

eagle ADVANTAGE

FLORIDA GULF COAST UNIVERSITY

volume 3, issue 2 Fall 2002



◆ 2nd Annual Library Open House—Huge Event

The usual muted hum of fluorescent lights and computer terminals was a thing of the past as a carefree carnival atmosphere took over the Library and its surrounding area for the 2nd Annual Library Open House held August 28th and 29th. Over 2,400 students attended this year and not only had a chance to become acquainted with the library and its staff, but also had music, food, door prizes, and more. Members of the Florida State Massage Therapy Association gave away over 200 free massages in the Library lobby.

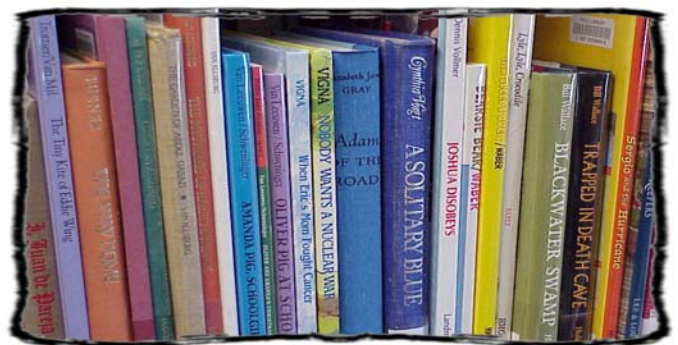
The Library Services faculty and staff staged this event for a number of reasons, including reducing library anxiety, introducing library resources, and providing information about library technology. The FGCU Library holds over 500,000 resources, including electronic journals and books. Therefore, it is easy to see how a new student can be overwhelmed by options.

FGCU spokeswoman Susan Evans, Special Assistant to President William Merwin said, "It's a fun way to introduce students to the Library."

One of the highlights of this year's event was the raffles of prizes donated by local vendors. Also, this year the event grew with the addition of a vendor fair

on the path leading to the Library. Clear Channels' Beat Jamz 105.5 and Real Radio 100.1 sponsored the vendor fair.

All in all, the entire event was a huge success. The library faculty and staff are very thankful to all who helped with planning and to those who participated. We hope you are having a successful year thus far.
-Kelly Sonnanstine & Michele Kenny



Inside this Issue:

- ◆ **Library Restructuring**
- ◆ **Important Dates**
- ◆ **Message from the Director**



◆ Message from the Director

In this issue of *Eagle Advantage* there is a brief report of the library's technology activities last year and a description of our current organizational restructuring process. The common theme is our focus on finding new ways to realize effective service to the FGCU community. If you have ideas about how the Library may serve you better, please use the Feedback feature on the Library's website at <http://library.fgcu.edu/AboutTheLibrary/suggest.htm> or send your ideas to me directly at khoeth@fgcu.edu.



I am pleased to report that the architectural firm MC Harry and Associates has been selected to design the library building expansion. Once contract negotiations are completed, schematic design of the new FGCU Library will begin. Our goal is to create a highly functional and flexible library that will provide space for collection growth and space for services and programs that are not possible in the current facility. The proposed timeline for the 108,000-square-foot project anticipates that construction will begin in the summer of 2003 and be completed in late 2004.

◆ Restructuring

We trained hard... but every time we formed up teams we would be reorganized. I was to learn that we meet any new situation by reorganizing. And a wonderful method it can be for creating the illusion of progress while producing confusion, inefficiency and demoralization.

While this quotation could be taken from any modern management commentary, in fact, Petronius Arbiter, an ancient Roman satirist, wrote these words in the first century AD. Although he was a companion of Nero and might be discounted for the company he kept, Petronius' words do have the ring of the familiar, if not prescient, about them.

Nevertheless, choosing to ignore the wisdom of the ages, the FGCU Library Services are boldly proceeding with an organizational restructuring designed to provide improved and efficient service. Highlights of the reorganization include a customer-

(Continued on page 3)

Tips and Tricks: New Electronic Resources

The Library has added another new database to our growing list of electronic resources:

Emerald Fulltext.

A powerful business research tool, Emerald Fulltext covers a wide range of management disciplines including: strategy; leadership; library and information management; marketing and human resource management; plus a substantial number of engineering, applied science and technology titles. Coverage is international in scope and includes over 35,000 full text articles back to 1994.

You can access Emerald Fulltext from the Library's eResources webpage at <http://library.fgcu.edu/OnlineResources/esources.htm>, or pull up individual title links in the list of Full-Text eJournals.

-Kitti Canepi

◆ Library Technology Systems

Each year, the Library Computing and Technology Systems office strives to maintain a stable computing environment and to improve on the services offered. Here are some of the major projects completed over the last year.

The Library website is a full-service virtual library. This site offers services such as book renewal, inter-library loan requests, and research assistance. The site also delivers e-resources' including books and journals. A new site design has been implemented to be consistent with the University's website.

The FGCU Library's Computing Lab is a full multimedia lab, open 90 hours per week, which supports both Library-specific applications and all course-related computing. The Library implemented a hardware-based hard-drive protection device, which enables better management of Lab PCs, and helps protect against viruses and the installation of inappropriate material. Student Technology Support hours were established to help students set up accounts and configure PCs to connect to the network. Support of the Library's wireless LAN, including checkout of wireless network cards, was imple-

(Continued on page 3)



◆ Restructuring, cont.

