

What's New

The Libraries Sponsor Scholarly Communication Speaker Series



The Libraries are pleased to announce our sponsorship of the

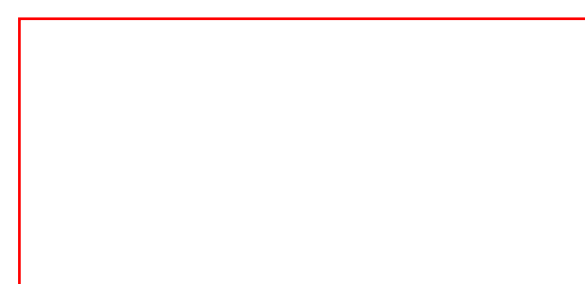
Scholarly Communication Speaker Series, which will take place on a monthly basis (excepting December) from October 2003 to April 2004. Speakers from various disciplines and aspects of publishing (the primary venue for scholarly communications) will present information relevant to the practical and theoretical concerns affecting scholarly communication today. [More...](#)

Hagerty Library Policies Update

A number of policies have been updated at Hagerty Library in response to comments on the LibQUAL+ Survey or in order to bring our procedures in line with those at the Health Sciences libraries. Please read on for all the latest on our **quiet, cell phone, and fees, fines, and circulation policies!** [More...](#)



Library Service Quality Survey Completed



Drexel University Libraries have finished the Association of Research

Libraries' **LibQUAL+ Spring 2003 Survey** and the initial results have been tabulated. The survey was completed by 676 Drexel University students, faculty, and staff, from April 7 through the 30th. It is an attempt to measure user perceptions and expectations of library service quality in four dimensions: Access to Information, Affect of Service, Library as Place, and Personal Control. [More..](#)

Career Services News: Thank You Letters are a Must!

Always send a thank you letter after an interview. They make you stand out as courteous and professional, as well as give



you an opportunity to restate your best points and mention anything of importance you may have forgotten during the interview. A study in 2000 indicated that fewer than 20% of job applicants followed up the interview with a thank-you letter, but 94% of recruiters responded that doing so increases an individual's chances of getting the job. [More...](#)

New E-Resources Available at the Libraries!



Three new electronic resources are available to Drexel Libraries' patrons! Over 500 books of importance to historical studies are now available on-line through the **American Council of Learned Societies' History E-Book Project**. The **AMICO Library** from Wilson Web is a growing online collection of high-quality, digital documentation of works of art from around the world, contributed by Art Museum Image Consortium (AMICO) members. And, the **Faulkner's Advisory for IT Studies (FAITS)** database was created to provide important information technology company and process information to the academic community. [More..](#)

IMLS Grant Funds Digitization of Historical Women in Medicine Materials

Congratulations to Dean of Libraries Carol Montgomery and College of Medicine Archives Director Joanne Grossman on the substantial grant they won for the **Archives and Special Collections on Women in Medicine and Homeopathy!** Funded by the Institute for Museum and Library Services and entitled "Doors of Opportunity," the three-year grant will be used to digitize archival materials on the history of women physicians and publish them on the Web. [More...](#)



Kick Back With a Book You Really WANT to Read!



Reading can be fun! Kick back with a book you really *want* to read from **Drexel Libraries' Leisure Books Collections**. Bestselling fiction and popular non-fiction books are available for three week loan at Hagerty (University City), Hahnemann (Center City), and Moore (MCP campus). [More...](#)

Tim Siftar is the new Information Services Librarian for Information Science and Technology / Education at Hagerty Library, and **Jessica Ward** is the new Access Services Librarian at Hahnemann. A number of other Library staff members have been involved in conferences and other professional activities! [More....](#)

[Comments and Suggestions](#) | [News Index](#)

[Hagerty Library](#) | [Health Sciences Libraries](#) | [Drexel University](#)

Library News is published quarterly on the web by Drexel University Libraries.

Editors:

[Alison Lewis](#), Hagerty Library

[Lenore Hardy](#), Health Sciences Libraries

New Electronic Resources!

Old Classics, New Technology



American Council of Learned Societies
HISTORY E-BOOK PROJECT

Approximately **500 full-text history books** are included in the initial launch of the [American Council of Learned Societies History E-Book Project](#). These are works of major importance to historical studies—books that remain vital to both scholars and advanced students, and are frequently cited in the literature. The e-books are grouped into general categories, broadly based on the American Historical Review's categories for book reviews, and can be browsed by either subject, title, or author. New subject categories, as well as approximately 250 titles in all categories, will be added to the Project each year in subsequent rounds. Each individual e-book title is also accessible through [the library's online catalog!](#)

If you have any questions or comments about this resource, please contact Alison Lewis, Humanities and Social Sciences Librarian, at 215.895.2765 or alewis@drexel.edu.



An Online Art Museum

The [AMICO Library](#) is a growing online collection of high-quality, digital documentation of works of art from around the world, contributed by Art Museum Image Consortium (AMICO) members. Over 100,000 works from major European, American, and Canadian artists in the collections of member museums are included. Cultures and time periods represented range from contemporary art, Native American and Inuit art, to ancient Greek, Roman, and Egyptian works, along with Japanese and Chinese works. The database also includes numerous multimedia files. Please note that works from The AMICO Library are licensed for non-commercial educational use only.

For more information about this resource, please contact Tracy Hull, Director of Information Services and Interim College of Media Arts & Design Librarian, at 215.895.2751 or thull@drexel.edu.

