

Top Shelf

The Newsletter of the Robert W. Woodruff Library of the Atlanta University Center

August 2007

Volume 3, Issue 1



Need More Wireless, More Hours? RWWL Hears and Responds!

In response to user requests for more quiet zones, expanded wireless access and increased study hours during exams, more enhancements to services and operations at the Robert W. Woodruff Library of the Atlanta University Center will begin this fall.

Wireless Access in ALL Areas

Beginning in the fall, wireless access will be available throughout ALL areas of the Library! The expansion will increase flexibility in accessing the Internet and the Library's electronic resources in study areas on all floors.



Quiet Study Room

RWWL has created an enclosed "Quiet Study Room" on the Lower Level, next to the Computer Lab. This area will be a **cell phone-free, quiet zone**. Students will be able to study in a quiet, comfortable environment separated from the hustle and bustle of daily operations. The area also supports wireless access for easier use of the Library's electronic resources.

24-Hour Operations

During the fall exam periods, RWWL will increase the number of days for 24-hour operations to include several days the week before, as well as

the week of exams.

Extended hours are as follows:

Midterms
Mon., Oct. 1-
Thurs., Oct. 11

Finals
Mon., Nov. 26-Thurs., Dec. 6

- Open 24 Hours, Mon.-Thurs.
- 7:30 AM 'til Midnite on Friday
- Noon 'til Midnite Sat. & Sun.

For more information, call 404-978-2067 or email: askref@auctr.edu.



Enhanced Security and Facilities at Woodruff Library

Last year, more than 423,000 users entered the Woodruff Library to conduct research, for quiet study, complete class projects or attend co-curricular or academic programming.

The Library staff seeks to create a welcoming experience for each user entering our doors. Working toward



Facilities and security upgrades are creating a more comfortable environment for Library users.

that goal, we have significantly enhanced the security and comfort of our facilities during the past few years.

Upgrades and security services include:

- **Revamped Shuttle Service** providing safe and comfortable transportation to and from the

Library, between campuses and to retail points in the surrounding community

(Facilities Upgrades — Continued on page 4)

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LibQUAL Survey Successfully Completed...Prizes Awarded

The Woodruff Library of the AUC is committed to transforming its resources and services. Conducting user surveys provides the information we need to prioritize and implement the specific changes you want to see. They also help us determine if the changes we have already made are effective.

With this in mind, RWWL partnered with the Library Advisory Council to administer the LibQUAL+ (Library Quality) user survey AUC-wide April 9-May 4. Approximately 24% of AUC undergraduate students, 22% of graduate

students and 7% of faculty completed the survey. Participation by school:

▪ CAU	1,577
▪ ITC	89
▪ Morehouse	324
▪ Spelman	368

Survey results will be shared with the AUC community in Fall 2007. As advertised, RWWL has begun awarding more than 35 incentive prizes. Winners are still being contacted by email, so check your "Inbox."



Spelman English Professor Dr. Opal Moore took the survey and took home an iPod Shuffle!

RWWL Student and Faculty Orientations Planned

The Robert W. Woodruff Library is partnering with Atlanta University Center (AUC) academic and campus life departments to provide a series of Library orientation sessions to new AUC students and faculty. Scheduled for the months of August and September, the following sessions have been confirmed:

CAU

School of Social Work New Students
August 16 & 18

New Students (Freshman Class)
August 17-21

ITC

Foundations for Ministry
(Distance Learner Summer Session)
August 20-21

Foundations for Ministry
(First-Year Class)
September 10 & 17

Morehouse

New Students (Freshman Class)
August 21

Spelman

New Students (Freshman Class)
August 15 & 16 (On Campus)

Call 404-978-2067 or email: askref@auctr.edu for more information or schedule updates.

