



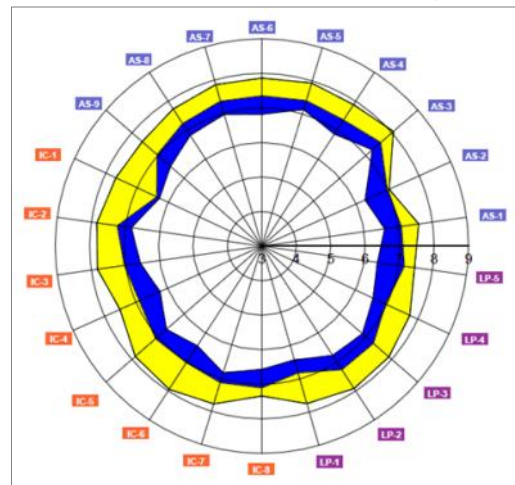
LibQUAL+ Survey Results

During the spring semester, the Library ran a large, nationally-normed survey designed to assess users' perceptions regarding service quality in academic libraries. We offered various prizes to encourage participation. The grand prize winners, Carol Cassidy (faculty) and Richard Miller (student), each won a \$100 Amazon gift card. We ended up getting a great response rate from the students. 22.48% of the total student population completed the survey. This means we can feel fairly confident that the data regarding this group is solid. In contrast, only 24 faculty members (11%) responded so it's impossible to draw reasonably accurate conclusions about this group. We'd love to get more faculty perspectives. The Library also ran this survey in 2003 and 2007. Repeating the survey every few years helps us assess the impact of our efforts and aids in keeping track of users' changing priorities.



So, what did we learn? Overall, users continue to be satisfied. As the table at right shows, our general satisfaction scores have gone up steadily over the years (scale: 1-9). With regard to specific dimensions of service, Affect of Service was up somewhat. We took slight hits on Library as Place and Information Control, most of the changes were less than 0.25 points (scale: 1-

Satisfaction with	2003	2007	2012
Treatment	7.01	7.26	7.50
Support	6.62	6.99	7.25
Overall Service Quality	6.72	7.11	7.26



9). We're pretty sure that much of the dip in the Library as Place score is directly attributable to construction work here in the Library that just finished last year. While it's too large to reproduce fully here, the radar chart at left helps to illustrate the various dimensions and the scores within. Each spoke corresponds to a specific core question on the survey.

We will be following up on all of the results with focus groups and the like in order to more fully understand user perceptions. Some of the follow-up will be targeted specifically at the Information Control section (issues related to print and/or electronic resources and access to them) since that is an area we've been focusing on lately.

If you'd like more details about the survey results, the full report will be available on our website (www.cobleskill.edu/library) through the fall semester. You can also contact Library Dean Beth Orgeron (orgeroed@cobleskill.edu or 255-5841) if you have any questions or would like to discuss the findings.

Our Newest Librarian (isn't here quite yet)

The Library is in the process of hiring a new Information Literacy Librarian to replace the recently retired Francine Apollo. Several finalists came to campus during the summer for interviews. The search committee has submitted its report and an offer has been made but, at the time this newsletter is being finished up, nothing has been finalized. We can't tell you who the new person will be because it's not official yet.

What we can tell you is that we had an outstanding group of finalists. Regardless of which one of them ends up in the job, we are confident that they will be an asset to the Library and to SUNY Cobleskill.

In the meantime, faculty needing Information Literacy consultation and/or instruction sessions for their classes should contact Library Dean Beth Orgeron (orgeroed@cobleskill.edu, 255-5841). Beth and the other librarians will help you out as best they can. Please plan ahead since this vacancy leaves us short staffed and scheduling might be tricky. Announcements will be made through email, Sharepoint, Facebook, etc. when the new person is officially official. Thank you for your patience.



10:00pm vs. Midnight

We know it won't be popular but, due to budget constraints, the Library will be closing at 10:00pm for much of the year. We'll stay open until Midnight the last two weeks of the semester to accommodate the crunch of final projects and studying for tests. Also, the Library Café will now be open 24/7 while classes are in session. We hope this helps somewhat. If you have any concerns or questions about this issue, please contact Library Dean Beth Orgeron (255-5841, orgeroed@cobleskill.edu).