Faulkner's Provides Facts for IT

The [Faulkner's Advisory for IT Studies](#) (FAITS) database was created to provide important information technology company and process information to the academic community. It offers several different report types including technology tutorials, marketplace overviews, product and service selection guides, product and company profiles, and directories covering key technology areas such as

- IT infrastructure
- Telecom
- Data Networking
- Wireless Communications
- Security
- Enterprise Systems
- Internet and World Wide Web
- Individual Technology Vendors

FAITS includes links to major online technology and business news resources like Nando Net, The New York Times, Financial Times, NewsBytes, and the BBC. The service also provides direct links to many online bibliographic resources for topics in business, computer science, education, health sciences, humanities, math and science, and the social sciences. New and updated reports are added to FAITS each month.

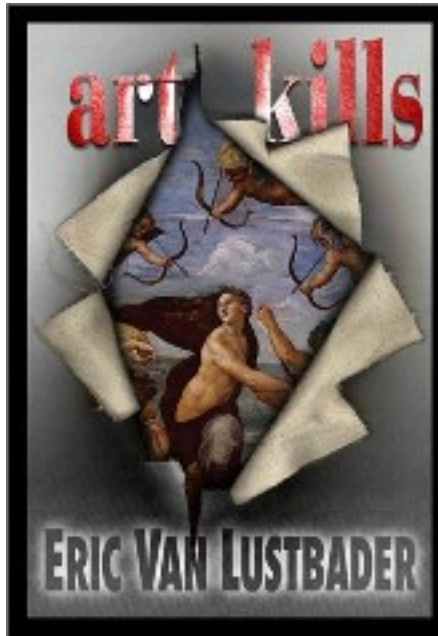
For more information about this resource, please contact Emily Missner, LeBow College of Business Librarian at 215.895.6164 or emissner@drexel.edu, or Tim Siftar, College of Information Science and Technology Librarian, at 215.895.2762 or siftar@drexel.edu.

Drexel University Libraries

Library News

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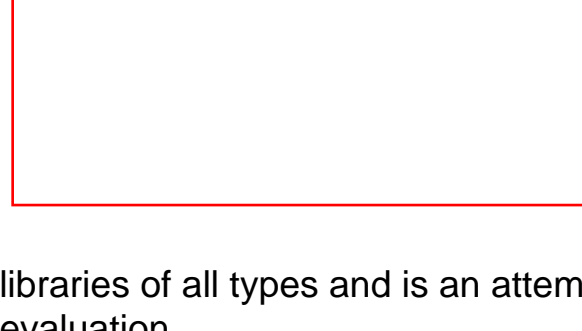
Kick Back with a Book You WANT to Read! The Libraries' Leisure Books Collections



Reading can be fun! Kick back with a book you really *want* to read from **Drexel Libraries' Leisure Books Collections**. Bestselling fiction and popular non-fiction books are available for three week loan at Hagerty (University City), Hahnemann (Center City), and Moore (MCP campus). There are over a thousand titles to choose from, with new titles arriving every month. Watch for your favorite authors or browse the selections.

The Leisure Books Collections are two of the [Featured Catalog lists](#) available from the [Library News Index](#) page or on the sidebar in the [Library Catalog](#) search page. Browse the Leisure Books lists for [Hagerty](#) or [Health Sciences](#) now! You can also look at a list of *new* leisure books in Hagerty's collection from the new link on the [Library's homepage](#).

Library Service Quality Survey Completed



(This is the second of three articles on LibQUAL+, the library service survey project sponsored by the Association of Research Libraries in which Drexel University Libraries participated.)

The 2003 **LibQUAL+ Survey** developed by the Association of Research Libraries was completed by Drexel students, faculty, and staff in early May. The data have been analyzed and are [now available](#) for all to view. This survey was taken by 300+ libraries of all types and is an attempt to establish national norms that will assist them in their self-evaluation.

The survey poses 25 questions relating to library service that the respondents are required to rate on three levels: the minimum level of service expected, the maximum level of service desired, and the real or actual perceived level of that service.

These 25 questions break down into four dimensions of library quality: a) Affect of Service (9 items), b) Library as Place (5 items), c) Personal Control (6 items), and d) Information Access (5 items).

Affect of service is measured by questions rating qualities such as the library staff's "willingness to help others." Personal control refers to how well the library enables users to find information on their own (i.e. the library has a "web site enabling me to locate information on my own"). Information access deals with the adequacy of library collections, both print and electronic (i.e. the library provides the "print and/or electronic journal collections I require for my work").

There were eight additional questions, ranked on a 1-9 scale, which covered users' general satisfaction and information literacy.

