Pavlovsky



Wow! I get a corner all to myself! Actually, I used to get a good number of corners all to myself years ago, but to quote the infamous *Moustache*, "That's another story!" Our esteemed editor has asked me to pen a few words for this

inaugural issue of *Between the Stacks*, and I'm happy to do so. So much has happened since we last had a newsletter (*Obiter scripta*, last published in 1996) that it's hard to know where to begin.

Maybe that's a hint, then; start over: look forward, not back. Well, that's easier for some, harder for others. Perhaps that's what sets librarians and other library devotees apart from other mortals: the simultaneous drive to preserve the past and to embrace the future. (All that while living in the present, mind you!) It really is what drives us, though. And I'm not just using the "royal we" here. While librarianship does have its futurists and its neo-Luddites, the vast, vast majority of librarians lives and breathes, simultaneously, in both worlds. Consider, for a moment, just one of the many interesting contradictions that arise every day: We use powerful, cutting-edge computers (well, OK, perhaps the "cutting edge" part may not be completely appropriate if you're using some of the Library Kiosk machines...) to look up the locations of books. The books themselves are an information-storage format that has been around for over 2000 years; we've tweaked the processes we use to make them a few times, most notably around 500 years ago, but not too much at all within the last 100 years. And the number that we're looking up in order to find that book? It's part of a system over one 100 years old.

Did I mention that's what drives us? I meant to say that it drives us...crazy!

No Ordinary Mug

By Paula Rainey

Since the new TCNJ Library opened five years ago, the Library has not changed its policy regarding food and drink in the library. The current policy states that “Food and Drink are only permitted in the Library Café. Only bottled water is permitted in other sections of the library.” While the debate among Library users still exists, there are at least five important reasons to keep food and drink limited to the café area: 1) spills, 2) crumbs, 3) bugs, 4) damage to equipment, books, and building, and 5) an unpleasant, messy appearance in the library.

What many Library users do not understand is that the Library is not a retail bookstore. Damage to books, equipment, and the building is very costly. Food is simply not permitted in the library, other than the café. There are many other venues on campus where students can both eat and study.

Recently, however, thanks to the combined efforts of Sodexo, LSAC (Library Student Advisory Council), Student Government Association (SGA) and Residence Hall Association (RHA), the policy permitting beverages has been modified. Any beverage contained in the approved library spill-proof mug is permitted in all areas of the building. There are two variants of the approved mug.



Carte Blanche Mug Design



Retail Mug Design

The first type of mug was distributed to all resident students on the Carte Blanche meal plan in September.

Coming soon is the second mug, for individuals who are not on the Carte Blanche meal plan. This retail mug will be available for purchase, and will have the same benefits as the free Carte Blanche mug.

These designs were created by a TCNJ Graphic Design student! The designs and mug were selected by the LSAC, who co-sponsors the mug with the SGA and RHA.

What's even better...

Students can use this mug at any of the following locations to receive a DISCOUNT for all fountain beverages and self-serve coffee purchases: The Rathskellar, FairGrounds, KinetiCart, the Lion's Den, The Library Café, TDubs Dining, and the CStore.

While discounts do not apply to espresso-based drinks served at the Library Café, these drinks can still be dispensed in the mug. This is the **ONLY** mug approved **EVERYWHERE** in TCNJ Library, because when the lid is closed, it is **SPILLPROOF!**

Most importantly, it's Earth-friendly. By using the mug, Library users are helping to reduce waste on campus.

We hope these changes will make our patrons happier while helping the environment. **Go Green!!**

