First Look at the Results From the Library’s LibQUAL+ Survey

It is always helpful and productive for a person to pause and reflect, to assess their accomplishments and see where they might improve. A library is no different. This year, Bjork Library took part in LibQUAL+®, a survey designed by the Association of Research Libraries (ARL). Conducted by the library every three years, the survey polls all users of the library – faculty, graduate students, undergraduate students, staff, and members of the public – on their attitudes and feelings about library services, spaces, and access to information. The responses help to prioritize new initiatives and improvements targeted by the library staff during the three-year interval. This year, we collected participant feedback from October 2nd through October 30th.

While many on the library staff are involved in spreading the word about LibQUAL+®, the Library Assessment Team is responsible for overseeing and administering the survey. Team members Christy Goodnight, Eric Jeitner, Gus Stamatopoulos, Stephanie Sussmeier, and Jianrong Wang work to conduct assessment efforts within the library throughout the year, with this survey representing a special project that yields much valuable data on library services.
LIBRARIAN CO-ADMINISTERED A STATE SURVEY ON CATALOGING ARCHIVES AND SPECIAL COLLECTIONS MATERIALS

The Archives and Special Collections Committee under NJLA-CUS/ACRL-NJ is a committee that provides a forum for members to share information and explore common issues faced by archives and special collections in New Jersey academic libraries. In May 2017 the Committee conducted a survey to collect data on how archives and special collections materials were cataloged in New Jersey academic institutions. Cataloging librarian, Jian Wang, together with Susan Kurzmann (Ramapo College of New Jersey) served as investigators of the Survey.

The information gathered will be used to identify issues in cataloging, to recognize best practices, and to foster cooperative efforts in resource-sharing. The archivists and librarians can also use the information to cultivate innovative ways to meet and anticipate their users’ needs, as well as to preserve their institutions’ legacy for tomorrow.

The survey was distributed to 53 New Jersey academic libraries. Twelve libraries responded, which was a 23% return. Below are responses to questions on staff size and the biggest issue or change in cataloging archives and special collections materials.

-Librarian, Cataloging Librarian

This summer at the ACRL-NJ/NJLA User Education & Assessment Committees’ 2017 Summer Workshop:

♦ David Lechner & Christy Goodnight presented “Swimming with Sharks: Creating Information Literacy Sessions Based on the Common Freshman Reading, Ryan Holiday’s Trust Me, I’m Lying”

♦ David Lechner & Christy Goodnight also presented “Keeping Fresh with Information Literacy: Updating First-Year-Experience Presentations From Year to Year to Keep Up with the Changing Needs of Students and Faculty”

♦ Christy Goodnight & Eric Jeitner presented the poster “From the Doldrums to a Flutter of Wind: Reassessing the Sound of Silence in the Library”

Heather Perez, Special Collections Librarian, was elected to the Atlantic County Historical Society’s Board of Trustees to serve from 2017 to 2019.
Girl Scout Troop 12663 from Galloway, NJ came to visit on November 10th to earn their Book Artist Badge, which requires Girl Scouts to explore the art of bookbinding and being familiar with parts of a book. Tara Luke, a Stockton Professor of Biology and Girl Scout Leader, first approached Jianrong Wang to see if there was a way to present any type of bookbinding/book artistry presentations that would fit within the Book Artist Badge requirements. Soon after a program was created by Jianrong Wang, Heather Perez, and Stephanie Sussmeier. For the first half of the program, the Girl Scouts were invited to tour the Archives and Special Collections where Heather Perez gave a wonderful presentation on rare books and preservation treatments. After visiting the Archives and Special Collections, the Girls Scouts toured Technical Services and learned about the different parts of a book as well as watch a book mending demonstration by Stephanie Sussmeier. The Girl Scouts also had the opportunity to do some hands-on book repair followed by a Q+A. This was a great outreach opportunity for Richard E. Bjork Library and there are hopes to offer more presentations of this nature in the future.

-Stephanie Sussmeier, MLIS, Technical Library Assistant

First Look at the Results From the Library’s LibQUAL+ Survey, continued:

Thanks to the dedication and hard work of the library staff, we now have a great deal of quantitative and qualitative feedback. This year, we collected 786 responses from library users – our largest set of responses to date! And the survey results show our highest ratings yet for user satisfaction! Across the survey’s three categories, we have received high ratings for perceived levels of service. The Assessment Team would like to extend its appreciation and thanks to the staff of the library Circulation Desk and Information Desk for their invaluable assistance, as well as the student body for its support and comments in taking part in the survey.

Going forward, the Assessment Team will be studying the qualitative feedback and distilling the top requests from users to identify future improvements. Look for future updates on these services here.

-Eric Jeitner, User Experience Librarian
Whenever you print in the library, the requests are sent to the ‘Print Release Station’ next to the printers in the Learning Commons Room. All printers are now located together against the yellow wall.