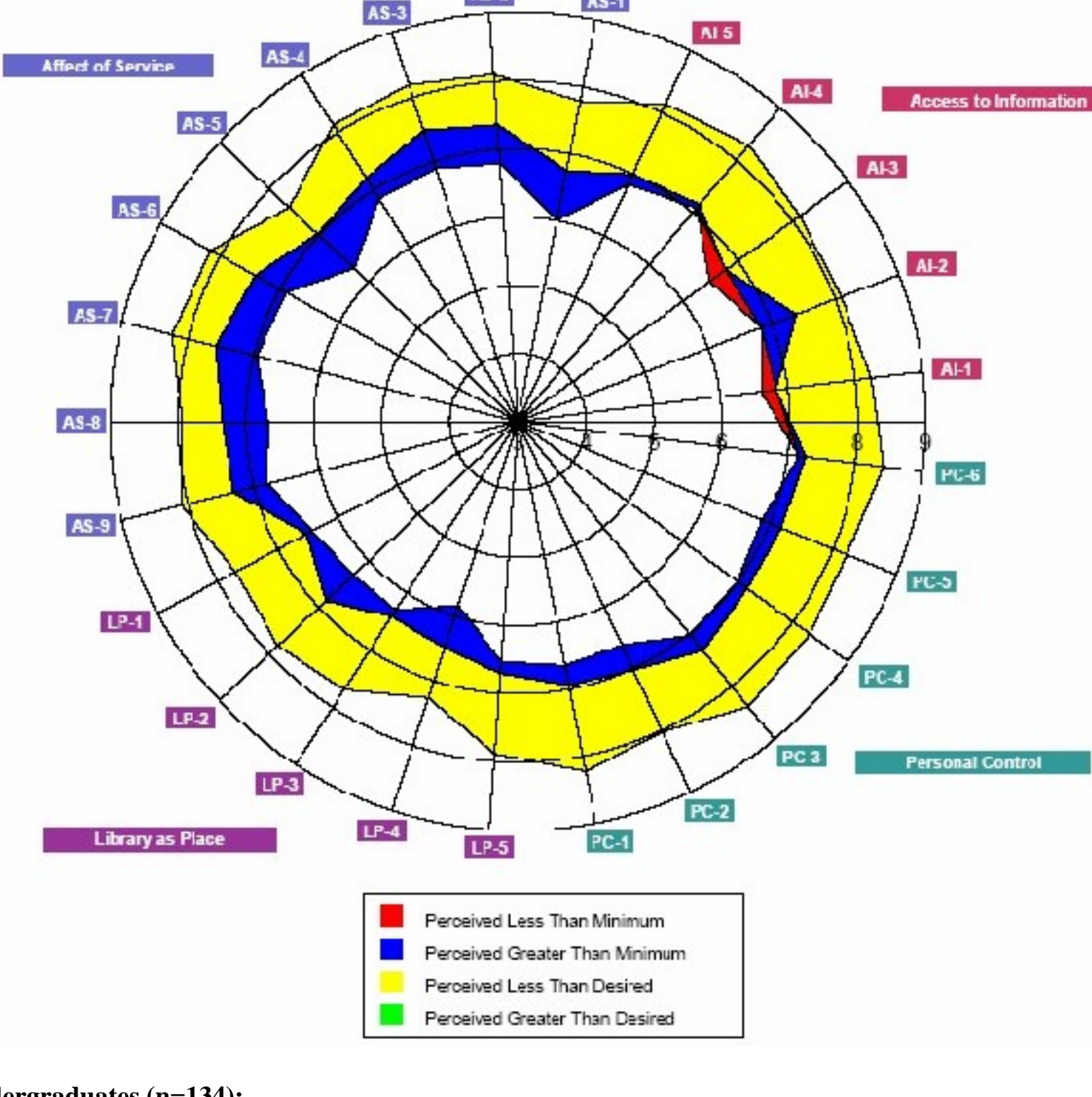
The following table displays a summary of the mean scores for each dimension of library service quality for all Drexel University respondents.

Core Questions Summary (n=611):

	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean
Access to Information	6.91	8.22	6.98	0.04	-1.26
Affect of Service	6.70	8.04	7.29	0.58	-0.75
Library as Place	6.22	7.60	6.54	0.34	-1.04
Personal Control	6.95	8.33	7.24	0.27	-1.15
Overall	6.72	8.06	7.05	0.33	-1.01

The radar chart below shows the aggregate results of the 25 core survey questions for Drexel Libraries. The red area in the dimension of Access to Information shows the perceived service below the minimum expectation. (For example, AI-1 was the question "When it comes to Print and/or electronic journal collections I require for my work ...") The blue areas are greater than the minimum expectation. The yellow area shows less than desired. The green area shows greater than desired. (The Libraries have no green for the users shown below.) Basically, red is the least desirable color, and the more blue we see the better!

