

Message from the Director



In an earlier column, I wrote about the importance of assessment data in higher education. I described an assessment initiative of the Association of Research Libraries in which the FGCU Library planned to participate. During the Spring 2006 semester, we implemented that plan and administered the LibQUAL⁺ survey. LibQUAL⁺ is a library-specific adaptation of the SERVQUAL instrument that has been used for years in the business community to measure total service quality.

The survey is composed of 22 core items that measure user perceptions of total service quality, based on the following three sub-dimensions:

- “Service Affect” (Nine items, such as “giving users individual attention.”)
- “Library as Place” (Five items, such as “library space that inspires study and learning.”)
- “Information Control” (Eight items, such as “print and/or electronic journal collections I require for my work.”)

Respondents are also given a chance to enter free-text commentary in a box at the end of the survey. Demographic information about the respondent is included in a header with each comment, which helps to corroborate the quantitative analysis yielded by the survey.

More than 200 libraries administered the LibQUAL⁺ survey between February and May 15, 2006. At FGCU, we had more than 200 participants, with 195 usable responses. Undergraduates comprised 65% of the response group, faculty 14%, graduate students 11%, and staff 10%.

Overall, respondents rated the library as exceeding their *minimum* expectations, and in some cases, considerably so. Faculty praised staff for exceeding their *desired* levels of service in giving them caring, courteous, and individual attention. The library was not, however, meeting minimum expectations in three areas:

- “Print and/or electronic journal collections I require for my work.”
- “Library space that inspires study and learning.”
- “Quiet space for individual activities.”

Because the survey was undertaken before the Library Annex opened, we expect to meet or exceed expectations for two of these points when we next administer LibQUAL⁺. Dissatisfaction with our electronic and print journal collections, however, was expressed by all user groups, especially faculty. The following is a typical comment from a science faculty member, who praised our staff and our book collection:

“This isn’t a library befitting a university until faculty and others have access to at least the major journals in the field at their fingertips. The lack of resources at the library is the sole biggest factor impeding

the development of graduate programs in the sciences at the university and it hampers undergraduate teachers.”

FGCU has been able to offer access to many critical journals we could not otherwise afford through consortial purchases with other Florida universities. This has served us well, but as the university grows and adds programs (particularly those in science and engineering), we will need increased recurring support in order to provide materials to the faculty we hope to recruit and retain.

A summary and the full report of the FGCU Library Spring 2006 LibQUAL⁺ survey are available on the library website at <http://library.fgcu.edu/>. Click on “About the Library – Directory, Reports, Services & Policies.”

We intend to administer the LibQUAL⁺ instrument again in Spring 2008, and will be interested in seeing whether and how the FGCU Library’s scores will change. If you participated in the 2006 survey, thank you. If not, I hope you will consider joining your colleagues and participating in the future.

Kathleen Miller

WHAT’S INSIDE

Collection Development
DynaMed

Services, Events, Trends
Bibliographies, Exhibits

Faculty and Staff News
Dr. Joseph Ravelli
‘Gaby’ Whiteman

DynaMed: New Evidence-Based Medicine (EBM) Tool Available

By Mary Kay Hartung, MALS, MSPH.

In Fall 2006, the library acquired an important electronic tool for the students and faculty of the College of Health Professions: *DynaMed*. The trend today in providing health care services is evidence-based medicine or evidence-based practice, which signifies "the conscientious, explicit, and judicious use of current best evidence in making decisions about the care of individual patients." (Sackett, D. L., 1996.) The current best medical evidence is reported in the scholarly literature, in clinical practice guidelines, and in secondary EBM journals and sources. *DynaMed* is one of a group of new tools, i.e. databases, that automatically scour those sources and provide nurses, physicians, physical and occupational therapists, and mental health service providers with comprehensive summaries of the latest information

on effective (and ineffective) treatments.

Previously, it was much more difficult for health practitioners to quickly find what the latest medical studies have shown regarding diseases and disorders. These new EBM tools, of which *DynaMed* is one, filter the EBM literature daily to create a clinical reference tool, providing value-added summaries of existing evidence for diagnoses and therapies. FGCU Health Professions Librarian Mary Kay Hartung chose the *DynaMed* database after testing it at the Annual Conference of the Medical Library Association. *DynaMed* uses an interface, EBSCOHost, which is familiar to FGCU students, since the nursing database, *CINAHL*, is also subscribed via EBSCOHost.

