

# The Latest @ the Library

## Fall 2004

THE NEWEST  
SERVICES &  
LATEST CHANGES  
@ STL

ON THE WEB:  
<http://lib.newpaltz.edu>

## Jump-Start Your Research with STL MetaLibrary

### *Books & Articles in a Single Search*

It can really be a waste of time, repeating the same search in database after database to find the best articles for your research topic. And then you have to do it all over again in the library catalog to find good books. *But not if you let STL Metalibrary save the day!*

STL MetaLibrary can give you a huge head start by searching up to 8 resources at once with a single search statement. Choose from the Dynix library catalog and 30 of our online re-

search databases and reference tools. STL MetaLibrary can find journal and newspaper articles, books, government publications, encyclopedia entries, and web sites.

STL MetaLibrary also offers a number of features that can be tailored to your specific needs. Create your own list of databases that appear whenever you log in to STL MetaLibrary; save citations and full-text articles on a permanent "E-Shelf," and save search histories for future use. You

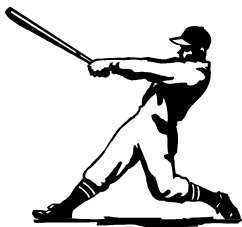
can even ask STL MetaLibrary to repeat a search periodically and automatically e-mail you with the results.

New Paltz is the only campus in all of SUNY that offers MetaLibrary to library users, thanks to funding from the student technology fee. If you want to get your research off to a super start, try STL MetaLibrary. Look for it on the main menu of the library web site.



### SEARCH LIBRARY CATALOG ON THE WEB

*A web version of the Dynix library catalog is available through STL MetaLibrary. Click on Dynix on the STL web page, then choose "Library Catalog – Web Version."*



## Finding Full-Text in 5 Steps or Less


### *Touch All the Bases & Score!*

Everybody wants to find complete (or "full-text") articles online when doing research. This is easier today than ever before. Sojourner Truth Library subscribes to 120+ research databases that offer full-text content in over 32,500 journals and magazines. The key to finding what you want is following five simple steps. Give up too soon and you may strike out!

#### **One: Find Full-Text in the Database You're Searching**

This is a homerun! Look for the word "Text" or other language or icons that lead to complete articles.

#### **Two: Click the SFX Button**

 SFX is a new technology that searches other databases for the article you want. Click SFX and a window opens, listing links to the places where the article can be found. These links will take you inside a different database, usually directly to the arti-

cle. When your article appears, it's a huge hit! However, not every publication is compatible with SFX, so it's not going to work every time. But don't stop here, because Serials Solutions can bring you home – keep going to *Step Three!*

#### **Three: Use Serials Solutions**

Serials Solutions lists the 32,500+ full-text publications available in all of STL's research databases. It can be used on its own or in conjunction with SFX. If SFX says "no services

found," look for the link to Serials Solutions. (You can also get to Serials Solutions in the Databases section of the library web page.) Click on Serials Solutions and enter the name of the journal or magazine you're looking for. Serials Solutions will list all the STL databases where full-text for that publication can be found. Choose a link that covers the time period you need and you can track down your article in that database. Serials Solutions is a solid hit that will find full-text if it's out there!

*(Continued on page 4)*

## Your Voices are Heard... *A Special Report* by Chui-chun Lee, Director of the Library

In April 2003, the Sojourner Truth Library invited all SUNY New Paltz faculty and students to participate in the LibQUAL+ national online survey of library service quality. If you were among the 582 individuals who responded, we heard your voice!

### **Why did STL participate in LibQUAL+?**

Our goal was to better understand perceptions of library service on campus and to identify potential improvement areas. LibQUAL+ measures library service quality according to four dimensions of library experiences:

Access to Information includes print & electronic collections, library hours, and interlibrary loan.

Affect of Service includes the human interaction aspect of library service.

Library as Place includes library space and the physical facility.

Personal Control includes how well library users can use library resources independently, including the library web site, and accessibility to electronic resources from home or office.

Additional questions were asked about electronic resources, help in the library, publicity of library services, information literacy instruction, general satisfaction, and levels of library use.

### **How well did STL meet campus expectations?**

SUNY New Paltz compared favorably to other universities and colleges in New York State (NYS) and to similar institutions nationally. In most categories, New Paltz scores were higher than the mean scores for SUNY libraries and for other libraries in the state. This was especially note-

worthy because our faculty and students' desired levels of library service were among the highest state-wide. Only one SUNY institution reported higher expectations than we did. Though STL was perceived overall to offer above-average service to faculty and students, opinions about library service differed among these library user groups.

Access to Information: Undergraduates were generally satisfied with print and electronic resources, while faculty and graduate students found them inadequate. Interlibrary loan service was rated positively. Library hours were satisfactory.

