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Museletter: August 2004

Caroline L. Osborne
University of Richmond

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Museletter

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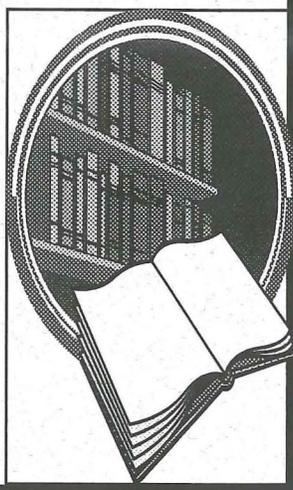
Fall 2004 Regular Library Hours

Sunday
10:00 a.m. - Midnight

Mon.-Thurs.
7:30 a.m. - Midnight

Friday
7:30 a.m. - 9:00 p.m.

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



WELCOME NEW AND RETURNING STUDENTS

The library and technology staff welcomes all new and returning law students to the William Taylor Muse Law Library. We are excited about the opportunities to assist you with your legal research and computer needs and questions. Our goal is make certain that you receive the assistance in the library and technology areas to help you complete successfully your classroom and other law school related projects. Do not hesitate to contact us if you have any questions.

Several changes occurred at the Law Library this summer. Virginia materials (code, reporters, digests, treatises, etc.) were moved to the state collections section of the first floor. Materials about Virginia appear together on ranges F-27 – F-31, between the state materials for Vermont and Washington. The old “Virginia Room” now houses the library’s collection of microfilm and microfiche as well as the machines that are necessary to read and/or print those materials. Bringing together the library’s collection of fiche and film should make accessing those materials faster and easier for library users. Wireless network access has been improved with the addition of many new transceivers, including additional ones in the front portion of the Law Library and the Moot Court Room. Wireless access now is available in the DownUnder and in the lawn area between the Law School and the Business School.

Very soon in your law school career you will need help with research and reference questions, access to the collection, and computer and technology issues. The library’s Reference and Research Services department will assist you with your legal research and reference questions. **John Barden** is the Head of Reference and Research Services, and he is assisted by **Caroline Osborne**, Reference and Research Services Librarian. Other librarians, **Paul Birch**, **Timothy Coggins**, **Joyce Manna Janto**, **Sally Wambold**, and **Gail Zwirner**, also are available to help you with reference and research assistance as well as handling their other responsibilities. Some of the librarians teach in the first year Lawyering Skills program as well.

The library’s Access Services department staff will help you with reserve materials, checking out library materials, photocopier questions, location of materials, and other related issues. **Gail Zwirner**, Head of Access Services, oversees the operations of the Circulation Desk, supervises the student assistants at the desk, and provides reference assistance. **Kathy Sagan-Salandro** and **W. Lois Brown**, Circulation Library Assistants, can assist you with your circulation, reserve, and audio-visual requests and other issues.

The library’s Computer and Technology Services staff is happy to help you with your

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computer and other technology questions. **Paul Birch**, the library's Computer Services Librarian, provides technology assistance to faculty who are integrating technology into the classroom and serves as the Law School's web master. **Kimberly Wiseman**, Computer Services Assistant, is responsible for user software and hardware training and supervises the Computer Help Desk and Law Library Computer Lab operations. **Alison Merner**, the library's Network Administrator, manages the Law School's servers and network, including the wireless network. Law students with computer expertise staff the Computer Help Desk. They, along with Ms. Wiseman, are happy to help you with software and hardware questions and/or problems.

The library's Technical Services department organizes the collection to guarantee that you can find what you need for your courses and research and maintains the collection in an orderly manner. The staff orders library materials, catalogs and classifies new materials, files new materials and other supplementation, and handles many other related duties. Technical Services staff includes **Sally Wambold**, Technical Services Librarian; **Janette Alsworth**, Serials/Acquisitions Library Associate; **Timothy Edwards**, Collection Management Library Associate; **Bob Weertman**, Cataloging Library Assistants; and **Amanda Mertz**, Serials/Acquisitions Library Assistant. **John Bric** and **Timothy Pohl** are part-time Library Assistants who are responsible for filing the many types of supplementation for legal materials.