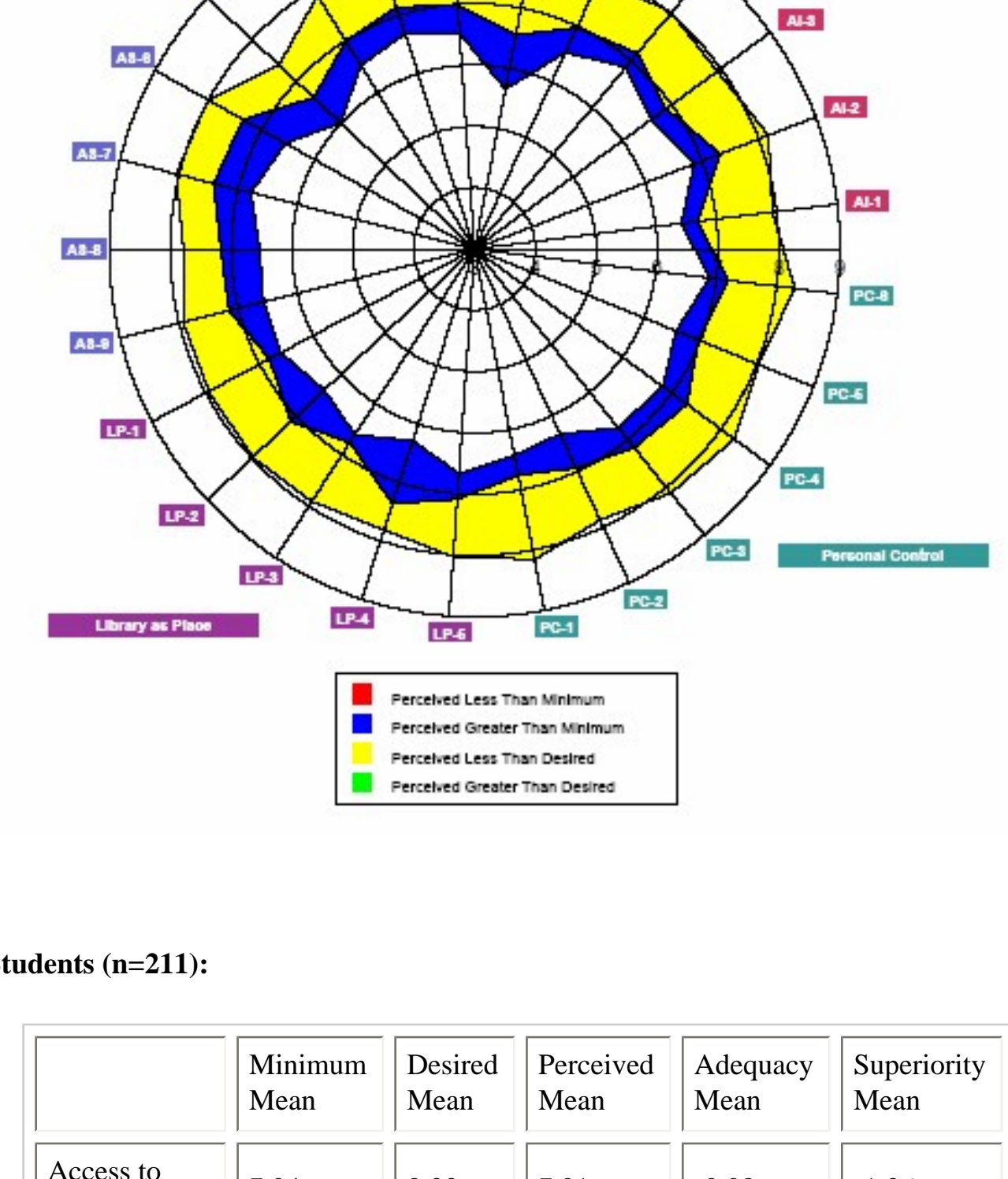
Radar chart for All Core Questions:



Undergraduates (n=134):

	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean
Access to Information	6.68	8.02	7.07	0.38	-1.00
Affect of Service	6.53	7.89	7.06	0.60	-0.82
Library as Place	6.51	7.96	6.99	0.50	-0.90
Personal Control	6.70	8.21	7.19	0.42	-1.09
Overall	6.55	7.96	7.04	0.48	-0.93

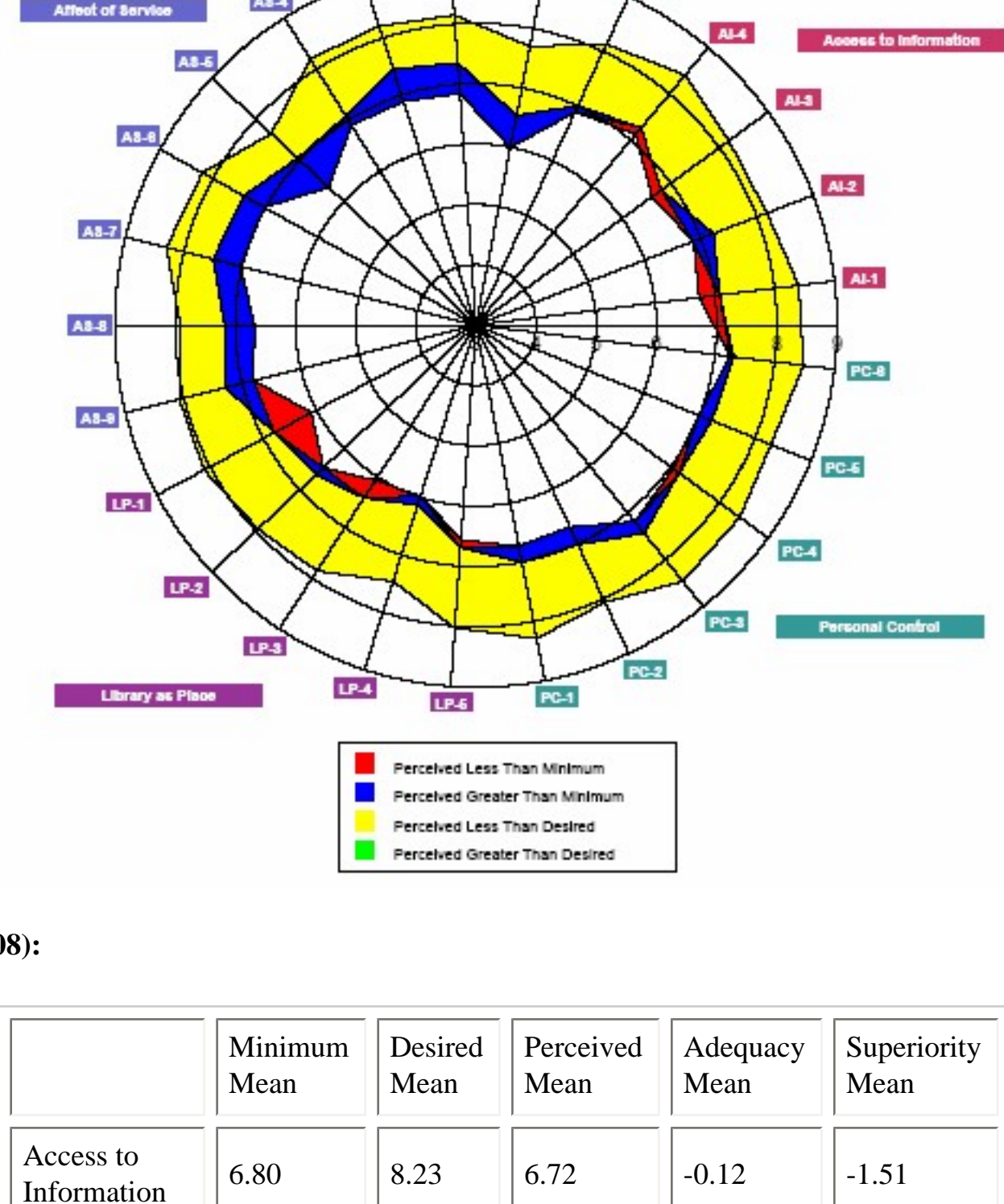
Radar chart for Undergraduate Students:



