



Rating the Library: Results of a User Survey

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Last spring the University Library repeated the LibQual+ survey that it first conducted in 2004. This survey designed by the Association of Research Libraries, has been used at hundreds of academic libraries as a way to measure user satisfaction in three areas: 1) helpfulness of staff, 2) adequacy of library spaces for research and study, and 3) quality of print and electronic collections. In addition, the survey provides users the opportunity to submit comments that help illuminate data from

its quantitative portion. Repeating the survey allows the Library to gauge how results compare to the Library's performance in 2004. The survey also has the advantage of allowing the Library to compare results to those from similar institutions that also took the survey in the past few years.

Unlike in 2004, the Library invited all faculty, students, and staff to complete the survey. This approach yielded 1,558 responses (84% more than in 2004), including 204 from faculty (a 33% increase from 2004). Heavy users of the Library (e.g., doctoral students in the humanities and social sciences) were more likely to complete the survey than infrequent or short-term users (e.g., most MBA students).

The initial results show that faculty, graduate students, and undergraduates were generally very satisfied with the helpfulness of Library staff, often taking the time to write such comments as, "The staff is knowledgeable, friendly, reliable, and caring."

Perceptions of the adequacy of library spaces varied by academic status. Faculty tended to be satisfied

with library spaces but their results show that this is not a high priority for them. Graduate students have strong expectations for library environments and tended to find these spaces lacking. In many cases, this stemmed from noise due to protracted construction projects in the D'Angelo and Regenstein libraries, though some graduate students complained that their desire for a quiet study environment was sometimes at odds with those engaged in group study. Undergraduates were generally pleased with library environments, but they took the opportunity to protest the move of the All Night Study Space from Regenstein to Crerar. Some users also asked for earlier Sunday hours, which resulted in the Library opening two hours earlier this academic year. The Library will investigate ways to provide adequate spaces for those preferring quiet study spaces and for those seeking places for discussion and group study. Fortunately, construction projects affecting study spaces are largely complete in both Regenstein and D'Angelo libraries. Concerns about the All Night Study Space have also been addressed by an agreement to provide all night study in both Crerar and Regenstein, following final approval of the Library addition by the University Trustees.

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www.lib.uchicago.edu/e/libra/

Not surprisingly, faculty and students have very high expectations for the quality of the Library's print and electronic collections. Perhaps surprisingly, given the size of its collections, faculty and graduate students reported that the Library is not meeting their minimum expectations for the "print or electronic journal collections I require for my work." Faculty and many graduate students also indicated that the Library's web site does not enable them to independently locate information. We expect that the latter issue will soon be mitigated by plans to implement a new faceted browsing web interface that early testing indicates will make it much easier for users to uncover and access Library resources. The Library plans follow-up studies to get more information about how better to provide the print and electronic resources users need for their work and how to more effectively promote the Library's holdings.

The Library plans much additional analysis of this rich survey information, which will inform strategic planning, identify issues needing further assessment, and highlight areas for further improvement.



Photo by Chris Parker

Barbara Kern and Andrea Twiss-Brooks named Co-Directors of the Science Libraries

After a successful year of joint interim leadership, Barbara Kern and Andrea Twiss-Brooks assumed formal responsibility for Co-Directing the University of Chicago Science Libraries this October. With demonstrated leadership skills and an effective team approach they join forces to continue to build world class science collections and provide excellent reference, instruction, and outreach services to faculty and students in the sciences.

Barbara came to the Crerar Library in 2000 from the University of Toronto where she worked as a reference librarian at both the University of Toronto's Noranda Earth Sciences Library, and the Chemistry Library. It was at the University of Toronto that Barbara completed her B.A. as well as

her M.S. in library science.

Barbara began at Crerar as reference librarian and physical sciences specialist; in 2003 she took on additional responsibilities as bibliographer for astronomy and astrophysics, and in 2006 she became Head of Reference, Instruction and Outreach. Having been closely involved in the creation of the very successful Science Writing Prize, she continues to help manage this annual event.

Andrea received a B.S. in chemistry from Texas Christian University, Fort Worth, Texas, followed by an M.S. in chemistry from Cornell University. Before coming to the University of Chicago in 1993, she completed an M.S. in library science at the University of North Texas.

In her time with the Library, Andrea has expanded her bibliographic responsibilities from chemistry to include physics, geophysical sciences, and technology. She is deeply interested in all aspects of scientific publishing and has served on publisher product advisory and development panels and has participated in national conferences and workshops on publishing issues, both as an organizer and as a presenter.

Barbara and Andrea bring great talent

and dedication to the leadership of the science libraries.

Barbara Kern may be contacted at: bkern@uchicago.edu and Andrea Twiss-Brooks at: atbrooks@uchicago.edu

Submitted by Judith Nadler, Library Director.



