



Message from the Director

The new academic year is underway and it is my privilege to welcome new and returning students and faculty to the FGCU Library. Be sure to mark your calendar for the annual Library Open House. This year's event will be held on August 27 and 28 from 10:00 a.m. until 2:00 p.m. The Open House is a perfect opportunity to meet new members of the FGCU community and to discover more about the ways in which Library Services can support your efforts in the classroom.

Our focus is to provide the library resources and services that students and faculty need for academic success. Please take full advantage of the services we offer - attend Library workshops, take a look at the library web site, contact the Liaison Librarian assigned to your academic program, use our physical or virtual suggestion boxes, and don't hesitate to ask any library employee for assistance in getting the resources you need for a successful semester.

*Director,
Kathy Hoeth*

Inside this Issue:

- ◆ ILLIAD? WHAT IS ILLIAD?
- ◆ SECRET SHOPPER SURVEY RESULTS
- ◆ 2003 STUDENT WELCOME EVENT
- ◆ BASIC LIBRARY TRAINING
- ◆ NEW LIBRARY HOURS BEGIN THIS FALL 2003

FGCU LIBRARY WEBSITE

The Library's Digital Services Committee has redesigned the Library's web site in accordance with web usability design principles researched and presented by David Jaeger, FGCU's Director of Web and Multimedia Development.

These principles are the result of intensive and well-designed studies of how people view, navigate, and use web pages, especially those studies conducted by the User Interface Engineering Corporation. The researchers conducting these studies even went as far as to use software that tracks the movements of a user's eyes as the user views selected web sites.



The resulting changes to the Library's web site make it an easy site to navigate. For example, links to resources and services that our users would most often need are clustered in the center of the screen, where the research shows most users look first, and the importance of the upper and left portions of the screen, which are looked at less frequently, has been reduced. We have also attempted to use as little technical vocabulary as possible in the labeling of links on the site, and we have added a special page just for faculty.

We are confident that FGCU students, faculty, and staff will have a good experience when they visit our web site, and we look forward to everyone's feedback.

Chuck Malenfant



In an attack on the cultural history of Iraq, looters and arsonists ransacked and gutted the National Library this week, transforming the nation's intellectual legacy into a wasteland of smoldering remains of books and artifacts dating back thousands of years. In much of the library, not a single recognizable book or manuscript could be seen among the ash. Also destroyed was Iraq's principal Islamic library, home to some of the world's most priceless early Qurans and other scholarly material pertaining to the Islamic faith.

Except for wooden card catalog drawers and a carved-wood service counter, which somehow escaped the flames, nothing was left in the National Library's main wing except its charred walls and ceilings. Built in 1977, the three-story National Library building housed all books published in Iraq, including copies of all doctoral theses. It preserved rare old books on Baghdad and the region, historically important books on Arabic linguistics, and antique handwritten manuscripts in Arabic that were gradually being transformed into printed versions. The Library was known to also house manuscripts from the Ottoman and Abbasid periods of Middle Eastern history.

(ALAWON: American Library Association Washington Office
Newslines, Volume 12, Number 33, April 17, 2003)



Associated Press © 2003
BBC NEWS UK EDITION©
<http://news.bbc.co.uk/1/hi/entertainment/arts/2986443.stm>

FGCU ILLiad is an interlibrary loan management system that allows easier and faster requesting and processing of requests for materials held at other libraries. Users will be able to monitor the status of their requests throughout the ILL process and receive notifications and articles electronically. Citations found through First Search or WebLUIIS are automatically routed to the ILLiad system for more efficient processing.

Interlibrary loan services are available to faculty, staff and students of FGCU and users must have a University ID Card number to use FGCU ILLiad. First, register online to establish your ILL account in ILLiad. Once you have established an account, there is no need to register again. You may begin submitting requests immediately.



To get started, simply click on the "Borrowing from other libraries" button on the home page of the FGCU Library Web Site and set up your account. If you need assistance, contact the ILL Office at 590-7613 or the Customer Services Librarian at 590-7632.

*Customer Services Librarian,
Geraldine Collins*

Congratulations:

Library Director Kathy Hoeth has been appointed to the Planning Committee for Campus Leadership and Administration Discussion Group of the Association of College and Research Libraries.

The Serials Librarian accepted the article by Bob Bachand and Pam Sawallis, "Accuracy in the Identification of Scholarly and Peer Reviewed Journals and the Peer Review Process Across Disciplines." The article will appear in volume 45 number 2 of the *Serials Librarian*.



FGCU Library Services will be welcoming our new and returning students back to campus with a two-day celebration. The 3rd annual Library Welcome Event will take place on Wednesday August 27, and Thursday August 28, 2003 starting at 10 am. Plans include live music and entertainment each day, complimentary chair massages from the campus Physical Therapy Association, refreshments, door prizes and freebie give-a-ways for everyone.

A university library and research can be very intimidating if you don't know how to use it. With over half a million different resources including electronic journals, databases, books and journals, it is understandable why students could be overwhelmed by all the choices. That is the reason the FGCU Library began this annual event to help students become familiar with the library and all its resources. The Library Welcome Event also serves other purposes including publicizing and marketing the BLT: Basic Library Training sessions and other library services; providing information on computer accounts necessary to utilize Library technology; and familiarizing new and returning students with Library policies and procedures.

SOAR TO SUCCESS
@ your library.

