Gumberg Library Updates

Presented to the University Library Committee
December 10, 2015
Moving Forward, Improving Service

• Updates:
  • Building Improvements
  • Professional Training & Workshops
  • Events/Displays
  • Awards
• LibQUAL+
• Looking Ahead
Building Improvements-
5th Floor Furniture
Building Improvements - 3rd Floor Lighting
Building Improvements - 1st Floor Lighting
Building Improvements - 1st Floor Compact Shelving
Building Improvements - Coming Soon

• First Floor Study Pods
• Second Floor Lighting
• Rare Book Reading Room
Rare Book Reading Room
Professional Training & Workshops

• Library Course (UCOR, IHP)- 1295 students Fall 2015
• Documenting the Impact of Your Scholarship 5/7/15
  • 39 faculty attended. Follow-up session for the University P&T Committee. Provided scholarly impact citations for 28 faculty going up for third year review, tenure, and promotion
• Raising Your Scholarly Profile 9/18/15
  • 28 faculty attended. Follow-up planned for January.
RAISE YOUR SCHOLARLY PROFILE WITH GUMBERG LIBRARY’S...

STARTING OCTOBER 5TH

7-DAY IMPACT CHALLENGE

HTTP://BIT.LY/7DAYIMPACTCHALLENGE
Professional Training & Workshops

• Systematic Review Workshop 12/8/15
  • 25 faculty attendees plus librarians. Presenters will include prestigious experts on this topic (head of US Cochrane Collaboration and Vice Chair of the Institute of Medicine’s “Finding What Works in Health Care: Standards for Systematic Reviews”) as well as regional and DU speakers
Events/Displays

Exploring Book Group

November 4 PM-5
Gumberg Library Phenomenology
Scanned copies
More information
Events/Displays
The Day Hitler Died
Featuring material from the University Archives at Gumboot Library

Premiering Monday, Nov. 16, 8 p.m. ET/PT

"The Day Hitler Died" Website
University Archives Video Footage Drives Smithsonian Channel Documentary "The Day Hitler Died"

"Documenting Hitler’s Dying Day" from the Pittsburgh Post-Gazette
Rare Interviews With Hitler’s Inner Circle Reveal What Truly Happened on "The Day Hitler Died"

Musmanno Collection: Interrogation Of Hitler Associates

Michael A. Musmanno was born April 7, 1897, in Slovan Township, Allegheny County, PA. In 1923, he was admitted to the Pennsylvania Bar and worked several years as an attorney. He served 4 years in the Pennsylvania House of Representatives and in 1932, he began his lifelong career as a jurist. In 1951, he became a Justice of the Pennsylvania Supreme Court. During the World War II, Captain Musmanno served as military aide to General Mark Clark, Fifth Army, during the Italian invasion. Musmanno led the U.S. investigation to determine if Adolf Hitler died at the end of the war. He served as a presiding judge at the Nuremberg War Crime trials and retired from active duty as a rear admiral.

This collection is a direct result of the work Musmanno did to lead the U.S. investigation to determine if Adolf Hitler had died. The largest part of the collection contains information gathered from personal interviews with Hitler’s secretary, his dentist, many of the top Reich generals, and other persons who knew of or about Hitler.

Click here to access the collection
Awards

Phi Kappa Phi
Spirit of Learning Award to Health Sciences Librarian
David Nolfi

March 2015
Spirit of CTE Award to Reference & Instruction Librarian Leslie Lewis

March 2015
Medical Library Association Honorable Mention (2nd place) to Health Sciences Librarian David Nolfi, Director of Research and Information Skills & Instruction Librarian Marcia Rapchak, Lori Marra (Health Sciences), Chris O’Neil (Pharmacy), and Melanie Turk (Nursing)

May 2015
PR Xchange Winner  June 2015
Created by Marketing & Electronic Communications Librarian Kelley Cotter

Need Research help?  Ask a librarian.  www.ask.library.duq.edu
Best Faculty Poster at the Integrity of Creation Conference by Research & Instruction Librarians Allison Brungard and Ted Bergfelt and Health Sciences Librarian David Nolfi

October 2015
Department Spirit Decorating Contest
Homecoming 2015
The results are in! LibQUAL+® Survey Findings

Top 5 things we do best according to our users:
- Library staff who are consistently courteous
- Library staff who deal with users in a caring fashion
- Willingness to help users
- Giving users individual attention
- Library staff who have the knowledge to answer questions

Top 5 areas with the biggest need for improvement:
- Library space that inspires study and learning
- A getaway for study, learning, or research
- Print/electronic journals I require for my work
- Printed library materials I need for my work
- Quiet space for individual activities

