Gumberg Library “Refresh” Project Updates 4th Floor

By Maureen Diana Sasso, Director, Information Services Division

Our vision for Gumberg is a library that provides not only the intellectual content and professional expertise that students need, but is also a welcoming, comfortable and inspiring place where they can work in ways that best support their learning. In 2011, the Duquesne community, particularly students, provided input for a long term plan that would completely transform the 4th floor of the library. This floor is especially significant because it is the entrance to the library for all visitors. Last updated in the late 1970s, it is the location of the library’s main service point, computers, classroom and administrative offices. Students use this floor for collaborative learning.

Given the $4 million price tag for the total renovation project, we did not want students to have to wait for improvements until the fundraising was completed. We adopted a phased approach to renovation using funds from the Gumberg Endowment.

The first phase began in summer 2012. The barrier-like desk was removed. The new service desks feature an open design that is ADA compliant and provide a more comfortable consultation space for library users seeking research assistance. Thirty-plus year old carpet was replaced, along with the outdated floor tile. In response to students’ comments about the “dungeon-like” atmosphere of the library, colorful pillars now provide visual interest. The pillars are also home to new charging stations—electric outlets with built-in USB ports for charging mobile devices. Renovation of the library’s elevators began in October 2012 and will be completed by May 2013.

In the next phase we would like to improve the 4th floor seating and tables. With support of the Student Government...
Association, we asked students about what type of seating they would be most likely to use. While our survey attracted few respondents, the results supported comments of the larger LibQUAL Lite survey from March 2012. Consequently, we will develop a proposal that includes various sizes of tables that can easily be moved to accommodate larger groups and some comfortable seating such as chairs with tablet arms and sofas. We hope to identify funding for this proposal for FY14. We will work with Facilities Management on a proposal to install additional charging stations, not only throughout the library, but also in other campus locations.

Longer term we will continue to work with the Advancement Office on a fundraising plan for major renovation to replace the HVAC system, ceiling and lighting, and to create additional instruction spaces and an exhibit space. Renovating will further extend the useful life of the building that is already in its second life as a library. We hope it will help in recruitment because the 4th floor is toured frequently by prospective students and their parents.

The key to the success of the total 4th floor renovation project is flexibility—enhancing and repurposing space to meet today’s needs and allowing for future reuse as opportunities arise.

Scoring Big! Sports Films Digitization Project

By Thomas White, University Archivist

Beginning in the spring of 2012, the University Archives and the Gumberg Library launched a new initiative to preserve Duquesne’s sports history. The University Archives is home to hundreds of reels of 8mm and 16mm film that document various games and seasons of both the basketball and football teams.

In recent years, due to the nature of the film itself, some of the reels have started to deteriorate, making it necessary to take action to save this part of the University’s past. During April and May of this year, two batches of films that contain games from the 1920s through the 1990s were digitized by Video Masters of Pittsburgh for long term preservation. DVD copies were also created for easy viewing.

Starting with the 1955 NIT Championship basketball game, the films will be added to the library’s digital collections so that former players, alumni and their families can watch the games online. Approximately two-thirds of the film collection has been digitized so far. Anyone, including alumni who would like to assist with the preservation project in any capacity should contact University Archivist Thomas White at whitet@duq.edu.
The Gift that Keeps on Giving...

By Tracie Ballock, Collection Management Librarian

Since his retirement as University Librarian on June 28, 2002, Dr. Paul Pugliese has continued to generously support the library that he served for 42 years. Over the past ten years, the Gumberg Library has been blessed with monetary donations in support of several different areas of the collection.

Dr. Pugliese’s generous contributions to the library began in 2007 with the donation of an audio book collection. This collection of approximately forty books on CD includes such classics as: I Know Why the Caged Bird Sings by Maya Angelou and Homer’s The Iliad, The Odyssey, and The Poetry of Walt Whitman.

In 2009, he gave the library a monetary donation to purchase materials in memory of his dear friend, Distinguished University Professor, Dr. Albert C. Labriola. This collection includes scholarly books on Metaphysical Poets, Milton Studies and Shakespearean Studies.

In the same year, a second gift was designated to purchase materials for the Maureen P. Sullivan Curriculum Center. This donation enabled us to purchase a collection of folk, fairy tale and traditional literature titles for the Center.

In 2010, Dr. Pugliese’s donation was dedicated to purchasing books in honor of longtime friend, library supporter and colleague, Dr. G. Foster Provost, Professor Emeritus in the English Department. With this donation, the library was able to purchase books on Shakespeare and Spenser, including some reference works, like dictionaries and handbooks.

In April and July of 2012, Dr. Pugliese made commitments to purchase jazz and opera materials in support of our Music Collection. Sadly, in May 2012, his contribution came as a memorial gift for longtime confidant and respected educator, Dr. Samuel Astorino. Dr. Astorino started out in the History Department and then spent many years as a faculty member in the School of Law. For this reason, Dr. Pugliese requested that we purchase materials in the areas of criminal law, Roman law, American legal history and civil procedure.

As the head of Collection Management and as the person who manages these donations, I am very fortunate to have the opportunity to continue to work closely with Dr. Pugliese, as he methodically selects subject areas for his continued support, as well as specific titles. With each of these gifts comes much more than the actual monetary donation. He also shares his love of libraries, the printed word, the Humanities and his dearest friends. For this and for many other reasons, the Gumberg Library is extremely lucky to have such a loyal and generous friend and supporter in Dr. Pugliese.

University Library Committee

The Faculty Handbook lists the University Library Committee (ULC) as a standing governance committee, serving as an advisory body for Gumberg Library. Each school (with the exception of the Law School) has representation, as do the Student Government Association and the Graduate and Professional Students Association.

