

Spring 2003 LibQUAL+ Survey Results and Library Responses

In spring 2003, the Library & Information Center at Georgia Institute of Technology participated in the LibQUAL+ Survey, a national research and development project to define and measure service quality across libraries (sponsored by the Association of Research Libraries and Texas A&M University). 463 students and faculty members completed the survey, which is roughly 22% out of 2,100 students and faculty who were randomly sent the survey invitation.

The Library received invaluable input from the student and faculty participants. During the last several months, the Library evaluated the survey data and comments; a web site was developed with complete survey results and Library responses at: http://www.library.gatech.edu/about_us/libqual/index.html.

Survey Participants:

Surveys were emailed to 2100 Georgia Tech faculty (600), graduate students (600), and undergraduate students (900). 463 surveys were completed (a 22% response rate) with breakdowns as follows:

Undergraduates: 186 (21% response rate)

Graduates: 156 (26% response rate)

Faculty: 117 (19% response rate)

Staff: 4 (not one of the defined sampling groups)

The survey was completely anonymous and as an incentive respondents could enter their email addresses into a drawing for one of several prizes. The nationwide prize was not won by a Georgia Tech respondent, but five local prizes were awarded. The 5 local prize winners are: Joseph Frankel (ME grad), Russell Marzette (ME grad), Christopher Palmer (AE undergrad), Linda Whittenton (CEE undergrad), and Eric Yang (Computing undergrad).

Top photo, from left to right, Linda Whittenton, CEE undergrad, Rich Meyer, Eric Yang, Computing undergrad, Russell Marzette, ME grad. Lower photo, Joe Frankel, ME grad, and Rich Meyer.



The Library is making significant progress in measuring and assessing the services we offer. In this important cultural shift, we consider customer feedback and assessment as integral to understanding the relative merit of existing and emerging services. Insight is now continuously provided by mechanisms such as LibQUAL+, focus groups, unsolicited customer feedback, etc. We are more likely than in the past to attempt to understand the implications of it all. As we continue to assess and measure, we will apply critical thinking and exacting standards to our tools and techniques and make every attempt to be responsive to the wants and needs of the GT community.

Please contact Kathy Tomajko, LibQUAL+ Survey Coordinator, at X4-4527 or kathy.tomajko@library.gatech.edu, if you have questions or comments.

Your Reporters

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JEANNIE DOWNEY

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& Maps

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Systems

LAUREL CRAFTS

NOVEMBER Birthdays

NOVEMBER 2

Brenda Bell

James Lee

NOVEMBER 8

Bruce Henson

NOVEMBER 22

Carol Feagan

NOVEMBER 24

Trina Holloway

Architecture

Currently on display in the Architecture Library Display windows...

ARCHITECTURAL EXHIBITION POSTERS from the Collection of Charles K. Ligon IE'59

Charles K. Ligon began his career at Georgia Tech as an architecture student. He graduated in 1959 with a degree in Industrial Engineering. After graduation, Mr. Ligon worked for Alcoa Inc. for thirty-two years, retiring in 1992. He maintained a life-long interest in architecture and the arts. He died in 1999.

Charles Ligon's widow, Mrs. Janice Ligon, has given twenty-seven exhibition posters and two Knoll "Wassily" chairs to the College of Architecture. The chairs and thirteen of the posters are on display in the library windows. Mr. Ligon collected most of the posters during the 1980s. Frank Lloyd Wright is a particular focus of the collection, but a number of contemporary architects are represented as well, including: Ricardo Bofill, Marcel Breuer, Michael Graves, Zaha Hadid, Arata Isozaki, Rem Koolhaas, Leon Krier, and Bernard Tschumi. Many of the posters are signed by the architects.

Circulation

Here's a turkey cooking tip from James Lee in Reserves: "When preparing a turkey, I like to make 1" slits into the turkey (basically all over) between the skin and meat. Then I stuff thin slices of butter, garlic, or whatever into the slits. People I've cooked for seem to enjoy that."

Digital Initiatives

Georgia Tech now accepts electronic theses and dissertations. For over a year the Library and the Office of Research and Graduate Studies have worked toward this goal. The thesis and dissertation collection can be found at <http://etd.gatech.edu> and houses over 400 IPST dissertations and has already had submissions by alumni and students graduating this semester. Through this project, Georgia Tech has become one of the newest members of the Networked Digital Library of Theses and Dissertations!! As a member of ND LTD, we have joined an illustrious group of institutions working to improve graduate education, promote access to scholarly research, increase sharing of knowledge, help universities build their information infrastructure, and extend the beneficial impact of digital libraries. For more information on ND LTD, please visit: <http://www.ndltd.org>.