This new tool, viewable by PDAs as well as via computers, can be the first source professionals and students consult for clinical decision-making or scholarly inquiry. Literature searches

of *CINAHL* and the medical database, *PubMed*, are still necessary for complete reviews, but much of the work is already done by *DynaMed*. With its summaries of diseases and disorders, covering prevention, diagnoses, treatments, prognoses, and links to patient information, *DynaMed* is of value to everyone. Contractually, *DynaMed* must be accessed on the Web from the Library's "Online Databases" page, by typing one's FGCU ID number. Whether for personal interests, course assignments, or clinical practice, the annual *DynaMed* subscription adds another state-of-the art resource to stay informed. For further explanation of EBM, see Ms. Hartung's Guide to Evidence Based Nursing, available on the library website: <http://library.fgcu.edu/Guides/HealthProfessions/Nursing/EBN1.htm>

Sackett, David L., et al. (1996, January 13). Evidence based medicine: what it is and what it isn't. *BMJ* 312, 71-72. Retrieved July 27, 2006, from <http://bmi.bmjournals.com/cgi/content/full/312/7023/71>

Gen. Powell Bibliography

Gen. Colin L. Powell, U.S. Army (Ret.), FGCU distinguished 2006-2007 University Lecture Series speaker, will lecture March 23 in Alico Arena.

Rebecca Donlan, Assistant Director for Library Collections and Technical Services, has compiled a list of books, articles, and speeches by and about Gen. Powell that are available in the FGCU Library.

The bibliography can be accessed at:

http://www.fgcu.edu/uls/Speakers/ColinPowell/Downloads/Powell_bib.pdf



More Online Resources

Academic OneFile

FGCU Library now offers Academic OneFile, a comprehensive database of more than 8,000 journals. Are you looking for a peer-reviewed article? Academic OneFile has 5,300 full-text, peer-reviewed journals. This multidisciplinary database includes medicine, the arts, literature, theology, physical sciences, technology, social sciences, and more!

ARTstor's Offline Image Viewer

Instructors, do you use images in your PowerPoints? Would you like better-quality images and be able to pan or zoom across the images? Then ARTstor's Offline Image Viewer (OIV) is for you! It is easy to transfer your PowerPoint slides to the OIV, and you can also select from more than 500,000 images in the ARTstor Library. In addition, you can print or

Continued on Page 4



Photo Exhibit at Library

To highlight Black History Month, a Million Man March photography exhibit by Larry Zywica runs until Feb. 28 in the library atrium. The exhibit is jointly sponsored by the FGCU Scholars Club and Library Services. Also on display are library books by and about African-Americans, and a bibliography handout prepared by University Librarian Geraldine Collins.



Focus: Holocaust-Themed Videos

The Library has significantly increased its Holocaust resources to match the growing needs of Holocaust courses and related assignments. A sampling of the Library's Holocaust-themed videos is listed here, with descriptions adapted from the Library Catalog.

(Note: Using the keyword "nazi" yields more results than "holocaust.")

Assignment: rescue: the story of Varian Fry and the Emergency Rescue Committee. D804.66 .F79 A87 1997. Varian Fry rescued 2,000 refugees from Nazi-occupied France during World War II, against the opposition of the U.S. government.

Europa, Europa. PN1997 .E97 E97 2003. The story of Solomon Perel, born in Germany in 1925 of Polish-Jewish parents, who survived World War II by concealing his identity.

From bitter earth: artists of the Holocaust. N7417.6 .F76 1998. Interviews with artists who documented ghettos and camps.

The Holocaust, through our own eyes. D804.195 .H64 1994. A powerful documentary edited from personal interviews with nearly fifty eyewitnesses -- refugees, camp survivors, individuals in hiding, non-Jewish citizens of Nazi-occupied Europe, and liberators.

In the shadow of the Reich: Nazi medicine; The cross and the star. D804.G4 I572 2003. Studies the step-by-step process that led the German medical profession down an unethical road to genocide.

Memory of the camps. DS135.G3315 M46 1999. Presents archival motion picture footage taken by British and American photographers documenting the conditions Allied troops found when they liberated Nazi concentration camps.

Schindler's list. DS135.P6 S266 1993. The true story of the enigmatic Oskar Schindler, a Nazi Party member, womanizer, and war profiteer who saved the lives of more than 1,100

Jews during the Holocaust.

Triumph of the will, or Triumph des Willens. DD253.28 1934 .T752 2001. This film, commissioned by Adolf Hitler to record the 1934 Nazi party rally in Nuremberg, has been called "the most powerful piece of propaganda ever produced."

Rachel Cooke, Humanities Librarian



The FGCU Library atrium is the temporary home of three replicas of the famous Xi'an terracotta warriors. The original figures are part of the 7,000 soldiers, horses, and chariots found near the Emperor Qin Shi Huang Mausoleum in Shaanxi province. The replicas' permanent home will be the new Lutgert College of Business.

Faculty & Staff News



Dr. Joseph L. Ravelli

University Archivist

University Archivist Dr. Joseph Ravelli is a familiar face at FGCU, having been hired as the founding Dean for Planning and Evaluation in July 1995. In that capacity, one of his early duties included successfully shepherding the university's regional accreditation process. He retired from the deanship in 2002, and as a consultant for FGCU during the next two years, helped establish and develop the University Archives, which are housed in the library.