(More on survey results inside...
LibQUAL+

• 1,214 participants (47% undergrad, 36% grad students, 14.5% faculty, 2.5% library staff)

• Asks respondents to evaluate library: service, buildings, “information control” (collections and information technologies)

• Major findings:
  • Overall scores were down for the first time since 2006
  • Respondents ranked service the highest, information control second, and building last
  • Overall mean scores ranked the building as inadequate, and undergrad scores were substantially lower. Note: evaluations of the building have been dropping since the 2009 LibQUAL
LibQUAL+ Library as a Place

- 77% of the written comments were about the building (460/597)
- Most comments emphasized:
  - Not enough tables and seating for individual study
  - Poor ambiance
  - More outlets needed
  - Noise levels too high
LibQUAL+  Library as a Place

Representative Comments:
• “The library is depressing; aesthetics are not conducive to studying”
• “Depressing compared to other Univ. libraries”
• “Looking for a place to study in library is stressful during already stressful time”
Table Hoarding & Staging

• to expect to “reserve” a table for an extended period of time while not present in the library by leaving belongings on the table

• to expect that none of your belongings will be touched regardless of their obvious value (we have seen laptops, tablets, money, etc.)
Finals stress everyone out.

#shareGumberg

PROMOTE
KINDNESS
+
RESPECT.

"WE URGE YOU TO PLEASE RESPECT THE LIBRARY SPACE AND BE COURTEOUS TO OTHER STUDENTS, WE ALL STRUGGLE TO FIND STUDY SPACE, SO PLEASE KEEP THAT IN MIND WHEN STUDYING."

- SOPHOMORE CLASS COUNCIL

#SHAREGUMBERG
GUMBERGLIBRARY.TUMBLR.COM/SHAREGUMBERG
LibQUAL+ Access to Information

Desired Means for LibQUAL+ Dimension

- Affect of Service
- Information Control
- Library as Place

LibQUAL+ Access to Information

1. In regard to collections, the respondents’ comments appear to show the belief that collections are improving but the collections are not adequate for their needs.
2. A feeling of frustration appears to emerge because of the need to rely upon other libraries and resource sharing to obtain needed resources.
3. Additionally, users have expressed further frustration when told that they cannot get needed resources free of charge through interlibrary loan (which is their general understanding of how the service works).
## LibQUAL+

- **Affect of Service**
- **Information Control**
- **Library as Place**

### Customer Service

#### Access to Information/Collections

#### Library as a Place/Building

<table>
<thead>
<tr>
<th>1st Quartile</th>
<th>2nd Quartile</th>
<th>3rd Quartile</th>
<th>4th Quartile</th>
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<tbody>
<tr>
<td>Adequacy</td>
<td>Superiority</td>
<td>Adequacy</td>
<td>Superiority</td>
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<td>AS-1</td>
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<tr>
<td>In general, I am satisfied with the way in which I am treated at the library.</td>
<td>6.96</td>
<td>7.49</td>
<td>7.74</td>
</tr>
<tr>
<td>In general, I am satisfied with library support for my learning, research, and/or teaching needs.</td>
<td>6.34</td>
<td>6.85</td>
<td>7.03</td>
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<td>How would you rate the overall quality of the service provided by the library?</td>
<td>6.55</td>
<td>7.02</td>
<td>7.20</td>
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The library STAFF is **FANTASTIC**!! They couldn’t be more **helpful**.

The personnel/staff is **wonderful**: **attentive**, **knowledgeable**. Zero complaints just immense gratitude for the ample **professionalism**.

The library staff and service are **excellent**. They are always **willing** to respond to questions and **go out of their way**… they are one of the **best library staffs** I have ever worked with.
LibQUAL+ Positive Comments

• I always study at the library, the environment is the best for me to work in. If I need help, there is always someone there.
• This is my first year at Duquesne and I have been *really* impressed with the quality, organization and accessibility of library services, especially how easy it is to find and access e-journal articles. Library staff have worked with me effectively to find everything I need.
• As an international student, I believe that the Gumberg is one of the best library that I have used. I come here almost every day, and I enjoy reading here. The staff are very good at service.
Looking Ahead

- Gumberg Library Strategic Plan
  - Vision for Gumberg Library Space
  - Digital Scholarship, Institutional Repository
  - Online Service, Support and Teaching
University Library Committee

The Library Committee advises the University Librarian on the development and allocation of library resources for instruction and research, on library facilities, and on the provision of library services to the University community. It also provides a forum for discussion of library-related concerns.