Getting Here

Getting to the Library is a bit tricky right now because, as this is being written, there is a large landscaping project underway around the Library and much of the campus. It changes day by day, but right now the most reliable way to get here is to approach from the Rt. 7/Albany Ave. side, use the covered walkway that goes along the lower level, and then climb the stairs to the main entrance. Updates will be posted to Facebook, Sharepoint, etc. as things change. You can also visit the College's construction page for walkway maps, pictures, etc. (www.cobleskill.edu/construction).

EOP Moves to the Library

EOP (the Educational Opportunity Program) has moved over to the Library. Program Director Derwin Bennett and the rest of the EOP staff have their offices on the upper floor (rooms 205–207) while the tutoring operations are housed downstairs in CASE. The move brings EOP closer to other academic support activities on campus.

To accommodate students' needs, EOP is staffed with professionals whose primary responsibility is to assist students in achieving their educational goals. The Educational Opportunity Program offers tutoring, counseling (academic, financial, and career), mentoring, and leadership development opportunities.

The location may have changed but the phone number and email address remain the same (255-5836; eop@cobleskill.edu). Individual staff contact information and more about the program is readily available on EOP's web page (www.cobleskill.edu/academics/eop).



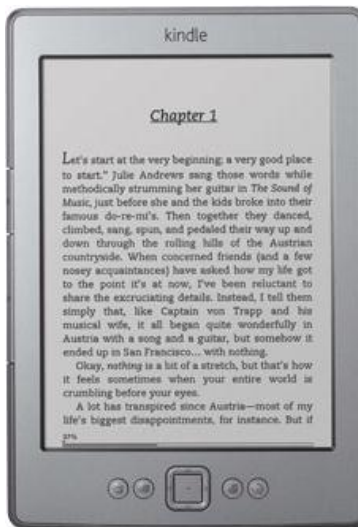
Kindles—Check Them Out!

Thinking about getting an e-reader? Want to try one? The Library acquired three Kindles this summer as part of an e-reader pilot project.

The devices will initially be loaded with recent, high-demand popular reading titles. They will be available to students, faculty, and staff for a two-week loan.

We'll be adding titles on a regular basis and future Kindle book purchases will be chosen partly through user feedback, including through the Library's Facebook page ([like us to vote/comment](#)). If there's something you desperately want to read, but we didn't get it in the Popular Reading collection, let us know!

As more textbook titles become available for Kindle or other e-reader platforms, the Library may explore using the Kindles or other e-readers for reserves as well. If you've got questions about the new Kindles or know a book you want us to buy for them, contact Katherine Brent (brentke@cobleskill.edu, 255-5851).



Website Changes Coming Soon

Keep your eyes open for changes to the Library's website (www.cobleskill.edu/library). We hope to have everything ready to go when classes start but it may not happen. In this first round of changes, you'll see a much improved main page and a reconfigured database section. We think everyone will agree that the new version is both more functional and more attractive. If you have any feedback to share about our website, get in touch with Peter Barvoets (barvoepd@cobleskill.edu, 255-5894).

Recommended Reading

The Dead Do Not Improve
by Jay Caspian Kang

And When She Was Good
by Laura Lippman

The Mysterium: a Hugh Corbett Medieval Mystery
by P.C. Doherty

My Extraordinary Ordinary Life
by Sissy Spacek

Hostage
by Elie Wiesel

Double Cross: the True Story of the D-Day Spies
by Ben Macintyre

Amped
by Daniel H. Wilson

Home
by Toni Morrison

Mrs. Kennedy & Me: an Intimate Memoir
by Clint Hill

Earth Unaware
by Orson Scott Card

When in Doubt, Add Butter
by Elizabeth Harbison

The Sandcastle Girls
by Chris Bohjalian

Off Balance: a Memoir
by Dominique Moceanu

In One Person
by John Irving

You Don't Want to Know
by Lisa Jackson

The Wind Through the Keyhole: a Dark Tower Novel
by Stephen King

That's How I Roll
by Andrew Vachss

Orion and King Arthur
by Ben Bova

The Great Escape
by Susan Elizabeth Phillips

Odd Apocalypse
by Dean Koontz

Honky Tonk Girl: a Life in Lyrics
by Loretta Lynn

The Long Earth
by Terry Pratchett

The Thief
by Fuminori Nakamura

By Starlight
by Dorothy Garlock

Lionel Asbo: State of England
by Martin Amis

Fall Book Sale



It's time to give us your books, and then buy others to replace them! The Library's Fall Book Sale is back!! The sale officially starts Sept. 28th on Homecoming Weekend and runs through the end of October (or until we run out of things to sell, whichever comes first).