Administrative staff of the library are **Timothy L. Coggins**, Director & Professor of Law, **Joyce Manna Janto**, Deputy Director, and **Deborah Barlett**, Law Library Operations Manager. The administrative office staff is responsible for overall library operations, including budgets, facilities, personnel, and coordination with other departments at the Law School and the University. If you have any questions about library policies, do not hesitate to ask. Professor Coggins also teaches in the first-year Lawyering Skills program as well as an upper level Advanced Legal Research course. Professor Janto teaches in the Lawyering Skills program and Professional Responsibility during summer school.

The Student Bar Association works closely with the Law Library staff through a Student Library Advisory Committee. Co-chairs of the student library committee are Darnell Griffin, Julia Moore, and Linda Shin. In addition to addressing your questions to library staff members, you also should feel free to talk with members of the student committee. The Student Library Advisory Committee assisted the library with its student satisfaction survey, completed last Spring (see article on page 3 of this newsletter for a report about the survey findings).

If you have any questions about library policies, do not hesitate to contact any of us.

Enjoy the coming year. Welcome again!

Technical Services Welcomes all Students To the 2004/2005 Academic Year

Members of Technical Services, Sally Wambold, Janette Alsworth, Timothy Edwards, Bob Weertman, Amanda Mertz, John Bric and Timothy Pohl extend their greetings to the new and returning Law Students.

Technical Services is a vital part of the law library. They are the ones responsible for acquisition of new materials, cataloging new acquisitions and updating the existing material.

Greetings From Access Services!

The Circulation Desk staff will help you with reserve materials, checking out library materials, photocopier questions, location of materials, and other related issues. Gail Zwirner is Head of Access Services. W. Lois Brown and Kathy Sagan-Salandro, Circulation Library Assistants, can assist you with circulation, reserve, AV, and other issues. Fifteen student assistants also play a vital role in library access services. Our students this year are Amanda Abbey, Vicky Balestriere, Chelsey Cole, Erin Gilmore, Blake Hegeman, Donny Knepper, Andrei Kublan, Heather Lyons, Jeanette Manausa, Jace Padden, Suzanne Palmer, Paul Ranney, Jason Reed, Irene Wilkins, and Rebecca Young.

What You Said About the Law Library

Joyce Manna Janto
Deputy Director of the Law Library

During the 2004 spring semester, the library staff, collaborating with the SBA Student Library Advisory Committee, surveyed law students to determine how satisfied you are with the services and operation of the library. We distributed appropriately 160 copies of the survey. Seventy-five students completed and returned the survey, a return rate of 47%. As surveys go, this is an excellent rate of return. Respondents represented all three classes: 24 responses from 1L's; 30 responses from 2L's; and 18 responses from 3L's. To no one's surprise, the majority of students use the library either daily or at least 4-6 times a week.

What were the *top five* reasons students identified for coming into the library? First, students identified using their carrels as the number one reason. The second reason was to study their own materials; third was to use the computer lab; fourth was to consult library materials; and fifth was to check out reserve materials. While the majority of students perform the bulk of their research in the library, fully 25% of our respondents said they performed the bulk of their research at home.

The students who responded to the survey overwhelmingly found the services offered at the reference desk, the circulation desk, and the computer help desk good. A significant majority did, however, rate computer help desk service as poor. The comments in this area indicated that students felt that they were treated rudely or in a condescending way by the computer help desk assistants. We dealt with immediately; Kimberly Wiseman, Computer Help Desk manager, talked with current employees about the criticism, and we informed all newly hired help desk students about this issue and the necessity of providing friendly and effective service.

As you might expect, the section of the survey devoted to the library's hours of operations generated some passionate comments. The students who were dissatisfied with the library hours wrote the majority of the comments we received. It should be noted, however, that 82% of the respondents rated themselves as satisfied to extremely satisfied with our hours. Those students who suggested different hours were split on when those extra hours should be offered. Of the students who wanted extended hours, 50% thought the additional hours should be in the mornings with earlier opening times and the other 50% thought the library should stay open later at night. In response to these comments, we have decided to leave the hours for the Fall 2004 and Spring 2005 semester as they currently are. However, the library staff is investigating many options, including the possibility of 24-hour access to the library via a card swipe type system. This evaluation involves many different University departments in addition to the Law School, and we do not expect to offer this service soon.