Affect of Service: Faculty reported high satisfaction with personal interactions in the library. Students, especially graduate students, were less satisfied. While students were satisfied with the library staff's ability to "instill confidence in users" and "willingness to help," they gave low ratings to the manner in which services were delivered. Of the 120 written comments about library staff, one-third mentioned unfair treatment and unfriendliness. Yet the remaining two-thirds commended the caring and friendly staff.

Library as Place: The library building was deemed satisfactory, though students rated it higher than did faculty. Written comments suggested a number of specific areas (e.g., furniture, lighting, temperature, etc.) in which improvements were desired.

Personal Control: Undergraduates rated this dimension positively, especially the use of the library web site. Graduate students were not satisfied with their ability to use library resources independently and from outside the library. Faculty would also like improvements, but to a lesser extent.

Other: General library satisfaction at New Paltz was average for libraries within SUNY and throughout the state. While in-library and library web page use matched usage levels at SUNY and NYS libraries for undergraduates, and was slightly higher for New Paltz faculty, our graduate students reported using library resources far less often than peers at other institutions. Faculty reported high awareness of library services, but graduate students were dissatisfied with the library's ability to make them aware of resources and services. A bright spot among grad student results was a much higher than average rating for information literacy instruction. New Paltz undergrads rated instruction at about the same level as other SUNY/NYS libraries.

### **What did we learn and how are we going to improve?**

Faculty are well-served in most areas. Undergraduates are generally satisfied with information access, personal control, and library as a place to study. Graduate students are the least satisfied group. From the students' perspective, affect of service is our weakest dimension. From the viewpoints of faculty and graduate students, the library collection should be improved. Awareness of library resources and services should be increased among students. STL has developed an action plan to address these major findings:

### **Reach out to graduate students**

I met with the Graduate Council last fall to make them aware of graduate students' low satisfaction with library services, and to seek their advice and cooperation in making improvements. The library web site is now linked to the Graduate School's web site to raise the visibility of our resources and services. STL's liaison librarians have developed a multi-dimensional plan to learn more about the needs of

grad students and to build closer relationships with graduate program coordinators. This plan is set to be implemented in fall 2004.

### Improve student perceptions of courteous employees

Courtesy and respect for all is highly valued at STL. We are pleased that our interactions with faculty are successful, but regret that students have experienced service inconsistencies. We are making concerted efforts to address these concerns. To enhance communication skills and ensure consistent service quality, library staff is participating in ongoing customer service training and working toward standardizing service procedures. To better understand the specific issues underlying students' perceptions, we plan to conduct focus groups. Actions will then be taken to improve the areas identified.

### Improve perceptions of collection quality

The desire to have access to more journals and print materials is a common LibQUAL+ finding, from the largest research institutions to the smallest liberal arts colleges. We are not sure whether the dissatisfaction

stems from collection gaps, lack of awareness of what is available, or both. To attack this issue, we will examine all survey comments about the library collection. Informing users about the availability of new books and the extent of online journal availability will be a repeated theme in library communications. Liaison librarians will continue to work closely with faculty, particularly graduate program coordinators, to ensure that we acquire the materials that faculty and students need.

Though inadequate state funding is a perennial obstacle to maintaining a quality library collection, STL aggressively seeks out and uses alternative funding sources. In 2003/04, for instance, acquisitions expenditures reached a record high of \$723,555, thanks to the support of non-state funds (e.g., gifts from the Friends of the Library, student technology fees, and grants). As a result, several important databases and 1,400 additional books were purchased.

Other library initiatives aimed to enhance access to our collection include a major redesign of the library web site and migration to a state-of-the-art

library system (replacing Dynix) in spring 2005.

### Increase awareness of library resources and services

Though faculty believe that STL is doing an excellent job of publicizing what the library offers, students feel that we are lacking here. As mentioned earlier, we plan to improve communications with graduate students through our library liaison program. To increase undergraduates' awareness of library resources and services, we will study the effectiveness of various communications options to identify the most effective ways of getting our message out to them. Brochures targeted to the needs of first-year and transfer students have already been produced.

What we learned from LibQUAL+ was incredibly valuable and we extend our sincere thanks to all who participated in it. The findings will influence library decision-making for some time to come. The full LibQUAL+ reports are available for review in my office. I welcome your responses and feedback.

## Want NEW Books?

*In the past two years, more than 16,000 new books, covering every subject taught at SUNY New Paltz, were added to the library collection. The best way to see the latest additions is to check the New Books Shelf, right across from the STL Check-Out Desk. Every Wednesday morning, all books received in the past week appear in the New Books area. This is a great browsing spot, with a table and comfortable chairs. After a week on the New Books Shelf, books are moved to the stacks. Keep up with what's new by keeping an eye on our New Books Shelf!*



## Friends of the Library Honor May Grads

In May 2004, twenty graduating seniors or graduate students were recognized for their outstanding academic achievement by having a book added to the Sojourner Truth Library in their honor. These awards, part of the *Honor With Books* program sponsored by The Friends of the Sojourner Truth Library, are granted by the students' major departments and have been funded for the past three years

by the Office of the Provost. Close to 60 students have received *Honor With Books* awards to date.