Please, clean out your bookshelves and CD/DVD racks to help us stock the sale carts. Simply drop items off at the Circulation Desk and we'll take it from there. Try to get stuff to us by Sept. 24th so we have time to sort through things.

Book sale prices are the same as always: \$1 for hardcovers, 50¢ for paperbacks. Multi-volume sets, non-book items, and other special items will have their prices posted.

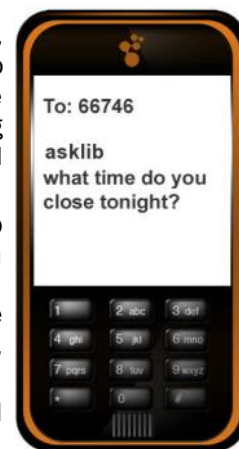
The book sale has been on hiatus the last couple of years due to Library renovations. Which means everyone should have plenty of stockpiled books to bring over. Please contact April Davies (daviesac@cobleskill.edu or 255-5887) if you have any questions.

Library Help Where You Need It

Our popular Text a Librarian service is expanding— very soon you'll be able to chat with a librarian, too! You'll find the chat widget on the Library's website (www.cobleskill.edu/library) and it is so easy to use. All you'll do is click, type, and send. That's it. We'll get back to you pretty quickly if we're online when you send it. Just like with the text service, questions that come in at 3:00 on a Sunday morning probably won't get answered for a few hours (unless someone can't sleep and is checking their email or something). For the curious, normal reference hours are posted on our website.

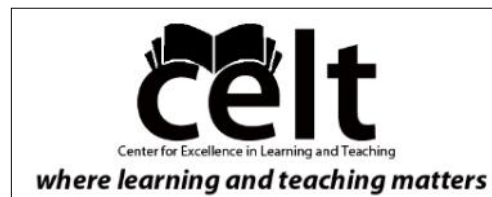
For those of you not familiar with our Text a Librarian service, it's a really handy way to get help when you're on the move. As long as you've got your cell phone, you can easily contact us from wherever you are. Simply text 'asklib' and your question to 66746 for mobile Library help. You can even use your phone to scan the QR code on the last page of this newsletter to automatically generate a text to us; just type your question and hit send. Please note, while we don't charge you for the help, your service provider's standard message rates will still apply.

Whether it's chat, text, or even in person, the librarians are here to help you. Quick directional questions, more complex research advice— it's all good as far as we're concerned.



Online Teaching Academy

Summer 2012 saw the introduction of the Online Teaching Academy here at SUNY Cobleskill. Eight faculty members completed a six-week course where they learned the ins and outs of online teaching from Dr. Jiang Tan, Director of the Center for Excellence in Learning and Teaching (CELT). Some were first-time online instructors needing to learn the basics, while others had been teaching online for years and wanted to develop their skills further. All of the participants reported that they found it a very beneficial experience. Some of the more



experienced instructors commented on how surprised they were at the gaps in their knowledge.

The first-time instructors covered topics such as using ANGEL tools properly in a hybrid/online course setting, online communication skills, basic online assessment techniques, using Web 2.0 tools, and using audio and video files in the online environment. The more seasoned instructors explored advanced ANGEL tools, getting hybrid/online students engaged, more complex integration of audio and video resources, and higher level technology troubleshooting for online courses. All the participants began by analyzing their students and the course/s they wanted to or had been teaching online. All of them ended with a new hybrid/online course design in hand.

Besides the Online Teaching Academy, CELT provides a variety of training opportunities aimed at assisting faculty in embracing technology, helping them to master and integrate it into the classroom and online teaching. Currently, Dr. Tan hopes to run a series of mini-lectures and seminars during the regular semester and then do the Online Teaching Academy again in the summer. If you'd like to learn more about the Online Teaching Academy or other CELT services, please contact Jiang Tan (tanj@cobleskill.edu, 255-5869).