Library Suggestions and Comments

*John Kimbrough
Assistant to the Director*

[John modestly forgets to mention that he himself is the voice of Maroon Opinions, mentioned in this piece. We enjoy reading his responses to the various suggestions and queries that come our way. Editor's note]

Photo by Beverly Sperring



"I just wanted to thank you (whomever is responsible) for opening Regenstein at 10 AM on Sundays. This is an immensely helpful huge improvement. Thanks."

"So I understand that you are operating with limited storage space right now, but would it be possible to move some tables out of the aisles in the A level?"

"I found your bibliography for the history of the University (<http://www.lib.uchicago.edu/e/spcl/introbib.html>)"

very helpful, but I thought I might suggest the addition of a novel to the University Related Fiction listings, section 15. It is Organized Crimes, by an alumni of the university, Nicholas Von Hoffman.... I don't know how often you get a chance to update the page, but this work merits inclusion."

These are some recent suggestions received via the Library's online "suggestions and comments box." Launched in September 2005, the "box" is a Web form accessible from the Library home page (look for "Suggestions and Comments," adjacent to "Ask a Librarian"). Although Library patrons were slow to use the new service, the Library now receives approximately 30 suggestions each month.

Submissions cover a wide variety of subjects. Frequent topics include noise complaints and temperature woes, but an alert about crickets in Regenstein, calls for rooftop cafés for both Regenstein and Crerar, and even a wish for a "Librasium" combined library/gym have all made appearances in the suggestions box. Not all comments are complaints: both Library collections and individual staff members have been praised. Submissions can be viewed at "Maroon Opinions," the Library's suggestions blog: <http://lib.typepad.com/suggest/>. The blog is widely read both within and outside the University, and has been highlighted by the Association of College and Research Libraries.

Posted suggestions are one of several ways that the Library solicits feedback from its patrons. Many suggestions have

prompted or supported Library changes, including earlier opening hours at Regenstein Library, additional power outlets in Crerar, and a handicapped loading/unloading zone on 57th Street. Suggestions and comments continue to inform Library decisions and planning -- please continue to fill the "box!" [\[http://www.lib.uchicago.edu/e/about/suggestions.html\]](http://www.lib.uchicago.edu/e/about/suggestions.html)



Photo by Beverly Sperring



**Agnes Tatarka,
Assessment Director**

In May 2007, Agnes Tatarka was appointed Assessment Director for the Library. This new position is charged with developing and implementing a successful and sustainable assessment program that will allow the Library to expand and build upon its recent assessment activities. In her short time in this position, Agnes has developed plans for usability testing of online resources and has begun analysis of the LibQual+ user survey (described by Agnes elsewhere in this issue). In short, this position will help the Library fulfill its commitment in its mission statement to "understand the research, teaching, and learning needs of its users."

Agnes brings to this position her experience working as a reference librarian and technology specialist at the University Library since November 1999. In her time at the Library, Agnes

has actively used assessment to improve Library services. In addition to her key work in coordinating and analyzing the 2004 and 2007 LibQual+ user surveys, Agnes led a study assessing how well novice users could find books in the Library. This study led to numerous changes in shelving arrangements and signage, which a follow-up study demonstrated made the Library easier to use. The study was presented at a library assessment conference in September 2006 and has recently been published as part of the conference proceedings.

Agnes holds B.A. degrees in English and Philosophy from the University of New Mexico (Albuquerque) and a Master's in Library and Information Science from the University of Texas at Austin. She has previously held positions as a data administrator and a web master.

Agnes can be reached at atatarka@uchicago.edu and 773-834-8972.



Photo by Beverly Sperring



**Sarah G. Wenzel,
Bibliographer for English &
Romance Literatures**

Sarah G. Wenzel has joined the Library staff as the bibliographer responsible for developing and maintaining collections in English & Romance literatures as well as providing specialized reference service and bibliographic instruction for faculty, students, and other readers in these areas.

Sarah is a graduate of Mount Holyoke College (B.A.) and the University of Illinois (M.A. in French Studies and M.S. in Library and Information Science). She has worked in the libraries of Boston University, MIT, and most recently Columbia University. She is currently chair of the Western European Studies Section of the Association of College and Research Libraries and is among the founders of the Collaborative Initiative for French and North American Libraries (CIFNAL), an emerging project to improve access to French and francophone resources for North American libraries and to North American resources for francophone libraries.

Sarah can be reached at sgwenzel@uchicago.edu and 773-702-8448 as well as in her office, Regenstein 363.



Impact of the Google Book Search project

Judith Nadler, Library Director and Sem Sutter, Assistant Director for Collections

The Library's participation in the Committee on Institutional Cooperation (CIC)/Google Book Search project, announced in June, strengthens its ability to offer readers both virtual and physical access to rich collections. In fulfilling its mission to support research and teaching at the University, the Library strives to build complementary and overlapping resources in print and electronic formats in an environment that facilitates using them in tandem.