Small Talk: Chat Reference and Conversation Analysis

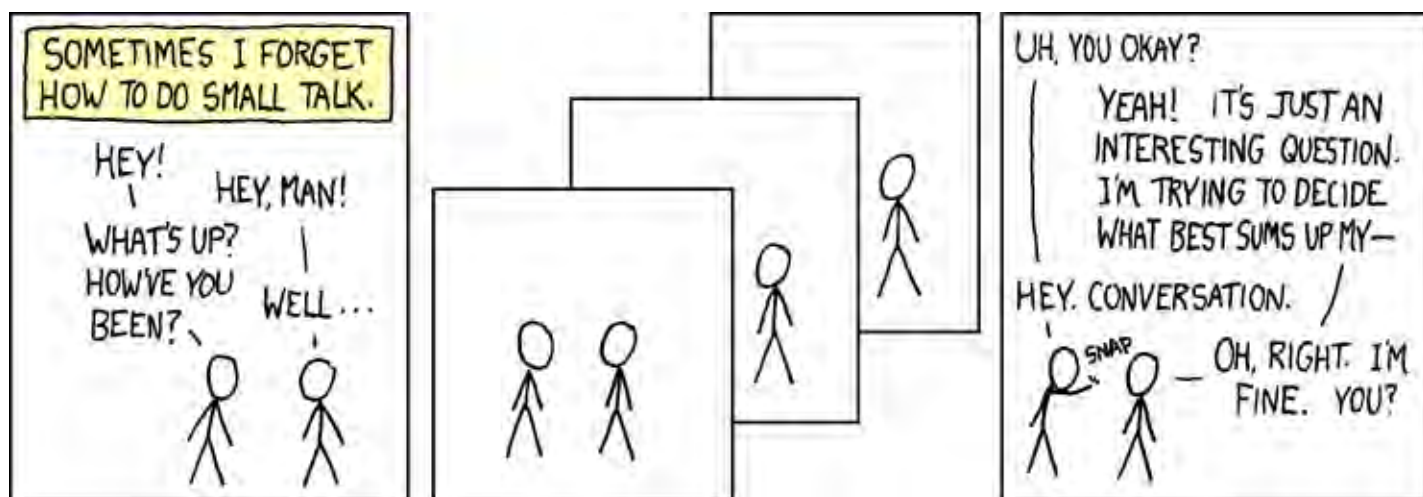
By Terry Epperson, Social Sciences Librarian



Oh, right, small talk! Marie Radford (Rutgers) characterizes such discourse as “rapport building” and stresses the importance of “smiling online” in chat reference interactions. Analysis of a large corpus of library chat reference transcripts found rapport building in 83% of the librarian’s and 52% of the client’s discourse, including self-disclosure, in which the librarian or user provides information about themselves; making encouraging remarks; or using interjections, humor, and informal language.

In a similar vein, my colleague Alan Zemel (formerly of Drexel, now Department of Communication, SUNY Albany) and I draw upon the related fields of ethnomethodology and conversation analysis to analyze chat reference encounters not as instances of information transfer, but rather as collaborative interactional accomplishments between librarian and patron. Our research draws upon anonymous transcripts of the first four months of the chat reference service at Drexel University (with the blessing of the library’s administration and Drexel’s Institutional Review Board). We analyze reference queries as service requests, demonstrating how librarians deploy their interactional skills to address “face” concerns and ameliorate potentially problematic aspects of the reference encounter.

For example, we see a fundamental distinction between straightforward interrogative requests initiated by forms like “do you have . . .” and self-oriented declarative reports (SODR) such as “I was wondering . . .” Notice that a SODR like “I was wondering what source should I use to find things about a frog’s respiratory system” does not explicitly ask a question or make a service request. However, the librarian recognizes it as an actionable service request and responds accordingly. We have found that the form “I was wondering . . .” is extremely common in chat reference and seems to be related to patrons’ uncertain assessment of their entitlement to the requested information and of the contingencies surrounding its granting. The librarian needs to attend to the contingencies of such a request as well as the actual assistance being requested.



❖ Professional News ❖

Library Receives NEH Grant for Archives

The Library was recently awarded a National Endowment for the Humanities Preservation Assistance Grant For Smaller Institutions in the amount of \$6000. The grant enables us to improve our ability to care for and preserve our archival materials, which deal mainly with the history of the College. The money is being used to hire consultants and to purchase needed supplies. Professional conservators from the Conservation Center for Art and Historic Artifacts in Philadelphia came in January to evaluate our archives and to recommend policies and various preservation supplies. Pat Beaver, Marlena Frackowski, Taras Pavlovsky, Yuji Tosaka, Yongming Wang, and Cathy Weng all worked on the grant proposal and continue to work on archival projects that make these materials more accessible.

Congratulations!