Graduate Students (n=211):

	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean
Access to Information	7.04	8.33	7.01	-0.08	-1.36
Affect of Service	6.70	8.03	7.24	8.50	-0.84
Library as Place	6.45	7.84	6.24	-0.18	-1.56
Personal Control	7.04	8.39	7.24	0.18	-1.21
Overall	6.82	8.13	6.97	0.14	-1.17

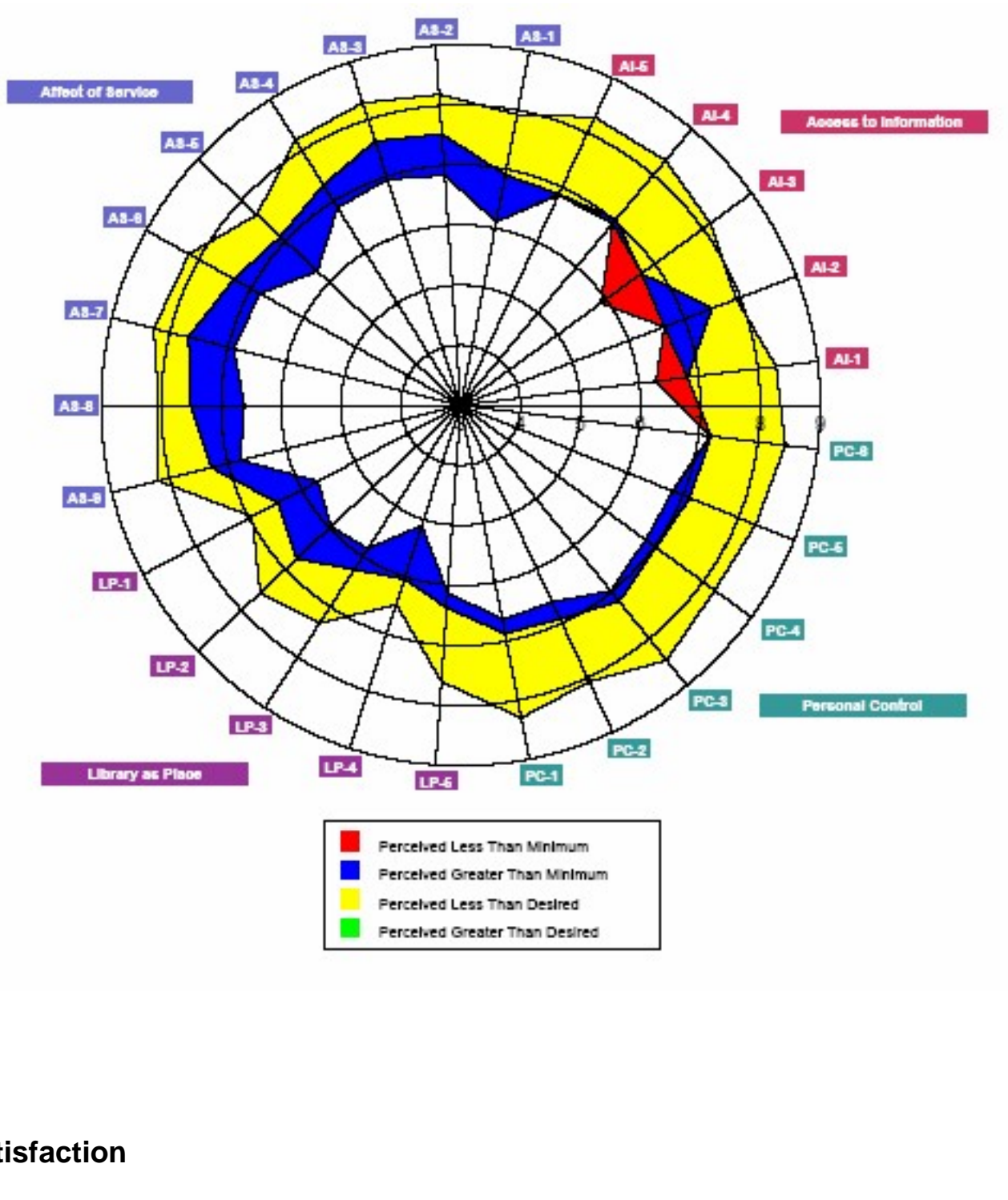
Radar chart for Graduate Students:



