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## Newsletter of James White Library

May 1994

New series, no.4

### JWL COMMISSION REPORTS:

## ELEVEN RECOMMENDATIONS

A complete structural reorganization of the library is the central recommendation in the April 30 report of the James White Library Commission.

The team of three external consultants spent three days on campus, March 14-16, interviewing library staff as well as teaching faculty. The Commission was chaired by Dr. George V. Summers, recently retired director of East Stroudsburg University Library. The other members were Donna Resetar, Circulation Librarian at Valparaiso University, and Paul Coleman, Director of Shipman Library at Adrian College. The Commission was appointed to study library services of Andrews University and make recommendations for more effective organization and service.

The first of eleven major recommendations contained in the Commission's report involves a complete reorganization of the library into not more than six departments. The current chart shows eleven departments and branches responsible to the director, although one of these - Top Floor Services - was amalgamated with the Circulation Department last February. The reorganization visualizes a Director's Council of only five or six department heads plus the director.

Concern over duplication of functions and services is expressed in the report. "We are concerned that the library is driven by collections as opposed to the traditional mode of functions. The tendency is for the 'collections' to act autonomously without proper regard to other units of the library. There appears to be unnecessary duplication of resources and reference points."

Other recommendations of the Commission include:

- \* Extended hours for the library.
- \* Membership of the library director on the Dean's Council.

- \* A classification ladder for library staff.
- \* Hiring of an additional cataloger.
- \* Completion of the retrospective conversion of library materials so that everything is represented in the JeWeL system.
- \* Support for the vision of a world-wide network of Adventist information and resources.
- \* Expansion of the library's capability for electronic full-text retrieval.
- \* Initiation of a "librarian liaison program" in which librarians are assigned to various segments of the academic departments on campus.
- \* Planning for the two satellite collections (architecture and music) to be ultimately brought to the main library and integrated into the main library collection.

## PATRON SURVEY HIGHLIGHTS STRENGTHS, IDENTIFIES NEEDS

A high degree of satisfaction with library collections, staff and services is shown in a User Satisfaction Survey conducted at James White Library during the week of April 17-22.

However, a large percentage of those surveyed expressed dissatisfaction with the library's hours.

The survey, which was run in conjunction with a nationwide evaluation of academic library services conducted by the American Library Association, sampled opinion from 231 James White Library users, of which 206 were students, 10 were faculty, and 15 were community users.

The compiled results show a very high level of satisfaction with the library staff (200 out of 231 users said staff were "extremely" or "very"

helpful) and with books and services. 202 respondents said the library was "extremely" (123) or "very" (95) important to them. About half the sample said they came to the library daily, and most of the others indicated weekly visits.

Asked what else the library should offer, half identified extended library hours as a need, and wrote specific comments. Most often requested were Sunday morning hours, though several users asked for earlier and later hours on weekdays. Five asked for the library to open on Saturday nights.

While two thirds of those surveyed expressed a high degree of satisfaction with the library's books and services, nearly half the sample asked for more books and periodicals, and one third wanted more reference materials.

Survey results will be submitted to the American Library Association, which will compile and publish comparative statistics from all over the United States.

## **VISIT BY BUCHANAN TEACHERS**

One hundred teachers from the Buchanan Community Schools District visited James White Library on April 20 to see what a library loaded with electronic sources is like. The teachers were given demonstrations of different databases online as well as on cd-rom's. They were also shown the latest educational aids in The Media Center. Response from the group was very positive.

This is the first time we have hosted such a group. Another "first" this year was a request for a tour with bibliographic instruction from a class at Lake Michigan College. In the past, we have always given library instruction to junior and senior high school students from the surrounding areas. This was the first use of our bibliographic instruction program by students of another college.

Cynthia Helms

## **LIBRARY PEOPLE**

Judy Nelson is a new face in JWL. Taking the place of Angel Hernandez in the Reference Department, Judy is currently juggling two jobs while she completes the school year with Ruth Murdoch Elementary School where she has been librarian for eight years. Angel resigned March 31 in preparation for a faculty appointment in the Religion Department at

Pacific Union College next September.

Linda Mack, director of the Music Materials Center, has been promoted to the rank of Associate Professor.

Kathy Demsky, director of the Architecture Resource Center, received special recognition from the School of Architecture in appreciation for her dedication, inspiration and hard work. She was awarded a plaque and an armful of beautiful flowers.

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