Grant to Build Collection in Holocaust and Genocide Studies

The College received a grant from the Karma Foundation to purchase library materials in support of the new Holocaust and Genocide Studies minor. A few books that have already been ordered include:

- Jones, Adam. *Genocide: a Comprehensive Introduction*. New York: Routledge, 2010
- Nersessian, David. *Genocide and Political Groups*. City: Oxford University Press, USA, 2010
- Shroyer, Maxim. *Yom Kippur in Amsterdam: Stories*. Syracuse: Syracuse University Press, 2009

Librarians are Transformed

This September, the full implementation of the transformation of librarian workload went into effect. Librarians are now receiving alternate assignment within load to actively pursue programs of scholarship or creative activity in accordance with disciplinary standards appropriate to the Library.



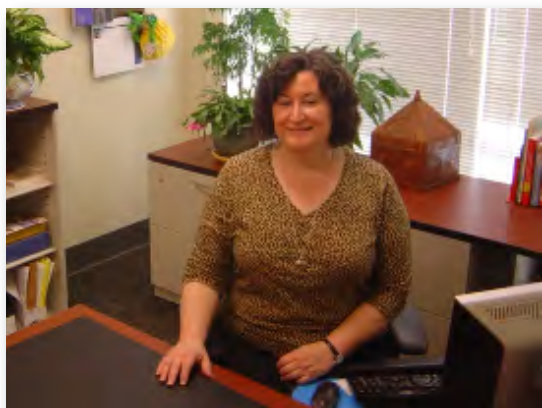
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Librarian explores "Down Under" for Data

Business and Economics Librarian Terrence Bennett is filling a 1-year, grant-funded position as the Research Data Librarian/Research Data Project Manager at Swinburne University of Technology, in Melbourne, Australia. This is a rare opportunity for him to pursue practical experience in an emerging field of librarianship in which he has had a longstanding research interest.

New Faces Abound!

Meet the New TCNJ Librarians



Claire Clemens

Education Librarian

Before beginning her position as Education Librarian at TCNJ this spring, Claire served in the same capacity at James Madison University for nearly nine years, after receiving an MLIS from the University of South Carolina in 2000.

"I love my job, because it allows me to assist pre-service teachers in their efforts to find and use high-quality information resources. My first project at TCNJ has been to assess our large collection of curriculum materials.

Over the summer I began refining and enhancing this valuable selection of children's and young adult literature, textbooks, and related reference works. It is an ongoing project which requires the cooperation of several library departments and consultation with the School of Education."



Lorraine Heffernan

Business/Economics Librarian

Lorraine is a new to librarianship after spending over 20 years on Wall Street. "I'm excited to learn from everyone at TCNJ (librarians, faculty and students) and to share some of my stories of bankers and traders and spending seven years living and working in Asia." She has an undergraduate degree in economics from Cornell, and an MBA (with a concentration in finance) from the University of Chicago. Lorraine has picked up all of Terrence Bennett's responsibilities with respect to reference assistance, classroom (or SOCS-based) instruction for Business research strategies and materials, and developing the Library's business collections.

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Forrest Link

Acquisitions Librarian



Forrest joins us at TCNJ after working as the Regional Manager for Blackwell Book Services. He holds a MLIS from Rutgers University where he worked as a Library Assistant. After graduation his first professional position was as a Catalog Librarian at Baker & Taylor.

“Because I arrived here from the vendor side of librarianship, I believe I bring a different and important perspective on the broader library world. I've seen what works and what doesn't. I want to use that experience to help my colleagues get what they need to continue to do their best for TCNJ. There is a lot of work to be done and my colleagues seem to genuinely like each other and value what they're doing. I'm grateful to be a part of this community.”

“I love the people around me. This is an amazingly smart, dedicated, and focused group that has no time for petty arguing.”

Forrest Link on what he loves most about his new job at TCNJ.

Sharon Whitfield

Emerging Technologies Librarian



“Thanks to my past experiences in developing new positions and handling numerous job duties, I welcome the challenge of paving my own way as the new Emerging Technologies Librarian.”

Sharon joins us from Christopher Newport University where she was the Multimedia Librarian/Director. She graduated with a Masters in Library Science from the University of Pittsburgh and holds a Bachelors in Political Science.

“Hopefully, when you add a layer of technology, it results in finding information or providing a service quicker. My goal is to utilize technologies that will have such a result. Forecasting will be such an important part of my position as I have to be able to predict what influential library technologies will be valued by the TCNJ Community. I will then work with my colleagues to analyze and implement the technologies. I am most excited about the opportunity to work with new people who felt it was important enough to create this new position.”