Google from page 3

The recognition that access to digitized journals in electronic databases stimulates scholars to consult complementary print materials is central to the vision for the new library structure planned for construction adjacent to Regenstein Library. The structure features a grand reading room and a high-density automated shelving system that will principally house and service print collections to which readers also have access electronically. Collaboration with Google to digitize up to ten million volumes from CIC libraries will dramatically increase the proportion of the Library's collections that are available to scholars in both formats. Discovery through digitization will complement the rapid physical access to collections in this facility and will increase the visibility and use of all Library collections. Selection decisions for digitization will be made jointly by Google and the CIC library partners.

This collaboration was negotiated by the Committee on Institutional Cooperation, of which the University of Chicago is a member. Other libraries in the CIC are University of Illinois, Indiana University, University of Iowa, University of Michigan, Michigan State University, University of Minnesota, Northwestern University, Ohio State University, Pennsylvania State University, Purdue University, and the University of Wisconsin-Madison.

The Google project supports preservation and access to library collections. Building on our local, small-scale digitization efforts to preserve content through digitization and to promote discovery through full-text searching, this project will provide the Library with digital versions of materials within our collections on a much larger scale. A shared digital repository will collectively archive and manage the full content of works held across the CIC libraries. This collaboration will give faculty, students, and other researchers access to a vast array of materials and enable librarians to collectively archive materials for future generations.

Planning is currently underway with the expectation that scanning will begin sometime in 2008. Further information about the CIC/Google project, including the text of the agreement, is available on the CIC website at: <http://www.cic.uiuc.edu/programs/Center-ForLibraryInitiatives/Archive/PressRelease/LibraryDigitization/index.shtml>



Regenstein Exhibits

The Virtual Tourist in Renaissance

Rome: Printing and Collecting the Speculum Romanae Magnificentiae

**Special Collections Research Center
Main Gallery
Through February 11, 2008**

This exhibition examines the publishing history of Antonio Lafreri's *Speculum* through several generations of printmakers and print publishers (who often re-published earlier images with slight changes). It also looks at Lafreri's models, competitors, and imitators, and at the collectors who, over several centuries, revisited and reinvented the Renaissance image of Rome. The exhibition displays prints and related books whose illustrations often copied images originally published as independent prints. It presents a portrait of the interest Renaissance people took in ancient Rome. By showing how images were circulated, collected, and used, it gives insight into the purposes that brought scholars, artists, and travelers to Rome, and how they navigated once there.

"The Virtual Tourist in Renaissance Rome" is presented in conjunction with the Festival of Maps Chicago, a citywide celebration featuring maps, globes, artifacts and artworks at over 25 cultural institutions <http://www.festivalofmaps.com/index.html>.

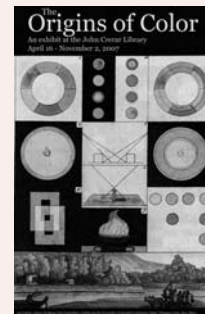
The Spirit of the Orient and Judaism: From The Ludwig Rosenberger Library of Judaica
**Special Collections Research Center
Rosenberger Library of Judaica
Gallery
Through June 20, 2008**

Works from the Ludwig Rosenberger Library of Judaica illustrate the various ways Western Jews embraced the Orient.

Crerar Exhibits

Origins of Color

**Crerar Atrium
Through November 30, 2007**



Origins of Color explores the historical and scientific development of pigments and dyes and their production and uses in both fine art as well as craft manufacture. The exhibit features books from the Crerar collections together with mineralogical samples, vials of pigments and dyes, and various samples of textiles and other end products of color processes.

The John Crerar Foundation provided generous support for this exhibit.

Ongoing Exhibits:

Paleontological Display (dinosaur bones from Paul Sereno),

From the South Pole to the South Side of Chicago: Degree Angular Scale Interferometer (DASI)

Crystara

Randall Picker, *Chair, Paul & Theo Leffmann
Professor of Commercial Law, Law School*

Clifford Ando, *Professor, Classics and the College*

Rachel Fulton, *Associate Professor, Department of
History and the College*

Susan Gal, *Mae & Sidney G. Metzel Distinguished
Service Professor, Departments of Anthropology and
Linguistics and the College*

Jan E. Goldstein, *Norman & Edna Freebling
Professor, Department of History, Committee on Conceptual
& Historical Studies of Science, and the College*

Philip E. Lloyd, *Associate Professor, Department of
Neurobiology, Pharmacology and Physiology, Committee
on Cell Physiology, Committee on Neurobiology, and the
College.*

