



Library Link

Fall 2003

Van Wagenen Library, State University of New York at Cobleskill

LibQUAL+ Assessment Results

The LibQUAL+ survey administered this spring was designed to assess perceptions regarding library service quality. The results are back and we are pleased to be able to share them with the campus community.

The Library scored well in terms of service. Most respondents indicated that they receive good one-on-one attention and that librarians and support staff are generally helpful and pleasant to deal with. It is gratifying to see our efforts recognized. Be assured that we will continue to pursue improvements in service; this is an area we feel can never receive too much attention.

The number one problem identified by respondents was inadequate resources. Specifically, that materials are scarce or outdated in certain areas. The primary cause of this problem is inadequate funding. Despite the rising cost of materials, the Library's acquisitions budget has been cut repeatedly since the mid-90's—to the point that we are currently funded well below the level we were at in 1981. During this time, the majority of the money we've had for book purchases came from NYS Coordinated Collection Development Aid (CCDA) grants. As these funds could only be used for the Agriculture and Early Childhood parts of the collection, those sections are in fairly good shape. Due to a lack of financial commitment from the College, the Library no longer qualifies for the CCD grant program.

Although the budget situation is grim, we continue to pursue improvement of the collection whenever possible. The campus community can be of great assistance in this regard. When you can't find the information you need, when you see materials that are out-of-date, when you know of a resource

that should be added to the collection—please tell us. The better informed we are about what the campus needs, the better job we can do providing it. For example, faculty and students in the Business department asked for online access to Hoover's; the Library has acquired this resource. Also, we are adding electronic access to several journals in Fisheries and Aquaculture and, through JSTOR, backfiles of a large number of journals in the fields of Business, Ecology, and Botany. The Library continues to fund full-text access to a large number of newspapers through a subscription to LexisNexis.

The other issue participants were most concerned with was hours. There was a fairly general perception that the Library should be open later. Actual usage shows that most people leave between 8 and 9pm, only a few remain until the 10pm closing time. Additionally, most of these people aren't making use of Library services during this time, they simply want a quiet place to work or computer access. Given the size of the Library building and the staff required to operate it, it is not economically sound to be open simply as a late-night study area—even if the budget allowed it. Extending hours on Saturday is another matter. We do see a potential benefit in lengthening Saturday hours and, should the money become available to support it, would certainly consider this move. In the meantime, the Library's research databases continue to be available 24/7 via our website (www.cobleskill.edu/library) from on and off campus.

The Library would like to thank the 300+ students, faculty, and staff who took the time to participate in the LibQUAL+ survey. The results will help to guide our endeavors in the years to come.

New Equipment

Thanks to a disbursement of student technology fee monies, the Library was able to buy several new pieces of audiovisual (AV) equipment over the summer. While some of the pieces are not quite ready to be circulated, we want to take this opportunity to let you know what's coming. Once everything is ready, this equipment will be able to be checked out for academic use by both faculty and students. As demand for this new equipment may be quite high, the loan policies listed here are subject to change.

First up—DVD players. We purchased two Sanyo DVD/VHS combos. One of these units is currently installed in the AV room for in-Library use, the other will circulate on a one-day loan.

Next—digital cameras. Specifically, three Olympus digital cameras. Unlike our standard 35mm cameras, these will circulate on a one-day loan.

Continuing the theme—digital camcorders. The Library also

bought five Sony MiniDV camcorders. Like the other digital equipment, these will circulate on a one-day loan. One cautionary note, users will have to supply their own cassettes for the digital camcorders; the Library will not have any on hand to lend or to sell. They are available locally at Wal-Mart.

The final audiovisual piece—a JVC dual format S-VHS, PRO-DV recorder. This is a video production unit that can be used for editing MiniDV projects, finishing to S-VHS, or dubbing to or from either format. The unit will be installed in the AV room for in-Library use.

Along with the AV equipment, the Library also purchased a color inkjet printer for student use. Unlike routine black and white printing, there will be a charge for color; we are setting the initial cost at 50¢ per side. This new printer is intended for academic use and can only be accessed by a Reference Librarian. If a student, or other patron, wishes to produce their work in color, they must provide the file to the librarian for printing.