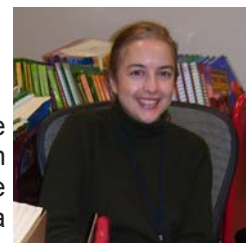
Joseph has been working part time in his current position since 2004. "I proposed to do the job of university archivist because I was concerned that materials that were important to the development and history of FGCU were not being preserved," he explains. "That was not a priority of a new university.

"The most important thing to do is to collect. I cast a wide net and centrally save university publications, commencement info, student and course info, guidebooks. One of the difficulties with saving material is that it is for people fifty years from now, and you have to put yourself in their shoes. What will they be interested in?"

Joseph holds a B.A. in Classical Studies from the University of Pennsylvania, an M.A. in history and philosophy from Oxford University, an M.A. in classical studies from Princeton University, and master's and doctoral degrees in library and information studies from Rutgers University.

Mary Gabrielle 'Gaby' Whiteman

Library Technical Assistant,
Technical Services



Gaby, who started working at the library in September 2006, arrived in Florida via a circuitous route! She grew up in La Jolla, Calif., and holds a B.A. in Writing from UC-San Diego. She received a second B.A. from the University of North Dakota, concentrating in Art, French, and German.

Her prior library experience includes working and then volunteering at South County Regional Library in Estero. She finds FGCU a "great place to work" and would "love to someday" pursue a master's in library science.

Gaby is married to Dr. Roger W. Green, an associate professor of political science who is an FGCU founding faculty member. They are the parents of six-and-a-half-year-old Augie, and all three enjoy martial arts.



Contact Information

Library Web Site

<http://library.fgcu.edu>

Subject Librarians

Public Administration, Political Science, Reference

Geraldine Collins

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Carol Maksian

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Science, Math, Ecological Studies, Engineering

Danielle Rosenthal

590-7633

drosenth@fgcu.edu

Ask-a-Librarian Hours

Mon - Friday: 10:00 a.m. - noon
2:00 p.m. - 4:00 p.m.

Regular Library Hours

Mon - Thurs: 7:30 a.m. - 11:00 p.m.

Friday: 7:30 a.m. - 6:00 p.m.

Saturday: 8:00 a.m. - 6:00 p.m.

Sunday: 1:00 p.m. - 11:00 p.m.

Reference Desk Hours

Mon- Thurs: 9:00 a.m. - 9:00 p.m.

Friday: 9:00 a.m. - 5:00 p.m.

Saturday: 9:00 a.m. - 1:00 p.m.

Sunday: 1:00 p.m. - 5:00 p.m.

Telephone Numbers

Reference: 239-590-7630

Circulation: 590-7610

Interlibrary Loan: 590-7613

Computer Help: 590-7617

TTY: 590-7618

Mailing Address

Florida Gulf Coast University
Library Services
10501 FGCU Boulevard South
Fort Myers, FL 33965-6565

More Online Resources

Continued from Page 2

download these images for papers presentations, or lectures

ARTstor images may only be used for noncommercial educational and scholarly purposes. Contact Humanities Librarian Rachel Cooke (590-7606) for an instructor password and a handout with step-by-step directions. She is available for individual or group training.

CQ Researcher Plus Archives – 1923 to present!

This database provides in-depth reports on current events and contemporary topics. Each report provides historical background on the topic, outside commentary, pro/con arguments, chronological information, and a substantial bibliography. CQ Researcher addresses a wide range of topics including legal, political, and social issues, communication and mass media, health, education, science, and technology.

Science Citation Index

The Web of Science database includes Science Citation Index Expanded (1997 to present) and MEDLINE (1950 to present) only. It

provides cited reference searching, author abstracts, and some full-text linking. The search and retrieval feature lets users track scientific literature forward, backward, and throughout the database.

28,000 Online Journals!

(Available from the E-Journals link at <http://library.fgcu.edu/>)

Did you know that you have access to more than 28,000 electronic journals through the FGCU Library website? These e-journals can be accessed 24/7 using your FGCU ID card, from any computer with Internet access.

Electronic journals recently acquired by the library are *Nature Medicine* - 1998 to present; *Nature Neuroscience* - 1998 to present; and *Journal of Geophysical Research Oceans* - 2006 to present.

Note to students: If an instructor says, "Do not use anything online," be sure to ask for clarification. Websites and e-journals are online, but they are very different resources. It is likely you can use online e-journals as long as they are scholarly. E-journals are identical to their print equivalents.

And remember that the reference librarians at the third-floor reference desk will help you with such frequently asked questions as: How do I find an online journal on my topic? How do I find a peer-reviewed (refereed) article? When should I use print or microfilm articles?

Support the Library

There are many opportunities for donating to the FGCU Library. If you are interested in making a donation or would like additional information, please contact:

Donna Vazquez, Assistant Director of Library Business Services

Kathy Miller, Director of Library Services

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