

# ELIHU BURRITT LIBRARY NEWSLETTER

## We Asked and the Patrons Answered!

by Sarah Marek

During the fall semester of 2011 library staff distributed a patron satisfaction survey consisting of nine questions. The questions asked about the status of the patron (faculty, student, etc.), why they were using the library, what types of resources were used, and whether the staff were helpful. These questions were followed by three open ended ones designed to ascertain their likes and dislikes about the library as well as what types of services they want to see the library offer. It was available to

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## The Future of Books in the Internet Age\*

Professor of History **Robert S. Wolff** was one of the featured speakers at “The Future of Books in the Internet Age.” The February event examined the impact e-books are having on the publishing industry and readers of the “hyperlink generation.” The program was co-sponsored by the Burritt Library in conjunction with the Philosophy Department, Arts & Sciences Public Policy Committee, and the Honors Program. In addition to Wolff, speakers included Systems Librarian **Edward Iglesias** and State Librarian **Kendall Wiggin**, who highlighted the many benefits and potential downsides of reading on electronic devices. In addition, **Jack Dougherty**, Associate Professor of Educational Studies at Trinity College and co-editor of the web-book, *Writing History in the Digital Age*, led a discussion on the emerging method of publishing scholarly books through an open, peer-reviewed process on the Internet instead of through a traditional publishing house.

\*Article adapted from the March 2012 issue of *The Courier*.

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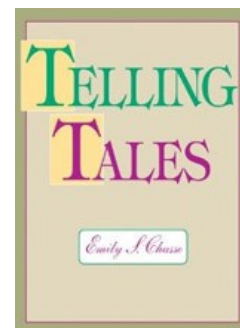
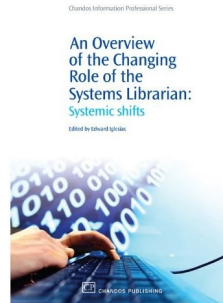
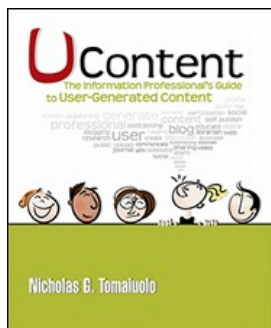
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Please send any comments or suggestions to [slagas@ccsu.edu](mailto:slagas@ccsu.edu)

## Recent Publications by Our Library Faculty!

By Lynn Johnson-Corcoran

**Nicholas G. Tomaiuolo** is a Reference Librarian at CCSU and teaches online courses at CCSU and the University of Maryland. He is author of the recently published book titled *UContent: The Information Professional's Guide to User-Generated Content*. This book was published by Information Today, Inc. in Medford, New Jersey in 2012. His first book, *The Web Library*, was published in 2004. **Edward G. Iglesias**, Systems Librarian, is author of a chapter and editor of the publication titled *An Overview of the Changing Role of the Systems Librarian: Systemic Shifts*. It was published in Oxford, UK by Chandos Publishing in 2010. Edward is co-chair of ITIG, the Information Technology Interest Group of ACRL, New England Chapter. **Emily S. Chasse** is a Reference Librarian and teaches storytelling courses at CCSU. Her book *Telling Tales: A Guidebook & DVD* empowers and encourages others to learn the art of storytelling. It was published in 2009 by Neal-Schuman Publishers in New York City.



## The 25<sup>th</sup> Anniversary of Out Film CT!

By Sarah Lawson



Join the Burritt Library in celebrating the 25<sup>th</sup> anniversary of the Connecticut Gay and Lesbian film festival. The library will devote an exhibit to our collections of film festival related ephemera, including treasures from past years' entries, which will run from May 7 until June 8, 2012. There will also be a reception to open the exhibit on the evening of May 16<sup>th</sup> beginning at 6 pm. Festival director, Shane Engstrom, will speak about the growth and development of Out Film CT over the years.

Also don't forget to check out Connecticut's longest running film festival, which will run from June 1 until June 9, 2012. You can also enjoy a selection of film festival trailers and memorabilia anytime at <http://content.library.ccsu.edu/>.

## One Book One Community Comes to CCSU

Planning is underway for the One Book One Community project, which grew out of a partnership between the Elihu Burritt Library, the Central Forum for Contemplative Practices, CCSU and Capital Community College. Its purpose is to promote literacy by bringing people together to read and discuss one book within one community.