Each book selected on behalf of an *Honor With Books* graduate is plated with a specially designed bookplate inscribed with the student's name, his/her major department, and year of graduation. These important new books then become part of the library collection, inspiring New Paltz stu-

dents and faculty for years to come. Students receive a copy of their bookplate to commemorate their accomplishment.

For more information about *Honor With Books*, for outstanding graduates or for other memorable occasions, contact Dr. Linda Greenow, Geography Department, at 257-2994 or by e-mail at [greenowl@newpaltz.edu](mailto:greenowl@newpaltz.edu).

## New Online Research Tools

STL is continually adding or enhancing research resources across the disciplines. Here's what's new in the past year:

**American Chemical Society Journals:** Access to 30 core scholarly journals in chemistry.

**Bibliography of the History of Art:** Comprehensive coverage of European and American art, indexing articles, books, conference proceedings, dissertations, and exhibition & dealer's catalogs.

**BioOne:** Access to bioscience research articles, focused on biological, ecologi-

cal, and environmental sciences. (*Funded by a grant from the Klock-Kingston Foundation.*)

**Communication Sciences & Disorders (ComDis) Dome:**

The premier information service for students and professionals in the fields of speech-language pathology and audiology.

**Communications & Mass Media Complete:** Formed by the merger of *Comm-*

*Search* and *Mass Media Articles Index*, provides extensive access to journals, encyclopedias, and handbooks covering communication and media studies.

**Gale Virtual Reference**

**Collection:** A database of encyclopedias, almanacs, and specialized reference sources for multidisciplinary research. (*Funded by SUNYConnect.*)

**JSTOR:** A complete digitized archive of about 400 core scholarly journals in the liberal arts & sciences, business, music, ecology & botany, and language & literature. (*Funded by The Friends of the Sojourner Truth Library and SUNYConnect.*)

**Value Line Research Center:** Seven leading *Value Line* publications, including *The Value Line Investment Survey*, covering stocks, mutual funds, options and converti-

ble securities, as well as special situation stocks.

**Women & Social Movements:** Contains several hundred documents, teaching tools, and document projects about women's involvement in social movements in the United States from 1600-2000.

Find these and all our research databases on the library web site, under "Databases." You may select a title from the Database QuickLinks dropdown menu or use the Databases A-Z or Subject Lists.



## Free Copy Service for Reference Books

What's a reference book and why would you want to copy from it, even if it's FREE? Reference books include encyclopedias, dictionaries, bibliographies, handbooks, and directories. They're not books that you'd read all the way through, but just dip into for a definition, a topic overview, a company profile, biographical information, pro and con, statistics, or other types of data. This is a great place to start your research, find or narrow a topic, or enhance a paper with facts and figures. But reference books can be expensive to use because you can't check them out, so you have to photocopy from them. That is, they USED TO be expensive, because now you can request free reference copying at the STL Information Desk. Just stop by any time the desk is staffed (Mon - Thu: 9 a.m. - 10 p.m.; Fri: 9 a.m. - 5 p.m.; Sat: 1 - 5 p.m.; and Sun: 1-9 p.m.) and fill out a Copy Request Form. Restrictions apply. Ask at the Information Desk for more details or call 257-3710.



### FINDING FULL-TEXT

(Continued from page 1)

#### Four: Find Articles in the Library

Sojourner Truth Library still subscribes to more than 1,250 journals, newspapers, and magazines in print. Many of these are published by firms that don't offer any online full-text. For all of STL's subscriptions, Serials Solutions lists our Dynix online catalog as a full-text source. Follow the SUNY New Paltz link, search for the publication title, and

find where the issue you need is kept at STL. Bound journals can be photocopied for 10¢ per page; microfilm copies can be made for free. It's the time-honored way of finding articles, but it still scores!

#### Five: Try Interlibrary Loan

If you've struck out with the steps above, try a pinch hitter - another library that can supply your article. Look for the "ILLiad" interlibrary loan (ILL) service in the bar

at the top of the library home page. Requests for articles (as well as books, conference papers, and government publications) can be submitted electronically. All you have to provide is a citation (author, title, date, publication name, etc.) and the source of the citation, and we find a library that owns the item. Articles can be e-mailed to you; books are sent to STL for you to pick up. Turnaround time for articles is about 5 days. Books may take a bit longer.

## E-Books at New Paltz

Links to 1,400 e-books have been added to STL's Dynix online catalog. These titles can be read online as part of our *netLibrary* subscription. Viewing e-books is easiest when searching Dynix through the web interface available in STL MetaLibrary. (See sidebar, page 1.) Look for the netLibrary e-book link at the end of the catalog record, in the "External" field.