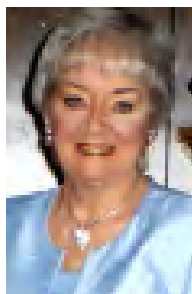
Know Your Librarians!

Librarians are available for research consultation and instruction.

Patricia Beaber, *Head of Reference* - Women's & Gender Studies
Claire Clemens - Education, Health and Exercise Science
Linda Dempf - Music and Media
Terrence Epperson - Social Sciences
Irene Ey - Part-time Cataloging
Maureen Gorman, *Assistant Director for Public Services* - Biology & Nursing
Lorraine Heffernan - Business & Economics
Forrest Link - Acquisitions
Marc Meola - Humanities & Modern Languages
Jia Mi - Electronic Resources/Serials
Kumiko Reichert - Part-time Cataloging
Lisa Roe - Part-time Reference Services/Acting
Yuji Tosaka - Cataloging/Metadata
Valerie Tucci - Physical Sciences/Engineering
Yongming Wang - Systems
Catherine Weng - *Head of Cataloging*
Sharon Whitfield - Emerging Technologies

** Please click on a Librarian's name to e-mail them directly **

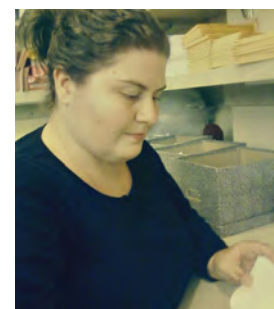
STAFF NEWS



Judy Cobb

Congratulations to **Judy Cobb** from the Interlibrary Loan department who retired last February after 30 years of employment at TCNJ (16 1/2 in the library and 13 1/2 in Records and Registration). Judy was very active on campus beyond her daily work duties. "These activities added a very rich and rewarding dimension to the average 8:30-4:30 workday," said Judy. "I met many wonderful people through these activities and would encourage everyone to find a "niche" beyond the boundaries of their job description."

Katy Ells was selected to succeed Judy Cobb as Principal Library Assistant in the Interlibrary Loan department in March. Katy was promoted into the land of I.L.L. from the neighboring Circulation department where she was a Senior Library Assistant and Front Desk Supervisor for four years.



Katy Ells



In April 2010, Senior Library Assistant **Sharon Leggett** joined the Circulation department as the new Afternoon Supervisor following Katy Ells' transition into I.L.L. Sharon arrived from the second floor of the library where she aided the Public Services librarians in their day-to-day duties, and now helps oversee the front lines at the Access Services desk.

Head of Circulation Deb Bailey stands with Sharon Leggett (seated)

New Student Workers Stack Up!

By Katy Ells

Last year, numerous student workers graduated into the next chapter of their lives. This year, there are some newly hired young faces behind the scenes at TCNJ Library. Twenty-two new student workers joined the ranks at the library for the 2010 Fall Semester. Access Services, Media Services, Acquisitions, Interlibrary Loan, Late Night, and the Computer labs received new student workers this year to assist them throughout the semester weeks. There are 41 returning students, totalling a number of 63 library student workers. Sixteen of these workers have "Library Coordinator" titles that allow them to assist each department in supervising other students. They also handle

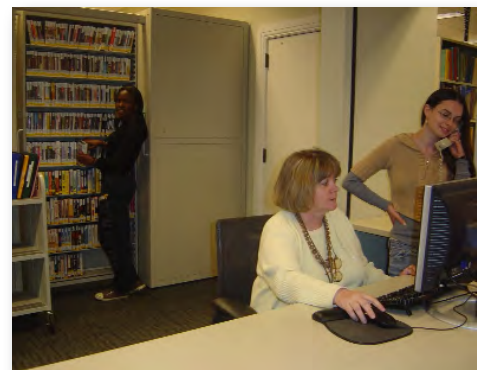


New Circulation student worker, Maurice Crawley.

more responsibilities than student library assistants.

Amongst a plethora of other duties, Deb Bailey, Head of Circulation, does all the hiring of student workers at TCNJ library. "The Library receives hundreds of applications to work at the Library, and I only see a small portion of those names; it is one of the hardest jobs to get." Deb

states that there are two reasons why it's so competitive to be a student worker at the Library. "For one, the large number of applications and only so many openings, and two, I'm picky. Also, because we treat our student workers so well they stay with us from the time they are hired to the time they graduate, and even after they graduate they still come back and visit and talk like they still work here."