Login to the release station to print all your jobs at one time. This station was added to:
- **Reduce waste** – we collected many abandoned printouts in the past – waste of paper and ink
- **Increase privacy** – students would often look through other people’s work to find theirs – sometimes sensitive information was left behind

Your print jobs are saved in the system for two hours – no need to jump up and run over after each print request if you are printing multiple items!

Information Technology has also increased your black and white printer points allotment:
- Graduate Students - 2000 B&W Lab Points
- Undergraduate Students - B&W 1600 Lab Points
- Continuing Education - 200 B&W Lab Points
- Faculty members receive 50 B&W printing points (non-cumulative) per day

Students have a one-time print quota of 20 pages for **color printing** their first semester. Color printing is available in D002, F210 and the Library. Additional color points can be added for a charge online.

Check and manage your printer points at: [https://ppoints.stockton.edu](https://ppoints.stockton.edu)

-Natalie Wadley, Library Systems Coordinator

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**Library Open Extended Hours for Finals!**

**Monday, Dec. 11th—Thursday, Dec. 14th 8am-2am**

**and Friday, Dec. 15th 8am-8pm**
BJORK LIBRARY WELCOMES OUR VERY FIRST SPECIAL COLLECTIONS/ARCHIVES LIBRARIAN

Due to the growth and expansion of Stockton University, especially the proximity to Atlantic City, the archives and special collections at Richard E. Bjork Library are growing leaps and bounds. Historic and valuable collections have been donated from the communities in the surrounding areas. We needed a highly experienced and qualified librarian to curate, conserve and preserve the valuable archives and special collections, to engage with donors, communities, and organizations, to create strategies for long-term donor stewardship, and to provide leadership in developing the collections.

We are thrilled to welcome Heather Halpin Perez to be the Special Collection/Archives Librarian, to continue and expand her work at Stockton University.

Ms. Perez received her Master of Library Science, with a concentration in Archives, from the University of Maryland. She was the Head Librarian in the Adult Services Department, and Head Archivist at the Atlantic City Free Public Library, where she managed the operations of the Atlantic City Historical Museum, including curating and mounting new exhibits and supervising employees. She wrote, was awarded, and administered two grants: New Jersey Council for the Humanities/Smithsonian Institution traveling exhibit and the New Jersey Historical Commission Project Grant. She served as a historical consultant for TV series Boardwalk Empire (HBO/Bootleg Productions, 2010-2014).

She developed and oversaw three oral history projects, presented at conferences and made numerous media appearances, including NJTV, NPR Marketplace, HBO Documentary and NBC Nightly News on the history of Atlantic City.

Before her position at Atlantic City Free Public Library, she worked as an intern at the Smithsonian Institution, National Museum of American History, and the National Archives and Records Administration (College Park, MD) Archives Library Information Center.

Ms. Perez is no stranger to some of the Stockton faculty and staff as she has collaborated with Stockton on projects such as the “Starting the Archives of the New Jersey Dr. Martin Luther King Commission.”

As Special Collections Librarian, Ms. Perez is responsible for Richard E. Bjork Library’s Archives, Special Collections, and Government Documents areas. She will provide reference services and user support for these collections, plan and execute outreach programs to integrate special collections into the curriculum, making unique collections accessible to the campus and broader scholarly community. She will also develop and maintain professional relationships with potential donors, the public, organizations affiliated with the collections.

Ms. Perez speaks fluent Spanish and some Russian. She brings with her extensive experience and qualifications. She is passionate about working with archives and special collections. Barely here for more than a month, she is already hard at work. She hosted the Atlantic County Historical Societies Roundtable meeting here at Stockton Library in late August. This group includes representatives from various historical organizations around the county, sharing information about local history collections, programs, best practices, etc.

Welcome, Heather!

-Kerry Chang FitzGibbon, Periodicals Librarian

This article first appeared in the Fall 2017 issue of the NJLA CUS/ACRL-NJ Chapter Newsletter: http://cus.njla.org/content/newsletter/fall2017/
IN WITH THE OLD! NEAREST ADDITIONS TO THE RICHARD E. BJORK LIBRARY ARE ALSO SOME OF THE OLDEST


All of these new donations are in Richard E. Bjork Library’s Special Collections. Special Collections include rare books, university archives, manuscript collections, and government documents. These collections are open to everyone in our Special Collections Reading Room, room E-056. In Special Collections, you can use primary sources to research many topics – from history to literature, from environmental science to archeology, and more.

Bjork Library’s Special Collections focus on South Jersey – the Pinelands, local businesses and people, as well as Stockton University itself. Types of items in the collections include books, paper documents and maps, photographs, audiovisual recordings, and digital records.

**Do you have something for Special Collections?**

Special Collections is growing – we actively collect items that match the description above. Contact Special Collections Librarian Heather Perez to discuss the items that you want to donate.

Are you cleaning out your office or your dorm room or the attic of your childhood home? If there are things about South Jersey or Stockton University, take a picture or make a list to show us. Email, drop by or call Special Collections to discuss your find. If it’s something that fits in with our collections, we’ll ask you to fill out our donation paperwork, and we’ll work with you to get it here to the library.