You Said It...We Listened: Shuttle Service Upgrades Begin Aug. 22



Students take shuttle survey on May 9, 2007.

the RWWL Shuttle Service Survey and gave us the information we needed to better meet rider needs. Based on your feedback, we're instituting the following changes in Shuttle Service operations on August 22:

- **More simplified schedules** giving you approximate arrival times for eight or nine of the most commonly used stops on each route. Traffic tie-ups

This past May, Atlanta University Center students and faculty members took the time to complete

and construction detours may mean shuttles arrive a little late, but we promise not to leave designated stops before the times listed.

- **New Route A "Express" loop** will operate from 7:30-10:30 AM each weekday. The loop will include stops at all four campuses, the Library and some apartment complexes.
- **Shuttle service representative will be available from 9 AM-5 PM** to respond to rider concerns each weekday that classes are in session. Call 404-978-2060 to discuss lost items, schedule delays or other shuttle-related issues. You also can call to say how much you enjoy Woodruff Transit, commend the drivers who provide it, or to give us more suggestions for improving the service. Based on the changes implemented this year, you know we're listening.

For more information on the Woodruff Transit, visit the RWWL Shuttle Service web page at: <http://www.auctr.edu/services/shuttle-services-schedule.asp>.

Woodruff Library and the AUC...Celebrating 25 Years Together



(Above) Students receive free ice cream and 25th anniversary pens courtesy of the Woodruff Library. (Right) AUC leaders prepare to serve the masses who attended the RWWL 25th Anniversary ice cream social. Pictured (l to r): Dr. Michael Battle, president of ITC; Dr. Beverly Tatum, president of Spelman College; Dr. Walter Broadnax, president of Clark Atlanta University; Dr. David Taylor, provost and senior vice president at Morehouse College; and RWWL CEO & Director Loretta Parham.

On April 23, 2007—exactly 25 years to the day the Robert W. Woodruff Library of the Atlanta University Center was dedicated—the entire AUC community came to our place for the Library’s 25th birthday party! Working side-by-side with RWWL staff, AUC presidents and leaders served guests more than 700 scoops of free Ben & Jerry’s ice cream. Music was provided by the **Clark Atlanta University** Mighty Marching Panther Band Drum Line and WSTU, the AUC’s student-run radio station.



NEW FOR YOU...

RWWL and CAU Publish Online Journals!

The Woodruff Library (RWWL) of the Atlanta University Center (AUC) and the Center for Excellence in Communication Arts at **Clark Atlanta University** (CAU) collaborated this summer to produce two new online journals.

Communication Arts Forum and *Communication & Social Change* are new annual publications edited by **Dr. Cheryl Renee Gooch**, Associate Dean, CAU Division of Communication Arts. The online journals are available through the Library’s DigitalCommons institutional repository <http://digitalcommons.auctr.edu/>.

These journals are the first AUC journal publications to be produced in digital format using the repository. According to Dr. Gooch, “The publication of the two journals establishes a tradition of scholarship and professional engagement for the Division of Communication Arts.”



For more information on contributing to the Woodruff Library institutional repository, contact RWWL Deputy Director **Elizabeth G. McClenney** at 404-978-2101 or emcclenney@auctr.edu. Contact Dr. Cheryl Renee Gooch at 404-880-8290 or cgooch@cau.edu for more information on *Communication Arts Forum* and *Communication & Social Change*.

RWWL Changes Service Delivery to Better Assist Customers

When walking into the Robert W. Woodruff Library this fall, faculty and students may notice a few changes at the service desks. Library user services previously delivered at the “Reference Desk” have been relocated to a new Research Consultation Center near the “Go Print Station” on the Main Level. The Center has a separate entrance to a quiet office area. The Library now provides a one-stop service area where users can receive “Circulation Services” and other services at the “Information Services Desk.”

At the new “Information Services Desk,” Woodruff Library users can check out/return headphones and ready reference materials, pick up/return interlibrary loan materials, reserve group study rooms and get answers to directional and/or general reference questions.