[A library] isn't just a library. It is a space ship that will take you to the farthest reaches of the Universe, a time machine that will take you to the far past and the far future, a teacher that knows more than any human being, a friend that will amuse you and console you—and most of all, a gateway, to a better and happier and more useful life.

—Isaac Asimov

Ebooks— Scholarly Quality, Web Convenience

Did you know the Library has well over 30,000 ebooks that you can access 24/7 from anywhere with an internet connection? It's true. Covering topics from Data Mining to Insomnia to School Violence, our ebook collection offers high quality academic resources with online convenience.

Using the Library's catalog (cob.sunyconnect.suny.edu:4580/F) to find ebooks in your subject area is easy. If you're doing a basic keyword search, just add "and Electronic" to your search. For example, "Plants and Electronic" gets you 282 items while "Psychology and Electronic" gets you 609. If you're doing an advanced search, you have several options for getting at the ebooks but the easiest thing is to use the Document Type pull-down to specify "Electronic resource." Like any other search, the more specific you are in your terms the smaller and more focused the set of results will be. If you add "and Attachment" to the Psychology search from before, the list goes from 609 items to 14.

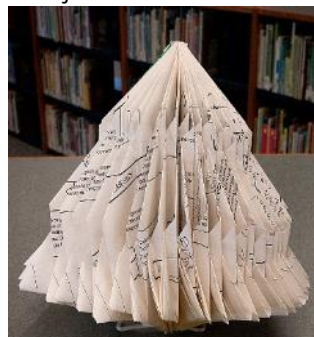
Ask any librarian if you want more information about ebooks, or any of the resources the Library provides access to (Library@cobleskill.edu; 255-5841; or text to 66746, keyword *asklib*).

3-D Book Art Challenge WINNERS

The Library's spring 2012 Participatory Art project was the 3-D Book Art Challenge. The contest was open to the entire campus and community and invited submissions of works of 3-D art created from books. People could use whatever techniques they wanted (cutting, carving, painting, etc.) to create their masterpieces.

We got some great student entries for the contest and library staff contributed several non-competing works for display (and because it was fun to make them). First prize, a brand-new Kindle Touch, was awarded to "Free," submitted by Kelsey Hamilton. Second prize, a \$50 gift card for the campus bookstore, went to "Jack and the Beanstalk," created by a group of eight students from an honors class. Our third prize, a \$25 gift certificate to Studio Arts and Crafts, was awarded to "The Giving Tree," submitted by Kevin O'Neill and Ariana Palumbo. More pictures are available on our Facebook page ([like us](#)).

Projects had to be made from actual books and



were judged on creativity, originality, and combination of media and theme. We provided a binder full of pictures that people could use as a source of inspiration and ideas.

This was the Library's first art contest. Our other art projects, like paper snowflakes and painting construction walls, have all been just for fun (see the [Fall 2010 issue](#) for more about the Participatory Art Program). We thought the element of competition, and of course prizes, would encourage participation and we were very pleased with the results. Planning is already underway for spring 2013 and it's not too early to get a jump start on your entry for the Book Title Peeps Show. "Harry Peeper and the Chamber of Peeps" anyone? Talk with Gina Brady in the Circulation Department to find out more (bradygk@cobleskill.edu; 255-5847).



E-Resource Spotlight: Picture Book Database

The Library has added the Picture Book Database to our online Early Childhood resources. It tracks "data about picture books that is difficult to find elsewhere, replacing the need to consult multiple reference books or websites," and will be especially useful for assignments where students have to study illustration techniques, themes, etc. You only want books with digitally created art work? No problem, search by 'artistic medium'. Want to know if we have the book here at SUNY Cobleskill? Click the WorldCat 'find it in a library' button and we'll be the first one listed if we do. SUNY Cobleskill isn't listed? Click 'Interlibrary Loan (ILLiad)' to submit a request and we'll get it for you from another library.

