

Fall 2004

McQuade Messenger- Fall 2004

Merrimack College

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Repository Citation

, . (2004). McQuade Messenger- Fall 2004. .

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McQuade Messenger
Fall 2004

SET YOURSELF IN MOTION @ YOUR LIBRARY!



From the Director's Desk

Set yourself in motion @ your library

Have you seen our new banner? It is hanging from the second floor atrium in McQuade. It says: Set yourself in motion @ your library. This is our goal for the academic year. We have new staff, new services, and new study areas to offer the college community. We want this campus community to remember that the library is the place to go if you really need know.

Our customer service grant gave us the opportunity to develop a marketing plan and a customer service policy with the goal of improving our ability to serve you through promotion of our services. We re-organized our staff to improve support for information literacy and collection development. McQuade Library is now wireless, and we have new study areas around the building for everyone to use.

I am pleased to announce that our re-organization includes the following staff changes: Electronic Services Librarian Bridget Rawding was promoted to Head of Public Services, and Instruction/Reference Librarian Helen Hanigan is taking on the new role of Information Resources Development Librarian. We welcome back to Merrimack Kathryn Geoffrion Scannell as Head of Resource Management and we welcome to Merrimack, Lyena Chavez as Instruction and Reference Librarian.

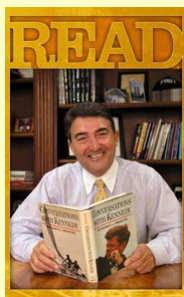
With these staffing changes, we plan to focus our attention on information literacy instruction and curriculum support. Customer service is very important to us. As the year unfolds, we will continue to promote new services for all of you. An important part of customer service is getting responses from our users. We need your feedback. As you use the library, let us know how we are doing. Thank you for helping us to make your library the best it can be.

~ Barbara Lachance, Library Director



Have you seen our posters?

Customer Service Grant Completed



READ posters

Merrimack Celebrities reveal their favorite books!

President Richard J. Santagati graciously accepted our invitation to be the first reader for our Merrimack Celebrity READ poster series. Each poster in the series will feature

McQuade Library successfully completed the Customer service grant, which allowed the library to develop a marketing plan and create a customer service policy.

Last October, the Massachusetts Board of Library Commissioners awarded an LSTA grant of \$7,725 to McQuade For a customer service campaign. Consultants held two customer service training workshops for staff, which resulted in a customer service policy and a power point training presentation for student assistants. Special thanks to Marketing Professor Joseph Stasio and student Matthew Brodie who collaborated with the staff to develop a marketing plan for the library to clearly focus our efforts and promote our services.

Merrimack "celebrities" with their favorite book. We hope to get participation from all areas of the campus community as we promote reading and library services. Suggestions for celebrities are welcome. Contact [Kevin Salemme](#), Director of Media Services, with your ideas!

Thank you is also extended to Kathleen Franzese, Director of Marketing and External Affairs, for her assistance in the creation of our new banner.



PIN? What's a PIN? (and why do I need one?)

Did you know you can request books from any of the other 26 NOBLE libraries from the comfort of your own room on campus or at home? That you can view a list of the books you have checked out? Or view a list of titles you've requested? Perhaps you want to cancel a request for a book you no longer need? Members of the Merrimack community can do all of this using the power of PIN. Best of all, all this can be done 24 hours a day, 7 days a week. Here's how:

1. Visit the Circulation desk at McQuade to obtain a PIN (personal identification number).
2. To login to your library account, simply click on the [McQuade Library Catalog](#) link on the library web page and select the "My Account" link from the banner menu at the top of the page.
3. Type in the barcode on the back of your Merrimack ID (that is your library card number) and your PIN to access your account.

It's fast! It's efficient! And you can modify your PIN at any time so that's it's easy to remember.

I've got my PIN. How do I request a book from another NOBLE library?

If you see a title listed in the catalog that's not available in the McQuade Library, you can request the title by clicking the request button. If you are not already logged in, you will be prompted for the information listed above. And you will need to designate a pickup location - choose Merrimack College, McQuade Library.

If there is a copy of the title available at any of the NOBLE libraries, it will be sent to us. We will notify you by phone or email when the book arrives. Please allow at least 5 days for your requests. There is no delivery of materials on the weekends.

If you have any questions about these services, contact [Christina Condon](#), Head of Circulation at ext. 4226.



New Databases

McQuade Library starts the new academic year with several new electronic resources to assist you in your research needs.

McQuade Library now subscribes to **ATLA Religion Database** and **ATLA Serials (ATLAS)** via EbscoHost. Published by the American Theological library Association, the ATLA Religion database is the premier index to journal articles, book reviews, and collections of essays in all fields of religion. ATLAS is a full-text collection of major religion and theology journals selected by leading religion scholars and theologians. To access these databases, select EbscoHost from the [on campus](#) or [off campus](#) lists of databases. Look for links to ATLA and ATLAS at the bottom of the EbscoHost database page.

We have also subscribed to the **Literature Resource Center**, a collection of full-text biographies, bibliographies, and critical analyses of authors from every age and literary discipline. Literature Resource Center covers more than 120,000 novelists, poets, essayists, journalists, and other writers, with in-depth coverage of 2,500 of the most-studied authors.

To access this database, select "Literature Resource Center" from the [on campus](#) or [off campus](#) lists of databases. Please note that the college is permitted ONE simultaneous user to this database. If you receive an error message that the maximum number of licensed users has been reached, please try your search again later.

If you have questions or comments about this database, please contact a Reference Librarian at merref@noble.net or x4210.



New Furniture and New Displays

As part of the preliminary space plans for the proposed renovation of the McQuade Library, test sites within the building have been selected for new furniture configurations. Comfortable upholstered chairs, wooden tables, and matching chairs have been placed in selected areas of the Reference Room And the 2nd and 3rd floors. New lighting was installed over these sites to provide a comfortable study environment as well as new floor outlets to accommodate a lap top. Over the coming months, patrons using these study sites will be asked in a random survey for their comments and suggestions about the furniture additions. We appreciate your feedback!

A Voter Information Board is now located in the front lobby to provide general Information about the upcoming November Presidential election. A number of websites are listed to assist library patrons with information on voter registration deadlines. For additional information about voting registration and locations, or to learn more about the issues, ask a librarian!



Library Instruction

Once again, the Public Services Department has been very busy this fall teaching library instruction to students in First Year Seminar classes and other courses across the curriculum. In September alone, librarians conducted 33 instruction sessions and many more are scheduled for October!

If you are a Merrimack College faculty member, and you would like to schedule a library instruction session for any of your classes this semester, there is still time to do so. Librarians can help your students learn about the research process by introducing them to library resources and Information Literacy skills. [Click here](#) to view samples of the online Course Research Guides created by librarians for each class. These guides provide a gateway to print and electronic resources tailored to the specific topics covered in the course.

For more information, contact Bridget Rawding, Head of Public Services, at Bridget.Rawding@merrimack.edu or x4229.



Library Hours: Columbus Day Weekend	
Friday, October 8	7:30am - 6:00pm
Saturday, October 9	10:00am - 5:00pm

Sunday, October 10	1:00pm - 9:00pm
Monday, October 11	10:00am - 12:00midnight

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Last Modified on: 07/15/2014 13:01:06