The Dalai Lama's most recent book, *Beyond Religion: Ethics for the Whole World*, was selected for participating individuals, schools and organizations to read during the spring and summer in anticipation of his planned visit to Connecticut in October 2012. During this time, participants will come together to discuss the book and take part in related events at venues throughout the Greater Hartford area. The project will culminate in a full day of reflection and activities at Central Connecticut State University on October 19, 2012. In addition to CCSU and Capital Community College, the following libraries and schools from the area are participating in this project: Tunxis Community College, Hartford Seminary, public libraries from Newington and New Britain, and New Britain High School.

For more information on the project please visit the website (<http://library.ccsu.edu/onebookcentral/>) or email [onebook@ccsu.edu](mailto:onebook@ccsu.edu)

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### Asked & Answered

take online and in paper form. The survey was open to any patron whether they were a student, faculty or a guest visitor. In all, 280 people responded to the survey.

Status of Respondents		How Often They Use the Library	
Faculty/Staff	55 (20%)	Weekly	164 (60%)
Graduate Students	66 (24%)	Monthly	44 (24%)
Undergraduates	148 (54%)	Occasionally	45 (16%)
Guests	6 (2%)	Rarely	22 (8%)

**What brought them to the library (online or in person)** (More than one choice could be selected)

Class Assignment	177 (42%)
Research	179 (64%)
Study	65 (23%)
Meet People	19 (7%)
Use the Internet	37 (13%)
Check out, Renew or Return Books	56 (20%)
Other Answers Given:	Jazzman's and Printing

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## *Commentary* Embracing the Shhhhtereotype

by Steven Bernstein

For decades, librarians have endeavored to shed what I like to call the librarian shhhhtereotype. That is, the image of librarians as demure bespectacled spinsters insistent on a noise level so low it makes the vacuum of space sound like the volcanic eruption of Mount Wannahockalooogie. The librarian's desire to cast off this perceived appearance saw its greatest intensification starting in the mid-1990s as the Internet was commercialized, allowing for more and more people to browse information on the world wide web. The Internet boom caused wide-spread panic among librarians. They began to question their own relevance in an increasingly self-service world and – in a frenzy of collective self-doubt befitting their stereotype of timidity – concluded that the answer was to redefine the librarian and the library in which she worked.

Librarians got on their surfboards and rode the wave of info-tech towards all things cappuccino and Cupertino. The library was variously re-imagined as a media center, a community center, an information commons, or an <insert buzzword here>. Each new technological or social innovation brought with it a renewed sense of irrelevance and a renewed drive to change the library into a technological theme park. The job of some librarians even became to play with new tech toys. It was all very cool and trendy... to the librarians. The rest of the world did not take notice. The rest of the world was too busy texting to take notice. Despite a handful of pretty amazing evolutionary progressions in the field, deep down the librarians felt as if they had gone from being nothing special in a world of print to being nothing special in a world of e-, i-, or whatever other vowel prefixed the latest trend.

But while librarians continued to adapt themselves into obscurity, something began to change with the rest of the world that would bring people back to what the library was once able to provide them: quiet. Not quiet as in being able to hear a pin drop (though that provides a good starting point) but a quiet of clarity and focus, free from the intrusion of alerts, sound bites, and ever-connectedness. Somewhere around the time of the rise of global-scale social networks and ubiquitous mobile devices there began an awakening to the fact that we were living in a matrix of distraction, and people wanted out. They didn't want out, never to come back in; they just wanted a break. Entrepreneurs, eager to cash in on this societal revelation, developed new products and services to give the people what they wanted: nothing.

Black hole resorts, offering premium beachfront rooms with no TVs, no telephones, and no Internet quickly sprung up on the French Riviera. Freedom – a piece of software (developed by a librarian after my own heart) for liberating people from the “evils of the Internet” – fast became the testimonial pet of the blogosphere. People are paying good money in a bad economy to have quiet enforced in their lives.