The Picture Book Database currently features information on over 22,000 books and adds 25-50 new books each week. Besides artistic medium and traditional author or title types of searches, users can find picture books by artistic style, genre, character trait, age range, and more.



PICTURE BOOK DATABASE

Like all of our research databases, The Picture Book Database is available 24/7 through the Library's website (www.cobleskill.edu/library). Please let us know if you have any questions about this database, or any of our other resources (255-5841; Library@cobleskill.edu; or text to 66746, keyword *asklib*).

DSS Has a New Name— AccessABILITY Resources

The primary objective of the AccessABILITY Resources (AR) Office is to develop and maintain a supportive campus environment that promotes academic achievement and personal growth for students with disabilities. Both the civil rights mandate of Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) and its amendments ensure equal opportunity and access for all students who have a disability. It is an institutional responsibility to be in compliance with the law in the provision of academic accommodations. SUNY Cobleskill is committed to providing equal access for all qualified individuals to its programs and educational opportunities.

So why the name change? Because access is the key to higher education for students with disabilities. In addition, the underlying legal mandates focus on accessibility to learning and integration into (access to) the everyday college experience. We also wish to stress 'ABILITY' and 'Resources' because the students who use accommodations and resources wisely are able to have as much success as any other student.



Regardless of the name, AccessABILITY Resources continue to be an important and heavily used service area. There were 300+ students registered with AR in spring 2012 and 365 tests were proctored through the office just between January and April. AR also continues to offer access to various types of assistive technology, help with obtaining electronic versions of textbooks, tutors and note takers, and much more. AR even serves as a National Voter Registration Act (NVRA) voter registration site. You can learn more about the AccessABILITY Resources Office and the services they offer by visiting their webpage (www.cobleskill.edu/academics/accessability-resources). AR Coordinator Betsy Briggs and assistant Wendi Richards are also available to answer any questions you might have (briggsew@cobleskill.edu or 255-5282; richarwa@cobleskill.edu or 255-5870).

Library Recycling Program

In February 2009, the Library began participating in a tech recycling program through Think Recycle. Think Recycle is a "program that rewards members with money and environmental incentives for the collection of unwanted products including laptops, tablets, cell phones, digital cameras, inkjet cartridges and toner cartridges." It costs us nothing to participate, they plant trees in our name, and it brings in a little extra money. In other words, it's all good.

Campus offices have sent in hundreds of items for recycling since we began the program. Last fall we decided to take the money that had built up in our account and do some shopping. We took a little off the top to cover the cost of packing tape and such (packing materials are our only expense for this program). Then we used the rest to buy a bunch books and videos on sustainability and recycling topics. Some scholarly in nature, some aimed at a general audience.



Not only have we been able to purchase books and DVDs for everyone to use, 17 trees have been planted in our name and we've diverted 1,258.7 pounds of waste from landfills. That's 17 trees and over half a ton of waste just so far! This is an ongoing program so please continue to send all your LaserJet and DeskJet cartridges, old cell phones, digital cameras, and laptop and tablet computers to the Library for recycling.

If you want to know more about the Library's participation in the Think Recycle program, please contact Pat Larkin (larkinpa@cobleskill.edu, 255-5841). You can find details about Think Recycle on their website (www.thinkrecycle.com).

2012 Presidential Election

The primaries and caucuses are finally over! The main presidential candidates are set: Barack Obama for the Democrats and Mitt Romney for the Republicans. Who will you choose on November 6th? Not sure yet? If you need to learn more about the candidates and their issues, we suggest the following websites:

Fact Check.org www.factcheck.org
 Politico www.politico.com/2012-election
 ProCon.org 2012election.procon.org
 Barack Obama's site www.barackobama.com
 Mitt Romney's site www.mittromney.com

Are you eligible to vote but haven't yet registered? The registration deadline here in New York is Oct. 12, 2012. Visit www.elections.ny.gov for registration forms and instructions. SUNY Cobleskill students that are NYS residents can also get a registration form from the AccessABILITY Resources Office here in the Library.

We can't, and won't, tell you how to vote, but we encourage you to participate in the electoral process. Make your voice heard— register, read up, and vote!

