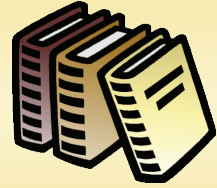




Ex Libris



THE FRIENDS OF THE AUM LIBRARY NEWSLETTER

Ex Libris is published as an information bulletin for the Friends of the AUM Library.

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Library Tests New Chat Reference Service

The Library understands the importance of your time when it comes to needing fast answers about anything from the services we offer, or getting assistance with a research project. The Reference Department launched a pilot Chat Reference program at the beginning of the Fall semester. The goal of this service is to build upon the success of our existing Ask A Librarian email program by letting our users ask questions to a member of the Reference Department in a real-time setting. Chat Reference is powered by Meebo, a web-based service for IM (instant messaging). Simply visit our Ask A Librarian page, accessible from the Library's home page, and you will automatically be logged in as an online "patron." Then type your question in the box and it will be answered by a member of the Reference Department. For example, if you have a question on where to find the best resources for a research project, you can type your question into the Chat Reference box and a Reference staff member will guide you through the process step-by-step...just as if you were talking with a friend online. Before typing, please check at the top of the box for a status message indicating that someone is currently online to answer your question as this is still a pilot project and the hours we offer the service are subject to staffing. We are working on expanding the hours for Chat Reference as we feel it is of great benefit to our users. Otherwise, please submit your question using our Ask A Librarian service (reference@aum.edu). Your question will be answered in a timely manner.

Rickey Best Named Beta Phi Mu Librarian Of The Year

Rickey Best has been named the 2010 Librarian of the Year by the Beta Kappa chapter of Beta Phi Mu. The award recognizes librarians who have made an exceptional contribution to the development of professionalism among Alabama librarians. The society recognizes and encourages scholastic achievement among library & information professionals. We wish to thank Dean Best for his dedication to the AUM Library.

And The Winner Is...

The Friends of the AUM Library Annual Award Ceremony Luncheon took place this past July. The winners of the Betty J. Tims Award for Outstanding Service were Tim Bailey, Systems Librarian, and Larry Brumby, Senior User Services Technician. Tim and Larry will have their names added to a plaque along with the names of past award winners. Congratulations to Tim and Larry and thanks for their commitment to service.

Library Unveils New Quiet Zone Study Area



Lucy Farrow, Whitney Mixon, and Dean Rickey Best standing in front of the newly-designated Quiet Zone area.

Those who are looking for a quiet place to study often have found tranquility in some areas of the Library. Now, the Library can offer the ultimate in quiet. Just head to the second floor, where you will find the new Quiet Zone. Whitney Mixon, an Early Childhood Education major, made the suggestion to Ricky Best, dean of the Library, during the fall semester. As part of her Writing for Professional Educators class, Mixon wrote a letter to the dean suggesting the creation of a designated quiet area in the library for those students who study best in complete silence. After surveying the areas within the library, Dean Best and Lucy Farrow, head of Public Services, decided upon an area within the periodicals section

on the second floor to designate as the Quiet Zone. Mixon was pleased that the library was eager to take suggestions from students and implement them so rapidly.

There are several tables in the area nestled in the back of the library, where the environment is super quiet, and signs are posted that let everyone know what noisy activities are not allowed in the area. This is not an area for group study there are, however, several group study rooms in the Tower on the 5th and 6th floors available for AUM students.

Library Will Conduct User Satisfaction Survey in April

To ensure its continued effectiveness, the AUM Library will participate in the LibQual+ survey of user satisfaction. LibQual+, which was developed by the Association of Research Libraries, is a national survey utilized by both academic & public libraries to measure service quality. The survey will ask twenty-seven questions, focusing upon the affect of service, information control, and the library as place. Users will rate their expectations and perceptions on a scale of 1 to 9. The survey is web-based and all user responses are submitted anonymously. No personal information will be collected beyond general demographic data (e.g., first year undergraduate, major discipline, etc.). To encourage participation, the library will offer a drawing for a chance to win one of three prizes: a Blu-ray disc player, a \$50 iTunes gift card, and a \$25 iTunes gift card. Students are eligible to participate in the drawing by providing their name and an e-mail address. The winners will be randomly selected by the Association of Research Libraries, and all names submitted will then be erased.

The data gleaned from the survey will allow the library to identify and correct gaps in its services and efficiencies, and to measure our performance against similar libraries. An opportunity to provide written comments will also be available. This survey is important for the library so we can serve you better. The survey will run from April 1st through April 30th, 2010. A link to the survey will be posted on the AUM Library homepage (<http://aumcat.aum.edu>). Please help us to improve services to you by letting us know your opinions.