Information Services

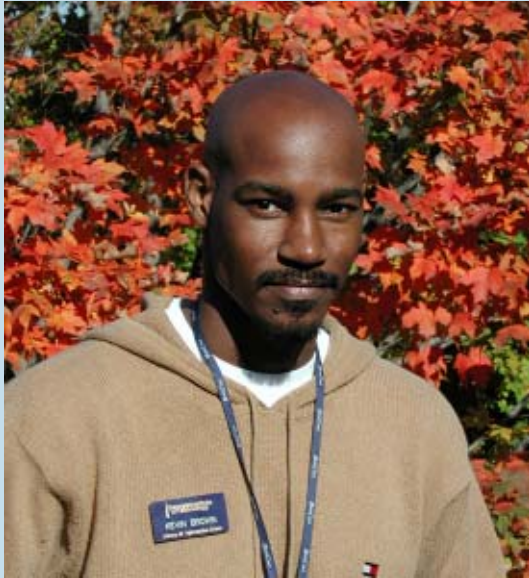
We'd like to wish a very happy, but unfortunately very belated, birthday to Jerene Cruse, whose special day was October 7. It was inadvertently left out of last month's *conneXus*. Happy Birthday, Jerene!

LWC

The **LWC Self-Guided Tour** handout that was developed for the Library open houses on Sept. 9 and 10 is now available on the Library web site. You can get to this handout from the Library home page by linking to "LWC" under the "Quick Links" on the lower left hand side of the page. From the LWC page, you will then see a list of various documents on the upper right hand side of the page — one of these is the "*LWC Self-Guided Tour*."

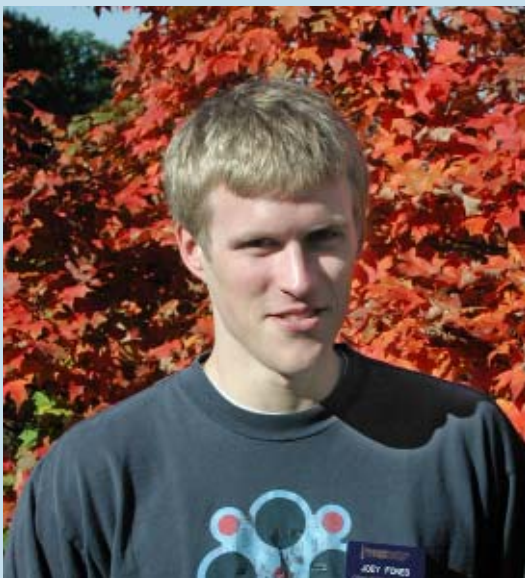
The handout contains information on services provided at and contact information for the Information Services desk, the Multimedia Center, the Productivity Area, and Library Instruction.

New Faces in the Library



Kevin L. Brown joined the Circulation staff as a Library Assistant on August 4. Kevin previously worked as an operations/facilities coordinator, but was interested in returning to library work and being closer to the city and his son's school. In fact, Kevin hopes to soon start a master's program in library science in order to fulfill his long-range goal of becoming a librarian, although he'd also like to start a photography business. In his spare time, he enjoys coaching his son's baseball team, and spending time with family and friends.

Germaine Schanzmeyer joined the Archives staff on September 29, 2003. She has lived in Atlanta for 25 years, and began working at IPST in 1991. She is looking forward to the future with Georgia Tech.



Joey Fones (right) began working as a Library Assistant in Circulation on September 25, 2003. Joey previously worked for two years in interlibrary lending at Auburn University, where he also studied history. Joey jumped at the chance to work at Georgia Tech, as he was looking for a change of pace and a reason to get into the big city life, although Joey is not enjoying one aspect of life in Atlanta — the traffic! Joey is completing his undergraduate degree at Georgia State, and in his spare time, loves to hike, backpack, and golf. He is always looking for a good book and likes to cook, claiming it's the only creative thing he's good at.

conneXus Distribution Poll

In what form do you prefer to receive your copy of the Library's newsletter, *conneXus* (please check one only):

_____ paper (the way it's currently distributed)

_____ electronic (with email notification that the current issue is available on Library Intranet)

If email notification of the electronic version is preferred by the majority, we are happy to distribute paper copies to those who prefer it. Please indicate below that you would like a paper copy sent to you by signing your name here:

Please respond by NOVEMBER 24.

Return tallies to Susan Illis, Archives Department. Thanks for your input.