Faculty (n=208):

	Minimum Mean	Desired Mean	Perceived Mean	Adequacy Mean	Superiority Mean
Access to Information	6.80	8.23	6.72	-0.12	-1.51
Affect of Service	6.69	8.12	7.37	0.66	-0.72
Library as Place	5.70	7.14	6.38	0.69	-0.77
Personal Control	6.92	8.37	7.15	0.22	-1.29
Overall	6.60	8.04	6.99	0.38	-1.05

Radar chart for Faculty:



General Satisfaction

The general satisfaction questions (rated on a scale of 1-9) were as follows:

"In general, I am satisfied with the way in which I am treated at the library."

	Mean	Standard Deviation
Undergraduate Students (n=134)	7.15	1.72
Graduate Students (n=211)	7.37	1.55
Faculty (n=208)	7.44	1.63
Overall (n=611)	7.37	1.60

"In general, I am satisfied with my library support for my learning, research, and/or teaching needs."

	Mean	Standard Deviation
Undergraduate Students (n=134)	6.81	1.84
Graduate Students (n=211)	6.88	1.65
Faculty (n=208)	6.45	2.02
Overall (n=611)	6.76	1.82

"How would you rate the overall quality of the service provided by the library?"

	Mean	Standard Deviation
Undergraduate Students (n=134)	6.90	1.61
Graduate Students (n=211)	7.10	1.37
Faculty (n=208)	7.04	1.57
Overall (n=611)	7.09	1.49

In the third and final article on LibQUAL+, the national norms that have been established will be examined and compared to Drexel University's Libraries.

For more information about the LibQUAL+ survey, contact Ken Garson, Head of Access Services at garson@drexel.edu or 215.895.2774.

Hagerty Library Policies Update

A number of policies have been updated at Hagerty Library in response to comments on the LibQUAL + Survey or in order to bring our procedures in line with those at the Health Sciences Libraries. Please read on for all the latest on our quiet, cell phone, and fees, fines, and circulation policies!

Quiet, Please!

The comments on the 2003 LibQUAL+ Survey indicated that one of the major complaints of Hagerty Library patrons is the noise level in the Library. In order to improve the environment for all those who come to the Library to work, there are now **designated quiet areas**. These areas are

- the Reserve & Current Periodicals areas on the first floor
- the entire second floor
- the entire third floor
- the atrium area

The atrium (the area in the center lobby on the first floor where the trees grow) is already an area of much public interaction, since both the reference desk and circulation desk are located there, as well as the security guard station. Additional conversation and noise in the atrium raises the decibel level to jet takeoff thresholds. Additionally, noise generated in the atrium carries to the upper floors.

The Lower Level of the Library is designated as the area where conversation and group work are allowed. In the Lower Level computer classrooms, L-13, L-14, and L19, however, we ask that noise and talking be kept to a minimum, since patrons are often concentrating on research and other school work in these areas. Also remember that group study rooms are available for sign-out at the Reserve Desk -- this is a great option for students working on group projects!



Hold That Call!



Cell phones ringing and loud cell phone conversations are also frequently cited as sources of irritation to Hagerty Library patrons trying to study. **Cell phone courtesy** is requested! [Cell phone users](#) need to

- turn their ringers off and use vibrate mode
- use areas of the library set aside for cell phone use
- speak softly

The designated cell phone use areas are

- the Lower Level open areas
- the areas adjacent to the rest rooms on each floor

Signs will mark these new cell phone use areas. Cell phone users will be directed to the appropriate areas for their conversations if they take calls in designated quiet areas.

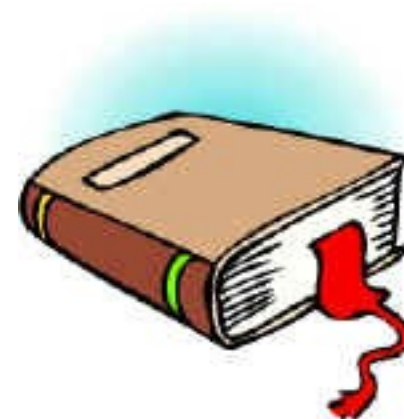
Circulation Dates, Fees, and Fines

Additional changes to the Hagerty Library's circulation, fees, and fines policies will affect faculty, staff, and students in the near future. All of these changes will align the Main Campus policies with those of the Health Sciences Libraries, reduce loss of books, and provide improved overall access to Library resources.

For Everyone:

In the past, books and other materials checked out at Hagerty Library were not given **due dates on weekends or during term break**. Beginning with the Fall 2003 term, however, items WILL be due on weekends and during term break. Fines now will be charged for overdue items counting weekends and term break days. Holidays and days the libraries are closed will still be excluded from the fine calculation.