Students and faculty requiring more in-depth research assistance will be referred to the new “Research Consultation Center” (RCC) staffed by a reference librarian. Users will have the option of scheduling appointments or simply dropping by for help during office hours. The Research Consultation Center librarian will also provide virtual and telephone reference services.

RCC Hours (librarians on site):

Monday – Thursday	10 AM-10 PM
Friday	10 AM-6 PM
Saturday	NOON-6 PM
Sunday	NOON-10 PM

Prior to 10:00 a.m. on weekdays, subject librarians are on call to answer questions. Questions? Contact Dr. Rosaline Odom at rodom@auctr.edu or 404-978-2129.

Papers of AUC Educator & Scholar Lemoine Pierce Available for Research

The Lemoine DeLeaver Pierce Papers are now open for research in the Woodruff Library Archives & Special Collections Department.



Dr. Lemoine Pierce

A loyal supporter of the Woodruff Library of the AUC, Pierce donated a collection of writings, research, correspondence, and photographs that are sure to provide researchers with insight into her diverse interests. The Pierce Papers reflect her research and writings on such topics as European worship of the Afrikan Madonna, women in prison, dance impresario Billy Pierce and other notable figures, including George Washington Carver and Adam Clayton Powell, Jr.

Pierce is a renowned scholar and educator who before retiring, served as a professor and instructor of legal studies, civil liberties, and government at Atlanta University Center schools Morris Brown College and Spelman College.

Researchers are strongly encouraged to contact Archives & Special Collections to make an appointment to view the Pierce Papers at archives@auctr.edu or 404-978-2052.

Interlibrary Loan More User Friendly

Students and faculty can better track the status of their interlibrary loan (ILL) requests thanks to new database and website upgrades. New features include:

- “Forgot Password” option giving users the power to reset their passwords
- Tracking options allowing users to search for individual ILL requests by title, author or transaction number
- “Notifications” option which allows users to receive automatic notification of account updates from ILLiad or a RSS feed.

The Interlibrary Loan staff is dedicated to providing users with the best available service to meet their research needs. For more information or questions about Interlibrary Loan, contact **Monica Riley** at 404-978-2025 or mriley@auctr.edu.



(Facilities Upgrades — Continued from page 1)

- **Upgraded Interior and Exterior CCTV** system for improved monitoring of activity in the Library and its grounds
- **Security Escorts** to the parking lot at users’ requests
- **Emergency Call Box Installation** in two areas of the Library’s parking lot
- **Additional Lighting** throughout the exterior grounds

You’ll also notice the new gated system that will provide controlled access to the Library’s parking lot. Signage, painting and landscaping improvement projects currently in progress also will provide a more user friendly and aesthetically pleasing Library interior and exterior. This is just the beginning. More building and security enhancements are on the way.

WOODRUFF SCHOLARS

The Association of College and Research Libraries (ACRL) recently published the work of IRS Librarian **Kaetrena Davis** entitled, “*Global Evolution: A Chronological Annotated Bibliography of International Students in U.S. Academic Libraries.*” More information is available at www.ala.org.

RWWL CEO & Library Director **Loretta Parham** was recently elected vice president/president elect of the OCLC (Online Computer Library Center) Members Council. Parham will serve as the council’s second most senior officer during the 2007-2008 academic year and ascend to the presidency in 2008-2009.

Dr. Rosaline Odom, Head of **Information and Research Services (IRS)**, and **Helen Threatt**, IRS Librarian, have been selected to serve as mentors for the Association of College and Research Libraries (ACRL) Dr. E. J. Josey Spectrum Scholar Mentor Program.

Carolyn Hart, Assistant Director of Planning & Assessment, was recently appointed to the ACRL Science & Technology Section Library Assessment Committee. She will help examine and summarize current patterns and trends related to the assessment of libraries.

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*Published four times a year
for library users*



ROBERT W. WOODRUFF LIBRARY
Atlanta University Center

25th Anniversary

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