Once the results are tallied, we will let you know the outcome.

To see Laurel's beautiful photographs in their full-color glory, always view *conneXus* online at:

<http://intranet.library.gatech.edu/news/connexus.php>

Special Formats & Maps

We ask that you join us in congratulating Joyce Craft upon her "baby girl" having the most outstanding essay in her 5th grade class! Congratulations, Maryam and Joyce. By the way, her mother and father attended the award ceremony on October 17, 2003.

Would you also join our department in congratulating Jenita Billups, whose daughter Steffenee' Billups received 7 A's and 1 B, on her recent eighth grade report card. We salute Mr. and Mrs. Billups and congratulate Steffenee'.

The month of October was full of celebrations. "Boss's Day" is a day that we give recognition to one in authority of a given department. Barbara Walker received a lovely bouquet of red roses, a colorful boss's day balloon, a super subway fully prepared sandwich, and a "no fat" angel food cake filled with cherries. Let's not forget the boss's day card, Again HAPPY BOSS'S DAY, from your staff!

To each colleague in SF&M who made boss's day special, we appreciate each kind act that was placed upon your hearts.

Speaking of cake, here is the borrowed recipe to the angel food cake, provided and made by Cathe Cannon....one box of Duncan Hines Angel Food Mix (No Fat) and one can of Comstock Pie filling of your choice. Empty cake mix into bowl, but do not add any ingredients mentioned on box. Add the can of pie filling, mix well, spoon into an ungreased 9x13 pan, and bake at 350 for 30 minutes. Special note: do not open oven after cake has been placed inside; wait the full 30 minutes. This is a fat free cake.

On October 20th-23rd, Barbara Walker attended the FDLP Federal Depository Library Conference.

Finally, the Special Format and Maps Department would like to wish everyone a very happy upcoming Thanksgiving.

Library PAC Visits Papermaking Museum

On October 1, the Library's Professional Activities Committee organized a visit to the Robert C. Williams American Museum of Papermaking at the Institute of Paper Science and Technology (IPST). Twenty library staff were greeted in the IPST lobby by the museum staff and treated to a continental breakfast. We then had the opportunity to make a piece of handmade paper. Cindy Bowden, director, and Teri Williams, assistant director, conducted the tours of the museum and exhibition space, informing us about the history of paper and papermaking. The current exhibition is of cast paper sculpture by Therese Zemlin. In addition, the museum's gift shop was a popular stop for many in the group. If you missed this trip, you can visit the museum for a small donation from 9:00 a.m. to 5:00 p.m., Monday through Friday. To learn more about the museum, visit its web site at <http://www.ipst.gatech.edu/amp/index.html>.



Therese Zemlin, Prototyping the Bed Project, laser prints on Japanese paper, (c) 2003.

Holiday Events

Fall Harvest Luncheon
November 13, 2003
Staff Lounge
12:00-2:00 p.m.

Holiday Party
December 16, 2003
3:00-4:30 p.m.
Ferst Room (7th floor)

Book Club

The Library Book Club will next meet on December 4 from 1—2pm in the Ferst Room. We will be discussing Amy Tan's *The Hundred Secret Senses*

Staff Profile: Kirk Henderson

Position: Records Coordinator

Years at Georgia Tech: Almost four.

Education/Previous positions:

B.A. in music, Augustana College
M.A. in English, Western Illinois University
Asst. Curator at Atlanta History Center where I worked on the permanent exhibit, *Turning Point: The American Civil War*.

Favorite aspect of job:

Organizing information so that it can effectively reach an audience, whether it be in exhibit form, a web site, or a database.

Hometown:

Roseville, IL — a small farming community in west central Illinois. Despite spending over ten years in the South, at heart, I'm a Midwesterner.

Hobbies:

I guess I'd have to say music, though I really regard it as something more than just a hobby... I play piano and guitar. I'm also in the process of renovating our 1920s bungalow in the East Atlanta neighborhood, so I'm a *This Old House* junky. I find it hard to get through a weekend without making at least one trip to Home Depot.

People may be surprised to know...

that Jenny & I are expecting our first child in January.

Good books you've recently read:

Peter Guralnick's two volume bio of Elvis Presley, *Last Train to Memphis* and *Careless Love*. Also, currently reading Douglas Wilson's *Honor's Voice: The Transformation of Abraham Lincoln*. Wilson focuses on Lincoln's early years in Illinois.

Favorite recent music:

Radiohead's *Hail to the Thief* and Death Cab for Cutie's newest release, *Transatlanticism*.