PALCI E-ZBorrow has become a very popular and heavily-used service. That is good news. The flip side is that the increased workload strains Document Delivery staff's ability to keep up. This service **should be used only to request books for research, teaching, and learning** -- that is, to support Drexel-related activities. Use for leisure reading or other personal interests or family-related activities is not appropriate.



For Faculty:

Beginning November 1st there will be a **\$3.00 fee for the Faculty Copy Service, the libraries' copying of articles from paper journals that Hagerty Library owns on its campus. [NOTE: THIS DOES NOT MEAN DOCUMENT DELIVERY / ILL ARTICLES!]** But if Hagerty owns a paper copy of a journal and faculty wish us to copy it for them, the library will charge for this service. (Requesting items owned by the Health Sciences Libraries is considered an ILL request, for which there is no fee.)

For Staff:

Loan periods for books will become **the same as for graduate and undergraduate students (28 days)**. This change will be effective at the end of fall term, December 15, 2003. Two renewals may be made online before the books must be returned. The loan period for DVDs and videocassettes will remain the same as for faculty, 14 days. Since most of our staff are borrowing books for classes (in their student role) rather than faculty instruction and/or research, this seems fair to the other students who would also like access to the books.

For Students:

Beginning November 1st, **until fines of \$10.00 or over are paid** Hagerty Library will **block** anyone from the following library services: remote online access to e-resources, interlibrary loan, E-ZBorrow, and graduate student borrowing privileges at the University of Pennsylvania. The Library will not bill at the Comptroller's Office until overdue and lost book fines reach a threshold of \$30, unless the student is graduating. The purpose of this change is to encourage students to pay their fines before they reach egregious amounts, are billed at the Comptroller's Office, and additional late fees are tacked on.

For more information about these Hagerty Library policies, contact Ken Garson, Head of Access Services at garson@drexel.edu or 215.895.2774.

The Libraries Sponsor Scholarly Communication Speaker Series



The Libraries are pleased to announce our sponsorship of the [Scholarly Communication Speaker Series](#), which will take place on a monthly basis (excepting December) from October 2003 to April 2004. Speakers from various disciplines and aspects of publishing (the primary venue for scholarly communications) will present information

relevant to the practical and theoretical concerns of scholarly communication today. The process of scholarly communication is currently undergoing tremendous change, and we believe that insight into this process will benefit the scholarly community as both producer and consumer of information.

Our first speaker was [Robert A. Kelly](#), director of Journal Information Systems, American Physical Society, who spoke on "Scholarly Journals Publishing," on Thursday, October 16, 2003. His presentation covered the components, costs, and relationships of the scholarly publishing process, as well as issues and trends for the future. He also spoke about the aspects of electronic publishing that go beyond our experiences in print publishing.

Unless otherwise announced, the speaker series will take place in the Stern Seminar Room on the third floor of Hagerty Library, from 3 -5 pm. Light refreshments and opportunities for discussion will also be provided.

The tentative schedule for the remainder of the speaker series is as follows:

November 13, 2003. [Mary Rose Muccie](#), Journals Publisher, Society for Industrial and Applied Mathematics. Topic TBA.

January 28, 2004. Location TBA. **Eugene Garfield**, President and Editor-in-Chief, *The Scientist*, Founder and Chairman Emeritus, Institute of Scientific Information. "Impact of Citation Analysis on University Faculty – Is it Relevant? An Open Discussion with Dr. Eugene Garfield."

February 12, 2004. **David Raizman**, Professor and Associate Dean, Drexel University's College of Media Arts and Design. "Publishing Books with Illustrations: An Author's Perspective."

March 11, 2004. **Carol Carr**, Managing Editor, *Organic Letters* (A SPARC Journal). "An Insider's View of Peer Review and Publishing on the Web."

April, 2004. Date and topic TBA. **Abioseh Porter**, Head, Drexel University's Department of English and Philosophy; Editor of the *African Literature Association (ALA) Bulletin*.

Please join us!

For more information about the Scholarly Communication Speaker Series, contact Peggy Dominy, Sciences Librarian, at dominyf@drexel.edu or 215.895.2754.

Staff News



Tim Siftar is the new Information Services Librarian for Information Science and Technology/Education at Hagerty Library. Tim holds a B.A. in Sociology from Bard College, and earned a joint M. L.S./M.S.I.S. from Drexel University's College of Information Science and Technology. He comes to us with years of experience in information services and knowledge management, having held positions at the National Board of Medical Examiners, Arthur Andersen LLP, and LibertyNet, Inc.

Jessica Ward is the new Access Services Librarian at Hahnemann Library. Jessica recently received her M.S. degree in Library and Information Science from Drexel University's College of Information Science and Technology; she also holds a B.A. in Religion. Prior to coming to Hahnemann, Jessica worked in the Technical Services Department at Hagerty Library.

Welcome, Tim and Jessica!

Carol H. Montgomery, Dean of Libraries, will present "Migrating to an 'All' Electronic Journal Collection: Impact on Library Operations and Users" at "Collaborations, Partnerships and Solutions: [The Quintessential Conference](#)," a joint meeting of the Mid-Atlantic, New York-New Jersey, Philadelphia Regional, and Pittsburgh Regional Chapters of the Medical Library Association (MLA) and the Philadelphia Chapter of the Special Libraries Association (SLA). The conference will take place October 26-28, 2003 at the Sheraton-Society Hill in Philadelphia.