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## Asked and Answered

**Which specific resources did they use** (More than one choice could be selected)

Electronic Databases	196 (70%)	Internet Access	63 (22%)
Course Reserves	47 (17%)	Newspapers	16 (6%)
Interlibrary Loan	53 (19%)	Reference Materials	52 (19%)
Computers	73 (26%)	Books	85 (30%)
Library Catalog	69 (25%)	Periodicals	34 (12%)
Printing	61 (22%)	Media	26 (9%)
Photocopying	27 (10%)	Other answers given:	Music scores and reference librarian assistance

Question five and six related to the helpfulness of staff. Thirty-seven percent of respondents asked staff for assistance, and of that 37% the majority reported that staff were friendly and helpful as well as knowledgeable in resources and services. Only a small percentage of respondents rated the staff poorly on these measures (2% and 1% respectively).

The last three open-ended questions were the most interesting since they gave the patrons a chance to register their likes and dislikes about the library and to express what types of services they would like to see the library offer. Here is a summary of some of the responses:

### What They Liked Most About the Library

Overwhelmingly patrons reported that the first floor renovations were successful. There were numerous responses regarding the helpfulness of staff, good collections of books and databases, and that the library was a good quiet place to study. Jazzman's made the list with several patrons reporting that having it in the library was a plus. The resource sharing among our sister campuses was also mentioned several times as something that was fast, easy and convenient.

### What They Liked Least About the Library

The physical space of the library was commented on by the majority of respondents. While they like the first floor renovations, patrons are seeking better accommodations throughout the remaining floors. They want to see more areas to plug in laptops, more quiet areas (noise was major complaint), and there were several complaints about the temperature fluctuations, lack of comfortable seating, lighting and difficulty navigating the library. The lack of computers was another popular response. Additionally, patrons said that computer problems and a lack of computers that don't require a log-on were an issue. Some possible solutions that have been discussed with staff in the IT Department include wireless printing, which is expected to be deployed on campus within the next six months, as well as making laptops and tablets available for check out by students. A laptop pilot is currently underway in the Student Center, and we hope the program will be expanded to the library in the near future.

The hours of operation, especially the weekend hours, were also mentioned as needing improvement. They would like to see the library open earlier and stay open later on weekends. This is something that the library administration is investigating.

### **What Services They Want to See Offered by the Library**

- 34% want recreational (fun) reading and/or DVD collection
- 40% want textbooks on reserve
- 30% want to check out iPads, e-readers, and video cameras
- 32% want the availability of other student services such as IT, Writing & Career Center in the library
- 37% want to have presentation practice space

Additional responses to this question were wide ranging. The most often cited requested service was childcare. Many patrons stated that without adequate childcare in the library (or on campus) it is difficult for parents of small children to study and do research. While this may not be practical for the library to provide, this service could be realized elsewhere on campus. Several respondents also indicated they would like the library to host more events, including faculty readings and/or space for faculty to discuss their studies and travels. While the library has sponsored similar events, we would like to do more in the future.

After a review of all the responses, it was clear that the general patron population is satisfied with the library and the services offered. The results demonstrate that patron use is high (60% use the library weekly) and the positive feedback on the first floor renovation is incentive for the library staff to continue working with facilities on improvements to the physical space.

*Anyone wishing to get a complete summary of the responses can contact the author ([mareks@ccsu.edu](mailto:mareks@ccsu.edu)).*

## **Shhhhtereotype**

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And that is where libraries and librarians could have played a role had the vast majority of them remained true to themselves and stayed shushers extraordinaire, insisting on quiet not out of some compulsive obsession with silence, but because a library absent of the world's babble is a harbor of knowledge— obtained through the quiet state of just being . Sadly, librarians have behaved like a tragic version of H.C. Anderson's cygnet who, believing himself to be an ugly duckling, continually tore out his grayish down and never became the beautiful swan he was destined to be. Can librarians grow their feathers back? Can we embrace our shhhhtereotype? I certainly hope so.

## 2012 UNDERGRADUATE RESEARCH AWARD WINNERS ANNOUNCED

The Elihu Burritt Library would like to congratulate the winners of the 2012 Undergraduate Research Award. Senior Lori A. McDermott won for her study, "Menu Labeling and College Students' Purchasing Behaviors and Caloric Intake", and senior Katherine J. Johns-Galvin won for her thesis, "Green Oasis in a Food Desert: Increasing the Accessibility of Affordable Healthy Foods in an Urban Neighborhood in Hartford, CT." Each student will receive a monetary award of \$350, which will be presented on May 4, 2012 at the Undergraduate Research and Creative Achievement Day.

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