Beth Lawton, Head of Media Services, works the desk with two student workers.



Student library workers report back about life after TCNJ



**Rachel Lazzaro,
Journalism Major
Circulation student worker,
2004-2007**

Rachel started out as a Library Assistant and eventually becoming a Student

continued on next page

Supervisor at the Access Services desk. One of her favorite parts of the job was thinking of creative ways to incentivize projects that student staff members were charged with.

After graduating in 2007, Rachel went on to pursue an MLIS from Rutgers University and has held part-time positions at several public and academic libraries in the subsequent years. After a year of searching for full-time employment, she recently accepted a position as a Children's Librarian at the Piscataway Public Library. She currently resides in Montclair, NJ.



**Nicole Pitella,
History Major
Cataloging student worker,
2005-2009**

After graduating from TCNJ in 2009, Nicole now lives in South Jersey and is continuing her education as a second-year Master of Social Work student at the University of Pennsylvania.

This two year program ends in May for Nicole! As part of the required internship for the MSW program, she is the 2010-2011 social work intern at the Regional Autism Center of The Children's Hospital of Philadelphia. She is also a fellow in the LEND (Leadership Education in Neurodevelopmental and Related Disabilities) program for the year. Through this program she is receiving specialized training in working with children and families affected by developmental disabilities, particularly autism. Nicole is pretty busy on the academic front, but she does enjoy getting to explore Philly when she has some free time.

@ The Library

International Film Festival Travels to the Library Auditorium

This fall, The College of New Jersey's School of Culture and Society, School of the Arts and Communication, and Center for Global Engagement have collaborated to present an International Film Festival.

This series features films from

regions of the world where languages taught on campus are spoken. Each screening is preceded by an orientation to the context of the film. Following the screening, audience members choose to discuss the film in either the target audience of the film or in English. All films begin at 7pm.

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Kicking off the Festival were the following films:

September 21 Moolaade (Senegal, 2004)

Discussants

Dr. Moussa Sow (Modern Languages & African-American Studies)
 Dr. Marla Jacksch (Womens & Gender Studies)

October 5 Goodbye, Lenin (Germany, 2003)

Discussants

Dr. Cynthia Paces (History)
 Dr. Jon Stauff (Director, Center for Global Engagement)
 Participants from the TCNJ-Goethe University Frankfurt exchange program

October 12 Sin Nombre (US-Mexico, 2009)

Discussants

Dr. Susan Ryan (Communication Studies)
 Dr. Teresa San Pedro (Modern Languages)

Coming Soon:

November 9 Prisoner of the Mountains (Russia, 1996)

Discussants

Dr. Jo-Ann Gross (History)
 Dr. Benjamin Rifkin (Modern Languages, Dean of Culture & Society)

Synopsis: Political rivals, divided by a bloody war, are forced to come to terms with one another in this drama.

November 16 Departures (Okuribito) (Japan, 2008)

Discussant

Dr. Holly HK Didi-Ogren (Modern Languages)

Synopsis: The Academy Award® Winner for Best Foreign Language Film of 2008, "Departures" is a delightful and sensitive journey into the heartland of Japan and an astonishingly beautiful look at a sacred part of Japan's cultural heritage.

As part of the Film Festival, more films will be shown in the auditorium next Spring 2011. Be sure to check the TCNJ calendar of events as time draws closer!

TCNJ Library Building Hours

Main Library Building

Monday - Thursday: 7:45 A.M. - MIDNIGHT

Friday: 7:45 A.M. - 8:00 P.M.

Saturday: 10:00 A.M. - 7:00 P.M. **hours change for exams and holidays**

Sunday: 11:00 A.M. - 11:00 P.M.

Late Night Study Area

Monday - Thursday: 7:30 A.M. - 7:45 P.M., MIDNIGHT - 2:00 A.M.

Friday: 7:30 A.M. - 7:45 A.M., 8:00 P.M. - 2:00 A.M.

Saturday: 7:00 P.M. - 2:00 A.M.

Sunday: 10:00 A.M. - 11:00 A.M., 11:00 P.M. - 2:00 A.M.

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