Two members of the Health Sciences Libraries staff, **Lenore Hardy** and **Linda Katz**, were involved in the planning and organization of the conference.

Anita Chiodo and **Rebekah Kilzer**, both graduate students at Drexel's College of Information Science and Technology and employees of Hagerty Library, have been awarded Knowler Scholarships to attend this conference. The Knowler Fund is a special fund set aside by the SLA Philadelphia Chapter to support and encourage student members to explore special libraries and the information profession.

Carl Anderson, Director of Electronic Resources, has been appointed to the [PALINET](#) Electronic Information Resources Advisory Group.

Lenore Hardy, Director of Health Sciences Libraries, was elected to a three year appointment as Program Chair, Chairperson and Nominating Chair of the [Philadelphia Chapter of the Medical Library Association](#).

Mari Katherine Hodges, Head of Technical Services at Hagerty Library, has been elected Vice Chair / Chair-Elect of the Mid-Atlantic Innovative Users Group ([M.A.I.U.G.](#)).

Tracy Hull, Head of Information Services at Hagerty Library, has been appointed to the [PALINET](#) Educational Program Advisory Group.

With the departure of **Jennifer Baldwin**, **Tracy Hull** will serve as interim Librarian for the College of Media Arts and Design.

Linda M.G. Katz, Associate Director, Health Sciences Libraries, is the author of a book review, of *Hysterectomy: Exploring Your Options*, by E. Wallach and E. Eisenberg, published in *Library Journal*, October 1, 2003.

Lynda Sadusky, Document Delivery Coordinator, Health Sciences Libraries, attended the Access Pennsylvania Database Project Annual Fall Training, held September 30 in Philadelphia.

Archives News:

IMLS Grant Funds Digitization of Historical Women in Medicine Materials

Congratulations to Dean of Libraries Carol Montgomery and College of Medicine Archives Director Joanne Grossman on the substantial grant they won for the **Archives and Special Collections on Women in Medicine!** Funded by the Institute for Museum and Library Services and entitled "Doors of Opportunity," the three-year grant will be used to digitize archival materials on the history of women physicians and publish them on the Web.

The Female Medical College of Pennsylvania was founded in 1850 as the first women's medical school. It provided an opportunity that few women at that time had: to teach, practice, perform research and manage a medical school. The College remained all women through the 1960s and was long known as a place where women of any race or ethnic background were welcome to study and work.



Drexel's Archives and Special Collections is the only repository in the world solely devoted to women in medicine. It contains diverse and fascinating documents and images ranging from medical women in the military to women performing missionary and public health work abroad.

To see some of these images and learn more about the Archives of Women in Medicine go to:
<http://med.library.drexel.edu/archives/>

For more information about the Archives and Special Collections on Women in Medicine, contact Joanne Grossman, College of Medicine Archives Director, at jg34@drexel.edu or 215.842.4700.

Career Services News: Thank You Letters are a Must!



Always send a thank you letter after an interview. It makes you stand out as courteous and professional, as well as gives you an opportunity to restate your best points and mention anything of importance you may have forgotten during the interview. A study in 2000 indicated that fewer than 20% of job applicants followed up the interview with a thank-you letter, but 94% of recruiters responded that doing so increases an individual's chances of getting the job (<http://www.resumeedge.com>).

The links below contain advice for writing thank you letters and plenty of samples, but there are three basic ground rules to keep in mind before you start. First, be prompt. Get your letter out within 24 hours if you are mailing it, 48 hours if emailing. Second, be brief. Your opportunity to sell yourself was the interview—a thank you letter should be a simple and sincere thanks. Third, proofread. Use good grammar and spelling and make sure you use the correct name and title of the person to whom you are addressing the letter.

A few more things....You can email, type, or handwrite a thank you letter—sending it is crucial, the format is secondary. If you email, use a plain black font, perform spell check, do not send an e-card, and do not “CC” anyone. You may want to use email if the company has been using email as the primary mode of communication with you. If you mail a letter, make sure you get it out as quickly as possible and use either a special note card (if handwritten) or the same stationery that you used for your resume and cover letter (if typed). Of the two options, the most common is a typewritten letter. Finally, you can choose whether to send one thank you letter to your main interviewer/host or send a thank you letter to everyone who interviewed you. It's up to you.

Visit these links for sample thank you letters and for thank you letter help:

- <http://www.iseek.org/sv/41460.jsp> (tips and a few samples)
- http://www.worktree.com/tb/MB_thanklet.cfm (tips, what to include, and a sample)
- <http://makeashorterlink.com/?L43012F36> (15 great letter templates for various situations)
- <http://www.vaultreports.com/survival/center.jsp> (articles, tips, and how to write acceptance or decline letters)
- <http://www.susanireland.com/thankyouletters.htm> (11 sample letters)
- <http://resumeedge.com/recentgrads/cvAdvice/thankyou.shtml> (25 sample letters)
- <http://www.careerlab.com/letters/chap13.htm> (over 20 samples)
- http://www.quintcareers.com/thank_you_letters.html (thank you FAQ's)

Thank you notes can go a long way, and they don't take much time to write well. Do it now!

The Career Services Collection is located in Room 130, on the first floor of Hagerty Library. For more information, contact [Jodi Van Meter](mailto:jodivanmeter@drexel.edu), Career Services Library Assistant, at 215.895.6843 or jodivanmeter@drexel.edu.