From the Dean



Dear Colleagues,

We are ready for a busy and productive semester. We have spent our summer finalizing some new services: in addition to the ability to text questions to the Library, you will be able to chat online with a librarian (similar to chatting with representatives on retail sites); we are also adding Kindles and iPads for checkout. We will be seeking your feedback on these new services— so, please feel free to give us your thoughts.

In a very visible change, we have replaced much of the older, breaking down, hodge-podge furniture with new chairs and workstations designed for collaborative learning. Some of the new furniture is also arranged for enhancing individual quiet study areas, signage will alert users to new quiet zones in the Library. Quiet study areas are a pretty hot commodity among students and we strive to ensure our students can complete all aspects of their academic work here. We had the wonderful opportunity to work with Professor Lauber’s graphic design class and have her students design potential quiet zone signs for us. We selected the submission of Paul Engels for our main signs. The submissions of Serifat Adesina, Alexis Cinque, Ian Travers, and Cory VanValen will be used for tabletop signs. Our goal in designating areas of the building as quiet zones is to call attention to spots where voices need to be kept very low. The acoustics in our building tend to carry sound everywhere and we all have to work together to maintain a productive atmosphere.

This summer we had the privilege of hosting Shannan Breault (Wellness Center) as an intern for her graduate work at the University of Albany in Information Studies. She helped us pull together two years of reference statistics and worked closely with Dr. Tan’s Online Teaching Academy.

Finally, I would like to welcome EOP to the building! Their offices will be located on the second floor and their tutoring services will be conducted in CASE. It will be a great fit to all of the other services provided in our information commons.

Have a great semester!
Beth Orgeron

Staff News

Fran Apollo retired and has been spending quality time with her gardens and her husband. We miss her but wish her all the best.

Peter Barvoets is the new chair of SUNY Cobleskill’s Curriculum Committee.



Katherine Brent traveled to Manhattan in June to present at the SUNY Librarians Association’s annual conference. Her session discussed how to keep your library in operation while it’s ripped apart for construction.

April Davies was recently elected to the board of SUNY Cobleskill Auxiliary Services, Inc. (CAS). Over the summer, April worked with librarians from Alfred Ceramics, Binghamton, and New Paltz to conduct a pre-conference workshop for the SUNY Librarians Association’s annual conference. Their “Leadership Study Group” was a big hit with participants.

Beth Orgeron was elected Vice-Chair/Chair-Elect of the SUNY Council of Library Directors. Her term as Vice-Chair is

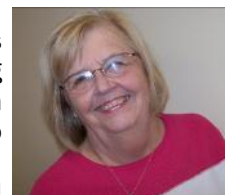
underway and she will take over as Chair in the spring of 2013.

Jill Scharling is one of the new MERITS coordinators down in CASE. Jill is presently a Program Assistant with the Schoharie County Community Action Displaced Homemaker program. Jill is also enrolled in a graduate studies program at Oneonta.



Alysha Stevens is the other new MERITS coordinator. Alysha attended Rhode Island College where she got her degree in Secondary Education with a focus on Social Studies.

Trudy Williams has joined the CASE staff as the new Writing Center Manager. Trudy comes to us from St. Petersburg (FL) College and is also working as a SUNY Cobleskill adjunct. Trudy will be working with the peer and paraprofessional writing tutors to support our students.



Library Hours for Spring 2012

Mon.-Thurs. 7:00am-10:00pm*
Friday 7:00am-5:00pm
Saturday 10:00am-4:00pm
Sunday 2:00pm-10:00pm*

Library Café open 24/7

** closing time changes to Midnight final 2 weeks of semester!*

Calendar

Aug. 27
First Day of Classes
Aug. 31
Add/Drop Ends
Sept. 16-18
Rosh Hashanah
Sept. 27-30
Homecoming
Oct. 6-9
Fall Break
Oct. 17
Wear Something Gaudy Day
Nov. 4
Daylight Saving Time Ends
Nov. 6
Election Day
Nov. 21-25
Thanksgiving Break
Dec. 14
Last Day of Classes



Text
a Librarian

Van Wagenen Library
SUNY Cobleskill
142 Schenectady Ave.
Cobleskill, NY 12043-1702

Library@cobleskill.edu
www.cobleskill.edu/library
T: 518-255-5841
F: 518-255-5843