Plagiarism Follow-up

The Library hosted a campus workshop on plagiarism this past spring. Carol Anne Germain, from the University at Albany, joined us as guest speaker. The panel discussion that followed Ms. Germain's presentation featured Cobleskill faculty members Bernadette Cole Slaughter, Michael Murphy, and Nancy Van Deusen.

Discussion during the workshop ranged from causes of plagiarism to prevention and detection. Enforcement and penalty systems were also discussed.

Several faculty members were surprised to hear that 41% of students in a 2001 survey admitted to "cut and paste" plagiarism and that 68% didn't think plagiarism was a serious issue. As the workshop progressed, it became clear that while plagiarism is more prevalent on our campus than we would like, there are

steps we can take to improve the situation.

In the weeks and months that have followed this workshop, a wider discussion on plagiarism has been taking place on campus. Some divisions are exploring the possibility of implementing official codes of ethics for their areas. Also, more professors are trying to structure their assignments in ways that promote honest results.

Additionally, support for the idea of using some form of plagiarism detection software or service, such as Turnitin, continues to increase.

One especially significant development since the workshop is that the Academic Policies Committee has been asked to draft an official campus-wide statement on academic integrity and plagiarism.

Library Hours for Fall 2003

Mon.-Thurs.	8:00am-10:00pm
Friday	8:00am-5:00pm
Saturday	11:00am-3:00pm
Sunday	2:00pm-10:00pm

Recommended Reading

A Moveable Feast
by Ernest Hemingway

Servant Leadership
by Robert K. Greenleaf

Built to Last: Successful Habits of Visionary Companies
by James C. Collins

A Day Late and a Dollar Short
by Terry McMillan

American Dreams, Lost and Found
by Studs Terkel

The Library Café

We are pleased to report that The Library Café is under construction. The Library's meeting room on the southeast side of the lobby has been used as a classroom and conference area for years; its conversion to a vending area will provide a designated food and beverage area for the Library as well as a comfortable study space.

The Café will offer a number of different vending products. In addition to the usual soda machines there will be coffee, juice, sandwiches, candy, and other snack items.

For the convenience of laptop users, several network ports are being installed. We do not plan to have wireless network access in the Café.

Hoover's Pro

The Library has purchased a subscription to Hoover's Pro. This online business resource provides a great deal of company and industry information. As an example, let's say that you need to research car makers. Hoover's can provide a list of all registered auto manufacturers and information about each of them. If you then select Ford Motor Co. from the list, you can see how their sales compare with their top competitors, read a history of the company, find out who their top executives are, read their latest SEC filing, and more. Hoover's is accessible through the online databases section of the Library's website (www.cobleskill.edu/library).

Librarians Add Office Hours

All librarians will be adding office hours during the coming semester. During these times, they will be available to faculty, staff, and students for research consultation, one-on-one instruction, curriculum planning assistance, and more. Office hours will be announced as soon as this semester's schedule is finalized.

Culinary Arts InfoLit Handbook

The *Handbook for Integrating Information Literacy & Library Skills Into the Culinary Arts Program* is complete. This new resource builds on the success of last year's Early Childhood handbook. With the assistance of CAHT faculty member JoAnne Cloughly, the original was revised and expanded to fit the needs of students and faculty in the Culinary Arts program.

As the title implies, the goal of this effort is to embed information literacy skills directly into the curriculum. This integration helps to improve the quality of our students' work and makes it more likely that essential information literacy skills will be retained as they continue their education.

The integrated information literacy movement continues to grow. A handbook for the Humanities department is in progress and should be complete in the next month or so. Also, a revised and updated edition of the Early Childhood handbook is ready to go. Other divisions and departments will be added over time.

If you'd like to get involved in an information literacy project for your area please contact your division's Library liaison, or just give us a call (5841) and we'll hook you up with the right person!

Staff News

Instruction Librarian Fran Apollo has been recommended for continuing appointment.

Jane Pinder joined the professional staff as Circulation/ILL Librarian effective June 1st. Jane has been a member of the clerical staff for a number of years. Congratulations Fran and Jane!

Also in Circulation and Interlibrary Loan, Julie Zeh has come aboard as Library Clerk II.