(Continued from page 2)

centric design, streamlining six functional teams/units into three departments, and a focus on the Library as an entity of the 21st century.

The design follows a basic business model with inputs, outputs, and consumer interface. The Research Services Department is composed of the Subject Librarians who, as faculty, are in touch not only with the information needs of the University, but with the research and publication trends of their various areas. The acquisition, categorization, and classification of books and journals, and other materials selected by the Subject Librarians, as well as maintaining the online catalog outputs produced by the Infrastructure Services Department. Their endeavors are responsible for creating the support structure which makes many of the functions of the Library possible. The Customer Services Department is the first point of contact for most people whether they walk in through the front door, call on the telephone, or send an e-mail. This department is responsible for General Reference, Circulation, Reserves, and Interlibrary loan.

In addition, as the Library looks ahead to the future, it has new committees including one devoted to digital initiatives, and another focused on marketing, public relations, and other outreach activities.

The complaint of Petronius, that railing Roman, aside, FGCU Library Services is moving forward to provide genuine progress, clarity of service, efficiency, and improved morale for the campus community.

-Daniel Liestman



NEWSLETTER STAFF

Kelly Sonnanstine, *Editor, Layout, Photography*
Michele Kenny, *Assistant Editor, Layout, Photography*
Donna Vazquez, *Production Assistant*
Chuck Malenfant, *Editor Emeritus*



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

◆ FGCU Library Staff

Suzy Westenkirchner Reference Department Senior L.T.A.



Suzy Westenkirchner, a Senior Library Technical Assistant, has worked at Florida Gulf Coast University since February of 1998, making her one of the original library staff members. Currently, she works in the Reference/Customer Service area of the Library helping students and faculty members in a number of research capacities.

Suzy is a native of Perrysburg Oh and graduated with a Bachelor of Fine Arts Degree from Eastern Michigan University in 1986. She worked as Graphic Design Artist for a variety of companies until she was selected to join the Library staff. Although she is not in the field anymore, her graphic design skills have been put to the test here, as she designs many of the marketing tools for the Library, including this newsletter. Currently, Suzy is working toward her Master of Library Science degree through USF.

Suzy has 2 very large cats, Calvin and Butch, whom she spoils rotten on a regular basis. She is an avid runner and is training to run the Disney World Half Marathon on behalf of the Leukemia/Lymphoma Society. She is also a very active member of the Victory Church of Bonita Springs.

Suzy is a valued part of the Library Staff. She is a smiling face in the morning and is always willing to help her colleagues in any way she can. Come by the Library and meet Suzy, you can find her in the "cube."

-Kelly Sonnanstine

◆ Library Technology Systems

(Continued from page 2)

mented. And, finally, the print management system in the Lab was upgraded.

The Library continued to provide support for projects such as the Estero Bay Documents Collection and the Caloosahatchee Documents Collection which contain scientific information related to the environment of Southwest Florida. A website for these collections will soon be available through our relationship with the Publication of Archival, Library & Museum Materials (PALMM), a cooperative initiative of the state universities of Florida to provide digital access to important source materials.

-Georgia Allen



◆ Making Contact:

Library Hours:

M-Th	8:00 am - 11:00 pm
Friday	8:00 am - 8:00 pm
Saturday	9:00 am - 6:00 pm
Sunday	1:00 pm - 10:00 pm

Reference Assistance Hours:

M-Th	8:00 am - 9:00 pm
Friday	8:00 am - 5:00 pm
Saturday	10:00 am - 2:00 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

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>

College of Business and Public Administration
Anjana Bhatt, 590-7634, abhatter@fgcu.edu

College of Education
Becky Donlan, 590-7641, rdonlan@fgcu.edu

Fine and Performing Arts & Sciences
Chuck Malenfant, 590-7606, cmalenfa@fgcu.edu

Health Professions, Human Services, Psychology & Sociology, and Criminal Justice
Mary Kay Hartung, 590-7651, mhartung@fgcu.edu

History and Religion
Daniel Liestman, 590-7602, dliestma@fgcu.edu

Language & Literature, Philosophy, Anthropology, Communication, Economics, Global Studies, and Political Science programs
Daniel Liestman, 590-7602 dliestma@fgcu.edu

◆ Dates to Remember:

November 11, 2002	Veteran's Day <i>Library Closed</i>
Nov 26 and 27, 2002	University Days <i>No Classes</i>
Nov 28 and 29, 2002	Thanksgiving Holiday <i>Library Closed</i>
December 9, 2002	Last Day of Classes
Dec 10—13, 2002	Finals
December 15, 2002	Commencement
December 25, 2002	Christmas Day <i>Library Closed</i>
January 1, 2003	New Year's Day <i>Library Closed</i>
January 14, 2003	First Day of Classes Spring Semester
January 21, 2003	MLK Holiday <i>Library Closed</i>

Suggestion Box

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 have several options for making your voice heard.

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 941/590-7600.



Kathleen Hoeth
Director of Library Services
Florida Gulf Coast University Library
10501 FGCU Blvd. South