The membership roster, purpose, minutes, reports and presentations shared at meetings are posted to our CampusGuide (http://guides.library.duq.edu/ulc). Any questions about the ULC or Gumberg Library generally may be directed to the University Librarian at lsaunders@duq.edu.

find it @ gumberg • www.duq.edu/library
Library Survey Shows Improvements in Service

By David Nolfi, Health Sciences Librarian

In an effort to gauge user satisfaction, Gumberg Library conducted the LibQUAL survey during the 2012 spring semester. This prestigious survey is maintained by the Association of Research Libraries. More than 1,000 libraries worldwide use this rigorously tested survey to assess the quality of library service.

A total of 1,413 students, faculty and staff members representing all ten university schools and other university divisions completed this year’s LibQUAL survey. Approximately 11% of the campus community participated. The library previously conducted LibQUAL in 2006 and 2009, and participation has increased 44% during that time.

Since 2006, survey responses have shown a 10% improvement in overall quality of library service and an 11% improvement in how well the library supports learning, research and teaching. Additionally, overall satisfaction with customer service has increased 11%. In examining how well the library performs its core functions, the overall response showed a 32% improvement in library performance compared to respondents’ expectations.

The biggest improvement from 2006-2012 was in faculty evaluations of the library, which showed a 57% increase.

Graduate students’ scores showed a 19% improvement and undergraduates’ scores a 21% improvement. Interestingly, all user groups’ satisfaction ratings improved, except for library staff. Apparently, we are harder on ourselves than the rest of the campus community! We believe that these lower scores reflect the library staff’s belief that the library is capable of continued improvement.

Of the three main library functions: Affect of Service, Library as Place, and Information Control (information resources and technology), service scores were the strongest and scores for Library as Place were the lowest. However, all three functions have shown improvement since 2006.

LibQUAL also allowed respondents to provide open-ended comments at the end of the survey. A total of 641 (45%) respondents wrote comments of varying length, including suggestions, complaints and positive remarks. Members of the library staff analyzed the questions and found that they broke down as follows:

<table>
<thead>
<tr>
<th>LibQUAL+ Dimension</th>
<th>Number of Comments</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affect of Service (AS)</td>
<td>247</td>
<td>38.5%</td>
</tr>
<tr>
<td>Information Control (IC)</td>
<td>291</td>
<td>45.4%</td>
</tr>
<tr>
<td>Library as Place (LP)</td>
<td>254</td>
<td>39.6%</td>
</tr>
</tbody>
</table>

*Since many respondents provided multiple comments, this total is greater than 641.

Respondents’ Evaluations of the Library

- Affect of Service
- Information Control
- Library as Place
The staff then used the comments and the survey’s numeric data to suggest improvements in library services for Duquesne students, faculty and staff. Below is a list of improvements already made based on input received via the LibQUAL survey:

- Remodeling the fourth (main) floor of the library.
- Extending weekend hours (the library is now open until 9 p.m. on Fridays and Saturdays during the fall and spring semesters).
- Adding electrical outlets and charging stations on the fourth floor.
- Installing whiteboards in all study rooms.
- Working with SGA and Public Safety to reduce “table reservation” during finals.
- Working with CTS to improve printing in the library.
- Planning a focus group with humanities graduate students to assess the collection needs.

In addition to these changes, the library is studying a number of additional improvements based on feedback provided through LibQUAL and other means. Gumberg Library is committed to seeking student, faculty and staff input, and then acting upon that input, as it strives to fulfill its mission to support the teaching, learning and research needs of Duquesne University.

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**November Information Sessions**

**Getting Started with RefWorks**
Keep track of your research and create bibliographies with RefWorks, an online bibliographic management tool that is FREE to all Duquesne users. We’ll show you how to create an account, create and import references and generate a bibliography.

**Tuesday, November 6, 3-4 p.m.**
**Instructor:** Charlotte Myers
**Location:** 408 Gumberg Library

**Google Scholar**
This session will focus on how to use Google Scholar as a supplement to library research through a demonstration of advanced search features. Participants will learn how to make their searching more precise and how to set up access to Duquesne’s resources through Google Scholar at home. We will also discuss some advantages and disadvantages of using Google Scholar for academic research.

**Wednesday, November 7, 4-5 p.m.**
**Instructor:** Jessica Smith
**Location:** 408 Gumberg Library

**Advanced RefWorks**
After attending “Getting Started With RefWorks,” come learn more about additional features, adding in-text citations and footnotes with Write-n-Cite, and how to format a paper and bibliography from within RefWorks.

**Thursday, November 8, 4-5 p.m.**
**Instructor:** Emily Cantin
**Location:** 408 Gumberg Library
Mark Your Calendar:

**Scholastic Book Fair**
November 30 – December 7
10:00am – 4:00pm Fridays
10:00am – 6:00pm Tuesday, Wednesday
10:00am – 8:00pm Thursday for Light-Up Night
Duquesne Union
Contact: Danielle (Buck) Henzler
Curriculum Center Coordinator
412.396.1858
buck@duq.edu

**Holiday Sing-a-Long**
Music Therapy Guitar Ensemble
December 5, 2012
Noon to 1 p.m.
Curriculum Center, 5th floor
Gumberg Library
Contact: Terra Merkey
Music Librarian
412.396.1542
merkeyt@duq.edu

**Looking Ahead:**

2013 Symposium on Merleau-Ponty
Into the Future
April 29-30, 2013
Africa Room, Duquesne Union
Contact: Dr. Jeffrey McCurry, Director
Simon Silverman Phenomenology Center
412.396.6038
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