**Special Collections Reading Room hours:**

*Monday – Friday 8 am – 4 pm or by appointment*

*Digital Collections are available online 24/7/365 through the Library website*

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TIFFINY GIPSON HIGHLIGHTED IN THE ATLANTIC CITY PRESS

Tiffany, a part time circulation clerk here in the library, was highlighted in an article in the AC Press entitled “*Atlantic City Electric funds STEM program at Boys and Girls Club*.” Tiffany works for the Boys and Girls Club of Atlantic City and was teaching them the science behind how to make soda pop during one of the STEM programs that a grant funded by Atlantic City Electric. Tiffany has worked for a year at the Boys and Girls Club helping over 80 kids per day. Tiffany teaches them the STEM program sessions, does homework help sessions, and convenes their garden club in the summer.
THE BUZBY GENERAL STORE INTERNSHIP

This fall I was approved for a Graduate Internship within The American Studies program for a different type of challenge. As luck would have it, Professor Thomas Kinsella had an internship available to work with a donated collection from a Pine Barrens enthusiast and current owner of the Buzby General Store—Marilyn Schmidt. The 182-year-old store is located in Chatsworth, NJ and has played an integral part of Pine Barrens history. Here was an opportunity to delve into old papers, artifacts and learn not only the process of working within the Special Collections area of the Library but the chance to read about local lore, and some fascinating South Jersey history.

Stockton University’s newest librarian, Archivist Heather Perez introduced me to the collection located in the Special Collection section of the library. Prior to the internship, I knew very little of the profession of archiving, she explained the process of receiving donations covering legal aspects and respecting donators wishes. Heather Perez takes time daily out of her busy schedule to talk, share insights and expertise helping me make informed decisions as I continue to work on creating a finding aid for the Buzby General Store Collection. This finding aide will facilitate those researching a variety of topics pertaining to South Jersey and when completed will be found on line.

During one weekday visit in Special Collections, I had an opportunity to meet the granddaughter of Elizabeth Alton, an early advocate of establishing a college in South Jersey, which would eventually become Stockton. The auditorium in F Wing was named for Alton in 2004. A find amongst the donation was the mention of a Reverend William Stockton of the Chatsworth Methodist Church in 1967. I’ve located his son-in-law and am looking forward to seeing if there is a connection to Richard Stockton.

This internship has been very rewarding thus far, and because of living so close to the subject matter, I’ve been able to attend lectures and make site visits to better connect with Marilyn Schmidt’s donation. The annual Cranberry Festival in Chatsworth is approaching, and I’m hoping to meet Marilyn herself in the store. I would like to pay homage to a woman who at 80 years old back in 1999 undertook the massive project of renovating the store, which sat neglected and in disrepair for several years. Her drive and passion saved a valuable piece of South Jersey history, and I am learning so much because the records about it are in the Special Collections at Bjork Library.

-Lorriane O’Flaherty, Library Intern

STOCKTON EXHIBITION PROJECT PANELS IN LIBRARY LOBBY

This new exhibit explores the history of Stockton University along with how the school was named and explores the background of the school’s namesake Richard Stockton (1730-1781), a New Jersey signer of the Declaration of Independence. The library’s archives has many of the documents pertaining to the naming of the institution and much of Richard Stockton’s history has been found in the New Jersey State Archives. More information about the exhibition can be found at https://stockton.edu/stocktonexhibition/
WHAT DO WE DO?

Our new special collections librarian, Heather Perez, presented on careers and internship opportunities in library special collections and archives. This program was sponsored by the graduate programs in American Studies and Holocaust and Genocide Studies, the undergraduate programs in History and Literature, and the South Jersey Culture and History Center.

SEND FUTURE EXHIBIT IDEAS!

The library’s Exhibits and Displays team is looking for new displays and exhibits for the 2018 line-up. To schedule an exhibit or display, contact Heather Perez, Special Collections Librarian, Exhibits and Displays Team Leader at extension 4555 or via email.

LIBRARY EXHIBITS—FALL 2017

Sea Change: Stockton & Marine Traditions in South Jersey, 1969-2017 an artifact exhibit was on display during the first part of the fall semester. This exhibit was a collaboration of the library and Stockton’s Marine Science department.

Special thanks to Professors Elizabeth Lacey and Anna Pfeiffer-Herbert for arranging the borrowing of all the items from the Marine Field Station to be on display during this exhibit. All the old photos of the Marine Field Station from this exhibit now reside in the library’s archives.

Currently on display in the library is the Reformation/Revolution exhibit highlighting the milestone events of the 500th anniversary of the Protestant Reformation and the 100th anniversary of the Russian Revolution.

On display are items from the David C. Munn collection of the library’s special collections and archives along with items from the personal collections of Professors Juan Tolosa of Mathematics, A. Edward Siencienski of Hellenic Studies, and David Lechner of the Library.