Another area generated passionate comments. Your student colleagues asked the library staff to find ways to make their fellow students more respectful of others in the library. Socializing, group study session, and the use of cell phones in the quiet, carrel areas of the library were specifically mentioned. While you may think that your one minute cell phone conversation from your carrel is no big deal, your carrel neighbors beg to differ. They may not be complaining to you, but they are

Comments from the survey (in italics) and library responses.

"It would help if the ranges of the books/journals on each floor were listed downstairs so we know we are in the right place" Such a map exists. Look at the "Muse Law Library Location Guide" glass case, located to the right of the main staircase on the first floor of the library.

"Need a map of call numbers and carrel numbers. Need an explanation of the locations of subject matters." These maps can be found in the back of the "Muse Guide" that is distributed to all first-year students during orientation. Additional copies of the *Guide* can be found at the Reference Desk. In addition to the maps, the *Guide* has a section giving the call numbers of frequently used materials and the call number ranges for most legal subject areas.

"I wish I could return Boatwright books here." You can! While you have to go to Boatwright to check out the materials, you can leave Boatwright materials at the Law Library Circulation Desk, and we routinely shuttle them back to Boatwright.

"The wireless network stinks. You cannot get access to the wireless in the carrels, the DownUnder, and other portions of the building." You are correct; you cannot use the wireless transceivers to access the network in all portions of the Law Building. Wireless transceivers are only located in several places in the building, including the Moot Court Room and the front portion of the Law Library. There are no transceivers in the carrel area of the Law Library. However, we are adding many additional transceivers in the Law Building, including wireless access in the DownUnder. Look for more news about the expansion of the wireless network in the next issue of the newsletter.

LawRef Pop Quiz

There are three desks near the entrance to the Law Library. Two of them are the Computer Help Desk, where you take your hardware and software problems, and the Circulation Desk, where you check out books and request Reserve items. Quick! What is the third desk?

Bzzz! Time's up--please pass your answer sheets to the front. The third desk is the Reference Desk. Next question: what goes on there? The librarians at the Reference Desk are at your service (within reasonable limits). Their primary duty is to help you identify and locate resources that you need for your research--within the Law Library, at other libraries, or on the Internet. They may be sitting there typing away at a project, but they are really waiting for you to bring them your questions, easy or difficult. Your question may result in a quick "Oh, here it is" answer out of the computer or from the librarian's vast stores of knowledge about the Law Library's resources, or it may lead to a conversation in which the librarian asks questions to better understand your request and at the same time to help you shape your own thoughts about the information you are seeking. Often-times, the response will be immediate; occasionally, the librarian may say, "Let me think about that for a while!" or "Let me consult a colleague and get back to you!" A little extra thought or consultation often produces the desired result. Whatever the response, the librarian's goal is to get you

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annoyed and do complain to us.

There were numerous comments on the survey that indicated that students are not completely aware of some services offered by the library staff and some policies. This was disturbing to us, and we are looking for ways to correct this communications issues. For example, several students requested services that are already available. We will talk with the representatives on the Student Library Advisory Committee this fall about ways to improve communications. (Note: Some of the issues mentioned and an answer from the Law Library staff are included in a side-bar to this article.)

Finally, the library staff is extremely pleased that *all* respondents rated themselves as being anywhere from satisfied to extremely satisfied with the services of the library overall. But rest assured, we do not intend to rest on our laurels. The library administration and staff will constantly be seeking ways to deliver quality library services to our students.

(LawRef Pop Quiz Con't.)

headed in the direction you want to be going.

Nevertheless, it is not generally the role of the reference librarians to conduct research for law students or members of the public. Their job is to teach you how to prepare and execute your own research strategies and identify the resources you need. The librarians will teach you how to get to and use a tool--the structure of a digest, the search engine of a database, the interpretation of a citation--but the gathering and analysis of the results is up to you.

Caroline L. Osborne Editor
Museletter
Law Library, School of Law
University of Richmond
Richmond, VA 23173

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Editor: Caroline Osborne
Contributors: John Barden