WELCOME EVENT

**Wednesday August 27th
Thursday August 28th
10 am to 2 pm**

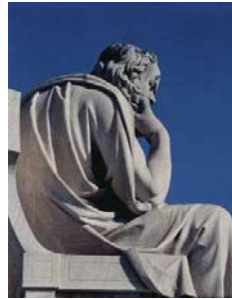
NEWSLETTER STAFF



Michele Kenny, *Co-Editor, Layout, Photography*
Suzy Westenkirchner, *Co-Editor, Photography, Layout, Graphics*
Donna Vazquez, *Production Assistant*
The **Eagle Advantage**, the official newsletter of FGCU Library Services, is issued four times a year in August, November, February, and April. The **Eagle Advantage** is printed on recycled paper. ISSN 1533-9467.

<http://library.fgcu.edu>

Socrates observed that, "the unexamined life is not worth living." What is true for individuals also applies to organizations, including libraries.



In order to get a better look at itself from the perspective of its customers, Library Services conducted a "secret shopper" survey at the end of Spring Semester. Without the knowledge of the Reference Service personnel, ap-

proximately fifty clandestine customers filled out a short survey booklet asking about an experience at the Library's Reference Desk. This gives patrons the opportunity to help others seek ways for self-improvement and results in better service for customers in the Library. If such altruistic attributes are not enough, participants were also automatically entered into a drawing for a \$100 gift certificate for the Miromar Mall, which was won by Christine Scoone. Overall, responses were quite positive, but the study also showed some areas for improvement that are being addressed. This is one of a number of ways the Library will be using to assess itself in order to provide continually better service to the FGCU community.

*Assistant Director,
Daniel Liestman*

NEW LIBRARY HOURS

Beginning Fall 2003

Monday	8am - 11pm
Tuesday	8am - 11pm
Wednesday	8am - 11pm
Thursday	8am - 11pm
Friday	8am - 6pm
Saturday	8am - 6pm
Sunday	1pm - 11pm



Contact Us

Library Hours:

Mon. -Thurs.:	8:00 am - 11:00 pm
Friday:	8:00 am - 6:00 pm
Saturday:	8:00 am - 6:00 pm
Sunday:	1:00 pm - 11:00 pm

Reference Assistance Hours:

Monday - Thurs:	9:00 am - 9:00 pm
Friday:	9:00 am - 5:00 pm
Saturday:	9:00 am - 1:00 pm
Sunday:	1:00 pm - 5:00 pm

Contacting the Library:

Website:	http://library.fgcu.edu
Reference Email:	libref@fgcu.edu
Reference Desk:	590-7630
Circulation Desk:	590-7610
Interlibrary Loan:	590-7613
Computer Help Desk:	590-7617
TTY:	590-7618



FALL 2003 TRAINING SCHEDULE

Mon.	Sept. 8, 2003 @ 10-11 am	RH	Rm. #250
Tues.	Sept. 9, 2003 @ 10-11 am	AB3	Rm. #120
Wed.	Sept. 10, 2003 @ 1-2 pm	AB3	Rm. #125
Thurs.	Sept. 11, 2003 @ 1-2 pm	AB3	Rm. #125
Fri.	Sept. 11, 2003 @ 10-11 am	AB3	Rm. #125

FGCU LIBRARY SERVICES

Opportunities to Give to the FGCU Library

There are many opportunities for donating to the FGCU Library. We accept monetary donations as well as gifts of books and other information resources. Your monetary gift may be directed to a specific program or need in the Library, or your gift may be unrestricted, thus enabling the Library to use the funds in the areas of greatest need. Gifts may be made for immediate use or to build the Library's endowment to secure the Library's future. Your gifts are tax deductible.

If you are interested in making a donation to the FGCU Library or would like additional information on how you can help, please contact — Donna Vazquez.

Library Business Services
10501 FGCU Blvd. South
Fort Myers, FL 33965
239-590-7603 or devazque@fgcu.edu

Phone numbers and email addresses for the FGCU Library can be found through the "Call Us" link on the Library's home page:
<http://library.fgcu.edu/AboutTheLibrary/employee.htm>

Business and Economics

Anjana Bhatt, 590-7634, abhata@fgcu.edu

Education and Technical Services

Becky Donlan, 590-7641, rdonlan@fgcu.edu

Fine and Performing Arts, Humanities, Communication, Language, and Literature

Chuck Malenfant, 590-7606, cmalenfa@fgcu.edu

Health Professions, Human Services, Psychology, Sociology, Anthropology, Global Studies, and Criminal Justice

Mary Kay Hartung, 590-7651, mhartung@fgcu.edu

History, Religion, Philosophy, and Political Science

Daniel Liestman, 590-7602, dliestma@fgcu.edu

Public Administration and Customer Service

Geraldine Collins, 590-7632, gcollins@fgcu.edu

Sciences

Danielle Rosenthal, 590-7633, drosenth@fgcu.edu

Suggestions

Have you got an idea for how the Library could serve you better? Is there a book or resource that you would like us to purchase? You can follow the "Suggestions" link on the Library home page: <http://library.fgcu.edu/AboutTheLibrary/suggest.htm>.

You can follow the "Suggest a Book for Our Collection" link through the "Faculty Resources" menu on the Library home page: <http://library.fgcu.edu/Forms/booksuggest.htm>.

You can send us an email through the "Ask a Librarian" link on the "Research Tools and Help" menu on the Library home page: <http://library.fgcu.edu/forms/askref.htm>.

You can speak with the Director's office by calling: 239/590-7600.

Or you can send written comments to:

Kathleen Hoeth
Director of Library Services
Florida Gulf Coast University Library
10501 FGCU Blvd. South
Ft. Myers, FL 33965-6501

