

LIBRARY UPDATE

Message from the University Librarian

Greetings from the Library! This year we'll be focusing on addressing areas of concern highlighted in the LibQUAL satisfaction survey conducted in April 2012. The LibQUAL satisfaction survey showed that overall the faculty is satisfied with library services and this has increased since the last LibQUAL survey done in 2008. However, there are a couple of areas where we can improve. The first area we're working on is our website navigation – we're making changes and conducting usability tests so you should see improvements over the next few months. The other area we continue to work on is to increase our print and electronic holdings to help you succeed in the classroom and with your research.



We'll also be focusing on achieving our key goals that include working with faculty to ensure AUS students demonstrate basic information literacy (IL) competencies, acquiring print and digital resources that meet curricular and targeted research needs of students and faculty, providing physical spaces that meet student needs and using innovative technologies to increase "findability" of information, ensure 24/7 online off campus access, and enhance teaching and learning.

You may email Daphne at dflanagan@aus.edu or ring her at ext. 2255



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Liaison Librarians

College/Department	Name/Email	Ext
College of Engineering	Daphne Flanagan dflanagan@aus.edu	2255
School of Business and Management	James MacDonald jmacdonald@aus.edu	2270
College of Architecture, Art and Design, Performing Arts Program	Paula Deakin pdeakin@aus.edu	2262
Mass Communication, Achievement Academy, International Studies	Christine Furno cfurno@aus.edu	2254
English, Writing Studies, TESOL	Alanna Ross aross@aus.edu	2251
Math and Statistics, Biology, Chemistry and Environmental Sciences	Mary Ann Nash mnash@aus.edu	2272
Arabic and Translation Studies	Iman El Gamal ielgamal@aus.edu	2259

Library Satisfaction Survey Results

The LibQUAL satisfaction survey was implemented in April 2012. Results from 778 valid surveys show overall satisfaction has increased since the last LibQUAL survey administered in 2008. The summary results of the survey are as follows on a scale of 1 to 9.

Satisfaction Questions	Mean score (2012)	Mean score (2008)
(a) In general, I am satisfied with the way in which I am treated at the library.	7.66	7.31
(b) In general, I am satisfied with library support for my learning, research, and/or teaching needs.	7.26	7.09
(c) How would you rate the overall quality of the service provided by the library?	7.51	7.31

A paper-based satisfaction survey of circulation services was conducted in December 2011. Almost 90% of the 239 students surveyed were satisfied or very satisfied.

Library Staff Profile

Gerardo Reyes Circulation Supervisor

I have been at the frontline of library circulation desks for more than 6 years now in various capacities. I joined the AUS Library in April 2011 as circulation supervisor. I love the library's professional working environment and the respect that is accorded to each other. I take pride in serving the students, faculty, staff and visitors in the library.



I was born and raised in Bataan, Philippines which became part of history during the 2nd World War as the last stronghold of the allied forces consisting mainly of American and Filipino soldiers that concluded in the infamous "Bataan Death March." I earned a Bachelor of Arts major in philosophy degree in a seminary in Pampanga, Philippines and pursued further studies in theology.

My journey to the Gulf region started in Saudi Arabia in 2000 as a salesman for English books at Jarir Bookstore. The company expanded to other Gulf countries and I was assigned to Abu Dhabi and stayed there until 2005. My first taste of library work was at the American University in Dubai (AUD) in 2006, serving as a library assistant, serials coordinator and as library technician until March 2011.

It's always a source of fulfillment whenever I see satisfied students, faculty, staff and visitors wearing a big smile because we assist them in the best possible way we can.

You may e-mail Gerry at greyes@aus.edu

E-Books and E-Readers

Good news! The library has access to over 90,000 e-books.

Electronic books, or e-books can be found using Summon when you limit your results to Location = e-books. The catalog includes e-book titles from Safari Tech Books Online, Springerlink, ebrary and MyiLibrary -- that can be read from your browser.

Many Ebrary and MyiLibrary e-books can even be downloaded to an iPad or other e-book reading devices for a 14 day loan period.

To learn more about the library's e-book collection and how to download e-books to a tablet or a mobile device, review our e-book readers libguide at http://aus.libguides.com/ebook_readers. Here, you can review step-by-step instructions that will guide you to effectively using over 90,000 e-books from the library!

For more information, e-mail Mary Ann Nash, *Electronic Resources Librarian* at mnash@aus.edu.

Streaming Video Reserves

Did you know we can stream videos for your class on iLearn?

Streaming video reserves allows faculty to make video and DVD segments available to students via their iLearn course. The library can digitize video or DVD content and convert it into a streaming format file. All you need to do is link the file to your iLearn course.

To learn about Streaming Video Reserves visit <http://library.aus.edu/faculty-resources/streaming-video-reserves/>

Library News

Daphne Flanagan was promoted to University Librarian; **Iman El Gamal** was promoted to Public Services Librarian; **Monina Collins** was promoted to Circulation Supervisor; **Saad Farooqi** was hired as the Evening Circulation Supervisor

James MacDonald joined as Web Services Librarian; **Amira Sakr** joined as IT Specialist; **Gerel Oyun** joined as part-time staff

Daphne Flanagan hosted the UAE Library Directors' meeting in November.

Chris Furno and **Alanna Ross** hosted the Information Literacy Network of the Gulf Region Forum in December.