Armando Maggi, *Professor, Department of
Romance Languages and Literatures, Committee on
History of Culture, and the College*

Patchen Markell, *Associate Professor, Department
of Political Science and the College*

Noel Swerdlow, *Professor, Departments of
Astronomy & Astrophysics and History, Committee on
Conceptual and Historical Studies of Science, and the
College*

Christian Wedemeyer, *Assistant Professor,
Divinity School*

Ex officio

Robert J. Zimmer, *President and Trustee of the
University; Professor, Department of Mathematics and
Physical Sciences Collegiate Division*

Thomas Rosenbaum, *Provost of the University;
John T. Wilson Distinguished Service Professor, Department
of Physics, James Franck Institute, and the College*

Keith Moffat, *Deputy Provost for Research, Louis
Block Professor, Biochemistry and Molecular Biology*

Gregory Jackson, *Vice-President and Chief
Information Officer of the University*

Garrett Kiely, *Director, University of Chicago Press*

Judith Nadler, *Director of the Library*

Susan Kastendiek, *Secretary of the Faculties*



From the Director

The Library Welcomes the New Academic Year

*Judith Nadler
Library Director*

We welcome faculty and students to campus with renewed energy and heightened expectations for a challenging and gratifying year of research, study, and teaching. This was a productive year for the Library and much was accomplished to help meet and exceed your expectations.

We made significant additions to our already broad and deep collections. Of the Library's total holdings of more than 7.6 million print volumes, over 166,000 new print volumes were added and made available to our users this year. Over 51,000 electronic resources were added for a total of 441,926 electronically available titles available through the online catalog; and a total of over 1,800 linear feet was added to the archives and manuscript collections.

We have continued to improve access to our rich and growing resources through timely cataloging of current acquisitions and have made inroads into unprocessed and archival collections. We are bringing up a new, additional, interface to our online catalog using faceted browse technology. The interface

provides access to our bibliographic and holdings records, archival and manuscript finding aids, and selected external content. Its potential for further applications will be tested.

We participate in an agreement between the Committee on Institutional Cooperation (CIC), and Google to digitize up to ten million volumes from collections across the CIC libraries. The expanded digital content will lead to discovery of and access to resources across multiple libraries and opens wide-ranging options for enhanced services to users here and around the world.

As lengthy and disruptive reconstruction work comes to an end, expected comfort is being restored to reading rooms and faculty studies in Regenstein. New technology-equipped seminar rooms, one in Regenstein and one in Crerar (the latter with support from a private donor) will open by the end of the quarter and support the growing need for faculty/students interactive teaching and learning spaces in the Library. Pending final approval to build the Library Addition we will be free to re-purpose existing library spaces to better serve our different constituencies.

We encourage you to take full advantage of the resources and services we offer and invite you to join us in exploring further services you need. The Library is at the heart of your successful research, study, and teaching at the University, in this academic year, and beyond.



New Copyright Information Center

The Library, NSIT, Office of the Provost, and the Office of Legal Counsel have collaborated to develop an online Copyright Information Center (<http://www.lib.uchicago.edu/copyrightinfo/>) to help faculty, staff, and students navigate the complexities of copyright.

The center provides information about what kind of material is under copyright, understanding the parameters of fair use, as well as information about copyright in one's own work.

This web resource is meant to evolve over time. The first phase was developed with input from faculty in order to address the most the most commonly faced issues, and will be expanded with features such as an FAQ as additional issues are raised.



November 7, 2007

Peter Ascoli author of Julius Rosenwald:

*The Man who
Built Sears,
Roebuck and
Advanced the
Cause of Black
Education in the
American South*

Planning for the Addition to the Regenstein: Project News

On May 31, the Board of Trustees authorized the Library Addition Project team to use a modified project delivery method to obtain detailed design documents and accurate cost estimates for the Addition's unique building design. When complete, that information is to be brought back to the Trustees for final approval of the design and project funding.

In July, Cotter Consulting was hired as the Owner's Representative for the Addition.

Detailed design documents, completed by Murphy/Jahn August 1, have undergone extensive review.

In August, The Facilities Group was hired to provide independent consulting services for the Automated Storage and Retrieval (ASR) system. In September,

HK Systems was hired for preconstruction services for the ASR system and also to provide simulation services for modeling the ASR layout.

In September, Landmark Facilities Group was hired as the preservation environmental consultant for the Addition.

A construction manager is in the process of being hired to direct the design-assist phase in which the critical subcontractors will be retained to collaborate with Murphy/Jahn to prepare construction/permit-ready drawings that are to be tested continuously for cost and constructability.

Processing of materials destined for the Addition is continuing.

The Addition to Regenstein web site (<http://www.lib.uchicago.edu/e/reg/addition/>) was redesigned over the summer and continues to be developed.

*Judith Nadler, Library Director
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