Dean's Column



As we pass from winter to spring, the AUM Library has been able to look at a number of positive outcomes. First, through a partnership with the Athletics Department and Moe's Grill, the Library received a donation of \$175 from Moe's Southwest Grill. Moe's is sponsoring a "First Thursday" event where students and faculty can have twenty percent of their bill donated to AUM by presenting a coupon. The money is shared between Athletics and the Library. Second, through the efforts of the Greek Societies on campus, the library received a donation of \$336. Both the funds from Moe's Grill and the sororities and fraternities will be used to purchase books in support of the curricular and research needs of the faculty. Due to current economic challenges, the Library has been forced to eliminate its book budget this year. On behalf of the Library, I would like to express my appreciation for the support that the campus and the community have shown us during this period of economic retrenchment.

While this has been a busy year for the library staff, there have been a number of accomplishments by the librarians that I would like to recognize. **Tim Bailey** has been selected as Moderator-Elect for the Technical Services & Systems Roundtable, succeeding **John Gantt** who has ably filled that position for the past year. **Lucy Farrow** is serving as Moderator-Elect as the Alabama Library Association's Government Documents Roundtable. Lucy also made a presentation on "Electronic Uncle Sam: Free Online Resources from the U.S. Government" to the Alabama Instructional Media Association at their conference this past fall. **Barbara Hightower** presented a paper "Beyond Textual Literacy: Enhancing Student Visual Literacy" at the Alabama Library Instructional Media Association conference. Barbara is also a member of the Network of Alabama Academic Libraries Online Content Committee. **Jason Kneip** is serving as President of the Society of Alabama Archivists. In this role, he represents the Society on the board for the Alabama Historical Commission's Institute of Museums and Library Services grant "Connecting to Collections." The grant funding is currently being used to survey and evaluate preservation needs for historic materials in the state. Jason and Rickey Best also co-authored a journal article titled "Library School Programs and the Successful Training of Academic Librarians to Meet Promotion and Tenure Requirements in the Academy," which will appear in the March 2010 issue of *College & Research Libraries*. **Judy Solomon** is serving

as the secretary of Beta Kappa Chapter of the Beta Phi Mu honor society. The society recognizes and encourages scholastic achievement among library and information professionals. Judy also serves on the Alabama Association of College & Research Libraries Continuing Education & Training Committee. **Colleen Valente** has published two articles over the last year. The first article, titled "Training Successful Paraprofessional Copy Catalogers," will appear in *Library Resources & Technical Services Quarterly* (November 2009). Her second article, titled "Cataloging and Archiving State Government Publications: A New Role for Catalogers," was accepted for publication by *Cataloging & Classification Quarterly* and will appear in its April issue. **Karen Williams** is serving on the NAAL Resource Sharing Committee, and the ALLIES Universal Borrowing Committee, consisting of representatives from Auburn, AUM, Jacksonville State University, the University of Alabama, and the University of Alabama Tuscaloosa.

In addition to the article co-written with Jason Kneip, **Rickey Best** has published two articles: "Preserving and Providing Access to Digital State Publications in Alabama" in the *Southeastern Librarian*, Fall, 2009, and "Is the 'Big Deal' Dead?" in *The Serials Librarian*, edited by David C. Fowler, Haworth Press, November-December, 2009. Additionally, Rickey also contributed an entry on William Garrott Brown for the *Encyclopedia of Alabama*. *The Encyclopedia of Alabama* is a web-based project developed by Auburn University and the Alabama Humanities Council, available at encyclopediaofalabama.org. Rickey is also serving as President of the Alabama Association of Colleges & Research Libraries, has been elected as secretary of the Association of Colleges & Research Libraries Chapters Council, and is the secretary of the Association's Government Relations Committee. He serves on the State Historic Records Advisory Board, and he has also been chosen as chair of the Network of Alabama Academic Libraries nominating committee.

The Library and the University have been blessed with a capable staff of librarians who make every effort to serve our students. We can all be proud of them for their hard work and their service. If you have any ideas or suggestions for the improvement of library services, please e-mail me at: rbest@aum.edu.

You're Invited!

Becoming a Friend of the AUM Library is a great way to help support the mission of the Library. And if you need to renew your friendship, we'd like to welcome you back. Your tax deductible contribution is essential to the Library and is deeply appreciated. The Friends look forward to your fellowship and active partnership in library growth.

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